

Leeds Involving People Annual Report 2016-2017



Welcome from our Chair and CEO

We would like to thank our Board, our members, our funders, the Third Sector and local communities for continuing to be part of our agenda of involvement this year. During a period of national concern regarding consultations and their impact, we continue to believe that in Leeds we are all committed to people having better lives, better experiences and genuine involvement through a partnership-driven approach. We feel that our partnerships with communities, local funders and wider groups like Transport have become stronger with the common objective of working together being recognised as the only way to achieve change.

Encouragingly, there has recently been a growing desire by public bodies to better understand co-production and asset based work and the ambition to have “honest” conversations with the public. This has been seen at various boards in Leeds and whilst it is still in its early stages, it suggests an understanding of the potential there is to work with communities and connect with people in empowering ways to make transformations.

Indeed this year’s report shows how we have supported and trained people to enable them to have their voices heard. We have also been successful in many areas from winning an Award for Excellence for our work with redesigning services through to recommending sensitive areas of change management for Urgent Care and End of Life. Our work in Armley is a good example of listening to what people really want and need with regards to the services they receive. This coming year we look forward to building on existing partnerships as well as fostering new ones as we continue our involvement and engagement work.

Thanks, as always, go to our voluntary sector colleagues for their support as well as all of our members,

Mary and Jagdeep



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Our Year in Numbers

We have had another successful year, here are some of our achievements at a glance:

1 = Number of **Awards for Excellence** won. We were named 'Volunteer Organisation of the Year' by Adult Social Care for our work with the Homecare Reference Group.

12 = Number of **LIP Coffee Clubs** held in different community venues throughout Leeds

26 = Number of **Leeds Clinical Commissioning Groups (CCG)** projects completed

179 = Together We Can and ZIP members

187 = Number of people who **attended the Your Health, Your Say Conference** that we played a key role in organising and promoting to local communities

714 = Number of **members registered with us** - contact us if you would like to join

2,900+ = Number of followers on Twitter—follow us on **@involvingyou**

8,476 = Number of **people we engaged with** as a result of our 2016-17 CCG contract



Homecare Reference Group members and LIP CEO collecting their award

Adult Social Care Projects

This year LIP have been involved in a wide variety of projects through the Adult Social Care (ASC) contract we hold with Leeds City Council. Here are some of our highlights:

Leeds Deaforum

The Deaforum has continued to meet on a monthly basis, with topics of discussion including: equipment services for those who are Deaf or Hard of Hearing, Accessible Information Standards and access in museums. Members have also taken part in a BSL video relay services consultation, formed a subgroup to work on Leeds City Council website's accessibility for Deaf people and worked with West Yorkshire Police on how their helpdesks can be made more accessible.



Khalid Ashraf attended the 2016 British Deaf Association Annual Conference in Torquay as a Deaforum Representative.

Disability Facilities Grant

Through three different meetings the process of applying for a grant was discussed and the need for a more person-centred process for Housing Adaptations identified. As a result, a partnership between LCC, Leeds University Access Committee and LIP was set up, with ASC Director Cath Roff recognising this as a good example of partnership work.

Better Lives Board

LIP supports eight of its members to attend the Better Lives Board. At the meetings, members contributed to discussions around strength based social-care, Homecare, accessible community transport, and integration and personalisation.

Local Government Peer Challenge

We arranged focus groups with people who use ASC services and their carers. Seven representatives of different communities attended including wheelchair users, carers and people in receipt of Homecare and Personal Budgets. Discussions took place on the availability of information, community support and personalisation. This contributed to the Local Government Peer Challenge for Leeds City Council.

Homecare Reference Group

This Group brings users of Homecare Services together to discuss proposed changes to Homecare and to review potential Service Providers. This year members attended the Awards for Excellence where LIP won the Volunteer Organisation of the Year Award.

Positive feedback from ASC:

“When asked by us, ASC, for a quick response to a piece of consultation LIP are able to get a group of people together (reference of focus group) in a matter of days at short notice which cannot be done by anyone else.” **Kuldeep Bajwa, Consultation and Involvement Officer**

Fairer Charging

Five meetings took place which focused on proposed changes to ASC service charges. Nine of our members attended each of these with LIP supporting their access needs. At the meetings, the Group looked at the assessment of care, how this was calculated, the helpline, financial reassessment processes and Homecare contracts in detail.

Homeshare Focus Group

The Homeshare Scheme enables two unrelated people to live together who each benefit from the programme. LIP arranged a focus group with seven of its members to gain insight into the scheme. As well as recruiting participants we facilitated the discussions and reported the findings back to the Homeshare Scheme.

Black, Asian and Minority Ethnic (BAME) Day Services

Our BAME community engagement work continued during 2016-17 with the Day Services Steering Group meeting ten times. We also supported ASC in recruiting and arranging three public consultation events about BAME day services with over 100 people attending and sharing their views.



BAME Day Centre Consultation

Your Health, Your Say Conference

LIP worked with ASC to ensure the agenda and publicity materials for the conference were culturally representative and appropriate. The event brought together members of the BAME communities in Leeds to discuss their experiences of health and social care services. The day was a great success with 187 people attending including BAME community members, guest speakers, councillors and commissioners.

Care Quality Commission (CQC)

LIP has continued to meet with the Deputy Chief Inspector, and the Regional Head to share Leeds' practice and ensure that LIP and its members are embedded in CQC inspections and practices. LIP is considered a key partner in discussions about how the CQC can work more effectively with third sector and user-led organisations to ensure that a more diverse range of citizens are engaged by these groups.

Adult Social Care (continued)

Social Care Community Forum for Race Equality

We have continued to provide administrative support to the Forum as well as promote it to prospective members. Six meetings took place this year, with topics including: St Gemma's Hospice Care, Connect for Health, Adult Safeguarding and PATH Yorkshire.

The Equipment and Telecare Service User Group (TETSUG)

TETSUG has had another busy year. As well as getting a new logo and name (the group was previously called the Forum for Health Innovation Technology and Equipment), TETSUG members have received training from LIP on 'how to be an effective member/representative'. Three ALL Inn (Assisted Living Leeds innovation) meetings were also recruited for and attended on the themes of: Door handles and 3D printers; Telecare and Sensors.



The new TETSUG logo and group members at a TETSUG meeting

Access and Use-Ability Group

Jagdeep Passan, independently chairs this citywide group, working in partnership with Leeds City Council Communities Team and Leeds citizens.

The purpose of the group is to ensure that people's voices are heard during planning developments within the city. Members have worked on with planners include: West Yorkshire Playhouse refurbishments, Merrion Centre Developments and a New Station Street access audit.



LIP members discussing access

Leeds Transport Expert Advisory Panel

LIP has gathered experience and views on public transport from a citizen's perspective, based upon their own lived experiences and fed these back to the Advisory Group.

Barnsley Deaforum

The Barnsley Deaforum has had another busy year. Members of the Deaf Community meet twice a month in an accessible venue at Honeywell Community Centre. This year key speakers at the Deaforum meetings have included: Carriane Stones (Healthwatch Barnsley Manager), Beverley Powell (Equality and Diversity Manager, Barnsley Hospital NHS Foundation Trust), Councillor Linda Burgess (Mayor of Barnsley) and Peter Shaw (IAPT Psychological Wellbeing Practitioner).



Khalid Ashraf, Involvement and Development Officer for the Deaforum (supported by LIP)

Outside of Deaforum meetings members have been involved in many different events. At the Barnsley Deaf Awareness Event, the Deaforum had their own stall to promote their services and networks with other holders such as Macmillan and Cloverleaf.

Seven Deaf people also attended the Hate Crime Awareness event at the Interchange as part of the purple ribbon campaign. Members attended an NHS Equality Event which focused on 'Better Health Outcomes' and 'Improved Patient Access' as well as the NHS Diversity Conference where Khalid Ashraf was of the key speakers and shared the views of the Deaf community in his presentation.

Members have also been involved in consultations, training and workshops over the past 12 months. These include: Device Doctor sessions (digital technology); Health and Wellbeing Consultation Workshop (to inform the Health and Wellbeing Strategy); Berneslai Homes Workshop (tenant housing concerns) and a library consultation (future development of the new building). Deaforum members look forward to attending more training, events, consultations and workshops over the year to come.



Deaforum members with the Mayor of Barnsley, Councillor Linda Burgess at the November meeting

Our Members

Our members are at the heart of everything we do. We train, support and mentor processes and their voices are heard. Here is a small selection of t

Your Health, Your Say Conference

The Your Health, Your Say Conference brought together members of the BAME communities in Leeds to discuss their experiences of social care and health services. LIP board member Prem Singh Duggal (pictured below) spoke at the event as did Tessa Francis (pictured right) about Dementia. LIP also supported another member to talk about her experiences of Dementia as a representative of the Black African community. The feedback she received after the presentation was very positive, especially in terms of hearing about service user experiences first-hand.



Care Quality Commission Manchester

LIP member Sue Harkin spoke about having Dementia and the care experience at the CQC Conference. The event was attended by Executive Andrea Sutcliffe. Care managers from across the region described it as 'an amazing day' and 'one of my proudest days'.

Homeshare Focus Group

Seven LIP members took part in this event as representatives of the demographic of people who would take part in the Homeshare Scheme.



Leeds Deaforum Activities

External to the 12 Group meetings which took place this year, Leeds Deaforum members (pictured left) have been very active. As well as beginning to work with Leeds City Council Sensory Service, members have attended the Leeds Equality Assembly and the LIP AGM. The group has also been involved in consultations regarding website accessibility and access in museums including the Royal Armouries in Leeds.



Training Sessions For

Throughout the year members have been building and involvement in the Group and worked with the Group to represent both their

Members in Action

...them to ensure their opinions and concerns are at the centre of decision making
...the different things our members have been involved in this year.



University of Leeds and Leeds Beckett Seminars

Two of our members have been supported to contribute to university programmes. Ibtisam Tapia-Sarela shared her lived experiences with second year Leeds University undergraduates in a seminar entitled 'Health Inequalities in Leeds and how we're overcoming them'. Lily Cheng contributed to a Leeds Beckett University seminar for MSc Occupational Therapy students which focused on 'Cultural Competencies in Leeds'. In each seminar students benefitted from hearing about members' experiences.

Conference (CQC),

...oke about her Dad
...daily hurdles they
...e in Manchester.
...y the CQC Chief
...and Adult Social
...s England. Sue
...g experience and



Equalities Conference

Joy Fisher (pictured left) attended the Equalities Conference held at Leeds Civic Hall on 2 November 2016 and spoke to delegates about her experiences.



Board Representation

LIP members have provided lay representation on several boards including: the Better Lives Board (pictured right), the Health and Wellbeing Board, the Expert Panel Transport Advisory Group, the Drugs and Therapeutic Group and Patient Advisory Groups.



Members

...members of our Steering and Involvement Groups have been given training in representation, confidence
...ent. We have also carried out Procurement Training with our Long-term Health Conditions Involvement
...h LIP members sitting on the Hospital to Home Steering Group to develop confidence and enable them
...nselves and their communities.

Leeds Clinical Commissioning Groups Report

During 2016-2017 we were commissioned to carry out 26 different projects by the three Clinical Commissioning Groups (CCGs) in Leeds. Through this work we engaged with 8,467 Leeds citizens using a variety of techniques such as face-to-face surveys, interviews and focus groups. The research we undertook included: gathering feedback on service provision, conducting practice and strategy reviews and collecting patient opinions on topics such as changes to prescribing. Details of six projects are below.

Perinatal Mental Health Services Review (Leeds South and East CCG)

We engaged with women and their partners who had accessed pregnancy and maternity services in Leeds either during pregnancy or a year after birth. The purpose of the research was to find out if the mental and emotional support provided at these times was adequately promoted, easy to access and timely. As a result of the project, which included face-to-face surveys with 131 people, recommendations were made about how the Perinatal Mental Health Pathway could be improved.

A Steering Group of 15 people with lived experience was also established to work with staff to develop the Pathway. Meetings to date have covered areas including: the Public Health Anti-Stigma Campaign, feedback on the BabyBuddy App and the development of animation about perinatal experiences which is being put on the Mindwell website.



We spoke to women and their partners about the support their received.

Continuing Care Assessment Evaluation (Leeds South and East CCG)

NHS Continuing Healthcare (CHC) is an individual package of care which individuals are assessed for to find out whether their care needs meet the eligibility criteria. LIP carried out research to understand more about people's experience of the initial CHC assessment process. Telephone interviews, carried out with 50 patients and family, focused on information received, nurse demeanour, client feelings during the assessment, which elements of the process worked well and which could be improved.



Appointment booking was a problem for some

Tell us Three Things (Leeds North CCG)

The aim of the Tell us Three Things project was to gain patient and public insight into NHS services in North Leeds. In order to do this LIP carried out face-to-face surveying with members of the public and community groups. In total 2056 people were engaged with in a range of locations including GP practices, local shops and

community venues. Respondents were asked about things they liked and disliked, their priority areas and things they would like to change, with more than 5,000 individual responses recorded.

We analysed the data from the survey and provided a concise set of recommendations. These included: awareness raising of the two urgent care units in Leeds North, continuity of care from a named healthcare professional for elderly people and the development of a working group to identify best practice for appointment systems.

Health and Social Service in Armley (Leeds West CCG)

LIP were asked to find out about the experiences of Armley residents regarding health and social care services. Through a face-to-face survey we questioned them about access into local health and social care services, their positive experiences, areas for improvement, confidence about managing health and wellbeing and perceived barriers to this. We worked with Engaging Voices on this project and spoke to more than 1000 members of the public about their experiences.



Respondents identified provision of healthy food as an important factor in managing their health.

Following this extensive engagement with people in Armley we reported the key findings from the research to West Leeds CCG as well as made recommendations for improvements that could be made. These included: the importance of providing access to healthy food choices and promoting the existing exercise groups in the local area.

Leeds Clinical Commissioning Groups Report (continued)

York Street Review (Leeds South and East CCG)

York Street Practice is a service for patients who have difficulty accessing mainstream health provision. Its main focus is to provide care to people that often have a complexity of needs due to circumstances outside of their control. LIP engaged with patients and staff at York Street Practice as part of the Practice review prior to recommissioning by Leeds South East CCG. A survey was used to learn more about people's experiences of the Practice, with questions focusing on access into the service, the actual provision of the service, if anything further could be provided and if anything could be improved. In total 123 survey responses from patients were gathered as well as 13 from staff who support service users. To ensure engagement with Refugee and Asylum Seeker patients, LIP worked with Practice staff using Pearl.

The findings from the survey were used to help inform the future provision of services at York Street Practice. In particular, we recommended prompt access to translation services for Refugee and Asylum Seeker patients and the provision of further welfare services at the Practice.

Expert Patient Programme (EPP) (Leeds South and East CCG)

We carried out research to understand more about patient experience of the EPP Course and what improvements could be made. As a result of 40 telephone interviews with patients as well as focus group with 9 EPP tutors, several important factors were identified. These included: courses should be at an accessible venue at the same time, day and location each week and be peer led so that patients can relate to the tutors.

Leeds Community Healthcare **NHS**
NHS Trust

EPP

Expert Patients Programme

Self management courses 2016

Do you have a long term health condition
and want to feel and cope better?
...then join one of our **FREE** courses

Courses run across Leeds throughout the year

Patients and tutors were engaged with to identify how the EEP could be improved

St Gemma's Hospice

LIP and St Gemma's Hospice (SGH) were funded by Leeds Community Fund to carry out engagement work in the local BAME community to find out why there was such a low uptake of SGH in-house services from people in LS7 and LS8. LIP engaged with over 1,000 BAME community members through focus groups and face-to-face surveying. We also helped to develop a Steering Group, whose members have been trained by LIP to share their expertise in a way that SGH can respond to in terms of service provision. They also engage other members of their communities in having a voice. Since the research report submission, LIP has continued to support and facilitate the Group.



A St Gemma's Hospice awareness day was held at Reginald Centre

Digital Angels

LIP has been working on an exciting new project called Digital Angels. This is a joint venture between Age UK and LIP with funding coming from the Time to Shine Fund. The aim of the project is to combat social isolation in the elderly through the use of the internet and social media. LIP supported Age UK by recruiting volunteers for the project and the Steering Group. The volunteers have helped older people to use the internet for activities such as online food shopping, finding out what local social and health services are available and staying in contact with family and friends. The Steering Group has been supported by LIP to oversee the running of the project, share ideas and represent local communities/stakeholders.

Mental Health

The last twelve months have been full of activity on the mental health front. The Together We Can (TWC) network has continued to grow with the number of members now standing at 179. Members have been supported by LIP to attend many different meetings including: the Mental Health Partnership Board, Mental Health Programme Board, Information Hub development, and Dual Diagnosis Working Group.

TWC members have also been successfully involved in the development of the Mindwell website, with members attending the steering groups and user testing events. Member feedback has been instrumental in shaping the site and members feel satisfied that they have been involved in meaningful co-production around the project.

In September, ZIP's working group delivered Level 3 training to an audience of over 20 drugs and mental health practitioners. The training content was based around a service user's journey into recovery and how true involvement has a place in recovery and was well received by all.



The Perinatal Steering Group has encouraged information sharing and relationships to develop that members would not have originally have had access to; the group is actively involved in the maternity strategy for Leeds.

Members at the annual Winter Warmer mental health event

The Winter Warmer event held at St. George's was well attended, with representation from new and existing members as well as services such as Leeds MIND, St. Mary's, TCV Outdoor Projects, Feel-good Factor and 'Resilient not Reliant'. Members fed back experiences of their involvement with LIP reflecting that this had helped with areas of Self-Esteem, Feeling Valued and Heard as well as offering the necessary development to engage in other areas of education and employment.



To join the TWC network contact Alison Brophy on 0113 237 4508.

Visible

LIP has been working with Women's Counselling and Therapy Services around Childhood Sexual Abuse (CSA). The origins of the project stem from an event held in 2016 where several people shared their experiences of CSA. They didn't feel supported by health and social care services, and advocated a trauma-based approach, encouraging health and social care professionals to explore trauma that has happened in the past and the effect this may have on current life and mental ill health.

LIP has brought together an Involvement Group, called Visible, of people with lived experiences. With our support the group has written content for Mindwell and are designing training for health and social care professionals around the trauma-based approach. Thanks to new funding from Lloyds there are contributing to the development of a kite-mark that certifies organisations as coherent in providing the support-based approach.



User Groups

We support a number of different groups and encourage members to become involved in one or more of them. By sharing lived experiences and opinions our groups provide valuable feedback and influence decision making on service provision and delivery.

Our groups cover various fields including health and wellbeing, the Deaf community, care and community and technology and equipment. We also support members to attend the Better Lives Board and organise a monthly Coffee Club. If you would like more information about any of our groups please visit our website at www.leedsinvolvement.org.uk or get in touch with on 0113 237 4508 or by emailing info@leedsinvolvement.org.uk.



Two LIP members at a recent Coffee Club

Acknowledgements

Leeds Involving People's Board of Trustees, staff and members would like to thank our strategic partners and funders. Without your continued support we would not be able to fulfil our mission to link decision-makers and communities and to give a voice to residents to support the improvement of health, social care and community services.



Leeds
Clinical Commissioning Groups



Women's Counselling
and Therapy Service



UNIVERSITY OF LEEDS

Contact Details

There are lots of ways to get in contact with us:

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