

# ANNUAL REPORT

APRIL 2021-MARCH 2022

Working in partnership with people



WE GIVE A VOICE TO RESIDENTS AND SUPPORT THE IMPROVEMENT OF  
HEALTH, SOCIAL CARE AND COMMUNITY SERVICES.

# WELCOME FROM OUR CHAIR



It has been another busy year for LIP!

The LIP Board would like to acknowledge how difficult this year has been, due to the COVID pandemic, the rising concerns about the cost of living in the UK and many other factors. LIP will try to support our members as best as we are able.

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 are involved at all times is what we are all about. Not forgetting the Involvement Groups that we support, which are true opportunities for your voice to have a positive impact. Seeing our members share their lived 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.

Thank you to the ongoing support from all of our funders and partners whose commitment to involving people has been truly humbling. Without your commitment and vision, public involvement in Leeds would not be as innovative or effective as it is. LIP is noticing a real desire to work with 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 is making a real difference in Leeds. Thank you for this, and thank you for your continued belief and support in the work that we do.

On behalf of LIP Board & Staff, Mary Naylor MBE

# TOGETHER WE CAN

The work of Together We Can has gone from strength to strength in a year where mental health and wellbeing has been a big and regular topic of conversation, as we all try to recover from lockdown and the effects of the pandemic. TWC members have been active participants of all the Leeds Clinical Commissioning Group work streams, making sure the lived experience voice is central to all the discussions taking place on the local mental health agendas, including regular:

- NHS Partnerships meetings on Urgent care / Section 136 and Crisis support services
- Co-occurring Mental health drug and alcohol strategy group
- Mindwell Steering Group
- Recovery College
- Mental Health Partnership Board.

## **Supporting our membership**

All this hard work is only possible with our fantastic members putting in the time and effort. To do this we try and make sure people are supported and prepared. Support can mean anything from having weekly meetings for those people taking on bigger projects, a regular phone call or email to others. TWC meets every month and has regular attendees whilst others do not come to the regular meeting they are out networking and feeding back on a regular basis. Over the last year TWC members have chaired our meetings, attended strategic meetings, and taken part in other events.

We have supported our membership on the widest range of issues from universal credit, references and employment, advocacy, bereavement and physical ill health, support with complex complaints, hoarding, anxiety, confidence and self-esteem, caring responsibilities, use of drugs and alcohol, taking part in research, taking part in personal and professional development, getting into employment, staying in employment, linked into services, housing, and much more. It is with this support, commitment and passion of our membership that we look forward to facing the challenges of the coming year.

# MENTAL HEALTH COLLABORATIVE

The Collaborative is a group of key stakeholders with the aim of opening up a conversation about mental health involving everyone across the system in Leeds from those commissioning and providing support to those accessing support, to bring about change - with the goal to improve the mental health and wellbeing of people in Leeds.

LIP have regularly attended and contributed to meetings, inviting member participation where appropriate and making sure the focus remained human rather than clinical. We have met with members to take detailed case studies so that the MHC could test if outcomes would change (and improve) under the new system design.

We have attended the Mental Health Partnership Board to provide feedback from members about their top issues. We were tasked by the MHPB to review the "I" Statements which we did alongside our members. We took the issue of GP access (which had been raised by many members) to them, along with a presentation summarising the results of the first GP Access survey. Then we produced an in-depth report including demographics and presented that to the MHPB. As a result of the issues raised in the Big Leeds Chat and those highlighted by LIP's report, the CCG appointed a team to investigate improving GP access.

## TRAINING

LIP have designed and delivered training to members & staff to support wellbeing and build confidence and support engagement:

- ASC/Listening project – what is adult social care? (Jan 22)
- Zoom & Jamboard (Jan 22)
- Winter wellbeing (Jan 22)
- Confidence building (Feb 22)
- Managing Anxiety (March 22)
- Being a good listener (Listening project) (March 22)

# LEEDS DEAFORUM

The Leeds DEAForum continues to expand its membership and work closely with external providers to improve services for the Deaf community of Leeds.

The meetings have focused on topics such as:

- Accessibility of new NHS buildings
- Community Mental Health Transformation
- Future planning
- Reviewing services for the Deaf community

The Leeds DEAForum also hosted an event in March 2022 as part of Sign Language Awareness Week - "Celebrating Sign"! It had a great turnout and it was great to see different communities coming together.

# BARNESLEY DEAF COMMUNITY

We are sorry to share that our work in Barnsley finished as of March 2022. However we still did some brilliant work in Barnsley over the year.

We worked with members to improve their confidence to come back out into the community after COVID, ran regular training sessions to help members understand how to use Zoom as well as representing the views of the Deaf community at Mental Health Strategy Vision meetings. We reinstated the Deaf Culture Café which met every fortnight in local venues as well as holding an Open Day to increase Deaf Awareness in the local community and give members a chance to connect with each other and local services.

# CONVERSATION CAFES

LIP received funding from The National Lottery Awards for All scheme to meet every fortnight in community venues across the city to talk about issues that matter to attendees.

The issues discussed included:

- Experiences of Adult Social Care
- How you see a "Good Death"
- Healthy eating
- Improving your environment

# THE VISIBLE PROJECT

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# ST GEMMA'S HOSPICE STEERING GROUP

LIP worked closely with St Gemma's Hospice this year to review what a "good death" looks like for the citizens of Leeds. Feedback included:

- The wish to go peacefully and not leave distress with family members
- Having family present
- The importance of pain relief
- To be listened to
- The importance of acknowledging and respecting cultures



Members of the St Gemma's Hospice Steering Group

## CONNECTING LEEDS

LIP worked closely with Leeds City Council and other partners to ensure that citizens were engaged in the transport planning of Leeds.

Areas covered included:

- A61
- A64
- A6110
- Armley Gyratory
- Harehills
- Chapelton
- Hyde Park

"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

# ADULT SOCIAL CARE

## **Better Lives Board**

LIP continue to provide citizen involvement on the Better Lives Board, which is healthy living, social care and Age Friendly services working together to make Leeds the best city for health and wellbeing. This year we have looked at items such as:

- Community Equipment Service and Help Alarm Support
- Better Lives Strategy
- Leeds Carers Partnership Strategy
- The Listening Project

We were very pleased to take part in the review of the Better Lives Strategy, which sets out how Leeds City Council will achieve their vision: "We want every person in Leeds that needs care and support to live in the place they call home with the people and things they love, in communities that look out for one another, doing the things that matter most to them."

## **Forum for Race Equality in Social Care and Health**

The purpose of FRESH is to bring together members of the communities in Leeds. LIP provides administrative support and staff to the Forum, and also continuously promotes it to perspective new members and communities.

We were very pleased to welcome Health partners to the Forum this year with representatives from NHS Leeds CCG regularly attending.

Topics covered by the Forum this year include:

- Adult Social Care Data
- Culturally Competent Providers
- Mental Health Transformation Programme



# ADULT SOCIAL CARE CONTINUED

## **The Equipment and Telecare Service User Group**

During this year LIP strengthened their connections with the William Merritt Disabled Living Centre, holding regular meetings at their venue and representing LIP at events held by the Centre.

Topics discussed at the Group included:

- Telecare
- Increasing membership
- Leeds Community Equipment Services

# ZOOM SOCIALS

During COVID-19, LIP chose to offer Zoom socials to our members as a way to practice and learn new technological skills and to gain confidence before accessing other, more formal meetings. These socials were a chance to share learning, ask questions and chat freely without having an agenda. They were also an opportunity to have weekly contact available.

# COMMUNITY MENTAL HEALTH TRANSFORMATION

The Community Mental Health Transformation work began in October 2021 and began to develop a network of people with lived experience and carers. There is a core group of people between 8 and 10 who attend regularly.

The group meets weekly on Wednesday afternoon and has become a key part of the Transformation process as our members have been involved in all the workshops about the new model of mental health, interviews for new roles within transformation, talks to significant boards within mental health, training and development session and identifying key decision makers to invite into their network to discuss Transformation.

The Transformation began with a process called the 90 Day Learning Cycle, a fast paced process to gather learning from what was already there.

The Involvement and Engagement Workstream lead by the Involvement Lead is responsible for ensuring we are meeting our targets and milestones for the work we are doing on Involvement, we are responsible to a Programme Delivery Group and the Transformation Programme Board and provide written reports to both.

This process has had some challenges along the way, and we have been able to deal with them head on, change our course and try new approaches, we know that the services we currently have in mental health will not change overnight, we know it will take time for things to change, but we feel we are now on a journey to making change happen with the people who have lived experience of these services at the heart of the new model design and development of a new approach through co-production.

# THE LISTENING PROJECT

LIP began work on The Listening Project, which involves working in partnership with Leeds City Council to look at which communities are not accessing Adult Social Care services.

The project wants to ensure that:

- There is equity of access for all communities
- They are able to offer a choice of culturally competent services

LIP worked with members of the Better Lives Board to create an engagement plan and offered training to the community members around how Adult Social Care works and How to Be a Good Listener so they could deliver focus groups alongside LIP staff members and social workers from Leeds City Council.

## ACTS 435

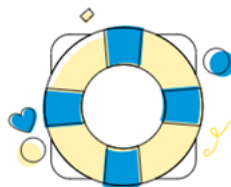
LIP are registered as an advocate for Acts 435. Up to £150 can be donated to people in need.

### How it Works

100% of the donation amount goes to the recipient and you receive a thank you update when the need has been met



A local church or charity becomes an Acts 435 partner



Partners post urgent needs on behalf of people in their community



Donors read stories of need and give through the Acts 435 platform



Partner contacts person in need and gives the item so desperately needed

# 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.



# CONTACT DETAILS



There are lots of different ways to get in touch with us!

[www.facebook.com/LIP2022](http://www.facebook.com/LIP2022)

[www.twitter.com/InvolvingYou](http://www.twitter.com/InvolvingYou)

[www.instagram.com/InvolvingYou](http://www.instagram.com/InvolvingYou)

[www.leedsinvolvingpeople.org.uk](http://www.leedsinvolvingpeople.org.uk)

[info@leedsinvolvement.org.uk](mailto:info@leedsinvolvement.org.uk)

0113 237 4508

07719 328 721

Unity Business Centre, 26

Roundhay Road, LS7 1AB

Company no.: 3091262

Charity no.: 1060138