



Providing Partnership Services in Bedfordshire,
Essex and Luton



'stronger together'



Providing Partnership Services in Bedfordshire,
Essex and Luton

Philip Howe

Director of Social Care & Partnerships





Providing Partnership Services in Bedfordshire,
Essex and Luton

Our Vision & Values

our vision
‘ providing services that are
in tune with you ’

and values
optimistic respectful empathising
involving empowering accountable

‘stronger together’



Providing Partnership Services in Bedfordshire,
Essex and Luton

All this depends on
providing high quality
responsive services to
our service users and
carers





Providing Partnership Services in Bedfordshire,
Essex and Luton

Facts and Figures

- £200 million budget for 2010/11
- 100 sites
- 3500 staff
- Serving a population of almost 1.5 million people in Bedfordshire, Essex and Luton



'stronger together'



More facts about SEPT

- 1) An innovative and successful NHS Foundation Trust
- 2) We were one of the first 3 Mental Health Trusts in the country to become an NHS Foundation Trust in 2006
- 3) We were the first Mental Health Trust to achieve University status in 2008
- 4) We have been rated “excellent, excellent” 3 years running by the CQC
- 5) Excellent staff and patient survey results



Providing Partnership Services in Bedfordshire,
Essex and Luton

Some of our Achievements

Development of New Services

- ✓ £25m Rochford Hospital flagship development
- ✓ Two new Acute Assessment Units in Luton (Oakley Court) and Bedford (Weller Wing)
- ✓ £28m purpose built secure services unit (Brockfield House) in Wickford
- ✓ £5million on patient environment improvements in Bedfordshire and Luton
- ✓ £2.5m Brentwood Resource Centre
- ✓ New in-patient child and adolescent unit at Rochford Hospital (Poplar Ward)



Capital Developments – Rochford Hospital



Capital Developments



'stronger together'

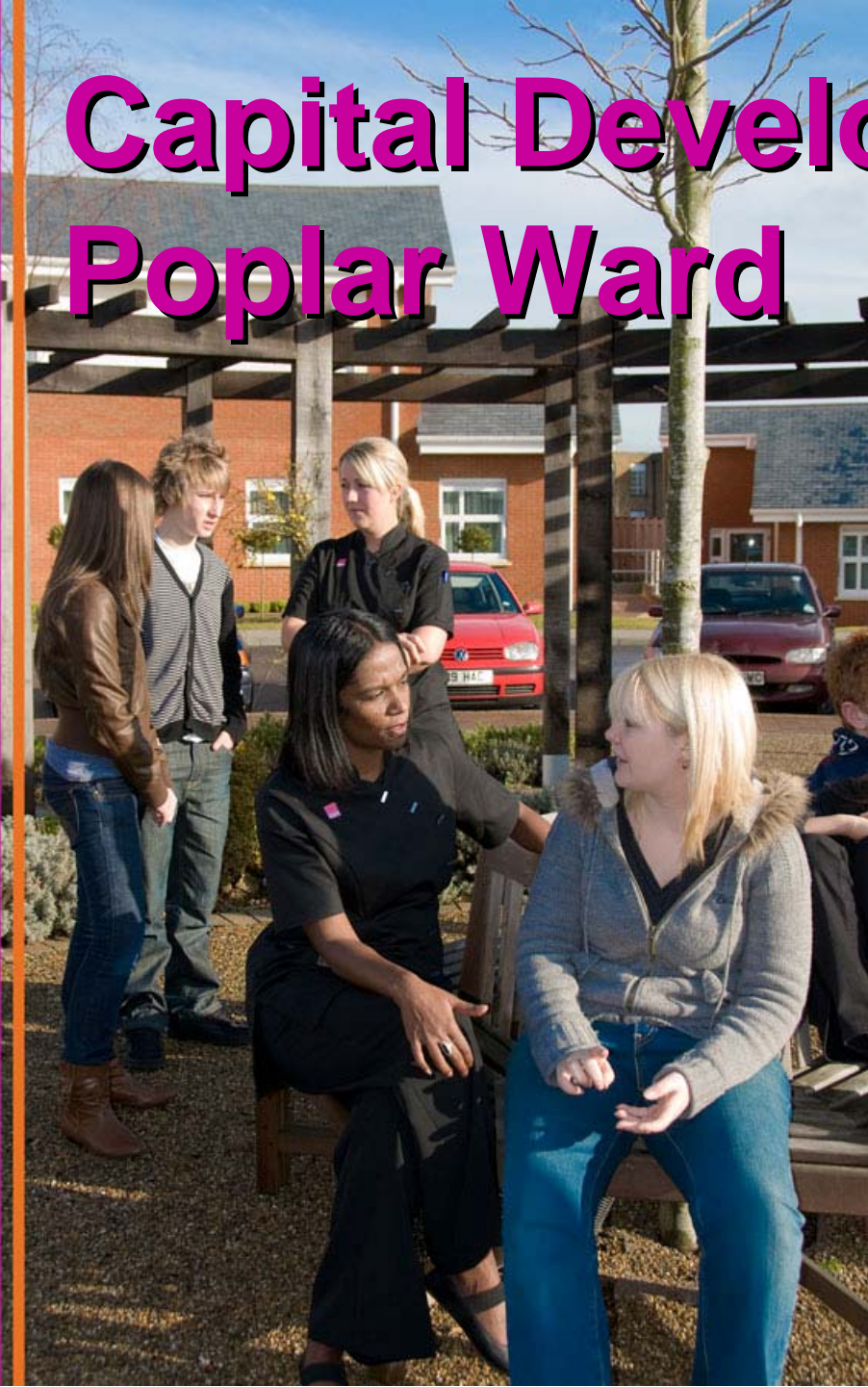
Capital Developments – Brockfield House



Capital Developments – Brentwood Resource Centre



Capital Developments – Poplar Ward





Providing Partnership Services in Bedfordshire,
Essex and Luton

Delivering Quality Services

- ✓ Excellent/ Excellent rating from the Healthcare Commission
- ✓ “Point of Use” surveys introduced to routinely monitor experience
- ✓ Mystery shoppers actively feeding back on appointments and phone calls with Trust staff
- ✓ Service users and researchers
- ✓ Carers charter
- ✓ Wide range of community engagement activities in schools, colleges and with local groups



Providing Partnership Services in Bedfordshire,
Essex and Luton

Working with Schools



- DVDs
- Plays
- Participation in Promoting mental health awareness
- PHSE Lessons
- Self Harm/ Self Esteem/ Eating Disorders
- CAMHS Survey (pets etc)



Providing Partnership Services in Bedfordshire,
Essex and Luton

Working with the Community



From Football
to fine art



Organisational Development

- ✓ Achieved University status – first mental health Trust
- ✓ Excellent staff survey results
- ✓ Top mental health trust to work for (Healthcare 100):
 - ✓ Top mental health Trust to work for
 - ✓ Top Trust for employing managers
 - ✓ Eighth best Trust to work for overall in the UK
- ✓ Leadership and research programmes with Yale and Pavia Universities
- ✓ Disability “two ticks” Award
- ✓ Re-accredited as an Investor In People
- ✓ Chief Executive voted NHS Leader of the Year
- ✓ Part of Yale global health Ghana and Rwanda



Providing Partnership Services in Bedfordshire,
Essex and Luton

For the Future

- Impact of financial retrenchment
- Social Inclusion
- Tackling stigma & discrimination
- Employment
- Personalisation