

Developing new approaches for community-based adult mental health support services:

## Service user involvement

### Tell us what you think about

- Our proposals for improving community-based service user involvement in Leeds

It doesn't matter if you haven't previously used mental health services, we would still like to receive your comments

You can complete this survey online here:

<https://www.smartsurvey.co.uk/s/MHSUI2021/>

**Information document and survey**  
12 July – 15 August 2021



## Mental Health Services

Leeds City Council (LCC) and NHS Leeds Clinical Commissioning Group (CCG) both plan and pay for a number of community-based adult mental health services in Leeds. Many of these are provided by the voluntary sector who work with NHS mental health services to provide community-based support to people in Leeds.

We want to enhance community-based mental health services so that they work better together and provide excellent mental health community care to local people.

The services we're looking at can be broadly themed into six areas:

- Crisis and urgent care support
- Supported accommodation
- Employment support
- Specialist community support and treatment
- Service user involvement
- Refugee and asylum seeker support

This document looks specifically at **service user involvement support services**.

We have a separate survey for each of the above themes. You can find them by visiting: <https://www.leedsccg.nhs.uk/get-involved/your-views/mental-health-community-based-2021/> or by calling 0113 843 5470 to get one emailed or posted to you.

We want to work with the people who use services as well as those who deliver them to create an improved network of support services that will meet the needs of the 114,000 people that experience a mental health difficulty in Leeds every year.

By taking the time to read through this document and share your thoughts, you are helping us work towards this aim.

If you want to know more about this work in general, we have a briefing document that explains it in greater detail, which you can access by clicking [here](#).

## Service user involvement

### What do we mean by 'service user involvement'?

'Service user involvement' is the term used to describe the involvement of people who use mental health services in the development of how people receive their own care and how services are run. It's:

- **The law** – the NHS has a legal duty to involve people in their care and when making changes to services.



- **Involving people in their own care** – when people are involved, they are more confident and have better knowledge and skills to manage their own health and wellbeing.
- **Learning from experience** – people who have experience of services are the ‘experts by experience’ and know if something is working well or not for them.
- **Demonstrating ‘you said, we did’** – we have a responsibility to show that we are actually listening to what people tell us and respond to that feedback.

### Service user involvement in Leeds

The service that we are discussing in this document is:

Provider	Contracts	Service
Leeds Involving People	One Mental Health Involvement Development Worker	Assists in facilitating service user involvement in Leeds. Working with service users and partner mental health organisations and existing works. Runs and supports the Together We Can network

Together We Can is a lived experience mental health network. Feedback from members is passed on to mental health service providers across the city and helps to influence decision making and the way that services are designed and delivered. Anyone with lived experience can join the group and make their opinions heard.

The group has previously been involved with developing six ‘I statements’ which outline what is expected from mental health services, feeding back on a range of strategic and service delivery topics and supporting the development of the Leeds Mental Health Strategy (which you can read here: <https://forumcentral.org.uk/wp-content/uploads/2021/03/Mental-Health-Strategy-2020-2025.pdf>)

The aim of the group is to support and develop mental health service users to be confidently involved in mental health service development in Leeds.

### What do we know about the service user involvement support service in Leeds?

Over the years we have talked to thousands of people about mental health services in our city. We have asked people who use these services, their families and carers, and those who provide them, to tell us what they think. Quite often, this is when we are looking at specific changes, more general, day-to-day feedback and experiences of using services is less readily available. 114,000 people a year experience mental health issues in Leeds and we need to ensure that they have the option to get involved, in a variety of ways.



We also know there are several well-established groups set up to support the involvement of mental health services users in Leeds, such as the Service User Network (SUN). We know that we need to work more closely together with existing groups and networks. That way we will avoid duplication and build on the strong work that is taking place already.

We think that there are still issues that could benefit from further enhancement. For example:

- There are communities across Leeds that are underrepresented in having their voices heard in mental health services. These include diverse ethnic communities, carers, working age adults as well as other groups, such as those with long-term physical conditions, learning disabilities and autism.
- People have told us that a lot of involvement opportunities need a substantial commitment (attending regular meetings) and that they would like a range of options to be involved.
- People have told us they want to see that they have been listened to and that input, and feedback leads to actions.
- It is unclear where you find information about how you can get involved with the Together We Can network.

### **Our proposals to improve service user involvement support services**

To address the points of feedback raised above and enhance service user involvement support services, we are proposing:

- Set up a new 'strategic co-production' group. This would be a group made up of experts by experience and health and care staff. Experts by experience would take a step-back from their own experiences to consider the wider service user experience and how we hear those voices if there are gaps (including diverse communities). The group will help commissioners and providers make decisions about developing mental health services and hold them to account to ensure the service user voice is heard.
- Set up a new Expert by Experience network for anyone with experience of mental health services to help or be involved with developing mental health services and receive updates about developments in the city. They will have access to a range of opportunities to be involved, which will be developed with members of the network and the strategic co-production group.
- Any new contractual arrangements will specify a clear role to ensure that 'You Said, We Did' examples of how people's input has made a difference are demonstrated.
- Any new contractual arrangement will ensure that there is a clear online presence on a website and on social media.



## Have your say

What do you think about these proposals? Below you will find a simple survey. We'd really appreciate it if you were able to fill it in.

If you have more questions or want to find out more you can contact us on the details below. If you have difficulties with completing the survey, we would be happy to provide an alternative way for you to give your feedback; just get in touch using one of the options below.

**Telephone:** 0113 843 5470

**Email:** [adam.stewart1@nhs.net](mailto:adam.stewart1@nhs.net)

**Website:** <https://www.leedsccg.nhs.uk/get-involved/your-views/mental-health-community-based-2021/>

## Survey

I am filling this in as:

- Someone who has used Leeds mental health services
- A carer, family member or friend member of someone who has used Leeds mental health services
- A member of the public
- A member of staff from an NHS or third sector or community based health service (please tell us which): \_\_\_\_\_
- Other (please specify): \_\_\_\_\_

**Have you been involved in a Leeds mental health service user forum or network?**

- Yes
- No
- Not sure

If yes, please tell us more



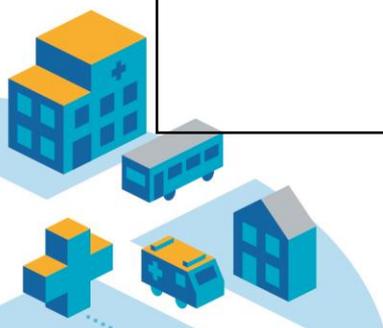
**What kinds of support would be most useful to help people get more involved?**

**(We have made some suggestions below but tell us about anything else you think would help as well)**

- Training (tell us below what training you think you would need)
- Peer support (support from other people who have experience of getting involved)
- Mentoring
- IT/technical support (tell us below what help you would need)
- Expenses covered (tell us below what expenses you would need covering)
- Payment
- Not sure
- Other (please tell us your ideas):

Please tell us more your selections

**We want to improve the diversity of people who get involved. How do you think we can make these opportunities more accessible to different groups of people?**

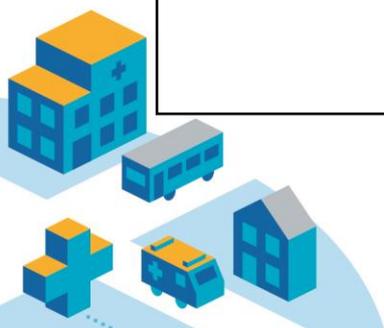


**How do you think we could demonstrate how service user involvement is making a positive difference? (We have made some suggestions below but tell us about anything else you think would help as well)**

- From a regular newsletter
- Visiting a website
- Social media updates
- Video updates
- Podcast
- An annual report (digital or physical)
- Other (please tell us your ideas)

**Below are some examples of how we might involve people. Please tell us what you think about these options and any ideas you might have for how else we can involve people.**

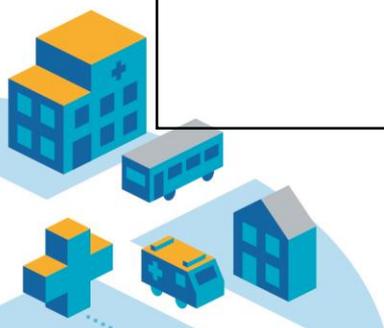
- Filling in surveys
- Taking part in focus groups or events
- Volunteering to support focus groups or events
- Sharing my experience of using services for insight and case studies
- Staff recruitment and training
- Helping to design mental health information messages
- Reviewing involvement plans for proposed service changes
- Hosting online or face-to-face groups with different communities in Leeds



**Where would you go to find information about how you can share your feedback or get involved with mental health services?**

- The website of the service I want to access
- Google/internet search
- Social media (e.g. Facebook, Twitter, etc.)
- Visit Mindwell Leeds website ([www.mindwell-leeds.org.uk](http://www.mindwell-leeds.org.uk))
- Ring 111
- Ask a GP
- Ask a mental health professional
- Ask family, friends or a carer
- LYPFT website
- Other (please tell us where):

**Is there anything else you would like to tell us about our proposals or service user involvement?**



### Equality Monitoring Form

We deliver a wide range of services and need to know who is benefiting from our service and who might be missing out. We would really appreciate you answering the questions below by ticking the boxes that you feel most describe you. Some questions may feel personal, but the information we collect will be kept confidential, secure and kept separately from any personal information you might have provided elsewhere.

<p><b>Please tick here if you would prefer not to answer any of the equality monitoring questions</b></p> <input type="checkbox"/> I would prefer not to answer any of the equality monitoring questions		<p><b>What is your ethnic background?</b></p> <input type="checkbox"/> Prefer not to say																									
<p><b>What is your postcode?</b></p> <input type="text"/>		<p><b>White</b></p> <input type="checkbox"/> British																									
<p><b>What is your age?</b></p> <table border="1"> <tr> <td><input type="checkbox"/></td> <td>Under 16</td> <td><input type="checkbox"/></td> <td>16-25</td> <td><input type="checkbox"/></td> <td>26-35</td> <td><input type="checkbox"/></td> <td>36-45</td> </tr> <tr> <td><input type="checkbox"/></td> <td>46-55</td> <td><input type="checkbox"/></td> <td>56-65</td> <td><input type="checkbox"/></td> <td>66-75</td> <td><input type="checkbox"/></td> <td>76-85</td> </tr> <tr> <td><input type="checkbox"/></td> <td>86 +</td> <td colspan="6"><input type="checkbox"/> Prefer not to say</td> </tr> </table>		<input type="checkbox"/>	Under 16	<input type="checkbox"/>	16-25	<input type="checkbox"/>	26-35	<input type="checkbox"/>	36-45	<input type="checkbox"/>	46-55	<input type="checkbox"/>	56-65	<input type="checkbox"/>	66-75	<input type="checkbox"/>	76-85	<input type="checkbox"/>	86 +	<input type="checkbox"/> Prefer not to say						<input type="checkbox"/> Irish <input type="checkbox"/> Gypsy or Traveller <input type="checkbox"/> European <input type="checkbox"/> Any other white background (please state)	
<input type="checkbox"/>	Under 16	<input type="checkbox"/>	16-25	<input type="checkbox"/>	26-35	<input type="checkbox"/>	36-45																				
<input type="checkbox"/>	46-55	<input type="checkbox"/>	56-65	<input type="checkbox"/>	66-75	<input type="checkbox"/>	76-85																				
<input type="checkbox"/>	86 +	<input type="checkbox"/> Prefer not to say																									
<p><b>Do you consider yourself to be a disabled person?</b></p> <p>The Equality Act 2010 defines disability as 'a physical sensory or mental impairment which has, or had a substantial and long term adverse effect on a person's ability to carry out normal day today activities</p> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to answer		<p><b>Mixed or Multiple ethnic groups</b></p> <input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Any other Mixed or Multiple ethnic (please state)																									
<p><b>If Yes, what type of impairment? (tick all that apply)</b></p> <input type="checkbox"/> Long-standing illness <input type="checkbox"/> Physical impairment <input type="checkbox"/> Learning disability <input type="checkbox"/> Mental health condition		<p><b>Asian or Asian British</b></p> <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian background (please state)																									
		<p><b>Black, Caribbean, African or Black British</b></p> <input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Black, African, Caribbean background (please state)																									



<input type="checkbox"/>	Hearing impairment (such as deaf or hard of hearing)		
<input type="checkbox"/>	Visual impairment (such as blind or partially sighted)		
<input type="checkbox"/>	Prefer not to answer		
<input type="checkbox"/>	Other (please specify below)		
		<b>Other Ethnic Group</b>	
<input type="checkbox"/>		<input type="checkbox"/>	Arab
<input type="checkbox"/>		<input type="checkbox"/>	Any other ethnic group (please state)
<b>Pregnancy and Maternity</b>		<b>What is your employment status?</b> (please tick all that apply)	
<i>The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period</i>		<input type="checkbox"/>	Student
		<input type="checkbox"/>	At college
		<input type="checkbox"/>	At university
<b>Are you pregnant at this time?</b>		<input type="checkbox"/>	Employed – Full Time
<input type="checkbox"/>	Yes	<input type="checkbox"/>	Employed – Part Time
<input type="checkbox"/>	No	<input type="checkbox"/>	Self-Employed
<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	In receipt of benefits e.g. Personal Independence payments universal credit
<b>Have you recently given birth (Within a 26 week period?)</b>		<input type="checkbox"/>	Unemployed - Looking for work
<input type="checkbox"/>	Yes	<input type="checkbox"/>	Unemployed – Unable to work
<input type="checkbox"/>	No	<input type="checkbox"/>	Unemployed – Not looking for work
<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	Apprentice / Training
<b>Are you a parent or carer of a child or children under the age of five years old</b>		<input type="checkbox"/>	Retired
<input type="checkbox"/>	Yes	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	No	<input type="checkbox"/>	Other (please specify)
<b>What is your religion or belief?</b>			
<input type="checkbox"/>	Buddhism	<input type="checkbox"/>	Christianity
<input type="checkbox"/>	Hinduism	<input type="checkbox"/>	Islam
<input type="checkbox"/>	Judaism	<input type="checkbox"/>	Sikhism
<input type="checkbox"/>	No religion	<input type="checkbox"/>	
<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	
<input type="checkbox"/>	Other (please specify)		
		<b>Are you a carer?</b>	
		A carer is someone who provides unpaid support / care for a family member, friend etc. who needs help with their day to day life; because they are disabled, have a long term illness or they are elderly.	
<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
<input type="checkbox"/>	Prefer not to say		
<b>What is your sexual orientation?</b>			
<input type="checkbox"/>	Bisexual (both sexes)		



<input type="checkbox"/>	Gay man (same sex)	<b>Do you have unpaid responsibilities for children as a parent / grandparent / guardian?</b>					
<input type="checkbox"/>	Lesbian/gay woman (same sex)						
<input type="checkbox"/>	Heterosexual / straight (opposite sex)	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	Prefer not to say						
<input type="checkbox"/>	Other (please specify)						
		<b>Would you describe yourself as homeless?</b>					
		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say
<b>What is your relationship status?</b>				<b>What is your gender?</b>			
<input type="checkbox"/>	Civil Partnership	<input type="checkbox"/>	Female	<input type="checkbox"/>	Male		
<input type="checkbox"/>	Co-habiting (live with partner)	<input type="checkbox"/>	Prefer not to say				
<input type="checkbox"/>	Divorced	<input type="checkbox"/>	Other( please state)				
<input type="checkbox"/>	Married						
<input type="checkbox"/>	Widowed						
<input type="checkbox"/>	Prefer not to say	<b>Are you Transgender?</b>					
<input type="checkbox"/>	Other (please specify)	<i>Is your gender different to the gender you were given at birth?</i>					
		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say

Please share your contact details below if you would like to receive a copy of the engagement report and see what people have said. Your details will be stored securely for one year and will only be used for the above purpose and any updates regarding this project.

Your personal information will be kept separate from your answers and your response to the questions will be anonymous.

Name: \_\_\_\_\_

Preferred method of contact with details (email address, home address + postcode):

\_\_\_\_\_

- Please tick the box if you would like to find out more about future changes to your local health services (you will be added to our community network and we will be in contact with you when this work has closed)

How did you hear about this survey? \_\_\_\_\_



You can return this form in the post to (you don't need a stamp):

FAO Adam Stewart  
FREEPOST RTEG-JRZR-CLZG,  
NHS Leeds CCG,  
Suites 2-5 Wira House,  
Wira Business Park,  
West Park Ring Road,  
Leeds,  
LS16 6EB

**Alternative formats:**

This survey is available online here

<https://www.leedsccg.nhs.uk/get-involved/your-views/mental-health-community-based-2021/>

If you need this information in another language or format please contact us by telephone on 0113 843 5470 or by email on [leedsccg.comms@nhs.net](mailto:leedsccg.comms@nhs.net)

'Jeśli w celu zrozumienia tych informacji potrzebuje Pan(i) pomocy w innym języku lub innej formie, prosimy o kontakt pod numerem tel.: 0113 843 5470 lub poprzez email na adres: [leedsccg.comms@nhs.net](mailto:leedsccg.comms@nhs.net)

اگر آپ کو ان معلومات کو سمجھنے کے لیے یہ کسی اور زبان یا صورت میں درکار ہوں تو برائے مہربانی سے اس  
نمبر پر فون کر کے رابطہ کریں: 0113 8435470 یا اس پتہ پر ای میل لکھیں [leedsccg.comms@nhs.net](mailto:leedsccg.comms@nhs.net)

If you have any queries regarding this survey please contact us at  
[leedsccg.comms@nhs.net](mailto:leedsccg.comms@nhs.net)

