

Leeds Involving People Annual Report 2017-2018

Working in Partnership with People



Nominee for Award for Excellence for Partner of the Year, Leeds City Council 2018

Welcome from our Chair and CEO

This year has been busy as always!

Co-producing engagement methods with our members, Board, staff and volunteers, spreading our wings far and wide throughout Leeds to ensure that everyone has a chance to have their say, and ensuring that people from seldom-heard groups involved at all times is what we are all about. Not forgetting the Involvement Groups that we support, which are true involvement opportunities. Seeing our members share their experiences and opinions with commissioners makes us feel so privileged to be doing the work that we do, there is nothing more empowering than watching the conversations flow. We're pleased to say that there are plenty more opportunities to come in 2018-2019, and lots of exciting ongoing and new partnerships being developed.

Thank you to the continued support from all of our funders whose commitment to involving people has been truly humbling. Without your commitment and vision, public involvement in Leeds and Barnsley would not be as innovative or effective as it is. LIP is noticing better conversations and a real desire to work in communities.

As ever, we thank our members for their continued support in the work that we do. If we could thank all of you personally, we would do. You keep LIP alive, and continuously remind us of the value of involvement. Your contribution means a lot in Leeds and make a huge difference to funders and providers. Thank you for this, and thank you for your continued belief and support in the work that we do.

We would like to say a final thank you to previous staff who have now left us—including Amy, Jean and Lucy, for their dedicated work. We wish them well in the future!

Thank you everyone!

On behalf of LIP's Board and Staff, Jagdeep Passan (CEO) and Mary Naylor MBE (Chair)



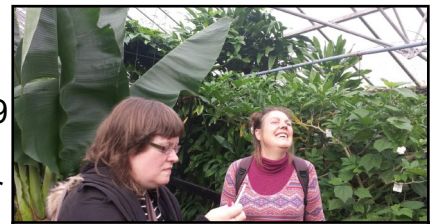
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Mental Health

With our CCG Partners and Local Authority partners and members, LIP continues to lead on shaping mental health services in Leeds.

This year TWC / LIP members created a survey to examine which mental health services people access in Leeds and how well they are working for them. In total 109 people were engaged with. The report presented a number of recommendations, including developing clearer service pathways to specific specialist services and improving accessibility of services by, for example, having more BSL interpreters available. The respondents also highlighted experiencing barriers preventing them accessing services e.g. waiting times. Findings and recommendations have been widely shared with commissioners and providers and users of mental health services.



Two TWC members enjoying Tropical World

Together We Can members have been working alongside LYPFT partners (and CCG) to co-produce the development of the Leeds Recovery College. The college will use education as a model to move towards and beyond recovery. The Recovery College will provide a series of co-produced courses and workshops that all aim to help people to develop and use tools to manage their wellbeing. Our members shape the college, by looking at things like branding, service specifications, job descriptions and course content.

Together We Can have been involved with MindWell, the award winning online mental health resource since it started. Showing how the people of Leeds can work with service providers to improve mental health resources for all. As regular attendees of the MindWell Steering Group, focusing on content, future plans, evaluation and future funding. Our members attend the Mental Health Partnership Board, Urgent Care and Crisis Meetings and many more.



WHAT DOES A RECOVERY COLLEGE LOOK LIKE



Together We Can / LIP members are active in the Co-production Steering Group alongside Touchstone, NHS, Leeds Mind, LYPFT, Making Space, WY-FI, Adults and Health, Women's Lives Leeds and Forward Leeds, working towards citywide co-production quality standards. At the 6th July 2017 conference LIP members took part sharing the importance of co-production to them.



TWC members at the Coproduction Conference



LCC Adults and Health Projects

This year LIP have been involved in a wide variety of projects through the Adults and Health contract we hold with Leeds City Council. We are greatly encouraged that LCC are wanting to have better conversations with people. Here are some of our highlights:

Leeds Deaforum

The Deaforum has continued to meet on a monthly basis, with topics of discussion including: Governance training, self-harm, medicine management and public transport. Deaforum members also attended events such as the Massive Market Place organised by Forum Central and the Together We Will Coproduction Conference. We would like to pay tribute to previous Deaforum chair Terry Harton who sadly passed away and is missed by all members.



Deaforum members in the Governance Training

The Equipment and Telecare Service User Group (TETSUG)

LIP's Equipment Group continued to meet, looking at topics like: a survey to review Telecare Services, the Activage Project, equipment from Yorkshire Care Equipment, and the Connecting Leeds consultation. Members of the group also took part in a session at the William Merritt Disabled Living Centre to look at their current literature. Members of the group continue to attend external meetings on TETSUG's behalf such as the Equipment Review Group. Shirley Parker, who sadly passed away this year, was a key member of this group.



Members of the group at William Merritt

Better Lives Board

LIP supports its members to attend the Better Lives Board. At the meetings, members contributed to discussions around Healthy Ageing, Better Lives Through Better Connections, the Extra Care Programme, and the provision of homecare. This demonstrates openness and transparency by LCC to engage with citizens of Leeds and work in partnership.

Social Care Community Forum for Race Equality

LIP continue to facilitate alongside Adults and Health the SCCFRE which looked at things like: community participation, St Gemma's Hospice, Community Based Mental Health services recommissioning, Boyz2Men and William Merritt Disabled Living Centre. This group was nominated for an Award for Equality, Diversity and Inclusion at Leeds City Council's Awards for Excellence 2018.



SCCFRE members

Leeds City Council Projects

LCC Communities Directorate—Communities Team

We continue to have a shared vision with LCC on ensuring Leeds is an inclusive city and work is undertaken to meet people's needs in localities. LIP has been actively working to share strategies we use to ensure people's voices are heard.

Access and Use-Ability Group—Independent Chair

Our CEO chairs this group which is the stakeholder engagement group for Leeds City Council to ensure people are involved in Highways and Planning decisions. This year we looked at topics such as: Greek Street Pedestrianisation, West Yorkshire Playhouse developments, Merrion House developments, Stourton Park and Ride, Leeds Public Transport Investment Programme and the New Station Street developments.

LCC City Development—Leeds Transport Expert Advisory Panel

LIP were invited to have two lay seats on this group. Mary Naylor MBE is the independent advisor and Jagdeep represents LIP and AUAG sharing experiences and views on public transport from a citizen's perspective, based upon their own lived experiences and those of our members.

Equalities Assembly Conference

LIP along with our members attended the Equalities Assembly Conference, focusing on "Strong and Thriving Communities".

Dementia

LIP continue to be involved with the Dementia Board. LIP also hosted a "Dementia Coffee and Cake" meeting to give people an introduction to dementia.

Care Quality Commission (CQC)

LIP works with the CQC 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 part of the conversations.

Digital Angels

LIP has worked with Age UK Leeds on the Digital Angels project by training and supporting the Steering Group. The project was funded for two years by the National Lottery through the Time to Shine scheme. The project began in June 2016 and is due to finish at the end of June 2018. Overall it has supported 168 people on a 1:1 basis in a home setting. On average home visits have included 6 sessions which equates to approx. 1008 visits. We have held 116 events and we have had 623 attendees.

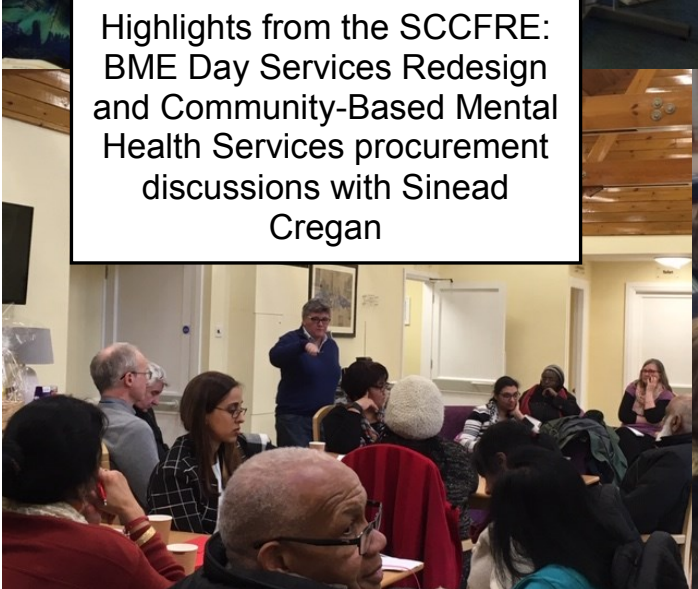
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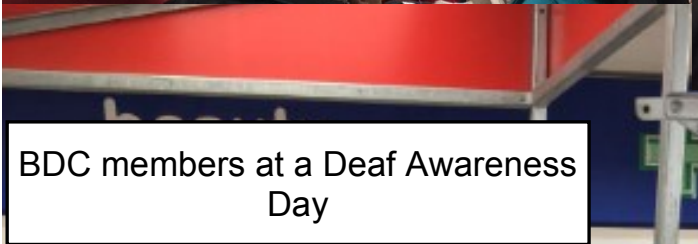
Highlights from the SCCFRE: BME Day Services Redesign and Community-Based Mental Health Services procurement discussions with Sinead Cregan



Meeting with the Lord Mayor Cllr Jane Dowson



AUAG in action at WYP



BDC members at a Deaf Awareness Day



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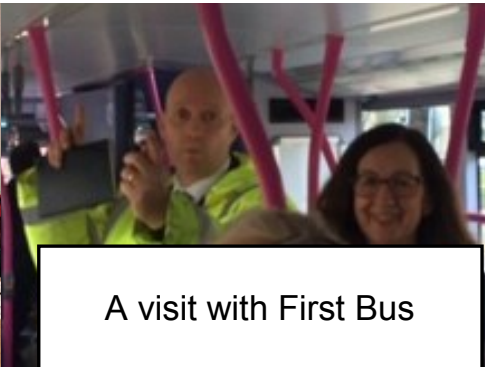
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A visit with First Bus



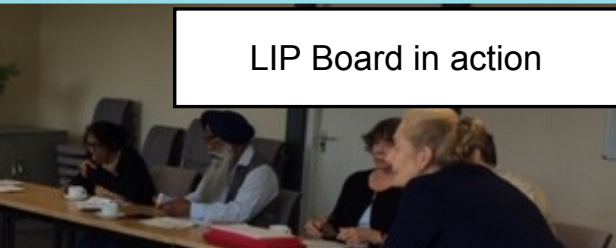
Highlights from our AGM



Board discussions



BDC members at a social



LIP Board in action

Leeds Public Transport Investment Programme

Connecting Leeds
TRANSFORMING TRAVEL

Leeds Involving People are delighted to be funded by WSP to independently engage with people in ensuring citizens of Leeds are actively involved in the LPTIP, through outreach within communities, and then engaging more specifically with seldom-heard groups including those with visual impairments and the Deaf community.

“Leeds Involving People (LIP) are a key partner in ensuring that seldom heard groups are involved in shaping a transport strategy for Leeds that’s inclusive and meets the needs of individuals, communities and the city” - Report of Director of City Development, 25th July 2018

This phase of consultation saw engagement around the routes: A61N (Alwoodley to Leeds), A58 (Harehills and Oakwood to Leeds), and A647 (Armley, Bramley and Pudsey to Leeds). LIP engaged with over 400 community organisations and businesses throughout this phase, as well as sharing over 10,000 leaflets with Leeds citizens.



LIP and WSP staff at one of the public drop-in events with Cllr MacNiven



LIP continue to work alongside Women’s Counselling and Therapy Service on the Visible Project. LIP independently facilitate the Reference Group as well as attending the steering group. This year the Reference Group have achieved many things such as:

- Running training around how to stay safe on the internet
- Attending “Managing Anxiety” and “Getting Engaged” training run by LIP
- Took a trip to the pantomime—thoroughly enjoyed!
- Reviewed and continued to update the Childhood Sexual Abuse content on the MindWell website
- Developed a training scenario that could be used within training for frontline staff
- Reviewed the Highland Policy, in order to implement a similar policy across organisations in Leeds.

We would like to thank the members of the Visible Reference Group for their invaluable input and WCTS and partners for their support throughout this project!

Barnsley Deaforum

Our partnerships within Barnsley get stronger and stronger year on year and increasingly partners are consulting and involving the group more. We give thanks to the commissioners!



Members of the Barnsley Deaf Community (BDC) meet monthly at Honeywell Community Centre. Key themes for the Barnsley Deaf Community have been: the Deaf Club, BSL Logo Design, BSL Video Projects, Employment Sessions, Training Provision, involvement with external partners and the Hear My Voice session.

The BDC members took part in a logo competition to design their new logo—which you can see at the top!

The BDC have taken part in many different activities over the year including: 'Hear My Voice' sessions (particularly the 'This is my home' project focusing on people's personal experiences of life in Barnsley); employment sessions for Deaf people to explore and to identify barriers to employers and they shared their experiences, and where Khalid presented on his experiences; an online training course by Action on Hearing Loss; producing BSL videos on PA training, devolution, and council tax; and taking part in the Hate Crime Awareness campaign.



Drop-In Workshop for Deaf People

St Gemma's Hospice

LIP continues to be a partner of St Gemma's and is supporting the St Gemma's Hospice Steering Group, reviewing their services to ensure they are culturally appropriate and accessible, and shaping their internal strategy for involvement. Members of the public are now engaged with leadership team to support their development.

The group has reviewed publicity for the hospice as well as raising awareness within their communities about the services offered. They have also tested menus, contributed ideas for St Gemma's 40th Anniversary celebrations, arranged visits to external sites, attended St Gemma's volunteer training, some members have become Spiritual Care Volunteers, explored cultural/religious end of life needs, shared what is important for their communities and taken part in a photo shoot—which you can see here!



St Gemma's Hospice Steering Group

NHS Leeds Clinical Commissioning Groups Report

We are very pleased that the NHS Partners have engaged LIP to work on a range of exciting projects which ensure people are involved to shape services now and in the future, including key areas like perinatal mental health and long-term conditions.

Highlights of some of our projects are detailed below.

Leeds Care Record Publicity Review (Leeds North CCG)

Leeds Care Record is an integrated digital care record which enables care professionals to view real time health and care information across care providers and between different systems. Leeds North CCG asked LIP to carry out a number of focus groups with a variety of community groups to ensure that their suggested publicity was fit for purpose. In total we ran 10 focus groups with 76 participants which were made up of carers, South Asian women, young people, young pregnant women, the Deaf community, people living with disabilities, people with learning disabilities, people with lived experience of mental health and young men. We reviewed the suggested posters and leaflets with each of these groups.



Perinatal Mental Health Steering Group (Leeds South and East CCG)

The Group continued to run until December 2017, ending with 26 members in total. This group focused on improving support for pregnant women, new mums and their partners. In 2017 they co-produced the Anti-Stigma Pregnancy and Mental Health Animation (link: <https://vimeo.com/232973606>) to share their stories of how pregnancy wasn't the easiest time for them, looked at MindWell content for new parents (www.mindwell-leeds.org.uk/baby), developed the Perinatal Mental Health Forum, reviewed the Perinatal Mental Health Pathway, took part in Inkwell's Perinatal Stories (<http://www.inkwellarts.org.uk/perinatal-3/>), and looked at training for professionals. LIP would like to thank every member for making this group a



Long-Term Conditions Involvement Group (Leeds South and East CCG)

This was a group for people with long-term conditions to be able to have an influence over service delivery. Again, this came to an end in December 2017. Throughout the year the group focused on: Structured Education Courses for people with long-term conditions, targeted prevention, Health Coaching and Better Conversations, Leeds Digital Road Map, Patient Activation Measures and the Leeds Community Blood Pressure Programme. We would like to say a massive thank you to all members for their hard work over the years!

Enhanced Care Home Workshops (Leeds South and East CCG)

LIP were asked to recruit service users to attend two workshops to look at a creating a citywide care homes scheme across the three CCGs. It was suggested that there should be a structured approach to care, a multidisciplinary approach and direct access to geriatricians. LIP gathered citizens to give feedback on the suggested schemes.

Web Testing (Leeds West CCG)

LIP were approached by the Leeds West Primary Care Network and asked to carry out GP Practice website testing with patients in three of their GP Practices piloting a proposed generic GP Practice website. The GP Practices were: High Field Surgery, Whitehall Surgery, and Rawdon Surgery. Two surveys were designed by LIP to test the websites, and the likelihood of patients using them. In total 170 surveys were gathered. Patients were generally aware that their GP Practice had a website, and the majority of those surveyed had used it. They rated the convenience and ease of the website, mainly using it to order repeat prescriptions and sometimes appointments.

Patient Experience and Engagement Support Service

Unfortunately we were unsuccessful in the procurement of this contract by Leeds CCGs, and we would like to thank our commissioners for their support throughout the last 10 years, in helping to shape services to meet the needs of the local population.

Drug and Therapeutics Group (DTG)

LIP ensured there was lay involvement within this group, to ensure people are at the centre of decision-making. The role of the Drug and Therapeutics Group is to lead, support and report on activities related to the managed introduction of medicines within the Trust that contribute to an enhanced patient experience, support patient safety and the clinical and cost effective use of medicines.



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.



Clinical Commissioning Groups



ROYAL ARMOURIES



South Yorkshire Fire & Rescue
WORKING FOR A SAFER SOUTH YORKSHIRE



Barnsley Hospital NHS Foundation Trust

BERNESLAI HOMES

The Leeds Teaching Hospitals NHS Trust

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