



*Local people - local views*



**LEEDS LOCALITY DEVELOPMENT SCHEME**

**EAST LEEDS LOCALITY NETWORK LAUNCH**

## **Background**

Insert the background info to LLDS and a map of the locality?

## **Venue**

Finding an accessible venue that was also situated central to the East locality and available wasn't easy. More than 30 venues in the area were contacted and either weren't suitable because of access issues or not available on the date. This meant that the original date planned to hold the event was changed and eventually the venue of Osmandthorpe One Stop Centre was booked. The centre met some of the requirements but had a large number of fire doors and accessible toilets but only by using a RADAR key. The room was also smaller than would have been preferred but given the huge difficulties in gaining a venue at all the decision was made to go ahead with the event.

## **Access Adjustments**

Planning for the launch included trying to ensure that as many physical, attitudinal and environmental barriers were removed to ensure that the event was fully accessible and inclusive. This included the provision of/for:

- Personal Assistants
- Different linguistic needs
- Large print
- British Sign Language (BSL)
- Cultural and dietary specific needs
- Audio Loop (for hearing)
- Accessible taxis
- Information in Braille

## **Reaching Out**

The East Leeds Network Launch was planned, organised and delivered within a 10-week timescale with the half-term break and Easter cutting through the time period. In addition to this more time than was originally planned was spent finding a venue. This left little time for the planned outreach work with groups so as to ensure that

isolated and marginalized communities were reached in a way that allowed for trust and confidence to be built. East Leeds also appears not to have fewer groups based around issues of disability and carers to other localities.

In addition to this many of the groups contacted already had a planned and packed programme of activities with visiting speakers and trips out, including one group going to Bridlington on the date of the launch. This also prevented the worker from spending valuable time with them.

Since the outreach wasn't happening telephone contact was made with a range of different groups and individuals from across the area. Groups identified also included those that are often marginalized and ignored by service providers. The telephone contact was mainly with a group leader/facilitator, which didn't allow for a relationship with any of the other group participants to develop. The contact made lasted between 10 and 40 minutes and in some instances was followed by a mailing of the details of the launch and a further telephone call nearer to the time. This approach did gain quite good results in terms of people attending the launch but it had a detrimental effect on gaining involvement from some of the more marginalized groups who didn't know the worker and were mistrustful of how the event would be made accessible to their particular group needs.

In addition to the telephone outreach LIP mailed out to approximately 200 groups in the East Leeds area, as well as to statutory agencies having contact with individuals using community care services. Details were also sent to local newspapers, radio and community newsletters.

### **The Network Launch**

The programme for the day ran from 10.00am (registration) through to 3.00pm. During the morning participants were in workshops and the participants took part in Imagine, a visualisation exercise. The afternoon saw them completing a team quiz; hearing personal stories of involvement from people in the other established networks and brief presentations from East Leeds Primary Care Trust and Leeds City Council Area Management Team and finally exploring the development, including practical arrangements of an East Leeds Network.

Carrying out creative and fun activities helped to create a more relaxed atmosphere and therefore eased people's anxieties and fears about participating in such a day.

The programme had to be adjusted slightly due to a late start since some taxis were late in arriving, and others had difficulty in finding the venue.

### **The Workshop**

The participants stayed in one group to undertake the workshop looking at what community care services they used and what they thought of them. One participant was asked to name a service that they used, which was listed on flipchart. The rest of the group was asked if they used this service and those who did all completed a Jelly Baby tree picture choosing which jelly baby best described that particular service and why and colouring it in if they wished. The comments/views from participants were then recorded on flipchart. This process was continued round the group so that everyone named a number of services that they used and had the opportunity to express their views about that service.

### **What Participants Had To Say**

<b>SERVICE</b>	<b>COMMENTS/VIEWS</b>
Respite Care Services	<p>My son likes it, likes the variety but needs more of it.</p> <p>Good support but my daughter isn't well catered for because it's a mixed service. Via the group there is support but it's not enough: only 2 hours a fortnight.</p> <p>The sitting service is very good but the daybreak is not so good.</p> <p>The transition to adult services is difficult: older people and male dominated and it goes on the chronological age of the person.</p> <p>My daughter is hurt in respite.</p> <p>There is a need for provision for young people.</p>
Social Workers	They change and cancel support without consultation.

<b>SERVICE</b>	<b>COMMENTS/VIEWS</b>
Psychiatrists/CPN	Has been reduced so that there are no visits.
Social Worker	<p>Services only pick up if someone is in hospital.</p> <p>Took on board what was needed for my son.</p> <p>No services provided for 3 deaf children and did not pass on to appropriate services. Lack of interpreter: communication problem.</p>
Homecare	<p>Variable experience: it depends on who comes.</p> <p>Told GP and GP said no homecare anymore.</p>
Day Care Service	<p>Good. Transport house-to-house.</p> <p>The Vale: good gardening project.</p> <p>Good support for children of day centre users during holidays.</p> <p>Trips out.</p>
Carers Groups	<p>Good support and include children.</p> <p>Difficulty if children are over 18.</p> <p>People In Action: Groups for young disabled people and doing activities in mainstream.</p>
GP (family doctor) including receptionist	<p>Difficulty with appointment system: have to ring before 9 to try and get one.</p> <p>Looks after health but poor on information.</p> <p>Choice of woman doctor so it's good.</p> <p>Too long to get an appointment and then no interpreter so couldn't see the doctor.</p> <p>Receptionist not good and acts as a 'gatekeeper' for what she thinks are emergencies.</p> <p>Sometimes waited for hours and then the doctor will not give any medicine.</p>
Hospital	<p>Waited hours at A&amp;E with my daughter in the middle of the night.</p> <p>They do not take account of disabled children in 'triage'.</p> <p>Waiting time is often long at A&amp;E.</p> <p>Car parking at St James and especially the lack of disabled parking close to different entrances/departments.</p>

During the discussion the following issues were highlighted:

- There is a stigma of Mental Health, which means it is difficult to make friends.
- Generally it is slow getting the services sorted out, which creates a problem when you need something quickly.
- GPs in particular seem to have very little correct knowledge about Direct Payments.

### **Imagine East Leeds in 2010**

The following was read out slowly

Close your eyes if you wish and get a sense of East Leeds and your bit of East Leeds as it is now. You're going round the area, past people's houses; the pub; school; places of worship; shops, houses and the places providing community care services. Get a real feel for what it's like: use all your senses available to you. Now you're in an accessible time machine and it takes you forward five years to 2010. You're in the same area but the East Leeds Locality Network has helped local people make a real difference to community care services. You go around the area and you get a strong sense of what it is like and what the community care services are like.

Keep this strong sense with you of what it's like in 2010 and come back to 2005 and open your eyes back at the launch event.

### **Imagine East Leeds in 2010 Feedback**

- More information
- Good traffic calming
- More awareness of services
- Accessible buses with motorised ramps – automatic – not dependant on conductor
- Physical access to buildings is great
- Return of the trams but fully accessible, cheap and affordable
- Free travel for carers
- Discrimination and tolerance in schools and adult education is taught
- There is an accessible bus service from St James to Roundhay and then Chapeltown
- There are more buses in the local areas – not only on main roads ( MetroConnect citywide)
- Less litter and estates have been cleaned up and there are litterbins

- Pavements are even and not slippery
- Council more interested in the environment: sweepers and pickers

### Where to Next?

- It was agreed to establish an East Leeds Locality Network.
- Thursday was found to be the best day, either morning or afternoon but finishing by 2.30pm at the latest.
- It was agreed that in order to get other people involved the time and even the day could change but it would need looking at.
- Possible meeting venues/areas included the Bangladeshi Centre; the Pakistani Centre; Fearnville Leisure Centre and possibly Osmandthorpe.
- Participants agreed to ensure that Leeds Involvement Project had their details if they were interested in being part of the new network, which the majority were.
- Leeds Involvement Project agreed to support the network in a variety of ways including organising the first meeting.

Five people completed the evaluation:

#### 1. What made you come to this event?

Learn about issues on disability.  
 Encouragement and curiosity  
 An invitation  
 To learn more about the services  
 Told about it by Eleanor at Roundhay

#### 2. Was it how you expected (please circle) 3 Yes      1 No

Comments:  
 I only had half a day but it was so informative

#### 3. How did you feel about today (please circle)

Not good      5      good       excellent 

#### 4. Are there any issues you would like to see discussed further:

Lack of information – it's ok discussing service levels but many  
 People are not aware of services available to their specific needs.  
 Environment in Chapeltown

**5. Do you have any comments about the speakers/facilitators?**

Thank you

**6. Was the venue accessible?                      4 Yes                      No**

Had difficulty finding it.

**7. Was the food:                      1 Bad                      2 Good                      Really good**

Don't know had to leave.

**8. How did you hear about this event?**

People in Action

Via Lucy at LIP

Roundhay Road Day Centre

Through the group (UMEED)

Eleanor at Roundhay

**9. Are you interested in the Network?**

4 Yes (Please give your name )

No

**Equal Opportunities Monitoring**

A total of 11 participants completed the monitoring form. From these:

- 11 women aged between 40 and 75
- 7 women identified as being heterosexual and 4 didn't answer
- 6 women identified as being a major carer and 1 as not being a carer
- 6 women were unemployed, 3 in part-time work and 2 retired
- 1 woman described their impairment as a physical impairment, 1 as a back problem, 1 as learning difficulty. 2 carers identified that they cared for someone with learning difficulty. 6 women didn't answer.
- 4 women described their ethnic origin as Pakistani; 3 as Indian; 3 as British and 1 as Caribbean.