



**Physical and Sensory Impairment
Information and Strategy Session
Thur 1st April 2021 | 10:30 till 12:30
Via Zoom**

Attendees:

Andrew Barnes - Deafblind UK
Charis Green - Leeds Society for
Deaf and Blind People
David Blythe - William Merritt Centre
Darren Meade - Leeds Cancer
Awareness Project
Wendy Cork - Advonet
Debbani Ghosh - Association of Blind
Asians

Phil Gleeson - Volition Trustee
Rachel Cooper - LOPF
Karl Proud - Leeds Hearing and Sight
Loss Service
Adrian Curtis - Groundwork
Jagdeep Passan - Leeds Involving
People
Jez Coram, Rachel Cooper, Kelly
Bishop, Karen Fenton, Sarah Wilson,
Gabby Voinea - Forum Central

1. Welcome & Introductions

Zaira welcomed everyone to the meeting and introduced herself as Forum Central's PSI Development Worker.

2. Third Sector Strategy - Rachel Cooper, CEO Leeds Older People's Forum

[Rachel's presentation](#)

Rachel spoke to attendees about the Leeds Community Healthcare (LCH) Third Sector Strategy. It is important that we get feedback across the networks on this. It is great for LOPF to get involved in the PSI Network as well as there is a lot of valuable work to be done in how the work of each crosses over.

LCH provide a range of healthcare services. Often these are near or within people's homes ([full list of services here](#)). The third sector getting involved is a great opportunity strategically. Forum Central have been looking at how to strengthen the partnership between LCH and third sector organisations and have been facilitating consultations and surveys etc. From these we came up with some priorities that can be seen in the linked presentation and in [this document](#).

We are using all the mechanisms we can to make sure that money reaches third sector orgs.

We recruited to a steering group to keep the strategy moving forward with the third sector fully involved - the group is a 50/50 split of the third sector and LCH. Christina Jessop will be the PSI representative within this group. We will keep her in the loop and feed back to her from today's meeting. Christina put through some [proposals for people with physical and sensory impairments accessing LCH services](#) independently and how to best enable this. There was a lot of support for this at the steering group and lots more points raised. They also recognised that this approach could be used in other areas e.g. older people. Your feedback on this will be really valuable.

3. Third Sector Strategy - Workshop

The attendees were put into two break out rooms to discuss Chris' proposals.

Breakout Room 1 Notes:

General agreement on both existing priorities - comprehensive, well thought through and detailed.

I think we identified a 3rd priority and things that fit within the existing 2:

NEW - 3rd priority - Integrated care records/systems. IT and admin systems are absolutely critical for effective care and people engaging with services. Really important for people with disabilities and accessibility needs and the orgs that work with them or three main reasons:

1. Level of Information held on people's communication needs and accessible information standard/inclusion for all stuff (its a legal requirement to ask, record and action). How well are AI, comms and physical needs recorded and actioned upon across care records? Not very well. Sharing of information across providers is very important as is making the information easy to see on care records (often hidden due to how it's coded and inputted etc.).
2. Adding third sector info onto Leeds Care Records is vitally important to get a whole picture of the wider range of providers involved in people's care and what interventions and support they are receiving from a wide range of providers.
3. Promotion of third sector support services to healthcare staff - for example Leeds Society for Deaf and Blind offer a buddy system to take people to and from appointments and help to contact GP's on behalf of them etc. Concerns around how this is resourced and demand - if everyone knew about the above service example it would be overwhelmed. So funding is important too

Andrew from Deafblind UK mentioned they estimate there are 11,000 people in Leeds who will have dual sensory loss, but due to people's lack of awareness of

it and also this not being recorded on systems it is hard to identify them and therefore reach them effectively to provide the support and advice they can.

Additions to existing priorities:

1. Communication needs:
 - a. Many services still don't have text accessible or email accessible services - lots of people can't make phone calls and depend on services and carers to help them to do that.
 - b. Translated resources really key.
 - c. Acute need in South Asian communities (higher prevalence of diabetes and sight loss issues) needing specific culturally appropriate and tailored services and promotional materials.
2. Linking to access to appointments:
 - a. Self management, self booking - linking to comms and IT - if systems were more accessible, people would be able to manage their own support needs and appointments more easily (booking an interpreter, arranging appointments and asking questions via email/text/online systems instead of relying on just phone calls for example.
 - b. Infrastructure support and resources for the sector.
 - c. Highlight use of language - really important to be clear/jargon free. Both between services and from service to person.

Breakout Room 2

Accessible information standards from 2016 should have been paid attention to and acted upon as a lot of the things mentioned in the document should have been acted on already - People have been raising the same issues for years, so it is important that everyone is held to account and progress is reported back.

LCH should only go out to consultation with service users if there is going to be actions around this. They don't need to take everything into consultations as they may already know what to do from other examples in the city if they look for them. Accessibility has been spoken about on so many other occasions and it can be frustrating for people to be asked the same questions over and over.

There is a need for a stronger feedback loop so that progress can be tracked and evaluated. Chris Jessop will need to attend the PSI meetings and provide feedback as work progresses to ensure the claims made are followed through. Members need to know what LCH are after from them - Just letting people in isn't a strategy and they need to know and see some concrete actions as the strategy doesn't seem fully clear at the moment. There is a definite need to get co-production right. At the moment some feel the communication style is poor - Grand statements and figures etc. but not many tangible results. To keep the third sector involved we need to be able to see progress despite the general cutbacks at the moment - We are offering expertise and they need us so we need it to be a fair exchange.

Could LCH's work link in to the Inclusion for All work? There does seem to be duplication between them.

Need to make sure that the third sector's work isn't taken for use elsewhere and not recognised and acknowledged. The approach also needs to be broad, i.e. shouldn't narrow focus onto one thing they are interested in but leave other important issues left behind.

Need to be careful with short term funding as it takes time to get results and outcomes.

4. Forum Central/Strategic Updates

UK Disability Survey

The Disability Unit at the Cabinet Office is developing a National Strategy for Disabled People. Publication is planned for Spring 2021. The survey is open until 23 April 2021.

[This survey](#) aims to help the Government with understanding the barriers that disabled people face and how to improve the lives of disabled people, we need to hear about your views and know more about your experiences. This survey asks about your life experiences, either as a disabled person, a carer, or parent, or as someone who has an interest in disability issues.

Please encourage people to complete this survey as there is still time for responses to inform delivery of the National Strategy for Disabled People.

Draft Connecting Leeds Transport Strategy consultation

[This consultation](#) is live until Sunday 11th April. More info can be found through the link.

Communities of Interest update

[A poem and film](#) has been made drawing on experiences of members and the work of the third sector throughout Covid-19

Share your knowledge button

Tell us about what is happening within communities, the challenges you are facing as an organisation and the successes you've achieved throughout the pandemic through the new Share Your Knowledge button on our website. This can be found on the [Communities of Interest page](#) on our website.

Inclusion for All update

Similar discussions have been had as in the Race Equality Forum. Some developments have been made as training for interpreters will incorporate hidden disabilities in particular sensory impairment. Next meeting 27th May 2021, 10:00am -12.30pm.

The most language requests for interpreting and translations have been Eastern European languages such as Polish, Romanian, Czech and Slovak language followed by south Asian languages such as Punjabi and Urdu.

If patients perceive the standard of interpreters at GP practices to be below par, then this needs to be fed back to Leeds CCG through complaints: leeds.complaints@nhs.net. To be investigated they would need to know the practice, time and date.

BSL Health Access Petition

A petition has been set up asking the NHS to fund BSL Health Access (a free on-demand 24/7 remote interpreting service from SignHealth) who have lost their funding. Here is the link for [the petition](#).

ASC Charging Consultation May 2021

The service transformation team in Adults and Health are proposing changes to charges for carers e.g. charges for 2 or more carers. Consultation starting 22nd May - Will send around more info when we have it.

5. Member Updates

Jagdeep & Phil - Listening Project - Stemmed from Better Lives Board which is chaired by Phil around Adult Social Care, service users have input as well as councillors with an aim to keep connected, they have a number of reps from different backgrounds and focus on listening to people's personal experiences and acting on these. The Listening Project focuses on how to engage certain groups (Pakistani, Bangladeshi and Chinese communities and various African communities) in health and social care when they might have problems engaging. There is a steering group for the Listening Project with an aim to listen to people's lived experiences and to fact find. They are looking at a joint training programme. After members get the training they will formulate a plan and look to go out and talk to people in the community. If you want to know more contact: Jagdeep.passan@leedsinvolvement.org.uk

Sarah - Forum Central - Reference group is being created for access to crisis services - Bringing together organisations who refer people to crisis services. If you would like to be part of the mental health strategy conversations let Sarah know at: sarah.wilson@forumcentral.org.uk

Wendy - Advonet - Doing work around sensory issues. There is also a new LGBT project for people with Learning Disabilities and autism. They are also making sure that their resources are accessible at the moment.

Charis - Leeds Society for Deaf and Blind People - Still supporting Elland Road with accessibility at the vaccine site. Looking forward to reopening and bringing back face to face groups.

Darren - Leeds Cancer Awareness Project - Providing info sessions online with different subjects. Doing work on people with additional needs and barriers

to accessing screening. Info sessions available to deliver so please get in touch if you're interested through: www.leedscancer.com

David - William Merritt - They should be open again next week. Assessments open from next week apart from driving license ones. Motability have extended their criteria to support people with LD too. [William Merritt website here](#)

Karl - Leeds Hearing and Sight Loss Service - Have been seeing deaf people in the office since July and are continuing to do so.

Andrew - Deafblind UK - Lots of new virtual groups running across the country. Working on improving support to the deafblind community in Leeds. Please get in touch with Andrew if someone who is deafblind needs support from them on: Andrew.williams@deafblind.org.uk

6. Leeds for All

Steering/planning group is on 27th April - Please get in touch with Zaira if you want to get involved. All ideas are welcome.

The report and the film for International Day of Disabled People are available now:

- [Event report](#)
- [Event report - Large print and screen reader friendly](#)
- [Event report - Easy read](#)
- [Highlights video](#)

Due to the pandemic the event was delivered virtually with 13 live events and 300 delegates.

Big thanks to William Merritt and Daisy from Forum Central for organizing this all!

7. Sensory impairment digital inclusion network

Early discussions are happening about what this might look like. This would be bringing together our members to look to tackle digital exclusion - Contact Karen or Zaira if you want to get involved.

An autism and digital inclusion worker has been recruited and it would be great to link up with above.

8. Better Lives Board Update

They would like to open the board up to a lot more people, or to make sure that a lot more people can feed into the board via Phil at least. Cath Roth and her team are looking towards true co-production. Other points were raised by Jagdeep in the member updates section.

Phil's email if you need to contact him: phil.gleeson@gmail.com

9. Forum Central Third Sector Rep - Gabby Voinea

[Gabby's presentation](#)

Scoping exercise done in the first few months of Gabby's role - Showed a lack of clarity on what reps are and their roles - Formal, informal and allies roles were created. Formal reps represent the wider sector and not necessarily their individual organisation. The presentation details how reps are recruited in different stages and then how they are supported upon starting their role.

If there are any meetings that you think a rep would be valuable to attend, please let us know. Wendy highlighted that it would be great to have more PSI involvement in LCP's. It would be helpful to bring this idea back here again in the future.

If you want to find out more info let Gabby know on:
gabby.voinea@forumcentral.org.uk