



**PSI Information and Strategy Session**  
**Thursday 23rd April 2020 – 2-3.30pm**  
**Virtual Meet-up via Zoom**

Tracey Nicholls	Feel Good Factor
Karen Fenton	Forum Central
Karl Proud	Leeds Hearing and sight loss service
Charis Green	Leeds society for deaf and blind
Amy Hearn	100% digital
Bairbre McKendrick	LCC Access Officer
James McVickers	DeafBlind UK
Laura McCullagh	Leeds Mindful Employer Network
Tatum Yip	Healthwatch Leeds
David Blythe	William Merritt Centre.
Beth Kerrigan	Leeds United Foundation
Phil Gleeson	Volition, Trustee

## Forum Central & Key Strategic Updates

### Remote working

The Forum Central team are continuing to work remotely and connecting with members on a regular basis as well as linking in with the citywide response and key partners.

### Communications

We continue to send out a **weekly bulletin** to members and in addition we are contributing to the [Together Leeds](#) specific community & Voluntary sector **bulletin**. On **Twitter** we have started a [Tuesday Takeover](#) campaign, handing over the reins of the account to member organisations for the day. We are also producing and contributing to a number of **blogs** and inviting members to feature. If you are interested in taking part in the social media takeover or writing a blog please contact: [sean.tunncliffe@forumcentral.org.uk](mailto:sean.tunncliffe@forumcentral.org.uk)

- [Socially Connected Leeds Blog](#)
- Tackling Coronavirus - [Members Insight Blog](#)
- [Positive Partnerships](#)

### Other updates

We continue to keep the [service update log](#) and [accessible information document](#) up to date on our website. Please take time to check these documents

and keep us updated with any changes/additions you have.

We are working with the NHS CCG comms team to continue to support the [‘Your NHS is here for you’](#) campaign providing content for press releases and information for the public specific to the third sector.

We continue to lead on the [Communities of Interest work](#) in the city in partnership with Voluntary Action Leeds, Healthwatch and Leeds City Council to support this network of community-based organisations in order to address inequalities.

Building on trusted relationships with local community organisations and the richness and diversity of our third sector in Leeds, we are working with operationally connected community-based organisations to support the flow of information to communities facing additional challenges during Covid-19.

Through this we aim to ensure that information and support relating to Covid-19 can reach everyone including people in the most marginalised and vulnerable communities in Leeds.

A report is being collated from learning and information and thematic reflections which will be utilised in strategic health inequalities workstreams and covid-19 planning meetings across the city.

Communities of interest with link and supporting organisations within the Physical and Sensory Impairment Network include: People with Sensory Impairments, People with Mobility Issues and Long Term Health Conditions.

Issues relevant to the PSI network that have been escalated via this process include, a need for a signlive contract for the Covid-19 helpline, ongoing discussions around hearing impairment access and including a textphone option for the helpline. Charis from Leeds Society for Deaf and Blind, updated the group on progressing conversations around PPE masks and the barrier to communication they create for d/Deaf people. Tablets are being used in healthcare settings now with digital flashcards, though masks with a screen/showing the mouth are still being discussed and tested as those available in the UK are limited in stock and not currently of medical grade. Some (non medical setting) organisations using visors instead of masks to mitigate, though these have issues too with misting.

We encourage you to share any specific feedback/comments/reflections to support this process please contact: [karen.fenton@forumcentral.org.uk](mailto:karen.fenton@forumcentral.org.uk)

The Time to Shine '**Shine**' Magazine has been sent out across the city to delivery partners via the community hubs for distribution and is available [electronically](#). The

second edition was delivered week commencing 17th May.

## **Inclusion For All Group**

Tatum from Healthwatch joined the group to help provide an update on the ongoing work of the Inclusion for All Group, the group, brings together representatives from health and care organisations across the city and individuals with lived experience to address the effective implementation of the Accessible Information Standard, which became law in 2016 and makes accessibility a legal requirement. The most recent meeting focused on the experiences of people who are deaf or hard of hearing and looked at recommendations from the consultation event held in October 2019.

For more information or detailed notes from these meetings please contact [tatum@healthwatchleeds.co.uk](mailto:tatum@healthwatchleeds.co.uk)

## **100% Digital Leeds update and Proposed digital champion session re: sensory impairments.**

Amy from [100% Digital](#) joined us to update members on the variety of work they are involved in across the city with organisations to support digital inclusion including the following:

- Support for organisations to help people get setup with digital devices and find the right ones/programmes for them.

- [Digital Champions Tools](#). The team are particularly interested in collating and finding out about activity/resource that is new for Covid and as a result others might not know about. Sharing good practice etc.
- **Tablet Lending Scheme**. All currently out on loan, though please keep contacting the team with requests as they are continuously looking for ways to grow this supply.
- **Digital Inclusion Funding**. They had an overwhelming response to this (10x more than they would have been able to currently pay out) and allocated on a first come first served basis due to timely need. The team are encouraging people to still get in touch with them if they have a need so they can champion for additional funding to support further grants and also support organisations with writing digital elements of others grant applications or utilising existing funding pots to maximise digital inclusion benefits.
- **Virtual Digital Champions training**. 4 sessions have been planned so far, focusing on Mental health, currently planned, including one focusing on Mental Health, Learning Disabilities, Older People and Speakers of Other Languages. Details found [here](#).

- During the session we proposed to members to create a 5th session in conjunction with members of the PSI network to provide a session around Sensory Impairments. Members present thought this to be a great opportunity and a sub-group was identified to meet with the 100% Digital Team separately to discuss and plan.

### **Mindful Employer and Workforce MH Support scoping session**

Laura from the Mindful Employer Network Leeds joined us and provided an update on what the network can do to support employers during this time. Including: support for organisations at various levels of the journey to embed good practise around workplace MH Support during this time, Regular events, which at the moment are virtual weekly check-in meetings with speakers and a new checklist tool that is being created to help employers plan for the end of lockdown. More information can be found [here](#) and by contacting Laura [mindfulemployer@leedsmind.org.uk](mailto:mindfulemployer@leedsmind.org.uk)

The group then had a discussion around what level of support third sector employees need during this time and if anything different is needed (aside from the current offer) to support staff. Insight from this discussion will be added to findings from the 1 hour

scoping session which took place with members on the 21st May too. Summary from points raised include:

- Issues around time/focus and helping staff to switch off when working at home
- Employees reporting working additional hours when working from home.
- Employers looking for tips from each other and guidance from national/other sources around - Keeping employees upbeat whilst working remotely, conducting supervision well, remotely, processing the variety of challenges staff are currently having.
- A need for a place to share good practise was identified
- Also discussions which centered around guilt, off-loading from difficult conversations and a space to have informal chatter/peer support.

### **The Next meeting**

Will take place on google meet, not Zoom as previously discussed, due to additional captioning capacity. On the 17th June 10-11.30am. Please contact [karen.fenton@forumcentral.org.uk](mailto:karen.fenton@forumcentral.org.uk) to RSVP and receive the meeting invitation.

