

**PARTNERSHIP GRANT AGREEMENT**

*Between*

*Suffolk User Forum*

&

**SUFFOLK COUNTY COUNCIL**

1<sup>st</sup> April 2015- 31<sup>st</sup> March 2017

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## **1. BACKGROUND**

The Partnership Agreement between Suffolk User Forum (SUF) and Suffolk County Council (SCC) and NHS Suffolk was made in October 2012. SUF is available in East and West Suffolk areas membership is open for anyone aged over 18.

Since then, SUF has been building its network, promoting the voice of service user in service planning and development and progressing the embedding of these values in mental health services through:

- A developing membership of people and networks.
- Relationships and partnership working with other organisations.
- Securing external funding.
- Active involvement in local mental health planning.

SUF, SCC and Clinical Commissioning Groups (CCG's) have a common purpose of enabling people to exert choice, control and independence. To shape its future development, SUF will review its overarching aims and objectives and develop these with local service users and in discussion with Services.

1.1. The following outcomes underpin the partnership:

- Growing numbers of people with experience of using mental health services have a trusted forum where they can talk about their experiences and make them known to commissioners and providers of services.
- People trust SUF as the organisation that informs them clearly and simply about services including changes and priorities.
- SUF, SCC and CCG's actively support people to be involved in coproduction of services.
- People know that SUF belongs to, and actively participates in, the Co-production Network of Suffolk, which strengthens

service users' voices on matters of importance to them in health and social care.

- People feel more able to be in control of their services as a result of their contact/relationship with SUF.

## **2. ACHIEVING THE OUTCOMES**

Service providers and commissioners need the insights and expertise of people who use services, in order to make the right decisions to transform services that meet people's needs for independence, choice and control.

### **2.1. SUF agrees to:**

- Continue to develop and expand its membership in Suffolk, including allies/ supporters and drawing from those with differing experiences of mental ill health and health and care services.
- Seek the views of people eligible to use mental health services, to ensure that their views can be accurately represented at meetings, groups and forums.
- Improve the understanding of co-production which builds on the capacity of local communities and Suffolk User Forum's role within it, working collaboratively with mental health service commissioners, providers, SCODP and other partners in an equal relationship.
- Support people to be actively involved in co-production as equal partners in a continuous relationship.

- Promote and practise best practice in engagement between commissioners and providers of services, and people with experience of services.
- Link their work with that of other organisations who support service users and people with mental ill health and non-mental health focused organisations e.g. Service User and Family Carer Forums using overall resources to best effect.
- Work with its members and in discussion with commissioners to develop a business plan to deliver on this service profile, within 3 months of commencement of the contract.

#### 2.1. SCC and CCG's agree to:

- Grant-aid a fixed sum for an agreed term to support SUF to deliver on the outcomes.
- Work collaboratively with SUF in the ongoing shaping of this partnership agreement.
- Provide support and guidance to SUF on achieving the outcomes.
- Support the vision of SUF as champion for people with experience of mental health services and respect their role to challenge via constructive criticism, with focus on outcomes and finding solutions.
- Raise the profile of SUF as the focal point in Suffolk for service user involvement for and with people, with experience of mental health services.

- Regularly review resources for SUFs projects and developments.

### **3. CURRENT POSITION**

3.1. SCC and CCG's in Suffolk work in partnership with SUF.

3.2. This agreement forms the continuation of a previous 2-year agreement between SCC, CCG's and SUF.

3.3. It has been agreed that SUF will focus on the priority areas of work:

- Informed by the priorities of the membership.
- Contributing to the work on personalisation, person-centred support.
- Developing the voice of older people in particular those with dementia
- Recovery and keeping well
- Crisis prevention and support
- Help to shape the voice of BME Communities

### **4. EXPECTED OUTCOMES:**

- Evidence of a growing membership, including older members, group members, with regular communication to and from them
- Evidence of membership opportunities linked to various areas – e.g. involvement, employment, research.
- Evidence of people (members and non-members) involved in the work of SUF, as visible partners and/or as contributors via networks facilitated by SUF.
- People who are supported by SUF to get involved in developing the work of SUF and priority areas, feel their voice has been

heard, valued and has contributed to the outcomes of the change taking place.

- Evidence of partnerships with other organisations, statutory and non-statutory, to further the aims of co-production.
- Development of a plan to support co-production, developed as part of the Suffolk Co-production Network.

## **5. ACTIVITIES**

The offer from SUF in each of the priority areas will be:

### **5.1 SERVICE USER VOICE AND ROLE.**

- Having a strong model of empowerment and enablement for Service Users, particularly those new to service user involvement and targeting areas for development where people traditionally do not have a voice.
- Working towards people feeling able to speak out, assert their rights and needs and make changes in their lives.
- Working to ensure that peoples' voices are heard and they have opportunities to be involved in service development at the level they wish, influencing how services are delivered, in line with their own experience.
- Offering training opportunities, development and support that will equip people to become actively involved.
- Strengthening existing partnerships and making new ones that further embed the presence and voice of mental health service users in Suffolk.
- Working with other organisations to ensure that people are signposted for information and support which will enable them to exercise choice and control including when they are unable to speak for themselves.

- Enabling peer to peer support.

## **5.2 ACTIVELY SEEKING VIEWS**

- Linking with mental health service users who are inpatients or living in the community by developing relationships in those settings with a range of providing organisations and staff.
- Showing that they have actively and regularly sought the views of people using services funded by the mental health pooled fund.
- Feedback from service users from different areas, including engaging with people in their own local area.

## **5.3 DEVELOPING CO-PRODUCTION**

Development of a plan to support co-production (with the Suffolk Co-production Network), which develops the capacity of local communities to take part in this work, working with public services in an equal and collaborative way:

- Building capacity within SUF membership and in local communities/ service areas.
- Linking with community groups/organisations to extend the network of user voices, working in partnership with SCODP, Healthwatch Suffolk and others as appropriate.
- Planning and agreement of work plan items, which will include the priorities of mental health service users and from the wider mental health strategy.
- Involvement when commissioners are planning new services, changing existing services, ending services and monitoring services.
- Using peer support forums to spread knowledge and expertise and offer opportunities within co-production.
- An awareness of current/ impending developments in mental health provision.



- Championing service users as expert consumers and co-producers.

#### **5.4 LINKS**

- In continuing the growth of SUF, provide peer network support to smaller user led organisations in their development.
- Work jointly with other organisations e.g. on Enter and View and Expert by Experience.

#### **5.5 EXPANDING NETWORKS**

- Work closely with other organisations, including Healthwatch Suffolk and Suffolk Coalition of Disabled People, to achieve aims and objectives and contribute to the developing network of user-led organisations in Suffolk.
- Participating in relevant regional forums and other local forums that promote the involvement and engagement of service users.
- Developing partnerships with services that work with people with mental health problems and other relevant services across the area.

### **6. OUTPUTS IN 2014-2015**

- 6.1. The core activities will be cross-referenced with the annually agreed priority areas.
- 6.2. For each area of activity at least 3 objectives will be identified, with reference to the overarching outcomes of this agreement.
- 6.3. The core activities will be agreed between SCC, CCG's and SUF, when SUF have developed their Business Plan.
- 6.4. The agreed activities will be added to this partnership agreement by the end of June 2015.

- 6.5. By 30 September 2015, SUF will produce a progress report on all areas of activity and the objectives and milestones reached, towards achieving the expected outcomes. The 2<sup>nd</sup> half year funding will be released following sign-off of the report by Suffolk County Council.
- 6.6. Suffolk County Council will provide a reporting template for this purpose, which will be made available to SUF by the end of June 2014.