Leeds Voices

Annual Report 2020

A LOOK BACK AT LEEDS VOICES' ACTIVITY AND HIGHLIGHTS FROM 2020 AND AN OUTLINE OF PRIORITIES FOR 2021.

ABOUT LEEDS VOICES

Giving a voice to the people and communities of Leeds

Voluntary Action Leeds (VAL) delivers the **Leeds Voices** project to undertake public and community involvement on behalf of NHS Leeds Clinical Commissioning Group (CCG).

There are three distinct elements to this project:

- Our **Engaging Voices** network of third sector organisations; we provide opportunities for seldom heard communities and vulnerable groups to get involved in consultation and engagement activities.

- Our **Working Voices** project offers opportunities for businesses to enable their employees to be involved in CCG engagement activities, by allowing working people to volunteer their time to be involved in consultations within the workplace.

- Our volunteer **Leeds Health Ambassadors** directly engage with the public and patients at a range of venues, public events and activities across the city.

A LOOK BACK ON 2020

OUR PRIORITIES WERE TO:

- Support people and communities across Leeds to have a voice.
- Create robust feedback channels with our partners and the Clinical Commissioning Group
- Develop proactive methods of engagement responding to the needs of local communities in Leeds.

"As a volunteer we listened to people local to the area at SJUH about proposed changes to the maternity services in Leeds...their request to keep some outpatient services and care was heard and these will remain when the new hospital is opened."
Yvonne - Leeds Health Ambassador

"Our involvement with Leeds Voices has helped us to be more proactive with spreading important health messages to our communities. I can't fault you!"
Geeta Lota - Circles of Life

A LOOK BACK ON 2020

OUR ACTIVITY INCLUDED:

1089 people engaged

11 priority groups represented in engagements

51 organisations worked with

9 New Leeds Health Ambassadors recruited and inducted

"Like everything this year, volunteering as a Health Ambassador looks and feels a bit different than it did before. It's been great to join the Leeds Voices team on the journey - moving from in person to online engagements."
Leeds Health Ambassador

"It's good because there have been opportunities to speak to other professionals from the Council and NHS who come to the meetings."
Ali Mahgoub - Leeds Refugee Forum

DURING 2020 WE...

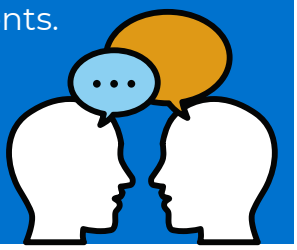
Made links and established relationships with 15 new organisations to support us in our engagement work.

Paid a total of £2,990 back into the third sector to support its work with the people and communities of Leeds.

Between January and March we delivered 36 engagement activities (with a further 17 cancelled due to Covid 19) on proposed changes to Maternity and Neonatal Services in Leeds.

Supported people and communities across Leeds to give their views with 4 engagements Involving 51 organisations.

10 Leeds Health Ambassadors gave 133 hours of volunteering time to support the engagements.

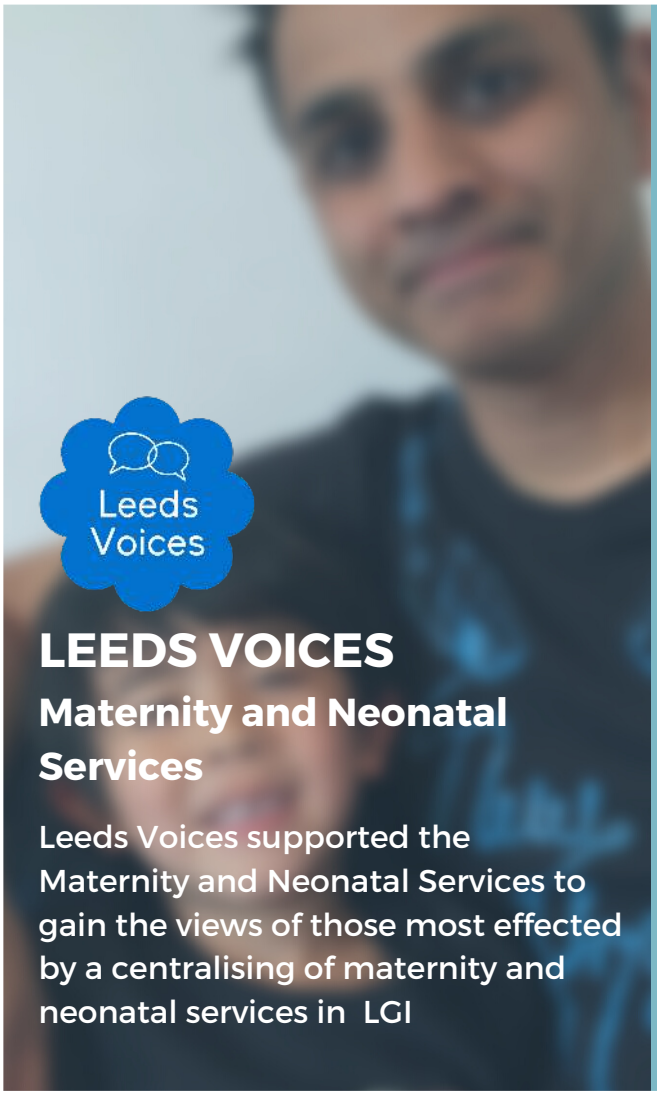


Began ongoing dialogue with CCG ensuring Winter messages and covid information are accessible to target groups. Involving 18 organisionas and 84 people

Carried out 24 focus groups with some of the most disadvantaged and marginalised communities in Leeds.

In March redeloyed staff towards supporting organisaions responding to the covid crisis, many of which were existing partners.

Developed a proactive engagement focused on increasing community participation in Primary Care Networks in Crossgates.



LEEDS VOICES

Maternity and Neonatal Services

Leeds Voices supported the Maternity and Neonatal Services to gain the views of those most effected by a centralising of maternity and neonatal services in LGI

767 surveys completed

ENGAGEMENT APPROACHES

- Support from our Engaging Voices Partners
- Focus groups
- Questionnaire sessions
- Engagement with priority groups

ENGAGEMENT IN NUMBERS

113 people from focus groups gave their views

10 focus groups delivered

42 organisations were involved in the precess

What Was Said

Sufficient parking must be available

There must be buses that stop close to the LGI

The access needs of disadvantaged groups should be considered

The staff in the new unit must understand the needs of ethnic minority women

Most antenatal appointments should remain in the community

Antenatal Clinics must not be overcrowded and continue to deliver personalised care

What's Being Done

The possibility of creating a shuttle bus for pregnant women and families that travels between St James and LGI is being explored.

A maternity hub is being set up in Harehills/Burmantofts to replace appointments previously accessed at St James

The CCG are exploring more culturally sensitive maternity care going forward

Women and specialists on Maternity Spaces are being involved in the design of the centre to prevent overcrowding

70% of Antenatal appointments are now in the community. The hospital is also open for ultrascans, or appointments relating to a particular medical condition

Details on parking are yet to be finalised to date

ENGAGEMENT IN NUMBERS

65
people gave their views

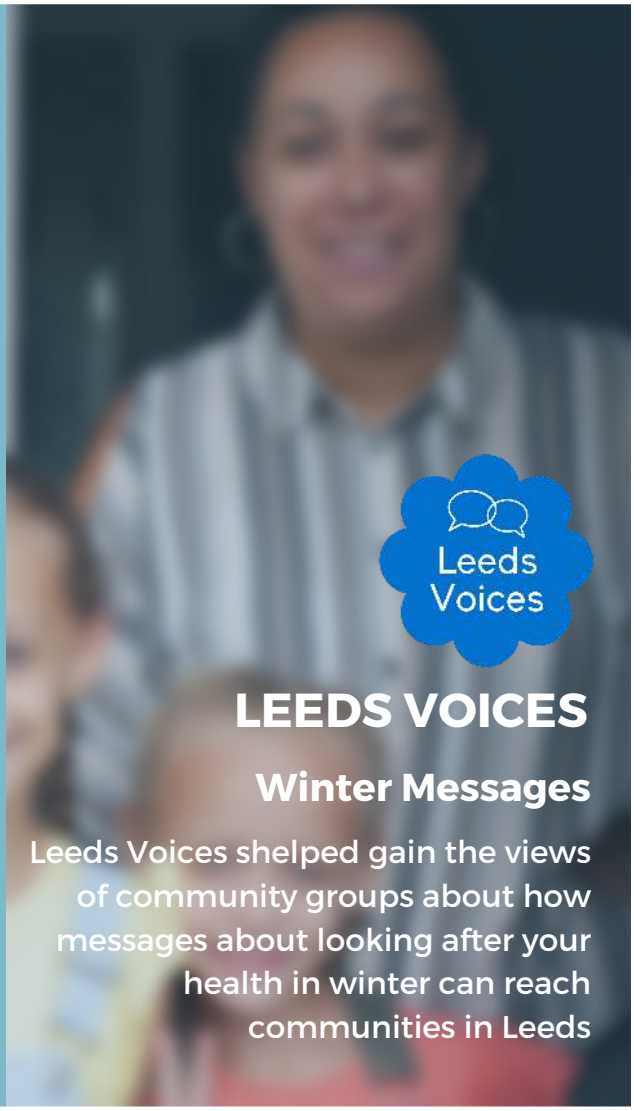
7
focus groups delivered

7
organisations were involved in the precess

20 surveys completed

ENGAGEMENT APPROACHES

- Support from our Engaging Voices Partners
- Focus groups
- Connecting with new partners
- Engagement with priority groups



LEEDS VOICES

Winter Messages

Leeds Voices shelped gain the views of community groups about how messages about looking after your health in winter can reach communities in Leeds

What Was Said

Diverse communities are more likely to trust messages that come from people who share the same background as them

Messages should be sent to platforms that diverse communities regularly use such as forums, radio stations or places of worship

Existing 'Easy Read' resources need to be included in existing publicity/communications

Messages need to be simplified with basic language and specific examples such as what type of injury requires you to contact '111' rather than '999'

Make direct contact with community organisations so that they can share messages with their service users

What's Being Done

New videos and infographics have been scheduled for social media that feature health professionals from diverse backgrounds speaking different languages, as well as easy read materials

Leeds Voices have shared their partners organisations' contact details with the CCG so that they can send messages and information to those groups directly.

'100% Digital' are posting videos about the covid vaccine to various social media channels

The CCG are sending out information leaflets to homes across Leeds. Organisations have also offered to translate any flyers that are sent out.

COMMUNITY CARE VOLUNTEERING

Leeds Voices

OUR RESPONSE TO COVID 19

In March 2020, it was agreed that Leeds Voices would temporarily cease their work to enable Leeds Voices staff to be redeployed to focus on VAL's response effort to Covid 19. Following engagement with key strategic partners, including Leeds City Council, Voluntary Action Leeds moved to rapidly deploy staff in order to deliver new services to support the city's response to the coronavirus pandemic.

- Set up the recruitment process for community Cares Volunteers
- Worked with Community Hubs providing direct support to local organisations
- Deployed volunteers to meet the needs of people and communities during Covid

Wrote a total of 24 ward case studies to capture the breadth of work the third sector, neighbourhoods and community groups had undertaken since March. These reports formed part of the Leeds City Council Scrutiny Report into the city's Covid response and demonstrated the critically important role the sector , including our partners, have played during the Covid crisis.

Coordinated VAL's involvement in the Communities of Interest work; a mechanism to ensure that marginalised communities and those who have additional needs had direct lines of communication with decision makers. This would ensure that any immediate needs could be addressed.

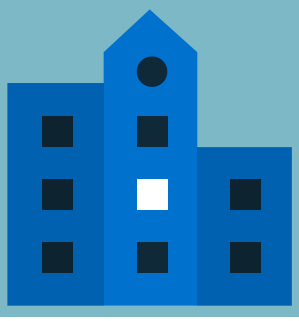
Supported Third Sector Leeds (the strategic forum for the third sector in the city) to create daily communication briefs. Promoted and analysed the Third Sector Resilience survey which was developed by VAL with local and regional partners to understand the sector's resilience in light of the Covid crisis.

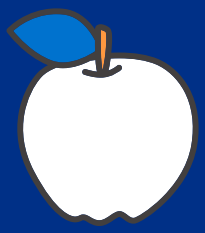
Community Care Volunteering in numbers

The Leeds Voices team helped implement and support the current Community Care Volunteer programme, which between 11-17 May alone delivered a total of....

6,750

people supported by Community Hubs across Leeds





885

food parcels and hot meals delivered

595

food shopping collections and deliveries made

1,620

volunteers actively supporting people across Leeds

1,227

welfare and befriending calls made

Evaluation Event

20 Partners attended

12 Member Organisations Represented

Leeds Voices are required to have an annual evaluation with partners. This year we chose to focus on incentive payments

- What happened in 2020?
- Can we make incentives more accessible?
- LHA 2020 review
- Q and A with the CCG
- Maternity and Neo Natal Services discussion
- Winter Messages discussion

Incentive Payments

"Leeds Voices believe in recognising peoples ' contribution to engagements as 'Experts by Experience' and always pay £5 per survey and £10 per focus group contributions: we discussed any barriers and ideas"

"That little bit of money we received after doing surveys actually paid for some of the hot meals we delivered to families in Leeds".
Greta

"Some [of the incentive money] I used for the food project and some I used to buy chocolate and small toys for the children [for Christmas] I mainly support asylum seekers and refugees".
Bahar

"Getting the surveys done for the incentive money will be no problem and we would like to get involved that way".
Tessa

- Participants agreed to maintain a choice of whether individuals or organisations receive the payment.
- Love to Shop vouchers don't cover all supermarkets - we will make sure there is a choice of vouchers.
- Incentive payments are not meant to cover full operation costs, so VAL will continue to offer funding support to smaller groups that are Leeds Voices' members
- Payment amounts will stay the same in 2021

Leeds Health Ambassadors

- Case studies
- Training
- Research
- Transcriptions
- Group Facilitation

"It's been great to be a part of this community, in a year where connection is more important than ever before."
Kirstin - LHA

"The volunteer work with Leeds Voices has been really interesting and the opportunity it brings to meet many different people as well as giving them a voice, literally, is great...."
Yvonne - LHA

9
New Health Ambassadors joined in 2020

27
Events Attended

136.5
Hours Volunteered

13
Active Leeds Health Ambassadors

LOOKING TO 2021 AND BEYOND

OUR KEY AIM IS TO:

Respond to the changing needs of our partners and to support the communities and people of Leeds to have a voice in the development of services in their city.

"We would like to have sessions on Mental Health and Domestic Violence . Right now everything is about Covid, no-one would know about anything else."
Hawa Bah - Peace of Mind

OUR OBJECTIVES ARE TO:

- Develop engagement opportunities through using volunteering platforms and VAL projects that support more direct contact with members of the public.
- Have ongoing stability for the Leeds Voices model by working with partners and stakeholders across the city to develop an engagement model that captures all voices in Leeds.
- Continue to recruit and train a wide range of Leeds Health Ambassador Volunteers that reflect the diverse communities of Leeds.
- Establish a monthly Zoom drop in to update members and support partnership work.
- Set up face-to-face engagement feedback sessions for the CCG to speak to partner organisations