

ANNUAL REPORT

APRIL 2023-MARCH 2024

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

Leeds Involving People was saddened by the retirement of Mary Naylor due to ill health. Mary has been so supportive of Leeds Involving People, its work and its members over the years that she will be greatly and fondly missed by everyone. All at Leeds Involving People, the trustees, the staff and the members thank Mary for her hard work over the years.

We were delighted and very fortunate to welcome Sharon Burke to Leeds Involving People in mid-September 2023. With her guidance and contacts across the city, organisations and 3rd sector of Leeds. It has allowed Leeds Involving People to refresh and consolidate operations and revitalise engagement in all our activities for the benefit of the members and the grant providers.

It has been a year of challenges and change for Leeds Involving People but throughout LIP has upheld its core tenet to engage with our members and take their voices to the service providers to inform and improve their approach to person centred care.

Leeds Involving People members have readily engaged with our project streams and provided excellent feedback on the reality of their experiences as service users and where service could be improved. They encouraging raise their voices to influence appropriateness of services for all. Leeds Involving People applauds their contribution "to make a difference".

Leeds Involving People continues to reach out to other diverse communities and minority groups to ensure their concerns are raised to improve the services available for all in Leeds.

Thank you to everyone for all their time and contributions to make a real difference in Leeds.

Dr Margaret Wilkinson, Chair of the Board of Trustees

KEEP THE
COMMUNITY
INVOLVED...



BE
FLEXIBLE



LEEDS INVOLVING PEOPLE

The principal activities of the charitable company are the relief of persons who have physical and/or mental impairments or who are in some way disadvantaged by reason of their health by the provision of advice, support and education. This includes the promotion of the representation of services users and carers in planning, delivery and monitoring of services and to advise statutory and other agencies on the development of policy and good practice on user and carer involvement, in order to improve the conditions of life for residents of Leeds.

Aims

The charity has three main strands to its work which encompass community development and organisational development. The charity has adopted a set of principals which include Promotion of the Social Model of Disability and a holistic approach to health. All of which aim to improve conditions of life and living for the residents of Leeds

The three main strands are:

- Working with service users and carers on community development issues they would like to see changed or developed;
- Supporting and advising organisations on effective mechanisms for involvement;
- Responding to requests on formal consultation and reviews.

WE WANT TO MAKE
THINGS MORE



PERSON CENTRED!



LIP's members are made up of individuals who identify themselves as disabled or disadvantaged, including those with long term conditions, sensory or physical impairment, deaf, blind, mental health service users, people with learning difficulties, older people and/or carers and minority culturally excluded groups.

Objectives are:

- To help people develop confidence and skills through training, volunteering and involvement;
- Encourage service users and carers from all communities to get involved and share experiences, needs and concerns, and speak with a unified voice on common issues.
- Provide accessible information on a wide range of service developments and ways to get involved;
- Advise service providers on how to involve service users and carers and the principles of involvement in line with the Social Model of Disability approach
- Help people to think of, and push forward, new ways of providing services that give people more control over their health and social needs.

The Social Model of Disability says that disability is caused by the way society is organised, rather than by the person's impairment or difference. It looks at ways of removing barrier that restrict life choices for disabled people.



ACTIVITIES

Together We Can

Together We Can, TWC, is a steering group to voice the concerns of our members of the current mental health services linked to the Leeds Mental Health Strategy aims. TWC provides user-led solutions and innovation to improve the intended deliverables of the Mental Health Strategy to the mental health service users within their communities and within primary care and secondary care.

LIP has a strong membership at the regular monthly meetings of TWC. LIP does invest in the TWC meetings to develop and train members to engage in other workstreams and engage or contribute to the Mental Health Partnership Board and share with the Community Health Transformation programme.

We engaged and explored several topics, from getting involved, exploring Trauma with emphasis on Child Sexual Abuse, what is meant to live in a Mentally Healthy City, a workshop on Resilience, the impact of surroundings and venue for mental health appointments. LIP held discussions and asked if mental health inequalities been reduced, had the gap between mental health support services been closed and has the disparity between physical and mental health been resolved. Members were very concerned about the wording in the mission statement of the Leeds 2020-2025 Mental Health Strategy and how it related to them. Members were concerned of the lack of compassion shown at assessments and appointments, they felt that the staff were overstretched to deliver support. Members did not report that the gap between services had narrowed, that there were breakdowns in communications between services and a revolving door system placing members back in long waiting times to be seen.

TWC delivered a full day event on STIGMA in October. It was an immersive and uplifting experience for all and a booklet was produced from one of the activities on Stigma written by the attendees. The booklet is very insightful perspective of our service users.



Community Mental Health Transformation

The project entered its third phase with only two members of staff coming under LIP's remit in this financial year. LIP facilitated the HR support for the 2 staff and disbursement of finances of this project as instructed by the Transformation staff.

The project of Community Mental Health Transformation, CMHT, has developed and migrated to Leeds and York Partnership Foundation Trust. The contract has now concluded with Leeds Involving People.

The Listening Project

The meetings have been more formalised with a steering group and data gathered from LCC surveys, questionnaires etc. The group take action to deep dive into the data on specific topics. Discussions continue to take action on improving access to information on Adult Social care in specific communities or demographics.

Greater engagement with diverse or hard to reach groups still recommend the use of the informal conversation cafes to gain insight to their communities needs and appreciate issues specific to these communities.

Visible

LIP facilitates the Visible Leadership Reference Group and have representation on the Visible Steering Group. Visible is made up of survivors of child sexual abuse.

They undertake the work to improve the health and wellbeing for other services by explaining to service providers how to engage, treat and be aware of upsetting trigger points or actions at appointments.

They have produced podcast guides, newsletters and made connections with other groups to increase the diversity of involvement in the Reference Group.

Visible have increased the frequency of their Reference Group meetings and have plans to widen access and their work in the near future.

Leeds City Council, Adult Social Care

Leeds Involving People, LIP, is active in three main projects:

- The Better Lives Board, BLB
- Forum for Race Equality in Social Care and Health, FRESH
- Leeds Deaf Action Forum, DEAFforum

Better Lives Board

Board meetings are held bi-monthly with presentation from the 3rd sector organisations, LIP's service users and representatives from LCC, Adult Social Care.

Topics covered and discussed were: an update on the assurances for the Care Quality Commission, CQC and the Leeds Local Account development, Adults and Health Digital Plan; Keeping Well, Age Friendly progress update, and the Adult Social Care plan; Better Information and Access and a report back from the Communication sub-committee; tackling Poverty and Inequality, providing clear information on support with a focus on winter; a workshop on how to work as a Board and Direct payments.

The breadth of engagement with Adult Social Care is considerable. The main issue arising from feedback from all the meetings was easier access for service users to information and being aware of options available for all services. People, new to Adult Social Care, found it very difficult, at first, to comprehend the system. We were informed by service users that the benefits of Direct Payment to support individuals to co-ordinate their own care support to their own needs could be liberating.

Forum for Race Equality in Social Care & Health

LIP worked jointly with Adult Social Care on equality within a range of different services. The discussions have moved on to talk just about equality but to bringing about equity for individuals and a more person-centred approach by Adult Social Care.

Topics discussed were: accessing GP services, workforce race equality and aging well, talking about dying, trauma, historic and cultural, specific to FRESH members, and what comes under the remit of Social Care. Two extra events took place, one in November for a CQC inspection preparation on Housing Care and Home Care Extra.

The second special event took place in March to celebrate 32 years of FRESH.

How to access information and options available has been a theme throughout.

Not everyone has access nor able to use the internet but finding the key words to access detailed information was not readily available. Greater use of the LCC Hubs in Libraries or community centres to provide information or guide members to where they could access information has been a huge progress.

Leeds DEAForum

Members of the DEAForum come from the Leeds Deaf Community and the purpose is for the DEAForum to raise concerns and action improvement of services for those Deaf and hard of hearing. Topics focussed on understanding the Leeds Local Plan, accessing GP Services when the instruction is to phone in to make an appointment to be seen, the Green Doctor, proposed changes with Community Mental Health Services, an update on telecare and updating the Terms of Reference and rules of the DEAForum.

Main issues raised by DEAForum members has been improving access to primary care services, specifically GP services and offering alternative methods of communications to access services. LIP recommends that surgeries or services have a text relay system to allow requests for appointments and the expansion of Sign Live availability. Training of staff of how to use Sign Live would help as would maintaining the ipads in good working order. This puts total reliance on smart phones that not everyone can afford nor use without some instruction particularly when English is not the first language and meanings get lost in translation.



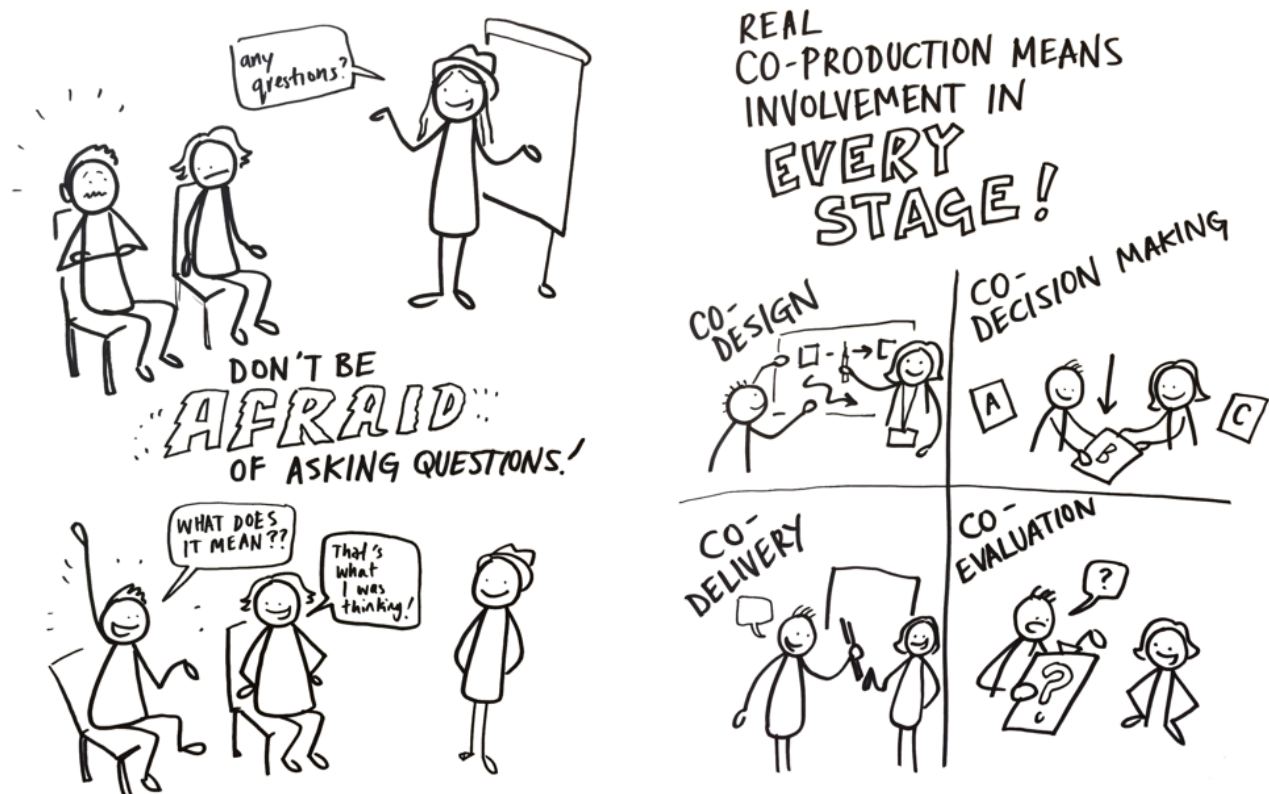
Connecting Leeds

LIP is the key engagement partner of the Connecting Leeds programme and the Streets for all programme of gathering information or advertising to the public how they can engage with LCC. The Leeds areas undertaken are: Armley Town Street, Inner West, Chapel Allerton, A660, Outer East. Work commenced in March 2024 on Inner North West and Outer North West.

National Institute of Health Research at the University of Leeds

Two events were held with LIP members, one was scoping the barriers of members engaging in Research studies and the second event was to provide feedback to the members who had partaken in the initial discussions.

We acknowledge the ongoing support and engagement with the University of Leeds, Leeds City Council and West Yorkshire Integrated Care Board and their partners for their inclusivity for patient and public involvement.



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

www.twitter.com/InvolvingYou

www.instagram.com/InvolvingYou

www.leedsinvolvingpeople.org.uk

info@leedsinvolvement.org.uk

0113 237 4508

07719 328 721

Unity Business Centre, 26

Roundhay Road, LS7 1AB

Company no.: 3091262

Charity no.: 1060138