

Coproduction in Leeds Mental Wellbeing Service



“Coproduction is an approach where people, family members, carers, organisations and commissioners work together in an equal way, sharing influence, skills and experience to design, deliver and monitor services and projects.



Coproduction acknowledges that people who use social care and health services... have knowledge and experience that can be used to help make services better, not only for themselves but for other people who need them, which could be any one of us at some time in our lives.”

- Think Local, Act Personal

In Leeds Mental Wellbeing Service, Coproduction has three main areas of focus:

- **Formal decision making** – building relationships between service users and decision makers
- **Changes and improvements** – projects focusing on specific areas of development for the service
- **Culture change and power sharing** – training and communications



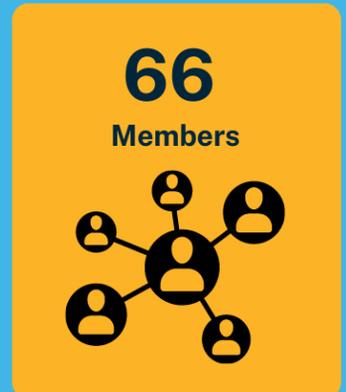
Coproduction Network

All Coproduction work done in Leeds Mental Wellbeing Service is delivered by our Coproduction Network. The Coproduction Network is a mixed group of LMWS current or past service users, LMWS staff, staff from external services, people with lived experience, and any local community members with an interest in improving mental health provision.

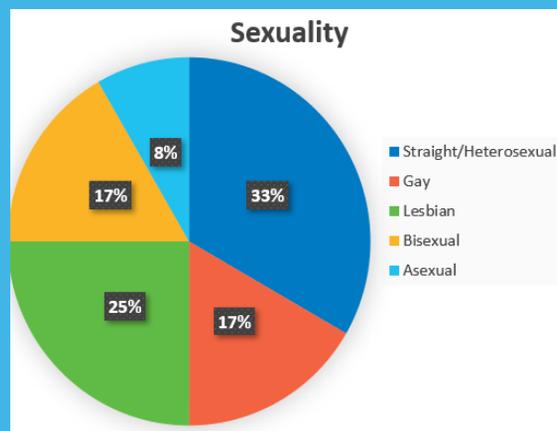
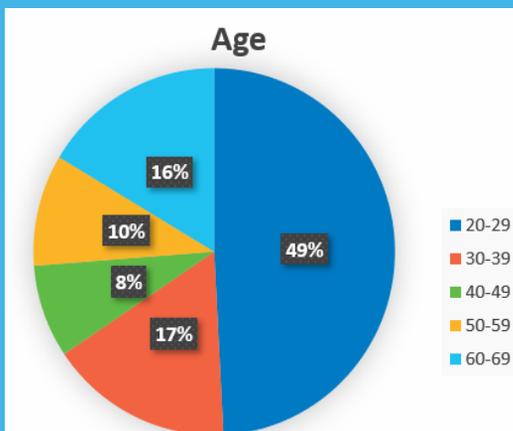
Diversity in the Coproduction Network

We have begun to **collect diversity data** for the Coproduction Network to ensure that we are **creating an inclusive space that reflects the demographic make-up of Leeds**. Of network members who have responded so far:

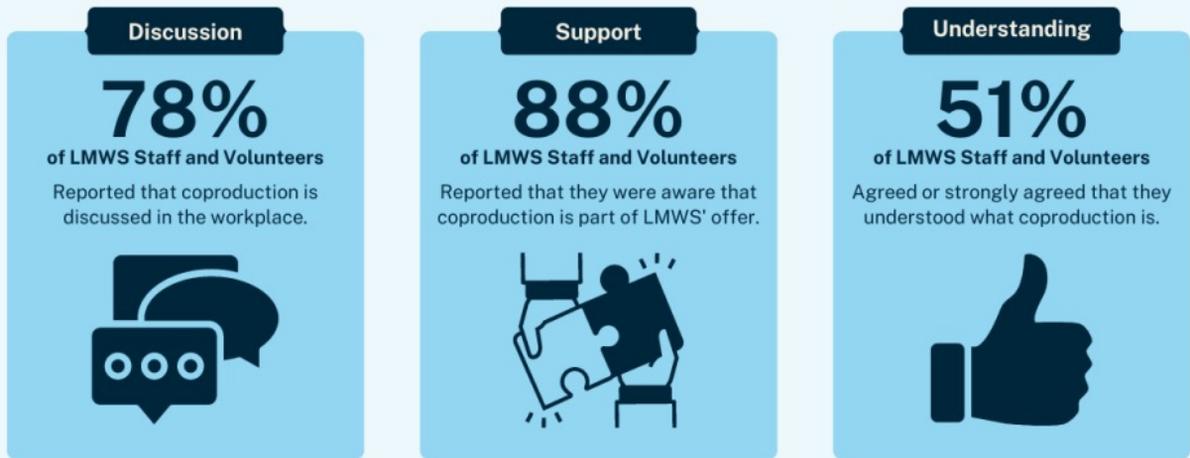
- **69%** are **disabled** or **have a long-term health condition**.
- **70%** identify as **White**, **8%** as **Asian**, **8%** as from **mixed ethnic backgrounds**, and **15%** **preferred to self-describe**. The Network is exploring how it can be more accessible to people of all ethnicities.
- **Languages spoken** in the Network include **English, Mandarin Chinese, Gujurati, French, Spanish, Urdu, and Welsh**.



*Active members refers to members that have been involved in our work within the past 3 months



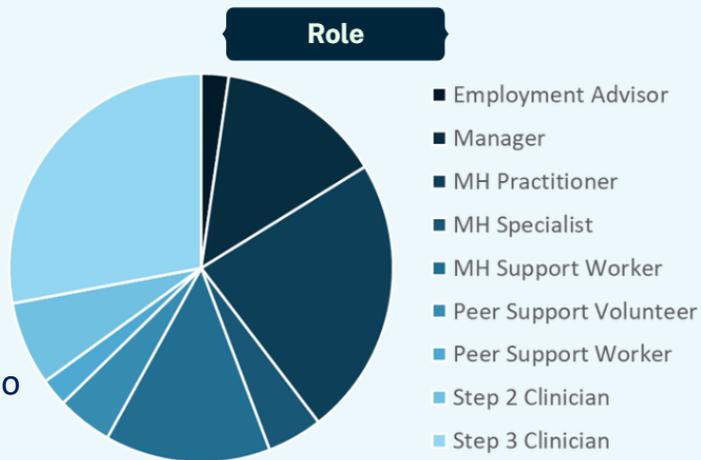
Coproduction Awareness Survey 2022



In Spring 2022, we asked LMWS staff about their understanding of coproduction. We received 45 responses from people in a range of roles across the service and used the results to inform the content of our Introduction to Coproduction training.

Key Findings

- Awareness of coproduction has substantially increased in the past 2 years.
- 1/4 of respondents felt they were embedding coproduction in their work.
- Only 1/3 of respondents knew how to get involved in coproduction in LMWS.



What staff said about coproduction...

A way of creating services and systems that work for all, through valuing individual strengths, knowledge and perspectives.

Essential to the provision of good quality and effective services – a progressive step in developing the service.

Key training needs

- Coproduction success stories
- Clear definition of coproduction
- How to get involved in LMWS coproduction work
- How to apply coproduction to individual roles

Introduction to Coproduction Staff Training 2022

What parts of the training do you feel will be most useful in your role?

“It was really helpful to get a deeper understanding of what coproduction looks like at LMWS. Being able to give service users the opportunity to join the Network will be a great way to empower them and see that their lived experience is an asset and something they can use to help others.”

“Excellent session, great use of break-outs and activities and very informative. Great delivery and pacing.”

59

Members of staff have completed the training as of 30/11/22



What will you do differently in your work?

“Maybe I'll be more optimistic that people's voices can be heard - and think about how staff or stakeholders' opinions can be shared. I've become a bit jaded over time but hope the training will encourage me to have more optimism.”

“I will try and use the principles and some of the exercises when working with clients particularly when first getting to know someone and trying to find out what they need, their goals [and] hopes.”

“Being more collaborative with clients – using their strengths more often”

“I'll be working with clients to create a men's health group.”

Coproduction

Project: LS9 Lives

Our LS9 Lives project is focused on improving mental wellbeing for people living in the LS9 postcode area of Leeds, including Burmantofts, Harehills and Richmond Hill.

Historically, LMWS/Leeds IAPT has had less uptake from people living in this locality. The project team are exploring what types of support might be most useful for people in these areas, and how LMWS can work alongside the community to provide that.

Highlights of our work so far:

- Research into **demographics**.
- **Sharing flyers** in relevant community languages.
- Local **“walkarounds”** in the area to connect with local groups, organisations and clubs; speak to people about mental health; and promote LMWS and the project.
- **Social media** pages to spread the message and share local events and opportunities.
- Planning series of **events in collaboration with local group Karma Dance** to bring together the community, research mental health service needs, provide a positive wellbeing experience, and showcase local talent.



Coproduction Project: Leeds LGBT+ Minds



Leeds LGBT+ Minds is looking into how to improve access to, and experience in, LMWS for all LGBTQIA+ people in the city. The project started in late 2020 at the request of a service user with a specific interest in LGBTQIA+ healthcare.



Highlights of our work so far:

- Connecting with LGBTQIA+ groups and organisations.
- Leading a **six-day Community Wellbeing Festival**, uniting local people to share experiences and, take part in wellbeing activities.
- **Analysing insights** gathered to identify key themes and priorities.
- Developing **creative solutions to issues** identified.
- Producing a **more inclusive set of gender and sexual orientation options for our referral forms and records** through work with the LMWS data team and Trans Leeds.
- Published **responses to issues facing the wider LGBTQIA+ community**.
- Created **social media to share our work** and that of other local LGBTQIA+ initiatives.
- **Attended events to promote LGBTQIA+ inclusion.**

**Award Winner: Local
Champion – Coders Guild
LGBTQ Hack Awards**



What else have we been up to?

Supporting work to **offer therapy waiting list prioritisation to clients from a Black or Minority Ethnic background living in the most deprived areas of Leeds**. A Coproduction Network member with relevant lived experience has contributed to this work.

Offering opportunities for Coproduction Network **members to develop specific skills**, such as public speaking, creative writing and workshop facilitation. Using our platform to promote external work done by Network members.

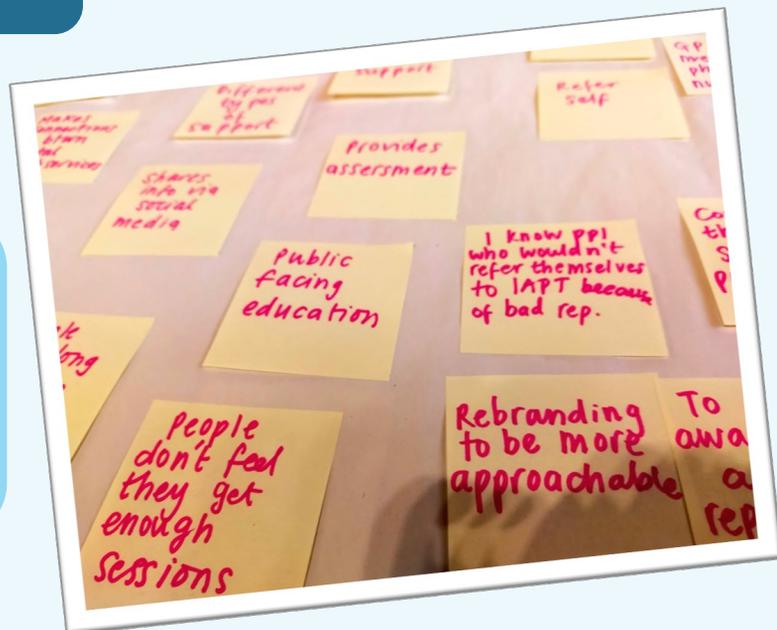
Collaboratively **creating a “Welcome Pack”** for new members of the Coproduction Network.

Contributing to the **Inclusion Team newsletter**.

Creating a **“How to Coproduce Community Drop-ins” handbook** for LMWS Mental Health Support Workers working to address specific health inequalities.

Setting up a **Consultation Group**: a list of current/past service users and others with lived experience of mental health difficulties that can be contacted by anyone within LMWS that would like input on service developments. Staff can invite Consultation Group members to take part in surveys, focus groups, etc. on an ad-hoc basis.

Supporting work to **redesign the LMWS Stress Control Class** – offering advice on how to coproduce work and feedback based on lived experience.



Feedback on our work

The network shared priorities identified by Leeds LGBT+ Minds with Leeds-wide NHS LGBTQIA+ inclusion working group to inform their work.

"I've been keeping tabs on what you've been doing from afar and it's amazing to see" - comment from someone previously involved in the Coproduction Network

"Really enjoyed it and hope to be at the next one" – feedback on Leeds LGBT+ Minds workshop

LMWS Coproduction were invited to share information about our work with Yorkshire & Humber IAPT Network as an example of good practice.

"I feel appreciative of the opportunity and proud" – feedback on representing Leeds LGBT+ Minds at the Pride In Health event

"I really enjoyed the meeting, and I am definitely looking forward to what we can all do together" – feedback on LS9 Lives project meeting

The network shared some our work for Leeds LGBT+ Minds at a National IAPT LGBTQIA+ Champions Network and it was well received.

"Thank you for your contribution, it's exactly what I came here today hoping for" – feedback on Leeds LGBT+ Minds presentation at the Pride In Health event

Priorities for 2023/24

Continuing our project work:

- **Leeds LGBT+ Minds:** moving into the “deliver” stage of the project and implementing changes based on our work with the community.
- **LS9 Lives:** continuing to connect with the community by running local wellbeing events and gathering feedback on the types of support people would find useful.

Building **relationships between the Coproduction Network and decision makers** at LMWS. Developing a plan to facilitate **more shared power in decision making**.

Training Coproduction Network members on recruitment, with the aim of all LMWS recruitment panels having a panelist with lived experience of mental health difficulties and accessing services.

Launching the “Consultation Group” across LMWS and supporting staff to involve service users and people with lived experience in any service development work they are doing.



Continuing to **deliver mandatory Introduction to Coproduction training** to staff across the service.

Setting up **regular social events** for the Coproduction Network.