



PSI Information and Strategy Session

6 September 2018, 10:30-12:00

**St George's Centre, 60 Great George Street, Leeds
LS1 3DL**

Forum Central Updates

Welcome Karen!

We're really pleased to welcome Karen Pearse, our new PSI-Volition Director to Forum Central. Karen started her role in July, and comes to us with many years of experience working in the third sector, particularly around mental health and substance use (dual diagnosis). Karen's mum has multiple sclerosis, so she also has experience of supporting someone close to her who is disabled. She is passionate about ensuring that the disability third sector has a voice in Leeds. Karen is looking forward to meeting more members as she settles in. If you would like to get in touch with Karen directly, she can be contacted via karen.pearse@forumcentral.org.uk

Social Isolation Event for International Day of Disabled People

Highlighting the experiences of disabled people in terms of social isolation and loneliness is a key priority for us this year. To mark International Day of Disabled People, which takes place on Monday 3 December, we want to hold an event to bring the disability third sector and key partners together to hear about the issues, share best practice, find out what we can learn

from work already going on and discuss together what else can be done in Leeds to help disabled people to feel more connected with others.

Next Steps: As always, we want this work to be led by you, our members, so we want to put together a steering group to help plan and run it. If you're interested in getting involved, please contact Lucy via lucy.graham@forumcentral.org.uk or 0113 242 1321.

Forum Central Re-Commissioning

We are now into our final year delivering the Forum Central health and care third sector network contract, through the partnership of PSI-Volition, Tenfold and Leeds Older People's Forum. The council and CCG intend to re-commission the service, with a new contract to commence in April 2019 and so we had Emma Carter, our commissioner, at our June session to gather feedback from members as to what you think is going well, and what you would like to see more of. We're now waiting for the tender specification to be published in the next few weeks, and a decision is likely to be made in December, so we'll keep you updated as things progress.

Member Focus: Leeds Hearing and Sight Loss Service Karl Proud, Project Officer

Karl works as Project Officer at Leeds Hearing and Sight Loss Service, which is delivered by BID services in partnership with Feel Good Factor, Association of Blind Asians and Age UK Leeds, funded by Leeds City Council and Leeds CCG, and aims to help people with a sensory impairment to be as independent as possible and stay well and healthy. The service offers a wide range of support to Leeds residents aged 16+ who are D/deaf, hard of hearing, sight impaired, severely sight impaired or deafblind.

Their key offer includes:

- Drop-ins offering support, information, advice and signposting – including a 'damn fine cup of coffee!'
- Assistive tech for hearing and sight impairments
- Social groups and community activities
- Hospital based eye clinic liaison service
- Hearing aid repairs
- Specialist equipment
- Social work for Deaf adults

- Enablement officers
- Support for young people leaving school
- A community room, which they use for activities, and is available for other organisations to use too.

Karl's background is in academics, particularly studying co-production. His current role involves taking the service out and about into communities, to offer support to other organisations to be able to meet the needs of service users with a sensory impairment that they may work with, and to make sure Leeds Hearing and Sensory Support Service themselves meet the needs of the people they are there to support through embedding co-production into the way they work.

Next Steps: Karl would be happy to link up with other members who want to get involved and can be contacted via karl.proud@bid.org.uk

Leeds Hearing and Sight Loss Service can be contacted via leedsinfo@bid.org.uk, tel: 0113 288 5750 or textphone: 0113 288 5758.

If you would like some time on the agenda at a future PSI info and Strategy session to talk about your organisation, please get in touch with Lucy lucy.graham@forumcentral.org.uk

Member News and Updates

Scope now have 3 projects in Leeds offering employment support for disabled people wanting to get into (or back into) work. Their newly launched project, **Starting Line**, is focused on pre-employment support for working age disabled people who are looking for training or employment opportunities and will focus on building confidence, developing interview skills, 121 support from an employment advisor and talking about disability in the work place etc.

They are hoping to make connections with other organisations working in employment support, and have an event coming up on 17 November at the White Rose Shopping Centre. Scope Leeds can be contacted via 0113 357 0330 or for more info, see here:

<https://www.scope.org.uk/support/services/work/starting-line-leeds>

Leeds Cancer Awareness Project

In Leeds, and Yorkshire more generally, rates of cancer and heart disease in the population are higher than the rest of England. A lot has been done to reduce the differences in rates, and the evidence is clear that the

earlier that cancer is diagnosed the easier it is to treat and the better the outcomes for people affected.

Leeds Cancer Awareness Project works with local people in communities to raise awareness about screening programmes (e.g. bowel cancer screening, cervical screening, breast screening etc.), and what to do if you are concerned about symptoms.

They particularly want to raise cancer awareness with men, people from BME communities and people with additional needs (including physical and sensory impairments). Sessions are delivered for free by the team, and they can do all the planning and organisation. If you'd like to find out more, contact Darren Meade or Karen Fenton via 0113 8800153 or Leeds@uni.uk.net

Deafblind UK

Andrew Barnes has now taken over from Saima Khalil as Community Engagement Officer for Yorkshire (including Leeds) at Deafblind UK. They are funded for this part of their service until March 2019, and currently awaiting a decision from the Big Lottery on future funding. Going forward, Andrew hopes to set up a member-led group for deafblind adults in Leeds or Bradford. He'd be pleased to hear from any other members or deafblind adults interested in getting involved in this.

Andrew can be contacted via Andrew.WilliamBarnes@deafblinduk.org.uk or on 079 40858749.

Next Steps: We love to hear what members are doing and shout about it! So if you'd like any news, events and updates featured on the Forum Central website, e-bulletin and social media, please send any news items to us via hello@forumcentral.org.uk

We try to spread the word as much as we can (time and capacity permitting), to ensure that this is possible please provide information in an editable format and give us as much notice as possible if you'd like us to publicise an upcoming event.

Hello from Healthwatch Leeds Hannah Davies, Chief Executive

Hannah started her role as Chief Executive in July, having been PSI-Volition Director at Forum Central previously since 2014.

Hannah talked about the key work Healthwatch Leeds carries out:

- They listen to local people and communities about their experiences of health and care services, and use these views to work with providers in order to make improvements. Some recent projects have included talking to people who are HIV positive about their experiences of dentistry, some work around older people and mental health, and reviews of sexual health and health visiting services.
- Through the Health and Social Care Act, local Healthwatch representatives have the power to go into any publicly funded health and care service, to talk to service users, their families and carers (including the third sector), gather evidence based feedback and report to providers, commissioners, CQC etc. in terms of recommendations and insights, known as 'Enter and View'.
- They work with health and social care partners to identify how they can have the most influence – including representing the voice of people in Leeds at key strategy boards such as the Health and Wellbeing Board, Board to Board and through the People's Voices Group.
- They provide information, advice and signposting for the public about finding and accessing health and care services, and also act as a 'last port of call' for health and care complaints.

Hannah is excited to be making some changes at Healthwatch Leeds, including strengthening links with the third sector. They are also doing some work around their communications strategy, to highlight that they are the 'people's Healthwatch' and are all about championing the voice of local people. To help take this forward, every quarter Healthwatch Leeds are going to focus on specific communities, looking at what their needs are, and how services can change to meet these better. Currently, they are focusing on migrant communities, refugees and asylum seekers, gypsies and travellers and people experiencing homelessness. As part of this they are campaigning around difficulties people in these groups experience in terms of being able to register with a GP due to being asked for proof of address, proof of immigration status or identification, despite NHS guidelines saying that GPs cannot refuse to register someone because of.

On **Thursday 11 October 2018**, 11-3pm, Healthwatch Leeds and partners are having a **Big Leeds Chat** event in Kirkgate Market. This is an engagement event, a chance to listen to what people tell us about their health and wellbeing. It's also a chance to hear from people about the proposed changes and new ways of working in the City, and make

sure people at the centre of all plans. The event is going to be running as a drop in and has already had considerable interest. Importantly, senior decision makers and commissioners will also be there and be part of the team who will also be listening to what people are saying.

Next Steps: You can sign up to the Healthwatch Leeds newsletter here to get regular updates about their work:

<http://www.healthwatchleeds.co.uk/sign-newsletter>

For more information about Healthwatch Leeds or The Big Leeds Chat contact them via info@healthwatchleeds.co.uk tel: 0113 898 0035 or textphone: 0113 237 4512.

100% Digital Leeds: Digital Inclusion in the City

Paul Wilkes, Digital Inclusion Coordinator, Leeds Libraries and Information Service

Paul is part of the Digital Inclusion team at Leeds libraries. They have partnered with the Good Things Foundation, a national charity which works with people to help improve social issues through digital, to lead on the 100% Digital ambition for the city.

There is lots of evidence which shows that digital inclusion (i.e. the ability of people and groups to access and use information and communication technologies) makes a positive difference to people's lives. However, in Leeds around 90,000 people don't have any digital skills at all. There are some key barriers which stop people being able to get involved in digital:

- Lack of online skills and confidence
- Cost of equipment and broadband access
- Lack of interest and motivation
- Social factors such as lack of literacy and numeracy, disability, isolation, learning difficulty, language barriers, non-engagement, antisocial behaviour, physical and mental health difficulties

The Digital Inclusion team are working with people and organisations in communities across the city, with a focus on the 11 most digitally excluded wards, to help to break down some of these barriers, and increase opportunities for people to get involved in digital.

Currently, they have a few key offers:

Tablet Lending

<https://digitalinclusionleeds.com/2018/07/25/tablet-lending/>

- 150 ipads available with mobile data [currently 60 ipads available and rest on loan; expanding to 300 ipads soon]
- Loaned to organisations not individuals
- Interested organisations simply need to fill in an application form with some basic info about how many ipads are required, what they will be used for and how they will report results back to the digital inclusion team.

Online Centres

<https://www.onlinecentresnetwork.org/leeds>

- Organisations can become part of a free to join Online Centres Network run by the Good Things Foundation.
- Benefits include: Access to Learn my Way online skills training, access to funding opportunities, activation grants (can help with anything from WIFI connection to buying equipment), training opportunities...

Digital Champions

<https://digitalinclusionleeds.com/2018/07/26/digital-champions/>

- People can become a champion to help the programme reach digitally excluded people by advocating the benefits of digital
- No need to be an expert – training available on Learn My Way
- The offer is being put together now, and the team will be recruiting digital champions soon.

The Digital Inclusion team are very keen to work in partnership to achieve their aims and maximise digital inclusion. They would particularly like to speak to organisations that are:

- Already giving digital support to the people they work with
- Would like to enhance what they are doing
- Are working with vulnerable or excluded groups, included disabled people

You can read some case studies about what the team and partners have been up to here: <https://digitalinclusionleeds.com/category/casestudies/>

Next Steps: To find out more about the programme, visit <http://digitalinclusionleeds.com>

Paul can be contacted via paul.wilkes@leeds.gov.uk or follow him on twitter @WilkoWilkes

Dates for your Diary

Health and Care Leaders Network

The next Health and Care Leaders Network will be taking place on **Thursday 18 October, 13:00-16:00, Woodhouse Community Centre, 197 Woodhouse Street, Leeds LS6 2NY**, where we'll be looking at winter planning and how the third sector can work together with statutory services to reduce pressure on acute care and help people get the health and care support they need. Please contact us via hello@forumcentral.org.uk or call 0113 242 1321 to find out more or sign up.

International Day of Disabled People

This awareness day falls on **Monday 3 December** this year. The observance of the day aims to promote an understanding of disability issues and mobilize support for the dignity, rights and well-being disabled people. If you have any plans to mark the day, please let us know via hello@forumcentral.org.uk so we can share with other members. Forum Central will hold an event focusing on social isolation on 4 December. Please save the date for now - for more information, contact Lucy to get involved lucy.graham@forumcentral.org.uk

Next PSI Information and Strategy Session will be in the New Year.

We hope to see you there!