



Local people - local views



LEEDS LOCALITY DEVELOPMENT SCHEME

North West Leeds 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 North West locality and available wasn't easy. Burley Lodge Community Centre met many of the requirements and plans were put in place to ensure that parking would be possible for participants. However, on the day these plans were not implemented by the Centre, which created access problems and these issues were fed back to the staff at the centre. The acoustics of the room used were not good but something, which couldn't have been anticipated when visiting the venue to check access details.

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 North West Network Launch was planned, organised and delivered within a 10-week timescale with the half-term break and Easter cutting through the time period. 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.

The time factor was not the only constraint on the outreach. Many of the groups contacted already had a planned and packed programme

of activities, which prevented the worker from spending valuable time with them. In addition to this there were many instances of gate keeping from various people 'in charge' of the groups and comments made included:

'None of our users would be interested.'

'Most of our members are very old and some disabled so they wouldn't want to come to that.'

'We've got a busy programme of different people coming to talk to us so we can't fit you in.'

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. There were two instances where such groups didn't want further contact about the launch and other times when the group did not respond to phone messages.

In addition to the telephone outreach LIP mailed out to approximately 250 groups in the North West 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 afternoon saw the participants taking part in a visualisation exercise; completing a team quiz; hearing personal stories of involvement from people in the other established networks and DREAM (a local self-

help group) and exploring the development, including practical arrangements of a North West 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.

The Workshops

The participants were divided into 3 groups with a facilitator. Each group identified the different community care services they used and located them on a large map of the locality. Participants were then given a picture of the Jelly Baby Tree and asked to choose, which jelly baby best represented a particular service and why. This process was repeated until all or most of the services identified had been covered. Feedback from each group was given highlighting the key issues raised and areas discussed.

Feedback: Mapping of Services (All groups)

The mapping of where the services were that the participants used in all showed that there was a fairly even spread across the locality and no big gaps in the provision.

Feedback: Jelly Baby Tree: Group 1

The following community care services were highlighted:

L.G.I.: Happy

Using it but not happy – couldn't find the right part
Often use it. It's a new hospital but there's no disabled parking and it's a long way to walk.

Horsforth Day Centre: Swinging and happy

Clinging on!
Sometimes happy, sometimes not because of charging.

Post Offices: Good service and access.

Benefits going into the bank now – less happy.
It's important that the staff get to know you.

Supermarkets: Morrisons at Merrion have choice and value but

Customer service!

Morrisons at Guiseley have good customer services.
Morrisons at Hunslet & Bramley – good car parking.
Local shops are more limited. There's old buildings in
Otley and so it's difficult even with DDA.

Roads: Speed bumps – create difficulties.

Pavements - uneven

Potholes – in roads make it harder

Cobbled market square in Otley makes it hard to get round.

Road works creates barriers.

Time on crossings: not enough.

Dentists: NHS dentists are going private.

There's a 3-month wait for urgent appointments.

Emergency dentist in Chapeltown gave a bad service –
didn't check and it was painful! Didn't reassure.

EOCD Buses: Often don't come on time and then there's 3 at once.

Cannot eat/drink, which is bad for diabetic people.

Bus access – step too high.

Difficult when bus suddenly stops.

Slow at weekends

Buses that can divert/be flagged down.

Taxis: Step too high.

Don't use ramp/pavement.

Difficult for people in larger wheelchairs.

Assistance for non-wheelchair users would be good.

Chemist: Delivery service is good.

No telephone prescriptions any more.

Delivery is wrong from the GP.

There's a long wait and only one chair!

Library: No wheelchair access in Otley but it's now being built.

If not well cannot get books back.

Mobile libraries – not enough of them and lack of access.

Ambulance: Hospital transport often early pick up at 6am!

None available so have to use taxis.

Sirens!

Feedback: Jelly Baby Tree: Group 2

St Mary's Hospital & William Merrit:

On the whole quite good really.

Not had any problems.

They've been really good with me.

I'm happy with them.

Sort of ok but sometimes they can be a bit funny and cut you off.

Home Care: Sometimes they are alright but they've let me down too. Not good at all. They've not got started and have let me down. I never know where I am with them.

District Nursing: Am happy with them: swinging in the tree.

Am ok with them.

I think they're quite good and try a lot.

D.R.E.A.M.: Not that I'm biased but they're at the top of the tree! I've got a lot out of the group.

Very good. They've been helpful and supportive.

Doctor (G.P.): Ok with mine.

Mine's falling from the tree – they're not very good and don't treat me very well. Needs some disability training, particularly the receptionist.

Mine's fairly good and quite high up in the tree.

Social Services (Occupational therapists, physios and social workers)

: Pretty good overall. Been helpful.

They're terrible – they're falling from the tree. They change appointments at short notice.

They're falling from the tree because they don't do very well.

A mixture really. Sometimes I'm happy and swinging with them and other times they're not good and are hanging from their fingers. They're not consistent.

They've only just got started and need a step up from someone else.

Dentists: They're often up-stairs! Cost of paying – not cheap.

Cost of getting there.

Libraries: If you can get in! Are difficult and sometimes impossible to

get into.

Hospitals: Parking is sometimes difficult.
Cost of getting there.
Having to wait a long time.
Staff need disability training.

Community Centre: Have used it for advice and it was good.

The following services were also identified but there was insufficient time to make comments on them.

- ODAG – Disability Group: Useful and helpful.
- SUCA – Service Users and Carers Association
- Wheelchair User Group
- Equipment Advisory Group
- Centre for Integrated Living
- D.I.A.L. – disability information
- Shireview
- Osmandthorpe resource Centre
- Thomas Kellit Outreach Service (Education and gyms)
- MS Therapy Centre
- Leeds Involvement Project
- Family placement sitting service
- Yorath Centre, Woodlands and others – respite

Generally the group felt that some health service staff, GPs and receptionists had poor attitudes towards disabled people and that they all need some disability equality training. There was also an issue about the cost of some services and the cost of getting to the services. A number of services either had no accessible toilet facilities or there was very poor access due to bins, Hoovers and other cleaning stuff being stored in the toilets.

Feedback: Jelly Baby Tree: Group 3

The following services were identified:

- Ambulance transport
- Transport – taxis
- Access bus
- Shops/supermarkets/DVD shops
- Doctors (GPs)
- District nurses
- Dentist

- Hospitals
- Social workers
- Social services equipment
- Library
- Cafes and restaurants
- Meanwood farm
- Swimming
- Community SU groups

These were then divided into 4 themes:

- Health
- Transport/supermarket shopping
- Leisure
- Social services

A single Jelly Baby Tree was then completed using these themes and colours.

- Health was: Hanging on to the tree by their fingertips.
Half way up the tree and looking upwards.
A little above halfway reaching out and the tree supporting their back.
Fairly near the top of the tree walking along the branch – going forward.
- Transport/supermarket shopping was:
Laying at the bottom of the tree asleep.
Sitting to the side of the tree and looking round.
Hanging on by their fingertips.
Climbing up the ladder to the lowest branch.
Sitting in the lowest branch hugging the tree trunk.
Sitting comfortably midway up the tree reaching for a butterfly.
- Leisure was: Climbing up the ladder to the lowest branch
Sitting in the lowest branch hugging the tree trunk.
Climbing up from the trunk to the next branch and looking forward.
Fairly near the top of the tree – walking along and looking forward.
Standing at the top of the tree looking out.

Imagine Lite Visualisation

The following was read out slowly

Close your eyes if you wish and get a sense of North West Leeds and your bit of North West 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 North West 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 Lite Feedback

- Dropped kerbs and even pavements
- Parking at GPs
- All GPs are good and give at least 10 minutes
- Good local access to dentists
- Smiling taxi drivers
- No bollards/obstacles
- No wheelie bins
- Free home care and day care
- Better access everywhere
- Businesses accessible
- Inclusive schools and playgrounds
- All barriers down
- More recognition of disabled peoples strengths
- Disabled people running services
- Accessible hospital trolleys
- More employment opportunities for disabled people
- Decent benefits for those not working
- Get adaptations quicker
- Information in languages, on tapes, via websites etc.
- Better access to buses and trains
- BSL taught as standard in all schools and to all adults
- Ramps for scooters
- More communication
- Integration
- Less prejudice
- M.H. helpline

Where to Next?

- It was agreed to establish a North West Leeds Locality Network.
- Wednesday was found to be the best day, either morning or afternoon but **NOT** the first Wednesday of the month.
- 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 Horsforth; St Chads and Shireview at Headingley. It was agreed that it wouldn't include Otley or Burley Lodge Community Centre.
- 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.

Evaluation of the day

To help get a general sense about what participants felt about the day an evaluation sheet was used. A total of 20 evaluations were completed:

1. What made you come to this event?

Convenient day. Like the venue and meeting people
Live and work in the area and been to similar network
Because it gives me company
Brenda from D.R.E.A.M. explained what it was about and I was
Interested
Contact with Emily at LIP
Being disabled I'm keen to find out as much about what's going on
We got a leaflet sent to Horsforth Day Services
We got a leaflet sent to Horsforth Day Services
Staff asked me to come
Wanted to get involved in local planning
Staff
Got asked
Leaflet to Horsforth
Emily!
See what you can do for people with disabilities and mental health
To help out and pass information
Letter and interested to meet and see others from the North West
I wanted to come and join in. I enjoyed the day
Asked by LIP to talk about the training course I was on
Interest in what Leeds involvement was all about and how ODAG
Could be involved

2. Was it how you expected (please circle) 16 Yes 3 No
Didn't know what to expect: half and half

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

2 Not good
Too small

11 good



7 excellent



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

Nuisance car parking (selfish)

Pavements, wheelie bins. Students in the area – increase their awareness. Nuisance car parking.

Dropped kerbs or lack of them

Access issues

Just not too happy about the difficult access

No

No

Not really

Look at forming support networks

No

General format of the day

More mental health, more aids and adaptations. Food at meetings for people with diabetes

Not sure

No

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

Very good

Excellent

Thank you everyone it was interesting hearing personal stories and

Thank you for the help received from the PAs especially Helen

Very interesting to hear people's experiences

Speakers were good

Spoke a little quiet at times

Good could hear well

Thank you

Found SU feedback very impressive

Enjoyed the speakers

Good

Very friendly, relaxed, accessible. No one under threat

Speakers and facilitators were very good

Very interesting and informative

6. Was the venue accessible? 14 Yes 1 No

Reasonable – because a bit of a maze
Yes ish.
The room was but parking wasn't
Yes eventually!
Sort of!
Venue too small
Poor
Ok

7. Was the food: Bad 7 Good 9 Really good

No pasta
Good variety for all tastes

8. How did you hear about this event?

Emily
Got leaflets
From Brenda at D.R.E.A.M.
LIP
First went to West launch and have been involved ever since
Flier
Flier
Staff
LIP
Through the staff at the centre
Through LIP
Leaflet
Emily
LIP
LIP
Leaflet
Client committee
LIP mental health service for service users
Via a letter to ODAG inviting us to attend

9. Are you interested in the Network?

13 Yes (Please give your name)

3 No

Already involved with LIP

Finally many thanks to everyone who took/played a part in this launch event.

