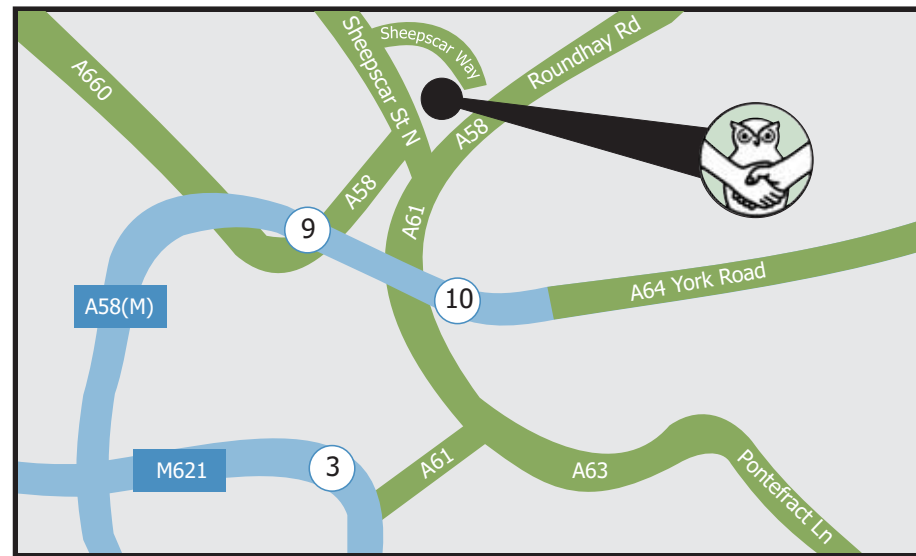


LIP are funded by



Leeds Involving People

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Leeds Involving People: The Next Chapter

What is LIP?

Leeds Involving People (LIP) is a user led charity that champions the voice of service users and their carers by involving them in the improvement and shaping of services.



Barry Naylor - Chair

Introduction from the Chair

In these challenging times it is the loyalty and dedication of our members that has allowed Leeds Involving People to move forward. Without their tireless commitment we would have been unable to embrace the changes that have allowed our work to continue. However, our vision for the future has grown out of the good work we have done over the past two decades, the work of our reference groups and strong links with our communities has allowed us to gain the expertise we have today. It is the strength and value of our past group work that has formed our legacy that we will take into the next chapter.

Our Vision

To ensure the lives of those who use health, social care and community services are improved by working closely with individuals and organisations, often from hard to reach communities, by maximising their involvement in the decision making processes of public bodies.

We do this by:

- Ensuring the independent voice of people is heard
- Coordinating involvement activities using models of best practice
- Supporting members to participate in the decision making processes of public bodies
- Developing strategic relationships and acting as a critical friend to those who commission public services

Why change?

Changes to the economy have had an effect on how community services are being shaped and changed, impacting on LIP and causing us to review our own services and models of involvement. To respond to a changing world it has been vital for us to modernise our approach, reaching out in new and innovative ways, so that we are able to engage with more people and be truly representative of our communities. To mark the beginning of these changes we held an event in August that gave our members the opportunity to help shape new ways of working. It also gave us the opportunity to reassure members that their voice in shaping services was invaluable not only to LIP, but also to NHS Leeds and the Local Authority. Following this event working groups were set up to steer new areas of our work such as training and increasing membership.



Focus on the Future

I believe the changes over the past two years have allowed us to review our work positively. We are continuing to build relationships with key partners that will allow more sustainable involvement activity to take place in the city, meaning the voice of our members can have a bigger impact on shaping services to meet their needs. I would like to ask our members, and the communities of Leeds, if you can please assist us in progressing into both the near and distant future. We need not only more members to join us, but ones that are prepared to be active, so we are able to keep in touch with the ever changing situations in the wider community and issues affecting people's daily lives.



A word from our Chief Executive Officer

During these times of change it may have appeared that there were fewer opportunities for our members, however the new ways of working have opened doors to more involvement activities that are on the horizon. With changes to public services it has been vital for us to ensure the voice of the public remains a priority in the shaping and delivery of these services. In challenging times it is essential that LIP works closely with public bodies in the early stages of their plans to avoid emergency involvement of the public at a later date. To support this LIP has continued to take a strategic approach to the planning of its work, aligned to those of public bodies, to ensure involvement is embedded in the future plans of commissioners.

Shaping Services Together

We recognise that the efficient delivery of public services is reliant upon an approach of co-design where services can be shaped together with the community. Not only is LIP's role to represent the independent voice of its members, but also to act as a critical friend to public bodies, so that the difficult challenge of managing services that improve the lives of people can be faced together. Our continued approach of developing strategic partnerships and building relationships means that we are now in a better position, not only to advocate for involvement in developing city wide plans, but to be invited to shape them from the very beginning. Again, this means further opportunity for LIP members, as commissioners are continually recognising the benefits of working with an independent user led organisation with a wealth of expertise gained through experience.

Through the dedication of our board and staff team we have worked hard over the past year



Jagdeep Passan - CEO

to streamline our internal operations and improve the way we work so we are better able to win and deliver contracts. We have invested a lot of time and energy in developing work plans that are fit for the future, now being at the stage where we can share these with our members and the wider world, particularly by improving our methods of communication by better utilising digital media and social networks.

Being Involvement Ready

Whilst there is still a lot of work to be done to promote and establish our new ways of working we are in a much better position to work wider and more flexibly with those partners that approach us due to having a membership of people that are involvement ready. Through our involvement training packages we will be working with organisations and new members to share the good practice we have learnt over the years to help others within our communities also become involvement ready. It is essential that we move into the future side by side with our long standing members because without them LIP would not exist.

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Sharing successes and strengths to take into the future

At our event on 2nd August 2011 **LIP's Future, Your Voice**, members of the groups put their heads together and made lists of what they thought were the key achievements of their groups. As you already know, group work was a vital component to our successes at LIP and we are really happy to share the accomplishments our members have achieved over the years.

"I'd like to say thank you to all our members for sticking by us at Leeds Involving People in these changing times"
Barry Naylor - LIP Chair

We will be developing a section on our website to compile and celebrate our successes continually. If you'd like to share a good news story with us please contact us on

0113 237 4508

Key achievements of the reference groups



Disability Reference Group

The DRG was involved in the Leeds City Council's Housing Strategy and as a result a Housing Officer was assigned to work specifically with disabled and older people.

- The group worked to ensure that Braille labels were available on medication from Community Pharmacies.
- Service providers regularly attended group meetings and shared information about their work. This gave members an opportunity to pursue these services further and share them with their peers.

Leeds Mental Health Watch

- The group was active in the development of services across the city, for example by designing and delivering a piece of research into mental health and housing.
- The group offered peer support to members, buddying at external meetings and kept a wider network of service users and carers informed through a monthly news bulletin.
- The group supported the Friends of High Royds Memorial Garden in their work to create a proper memorial for the patients who were buried there.



Older People's Reference Group

- The OPRG became a voice of authentic life experience with professionals coming to consult them frequently.
- Group members shared information from meetings with their peers informing them about services that they may not have heard of which would be of assistance to them.
- The group was often involved from the very beginning of decision making processes right through to the very end stage of receiving feedback from the service provider.



Our members' stories

Members of each group shared with us their personal experiences of being involved

Alison Fry, former member of LIP's Disability Reference Group

Alison stated that she felt being involved with LIP had given her a purpose to life whilst dealing with various health issues. Alison felt that spending time with others who have similar issues and the training she had received had empowered her to help others and offer advice when it was needed. Alison said that in later years whilst visiting the Disability Reference Group her confidence has grown and she can now stand up for herself when out in the public realm. Alison feels that the speakers which attended the groups have helped this as they were always willing to listen and often thanked the group for teaching them so much about disability, which Alison felt to be a rewarding outcome.



"The biggest thing for me was the peer support; the fact that your meeting with like-minded people who don't just want to sit back and do nothing." **Ali Fry**

Paul Frazer, former member of LIP's Leeds Mental Health Watch

Paul talked about how the group had led to him having more motivation and made him feel that he was giving back to society and others by being able to help improve mental health services. Interacting with people helped to build Paul's self-confidence and sense of achievement through being actively involved in the work carried out by the group. Paul's time spent with the group has enabled him to use his experiences in other parts of his life, allowing him to gain more structure and act as a mentor to people who he works with. Paul expressed his interest within the interview for keeping a mental health reference group going independently now that the LMHW group has closed.



"I'd been through the system and knew the services and wanted to improve the services for people like myself who were in hospital unwell and it made me feel better interacting with people." **Paul Frazer**

Ruth Leigh & Betty Hudson, former members of LIP's Older People's Reference Group



Betty and Ruth both said that the Older People's Reference Group had been integral to their lives as two elderly women as it gave them the opportunity to meet new people and to continue to socialise despite living alone. Betty and Ruth both felt that by being involved in a group which specifically aims to better the services they receive they were able to help their friends, by signposting them to other networks which support older people. They said that being part of this group and being involved in so many things helped them not to feel 'invisible' which they expressed was easy to become as you got older. They felt that this helped to keep them active, ultimately prolonging their lives. Both are keen to remain involved with LIP and want to help shape future services.

"I thoroughly enjoyed attending the group and speaking to the various people who attended as each one had a different input." **Ruth Leigh**

How the journey of our members is shaping our new models of involvement

Whilst the work of the reference groups has come to an end, this does not mean that our members will no longer be able to influence the shaping of services. We have learnt a lot

on our journey together and LIP's vision for the future has been born out of the legacy of the groups' achievements. Here is how their strengths are shaping our new areas of work.



Bring people together

LIP will continue to increase its membership base to ensure that its delivery is user-led. Whilst the reference groups will no longer meet we will ensure that there is more opportunity for members to meet collectively to discuss specific issues affecting their lives and the services they use as their knowledge and experience is key to our work.

Community outreach

LIP will continue to reach out and develop trust with those communities that are often overlooked. We are working to develop a larger membership base that is truly representative of the diverse communities in our society. Working to the social model of disability we ensure all of our activities remove barriers to engagement.

Opinion & representation

LIP will continue to effectively communicate with its members by understanding their specific areas of interest and the issues affecting their daily lives. We will also be working closer with service providers and existing Service User and Carer networks to ensure the opinions we gather are more representative of those who use services.

Influencing change

LIP will continue to represent the independent voice of its members, advocating for their involvement in the development of health, social care and community services. By forging strategic partnerships we are now in a better position to be invited to shape city wide plans, whilst also being listened to when we need to voice the concerns of our members.

Project delivery

LIP will continue to deliver high quality contracted and commissioned involvement activity on behalf of our key funders, contributing positively to the transformation of services that improve people's lives. By streamlining and improving our internal systems we are in a better position to win and deliver contracts that offer our members more involvement opportunities.

Training & Development

LIP will continue to offer its members development opportunities; through group work we empowered and motivated individuals to share information and take an active role within their communities. The good practice from this and the experience of our members is now being formalised into 'involvement ready' training packages for individuals and organisations.

Signposting

LIP will continue to maintain a working knowledge of the services available to the community by maintaining strong partnerships with other providers. Where we are unable to offer advice ourselves, we are happy to signpost to the relevant service. We actively promote other involvement opportunities such as those organised by NHS Leeds' PPI network and Adult Social Care at Leeds City Council.

Developing partnerships

LIP will continue to excel in its role of building successful working relationships in order to be a key contributor to the development and shaping of services. Our new work plans place more focus on working closer with other VCS organisations via a consortium approach, allowing us to consolidate resources and identify gaps within grassroots service provision.

Principles core to our work

To listen - We listen impartially, often to those that are overlooked or unheard, regarding their views, experiences and opinions on how public services affect their daily lives.

To consult - We consult with people around specific changes to services in order to gather their opinion and feedback their views to commissioners and public bodies.

To involve - We involve people by developing mechanisms for the voice of the community to be an ongoing key influence in the planning and development of current and future public services.

Already a Member?
 We need the help of our members to continually shape our work. If you have a particular skill or expertise that might help shape our new models of involvement then we'd like to hear from you. Or if you'd like to spread the word about LIP's work and assist us in recruiting new members then please get in touch for some membership forms.

Want to get involved?
 If you'd like to know more about our work, or if you'd like to become a member of LIP, then please get in touch and ask for a membership form. **Call 0113 237 4508**