

Better Lives Lived

Our local account for 2013/14

Better Lives for people in Leeds

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Whether you're someone who uses social care services, a member of staff, a local business or voluntary sector leader, you have the potential to make a positive and lasting difference to your own life and to the lives of others. 'Better Lives for People in Leeds' is our commitment to unlocking that potential.

Foreword



Councillor Adam Ogilvie
Executive Board Member for
Adult Social Care

Welcome to the third 'Local Account' of Adult Social Care in Leeds, which tells you about the quality of care and support we have in Leeds, based on feedback from our citizens and communities.

Our track record in promoting people's independence, improving experience and increasing choice is clearly demonstrated in this document. It's a record of how far we've come and for that we should be proud. But we're not quite there yet - we know it and I'm sure you do too.

Yes, we face unprecedented obstacles - an ever increasing demand for our services when budgets are cut yet again and a changing population with more complex needs. How do we care and support our most vulnerable citizens in times of real hardship? By working together; working harder, smarter and more creatively. This is something Adult Social Care and our partners are already doing really well.

What you've told us **can** and **has** helped shape how we improve our services - what we're doing right; what we're not doing right and what we need to do better if we're to deliver our commitment of 'Better Lives for People in Leeds'.

I hope you can see by the real-life accounts contained in this document, that the council's vision of making Leeds the best city in the United Kingdom can be achieved if we continue to be fair, sustainable and inclusive.

Introduction



Sandie Keene
Director of Adult Social Care

We have seen many changes over the past year in Adult Social Care, as have I in my role as President of the Association of Directors of Adult Social Services. This position has given me an insight into the national picture of care in our country and how other cities across the UK are performing against the priorities set by the government in a time of such austerity. Believe me, it's hard everywhere and we cannot escape the funding challenges, but I hope you can see from the information contained within this Local Account that we are continuing to build stronger communities and personalised support where it's needed the most. The fact we still hold the hard fought 'Best City' for social care in many areas is testament to our drive and determination to achieve better care for the vulnerable adults in our city.

We know if people are properly supported, they can live safely and as independently as possible; that adults living in isolation can be reconnected back into their communities and we can delay the need for institutional care.

It is my firm belief that if we can stand beside our passionately held values, principles and care standards; our deep commitment to equality, dignity and diversity; a loyal workforce that is second to none and a determination to offer the best services we can, we can achieve Better Lives for People in Leeds. This Local Account proves that.

Better Lives for people in Leeds

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We want Leeds to be the 'best city in the UK' for anyone with social care needs - a city which offers its residents the best support available to maintain their health and wellbeing long into the future.

People who use social care services have told us loud and clear that what they want most is to maintain their independence and stay at home for as long as possible. Over the next few years, our focus will remain on ensuring that people with social care needs can access services earlier; maintain their independence with support where needed; and that people are given **choice** and **control** to use the services that best suits their individual needs.

This is our firm commitment to people in the city, and we're calling it '**Better Lives for People in Leeds**'.

If people are to make the most of the support and care options that are open to them, it's important that in Adult Social Care we work closely together with our partners in the health, housing, independent, enterprise and voluntary sectors, to strengthen and add value to hundreds of new and existing social care services available in the city. By working in this way, we can align our resources – both people and money – more effectively to focus on the things that will make a real difference to people's lives. And, to help make this happen, we're focusing on three key areas which provide the foundation of how we will make Better Lives for People in Leeds a reality. The three areas which run throughout our Local Account are:

- **Better Lives through housing, care and support;**
- **Better Lives through integration; and**
- **Better Lives through enterprise.**

The Better Lives Board

Turning 'Better Lives for People in Leeds' into a reality requires real commitment from the people at the heart of shaping adult social care services in the city. In the autumn 2013, the Better Lives Board was formed and has overall responsibility for social care services in Leeds. Membership is drawn from a broad range of backgrounds and professions and includes council members, community leaders, service providers, senior officers, and partners. But most importantly, to ensure that care and support is meaningful and accurately reflects the experience of people who use care and support services, it includes service user and carer representatives who, very rightly, form the majority of the board.

With links to a wider network of partnerships in the city, the Better Lives Board also acts in an advisory capacity to both the Council Executive Board and the Leeds Health and Wellbeing Board for local adult social care policies and strategic issues, particularly in relation to integrated health and social care.

As a declaration that it represents a full and accurate picture of the care and support needs of people who use services, their families and carers, the Better Lives Board have also approved the content of this report.

Making it real for you

Each year, when we plan how we're going to deliver our services in Leeds, we recognise one very important guiding principle; that sometimes, unless you've experienced something first hand, it can be difficult to really know what works well and what doesn't. And so, in addition to the Better Lives Board, we consult with the very people who know what it's like to use our services. We listen to what can really make a difference, how we can deliver more personalised services so people **can** have a better life in Leeds; a better life that is meaningful to them. Together we're trying to make Better Lives a reality.

And speaking of reality, **Making it Real** is a Government led initiative which sets out what's needed if support services are to become truly personalised.

Personalisation is all about treating people as individuals; putting people first and ensuring that anyone who uses care and support is offered greater choice and control over the services **they** use.

Examples of personalisation are Personal Budgets and Direct Payments. Traditionally, if someone needed care at home, a social worker would visit and complete a care assessment and then the services and funding would be organised by the local authority. Personal Budgets work in a different way. A social worker will still carry out a needs assessment, but the money is then paid directly to the service user or to someone holding the funds on their behalf. This money can be spent more creatively, mixing and matching services from different organisations, and tailoring the support to the person's needs and preference. There's so much more freedom; more choice and control to suit the individual.



Members of the Peer Support Personalisation Group

WOULD YOU LIKE TO GET INVOLVED?

Leeds Involving People (LIP) help people to have their say in the development of health and social care services. They ensure that citizen's opinions and concerns are shared with Adult Social Care in a coordinated manner.

If you would like your voice to be heard, please contact them: tel: 0113 237 4508 or textphone: 0113 237 4512 .

This year, we held an event in Leeds where approximately 80 service users, providers, social workers and carers gathered together to make sure we're getting personalisation right. Discussions were held to identify what we are doing well, and what we're not doing quite so well. From this meeting, people volunteered to be on our Peer Support Personalisation Group to help us simplify the personal budget process and get information to the right people in the right way.

We are also consistently and actively engaging with older people on many of our other projects to influence the development of what our services should provide. This includes:

- Being part of the Tender Evaluation Panel where discussions are jointly held to establish what good services look like.
- A consultation forum was held to discuss Dignity in Care asking how we can measure it and what it means to them.
- A joint event with members of the Health and Well Being Board and Ageing Well Board to help inform their priorities.

Better Lives | Housing, Care & Support

What do you mean by Housing, Care and Support?

We know that people want to stay as independent as possible for as long as possible; to live safely and with dignity. We also know that there's no simple 'one-size-fits-all' approach, and so we've developed new ways of working; provided new facilities within the areas of Housing, Care and Support to make sure that those who need our support, get more of the support they want. Yes, we'll continue to provide residential and day care services, but what you'll see in the future, what you can see now, is a more personalised approach.

If it matters to you...it matters to us

We want all people in Leeds with care and support needs to be able to say...

"Our support staff are considerate and deliver competent services"

"We have the information we need, when we need it"

"We can keep in touch with our friends and family"

"We can receive our services through a personal budget (money allocated as a result of an assessment of need)"

We have made progress...

- A national survey reported that service users in Leeds felt safer, were satisfied with their services and had a better quality of life than the previous year. Leeds has a higher average performance in these respects than similar authorities.
- Inspections showed the council run residential and nursing care homes were fully compliant with national standards, and all the home care providers used by the Council who were assessed in 2012/13 met our local standards of care.
- A 'mystery shopping' exercise by independent experts in 2012 evaluated support in Leeds for access to services by telephone, website, face to face (at one-stop shops) and at council receptions as 'good'.
- Most personal budget holders living in Leeds said that their arrangements helped them to feel part of their local community (POET Survey 2012).

However...

- 27% of personal budget holders said that it was difficult to get advice, information and support (POET survey 2012).
- The National Carers' survey shows that more people in Leeds are having difficulties in finding information about support (PSS Survey 2012/13).
- Only 64% of service users feel able to do enough, or more of the things that they value or enjoy (PSS survey 2012/13).
- The percentage of people using a cash payment to purchase their own specialist social care has fallen from 17.2% to 15.9% (NASCIS008).

You told us that the Better Lives Programme needed to go further and faster to address these issues and the next few pages shares what we've done about it.

Please turn over

Better Lives | Housing, Care & Support

No health without Mental Health

The Mental Health Recovery Service (MHRS) is new to Leeds and places a strong emphasis on early intervention and prevention to tackle the underlying causes of mental-ill health. To ensure that the person is truly at the heart of this approach, and to support the more personalised approach we talked of earlier, staff work with service users to understand what keeps **them** well. From this, a support plan is developed which looks at building a fulfilling life by setting clear aspirations and goals and encouraging hope for the future.

What's available now?

Leeds' Adult Social Care Service provides three traditional day services at Lovell Park, Stocks Hill (Armley) and The Vale (Hunslet). In addition, the citywide Community Alternatives Team (CAT) offer community based activities including walking groups, sports activities, therapeutic groups, self-help and drop-in sessions.

How will things change?

The Mental Health Recovery Service will increase opportunities and improve access to community resources, whilst still providing a 'safe space' as requested by the people who use these services during a formal review and consultation.

Gareth was diagnosed with schizophrenia at the age of 15 after experiencing a childhood of abuse and drugs. Sometimes Gareth suffers with deep paranoia but by going to a day centre it has helped him to cope a little bit better with his illness.

Gareth goes to the Lovell Park Day Centre and since he's been there, he has been able to mix with people and even become a role model for some of the other people who attend.

Since working as a volunteer, Gareth has successfully been employed to work with young offenders. He added: "It has taken a lot of years to come to terms with my life but there comes a point when I had to say, 'OK I'm dealing with this'. The thoughts and pains are still there but Lovell Park has given me a purpose again."



"Attending Lovell Park makes me feel relaxed and part of a community again"

Below, you can find a 'timeline' of what we've achieved so far and what we'll be doing in the future.

Apr.
2013

- Commission a new advocacy service, where someone can both listen to someone and speak for them if needed and have a single point of access for referrals.
- Working with health partners to improve local services for people with autism.

- Complete the review of the Older People's Residential Care and Day Centre Strategy (for more information see page 8).
- Improve services at Roseville Enterprises, a supported business that provides employment to disabled people to make sure they meet their employment needs.

Sept.
2013

- Transform the day services for mental health issues so they recover after illness and help well.
- Enable people to purchase social services in Leeds online through the Directory.



"I know strength has to come from within me but I've needed help - teaching and practice - to feel that way. Being here has made me feel like someone, not just a statistic."

Tracey, Transitional Housing Unit

"I spent a long time in hospital and wasn't sure where I would go, and what I could do by myself.

I met people from the service - they explained what it was, and what it did. They helped and advised me, and I was able to ask questions all the time. They were very helpful.

When I knew I was leaving hospital to go there [to the Transitional Housing Unit (THU)] I was buzzing.

My workers spend a lot of time involving me in my support, and talking things through, and helping me practice things (especially around getting ready to live on my own). It really helps my confidence. I know strength has to come from within me but I've needed help - teaching and practice - to feel that way. Being here has made me feel like someone - like a real woman, not just a statistic.

I'm starting to do more - I'm looking forward to things like gardening and cooking, I didn't have chance to do these things so much. I can't wait to have my own place and make it my own. I'm excited rather than scared because I know I'll have help to get there, and support when I'm there."

What are Transitional Housing Units (THU)?

This service offers short-term housing opportunities to help people learn or regain the skills needed to live independently in the future. The service provides a safe place to live between hospital and home. A member of staff is available on-site 24 hours a day. They can offer practical help and support from 8am to 9pm and are always available out of hours for emergencies.



For further information please visit www.leeds.gov.uk/mentalhealth or call 0113 336 7709.

Dec.
2013

- Improve the quality of our information and support for service users and carers.
- Increasing the number of people who buy their own support services with council funding.
- Develop a bigger range of choice for people needing care and support by using independent organisations.

Apr.
2014

- Engage with partners to have a bigger range of opportunities for people with a physical impairment.
- Extend the provision of Telecare, a service to allow people to monitor their health at home.
- Increase the number of care housing in the city by 16 units.

Mar.
2015

Better Lives | Housing, Care & Support

Our **Learning Disability Community Support Service** is undergoing several changes that will help us to improve people's housing and support needs. So far, it has allowed us to build 73 new houses, bungalows and flats on 39 sites across Leeds through our '**Independent Living Project**'.

The Independent Living Project helps service-users to live in accommodation as tenants and have the same rights a tenancy brings. Furthermore, the purpose-built, eco-friendly, homes maximise independence, dignity and choice through the extensive use of assistive technologies. Margaret, who is living in one of the flats said:



"I love it here. I have my own flat and my friends live next door so I see them all the time. We do a lot together but if I want to, I can close the door and watch whatever I want to watch on the TV. I like that. I feel much better about myself. I've got a job now too. I do lots of things on my own because I know I can if I want to."

- Margaret, Independent Living service user

Through our Day Services Modernisation programme, we're providing a more flexible and personalised service tailored to individual needs. To do this, we're working in partnership with over 20 third sector providers to offer a varied network of support, services and spaces in community settings across the city. We are also leading a number of other initiatives to support our most vulnerable citizens.

Changing Places, which is about improving the standard of toilet facilities in places of interest throughout Leeds. Disabled toilets in places like social and community hubs do not provide sufficient space or equipment to enable people with the most profound disabilities to use them safely. The 17 Changing Places open the city up to some of our most vulnerable citizens by enabling them to participate in the kinds of social activities that others may take for granted.

Through our Safe Places Scheme, we're asking shops, leisure centres, travel centres, food outlets and council venues to become 'Safe Places' locations where staff are willing to offer assistance to vulnerable people when needed. To support this approach, service-users can carry a card listing their emergency contact details so that if they are ever lost or frightened, the card can be shown to a trusted person at a Safe Place venue so help can be arranged quickly.

For further information please contact Andy Rawnsley,
Head of Service for Learning Disability Community
Support Services on 0113 214 3488 or email
Andrew.Rawnsley@leeds.gov.uk



A year of implementing tough decisions...

We cannot ignore that this has been a challenging year for decisions surrounding the future for some of our residential and day care centres. Simply put, the central government spending review means that the Council has less money to spend on future services. And, as there are more older people in Leeds than ever before, the Council decided to review its residential homes and day centres to see if they still met the city's changing requirements for care. They didn't.

Following a lengthy public consultation, the difficult decision was made to close day services at Doreen Hamilton, Naburn Court, Queenswood Drive and Burley Willows and to move residents at Amberton Court, Burley Willows, Fairview and Musgrave Court to alternative accommodation. With one hand we may seem to be taking away, but with the other, we are definitely putting back firm, long term and sustainable plans to ensure we can continue to support the vulnerable citizens in our city.



For further information please contact Kim Maslyn, Head of Service for Learning Disability on 0113 24 78583 or email Kim.Maslyn@leeds.gov.uk

New, purpose-built facilities have also been developed to provide spaces for over 1000 older people in Leeds. The Better Lives for Older People programme is responding to changing expectations by encouraging the development of all types of housing and accommodation for older people where most needed, such as extra care housing and retirement villages.

In addition, the opening of Holt Park Active, a new health and wellbeing centre, will provide a range of activities and help people to be more socially active in their day-to-day lives.

New, specialist support services such as reablement and assistive technology together with personal budgets mean that people will be able to choose their own care and have more choice and control over the services they use.

Help was at hand with the pendant alarm Mr A fell in his garden and activated his pendant alarm which triggered an alarm in the Response Centre. An operator quickly contacted Mr A's family and asked them to go around to his house. When they arrived they found him on the ground with a grazed head. He was shaken up and couldn't stand. His family urged him to go back with them to stay overnight but he insisted on staying at home as he felt safe knowing that he could get help quickly if needed by using his pendant alarm. Mr A's family later called the Response Centre to say how helpful and reassuring the service was to them.



Helping people to get the support they need

When someone has an on-going health condition, they often need more than just treatment and support for specific symptoms. In Leeds, there are many voluntary and community organisations that run activities e.g. walking groups, indoor bowling, volunteering opportunities, aromatherapy and cooking classes to help people to get structure back into their lives. We know, from what people tell us, that these are often crucial life-lines, offering hope, diversion and company for people who in some cases may otherwise have very isolated lives.

The 'A-Z of health and social care services' is a booklet published by Adult Social Care and is probably the most comprehensive guide available for what health, care and support services there are in Leeds. There's over a 100 pages of useful contacts and details of organisations that are there to support people and communities in times of need.

This handy information guide is free. If you'd like to order one, please call 0113 247 8630.

In addition, the following voluntary organisations and networks for the third sector in Leeds may also be helpful:

-  Leeds Older People's Forum (support network)
T: 0113 244 1697 W: www.opforum.org.uk E: info@opforum.org.uk
-  Volition (mental health support network)
T: 0113 242 1321 W: www.volition.org.uk E: info@volition.org.uk
-  Voluntary Action Leeds (council for Leeds voluntary services)
T: 0113 297 7920 W: www.val.org.uk E: info@val.org.uk
-  Healthy Lives Leeds (supports the involvement of the third sector for health and wellbeing)
T: 0113 297 7920 W: www.val.org.uk/page/healthy-lives-leeds
-  Physical & Sensory Impairment Network (part of Voluntary Action Leeds)
T: 0113 297 7942 W: www.val.org.uk E: info@val.org.uk
-  Carers Leeds (advice and support network)
T: 0113 246 8338 W: www.carers.org/local-service/leeds E: info@carersleeds.org.uk
-  Tenfold (Learning Disability forum)
T: 07576 952527 W: www.tenfold.org.uk E: info@tenfold.org.uk
-  Leeds Centre for Integrated Living (Support and advice for people using a personal budget)
Armley Grange Drive, Leeds, LS12 3QH T: 0113 214 3599 W: www.leedscil.org.uk

Leeds Directory — online

When you need to help to find out about activities and support in your local area, Leeds Directory is the another starting point. This is a FREE local directory of services, activities and support. The directory is online but there is also a helpline. Experienced staff are happy to advise over the phone or print out specific information about services or activities in a particular area and post this out.

T: 0113 391 8333

W: www.leedsdirectory.org



What do you mean by Integrated Services?

People have been telling us for a long time that it can be a very disjointed and disorienting experience when they have to move between different services. For example, people who need social care and health care have to meet with at least two sets of professionals, sometimes more, all asking similar questions for assessments, but working completely separately. This doesn't make sense; it's frustrating for those involved, and wasteful of resources too. It's much better to join things up so people who use different services are treated as 'whole people' and have an altogether smoother, more seamless, less fragmented experience.

If it matters to you...it matters to us

"I want to be in a position to decide what happens to me where I can. Not necessarily the medical part of it but definitely the parts I can control, that I understand and I've asked if there are options."

We want all people in Leeds with care and support needs to be able to say...

"We have flexible integrated care and support"

"We feel in control and safe"

"Our support is co-ordinated, co-operative and works well together and we know who to contact to get things changed"

We have made progress...

- A study of integrated working by the Health Services Management Centre at the University of Birmingham and the Social Care Institute for Excellence shows service users and staff believe that integrated teams are making a difference to people's lives. (To download the full report please visit www.leeds.gov.uk/transform).
- A large proportion of service users feel that they have control over their daily life in 2012/13 (76%) than was reported in the previous year (74%) (PSS survey).
- As a result of better co-ordinated services and effective preventative services, fewer people are needing to meet their care needs through support from the council for residential and nursing care. A smaller proportion of Leeds residents were admitted to council supported residential care than the average for similar cities and for England as a whole.

However...

- The proportion of people from Leeds who were ready to leave hospital whose discharge was delayed due to a social care related reason has increased in 2012/13 and is now around the average for cities like Leeds.
- Leeds offers a smaller proportion of specialist short-term social care services to older people leaving hospital to help them recover from illness or accident than comparable local authorities.

You told us that the Better Lives Programme needed to go further and faster to address these issues and the next few pages share what we've done about it.

Please turn over

The number of people living with one or more long-term health conditions is rising fast. It's having a huge impact on people's quality of life and is putting significant pressure on health and social care budgets.

"For years now it's been like, who do you go to first? You end up with one person doing this job and another person doing that job, then sometimes there's an overlap. The more you're bombarded with information and questions the more confusing it gets. I hope things will be different in the future."

Karen, wheelchair user and carer, Seacroft



Why do things need to change?

Leeds health and social care system is facing many pressures. Our population is ageing. A growing number of older people are living with multiple on-going health problems. There are many people in hospital who may have avoided being there if they could have been supported in a more preventive way. Caring for people with long-term health conditions accounts for the vast majority of the money we spend on health and social care – and as the number of older people grows the amount will keep rising. At the same time, people are asking for services to work in a more person-centred and co-ordinated way - for things to be smoother, more seamless, less fragmented. All this calls for a more creative approach to how we support people with long-term health conditions.

What have we done so far?

Leeds is signed up to the national long-term conditions agenda. This is a three-in-one plan to address the challenges by **identifying people at risk**, supporting people through **integrated neighbourhood care teams** linked with GPs, and **helping people to improve their quality of life**. We are making changes in all these areas. As part of this work we're also looking at how we can better join health and social care budgets, and plan and provide services more efficiently by working closer together in a more integrated way.



Below, you can find a 'timeline' of what we've achieved so far and what we'll be doing in the future.

Apr.
2013

- Council reablement services and health intermediate tier services start working cooperatively.
- A joint short term residential services will help people recover after hospital treatment or prevent hospital admission opens in South Leeds.

- A new multi-agency Leeds Dementia Strategy for Leeds is established.
- Co-location of NHS and council professionals for better access to joined up services.
- Agreement to integrate specialist mental health social work with secondary mental health services hosted by LYPFT.

Sept.
2013

- A new centre opens at Holt Pa the current leisure centre and more information see page 8)
- Enable people to purchase so in Leeds on line through the L



The NHS and adult social care have jointly opened a new specialist recovery centre offering rehabilitative care. South Leeds Independence Centre has 40 beds, 30 with access to 24-hour nursing.

Partners in Leeds are investigating the use of telehealth – technology enabling people to monitor their health at home.

Supporting people to improve their quality of life: Voluntary organisations, carers' groups, befrienders, pain management groups, lunch clubs and other services can be a lifeline for people living with health problems. Health and social care staff in Leeds are working with these services to raise awareness of what's available and link people up with support in their local area.

Helping develop a new, more flexible way to fund care and support: Leeds is helping to develop a more person-centred way of paying for the treatment of long-term health conditions, as part of a national pilot. The Year of Care tariff allows health and social care support to be provided based on someone's overall needs rather on the specific diseases or health problems they have.

Integrated Neighbourhood Care Teams

Leeds has set up 12 neighbourhood care teams who are working alongside with GP practices in their local area. The teams include both community nursing and social care staff, co-located and working closely with GPs and other professionals such as mental health. We're now looking at how to expand the teams to include other specialists so there's a greater mix of knowledge.

Dec.
2013

mark to replace
day centre (for
social care services
Leeds Directory.

- Council and health services are brought together to offer a more joined up service.
- Integrated front line community health and social care teams help people to remain independent at home for longer.

Apr.
2014

- The Leeds Assistive Technology Hub opens as a 'one stop shop' for assistive technology in Leeds (for more information see page 8).

Mar.
2015

Florence, 94, from Garforth has osteoarthritis and heart problems. After the recent death of her husband, Florence became increasingly lonely. Her community matron referred her to Garforth Neighbourhood Elders Team (NET), who offer a befriending service. They put her in touch with a volunteer, Jill, who visits Florence regularly to chat and spend time with her.

"My husband died in November last year. We were married for over 45 years, and I got very lonely without him. Since then, my son comes when he can; my daughters help too, but they've got a lot of other commitments and they don't all live nearby. I've got six grandchildren and seven great-grandchildren, but I don't get to see them often.

I can't do much anymore. I've got a cleaner who comes in now, as I can't push a vacuum properly. I make myself do what I can in the house; if I don't do it no one else will.

Jill's been coming to see me quite a while now. She comes every fortnight at least. She's very nice – usually we'll just sit and talk and she'll make me a cup of tea. Occasionally she takes me out for a meal. If it's my birthday she'll call and bring me something.

At Christmas the NET sent me a lovely hamper with lots of good things in it. And they ring from time to time to check I'm all right, and Jill reports to them on how I am too. They're very good."

Florence's community matron, Claristine Smith, visits regularly. She helps Florence to avoid prolonged hospital visits by ensuring that minor health problems such as infections can be addressed quickly. Claristine is convinced that Jill's visits have been instrumental in helping Florence feel less alone.



For more information about Garforth NET, visit www.netgarforth.org, call 0113 2874784 or email info@netgarforth.org.



Identifying people at risk

If we know that someone is likely to have higher health and care needs in the future, we can take a more pro-active approach to diagnosis, treatment and support before the problems occurs. By using 'risk stratification' - a tool which pulls together various elements of patient data, we can calculate the risk of someone needing a greater level of support in the next 12-month period.

Neighbourhood teams can work with GPs and other professionals to agree a combined package of care. On a broader scale, we can use this information to better understand where there are health inequalities in the city, so these can be addressed.

What's next: designing an integrated model for the future

Our future health and social care system must offer a better experience for people who use services while withstanding demographic and financial challenges. In short, services must become better, simpler and offer better value. These are our three guiding principles as we develop our integrated system. They are based on comments (or 'I statements') captured from people who use health and social care services, staff and the third sector. The comments are being used to shape the way integrated health and social care will work in the future.

The integrated model will involve developing a single 'way in' for professionals who need to refer people to health or social care (this is being called the 'Gateway'), and a more collaborative, flexible way of supporting people in the community. This work began with the development of the 12 neighbourhood care teams already described, but goes beyond that. We want to expand the teams to include more services – in doing this we will need to look at the impact to consider how these might be delivered at neighbourhood level. When someone has been in hospital or has had a health setback we need to be in a position to work as a team to help them get back home as soon as possible, through an integrated rehabilitation, recovery and reablement service.

It's about every part of the health and social care system working together to create a much smoother, more personalised and holistic service focused on supporting people to increase their wellbeing, recover more quickly with the right support in place, and avoid unplanned hospital visits or having to move into residential care prematurely.

Helping people to improve their quality of life

When you have an on-going health condition it can reduce your independence and stop you doing everyday things. But it doesn't always have to be that way. For many people, having the right information, advice and support closer to home can help them manage symptoms while getting on with their lives. This can have many benefits. For example, it can mean fewer visits to the GP, not ending up in hospital when you don't need to, and being able to live more independently, with support on hand when you need it.

It's not about leaving people to manage on their own, it's about enabling people to be as independent as they can be, with support as needed.

To find out more about self-management, visit www.leeds.gov.uk/selfcare.

The organisations involved in making these changes are:

- Leeds City Council Adult Social Care
- Leeds Community Healthcare NHS Trust
- Leeds North Clinical Commissioning Group
- Leeds South and East Clinical Commissioning Group
- Leeds Teaching Hospitals NHS Trust
- Leeds West Clinical Commissioning Group
- Leeds and York Partnership NHS Foundation Trust
- NHS England

... working closely with patients and service users, their families and the voluntary sector in Leeds.



For more information about how we're working together to improve access to services, visit www.leeds.gov.uk/transform or email healthandsocialcare@leeds.gov.uk.

Compliments, comments and complaints

Everyone has the right to expect high quality support and to be treated with dignity and respect. Thanks to people who have taken the time to tell us, this is often the case and we really appreciate the feedback. However, sometimes this isn't the case. If a person who helps you isn't treating you well, it's important to tell someone: **it's not making a fuss.**

If you have a compliment, comment, complaint or a concern about our services, please start by talking to a local member of staff or their manager. If you feel worried or confused about making a complaint, there are people who can help; you can ask a relative, friend or carer.

How to contact us

You can **phone** us on 0113 2224405 or if you are a **textphone** user please call 0113 2224410. You can use the **Do it online form** by visiting www.leeds.gov.uk/council/Pages/Let-Us-Know-Compliments-Complaints-and-Feedback. You can **write** to us and hand this in to any Leeds City Council office or post it to: The Complaints Manager, Leeds City Council, Adult Social Care, Merrion House, Leeds LS2 8QB.

You can visit one of our local council offices where we will always do our best to sort your problems out. We can also provide complaints leaflets in video format for deaf people who use British Sign Language, leaflets in Braille, large print, audio tape, CD and community languages.



In the 2012/13 financial year we received 678 compliments from people who felt we were meeting the key qualities people expect from our services, for example being offered choice, treated with dignity, respect and being heard.

441 complaints were recorded and they included challenging the outcome of assessments, the standard of service provided and/or inconsistent service delivery.

A complaint was made about the quality of care given to a service user by an independent home care company.

The manager of the company has put in to place several new policies to make sure all their service users are treated fairly and to an agreed standard. Including looking at visits and phone calls which are logged and returned within a set amount of time.

A family member told the council about his father-in-law's death and asked for his direct payments to be stopped. Unfortunately the payments were still made and the family got a letter saying they had to give the money back.

The council apologised for the very upsetting letter received by the family. They are updating the payment system to make sure this doesn't happen again.

The daughter of a service user who was receiving community support from an independent home care company said some of her phone calls were missed and the medication plan wasn't being fully followed.

The company has written some new policies and plans to make sure this doesn't happen again. This included a list showing what tasks each member of staff has to do and they're re-training staff where needed.

If you want to know more about what people complained, complimented or commented on, please see our Compliments and Complaints annual report at www.leeds.gov.uk/residents/pages/complaints.aspx

What do you mean by Enterprise?

'Better lives through enterprise' is about stimulating the social care market in Leeds to develop beyond what's already provided in the traditional way by statutory organisations. In practice this means providing older and disabled adults with a greater variety of services that are geared to respond to people's specific needs. This approach is encouraging more community action such as volunteering and new small social care organisations.

If it matters to you...it matters to us

We want all people in Leeds with care and support needs to be able to say...

"We are active members of supportive communities"

"We have opportunities to train, study, work or engage in activities that match our interests, skills, abilities."

"We have systems in place so that we can get help at an early stage to avoid a crisis."

"We have a network of people who can support us - carers, family, friends, community and if needed paid support staff."

"We have access to a range of supports that help us to live the lives we want and to remain contributing members of our community."

We have made progress...

- 82% of service users said they have adequate or as much social contact as they want.
- In 2012/13, 127 learning disabled people were helped into employment, an increase of 6% on the previous year.
- Leeds provides more accessible support than other authorities for adults with lower levels of social care need, such as luncheon clubs, neighbourhood networks and services run by voluntary groups — 11,900 people access these services every week.
- Leeds has around 25% more carers in receipt of carers specific services and/or information when compared with the national average.
- 5 new social enterprises were established in Leeds in 2012/13.

However...

- In 2012/13, 315 people with mental health conditions were helped into employment, which was a decrease of 42% on the previous year.
- A national survey developed by central government to investigate whether carers are being supported in their caring role, shows that overall satisfaction levels with social services in Leeds is below that of similar cities. In addition Leeds carers report being less able to access information and advice, and less likely to be consulted in discussions about the person they care for.

You told us that the Better Lives Programme needed to go further and faster to address these issues...and over the next few pages is what we've done about it.

Please turn over

Better Lives | Enterprise



Why is 'enterprise' so important within Adult Social Care?

One of the things that mark out an excellent local authority is being able to pick the best partners to work with; drawing on top local knowledge and expertise and supporting communities to build skills and experience. This helps everyone – the local economy, people who use services and those who provide them. So we're encouraging a whole range of different kinds of enterprise to develop in the care market. We'll be looking at private enterprise, social enterprise, co-operatives, user and employee led organisations, voluntary and faith sectors too.

What are we doing to ensure that people's lives are better through enterprise?

We're responding to the needs of local people and organisations by developing a more diverse care offer, developing corporate social responsibility and by building community capacity. One example of an organisation we support is Carers Leeds.



Val Hewison, Chief Executive Officer at Carers Leeds said:

'Carers tell us they need information, support, respect and recognition and that's exactly what they get here.'

Care? Of course I do...

If you asked the question 'Would you try and help your family or friends if they needed you?', the answer would almost always be yes. For approximately 70,000 people in Leeds, they have said 'yes' and caring for their friends, family or neighbours is part of daily life; it's what they do because they believe it's the right thing to do; we call these unsung heroes *carers*.

"As a young carer, I don't think I would have made it through each day without the support from a Carers Leeds support worker who understood what I was going through. I will be eternally grateful."

Carers are someone of any age who provides unpaid support to a family or friend who could not manage without this help due to illness, disability, mental ill-health or a substance misuse problem. Funded by Leeds Adult Social Care services, Carers Leeds is the largest voluntary provider supporting over 7,000 unpaid carers across the city. They give information, advice and support – the bedrock of their service; a range of support groups, events, activities and carer training courses and financial support with the cost of getting a break from caring.

Below, you can find a 'timeline' of what we've achieved so far and what we'll be doing in the future.



- Increase the number of dignity volunteers for older people's services from 5 to 20.

- More private companies will be helping local people through their involvement in voluntary schemes.



- Increase the number of private sector companies
- Have more social organisations.

Local Links

Local Links is a community-based initiative being developed in Leeds. It is part of the Department of Health's 'Building Community Capacity' programme where support for people in need comes from neighbouring communities and organisations.

In Leeds, we have 37 Neighbourhood Network's (NNs) which are locally-run, voluntary organisations that offer a range of support for older people **to tackle social isolation, improve health and wellbeing, provide information and support people to become more engaged in their communities**. They provide services such as befriending, luncheon clubs and social activities, whilst actively responding to the varying local needs of older adults and they have often been called a 'lifeline' for their members.

The Local Links project is working with two NNs who are undertaking support planning and brokerage for local older people. This will allow support packages to be personalised more effectively within each local community through increased voluntary support to reduce levels of social isolation. A proportion of any financial savings achieved through this approach will be reinvested back into the NNs through a 'social dividend'. This will further empower the local community to extend the range of services offered to local people.



Trevor Stephenson, social worker in Adult Social Care, said:
"Local Links aims to provide customers with more personalised services within their local communities by delivering services in a different way. Building community capacity and 'social capital' is a really important part of this because we know that statutory services (like Homecare) are only a small part of what's available in local communities to support people – and we need to make sure our customers can access informal and community support as well, to meet their needs in the best way possible."

"Local Links aims to provide customers with more personalised services within their local communities by delivering services in a different way."



For further information please contact Mick Ward, Head of Commissioning for Adult Social Care on 0113 247 4567 or email mick.ward@leeds.gov.uk.

Apr.
2014

number of community volunteers
support offered to carers.
number of relationships with private
businesses and social enterprises.
social enterprises and user-led

- Introduce a community programme in 3 areas of Leeds to reduce social isolation for older people.
- Review the council service delivery plan for people with learning disabilities.

Sept.
2014

Better Lives | Enterprise

Ideas that Change Lives

Funded by Adult Social Care, the Ideas that Change Lives Investment Fund supports inspiring social entrepreneurs who are starting out on their social enterprise journey. There are two types of awards available through the fund - a Kick Start grant of £2000 and a Start-Up Investment of up to £10,000. Ideas must demonstrate how they support some or all of the following people in Leeds to live an independent life:

- Older people;
- People with physical or sensory impairments;
- People with learning disabilities; or
- People with mental health needs.

Ideas that Change Lives look for business ideas with a clear social purpose and which aim to stay in business mainly through generating income from customers. There are already great examples of this initiative working city-wide. One of the innovative enterprises supported by Ideas that Change Lives is that of HSM Handyman Services.

Adrian Holland provides a handyman service mainly for vulnerable adults in our community such as older people, people with learning disabilities, people with physical or sensory impairments and people with mental health problems. His idea was to help people improve their way of life and become a bit more independent in their own homes.

Adrian said "I knew there was demand for these services through research, but also from work carried out with local Neighbourhood Network Schemes, who were very interested in a local, trustworthy, affordable and reliable handyman service which is provided by a person known to them and their members.

Many older people had voiced concerns that they don't like strangers in their homes but they do want work carried out that will make their home a secure and safe place to be and a home that they can still take pride in. This helps them to remain independent, giving them choice and control of where they live. It's also about people being able to feel house proud; by using my knowledge and experience in the work that I'm offering, I believe this can be achieved."



"My main objective is to help people stay independent in their home and to help customers have a feeling of wellbeing and security."

Adrian — HSM Handyman Services.

For further information please contact Ideas That Change Lives on 0113 242 2426 or visit www.ideasthatchangelives.org.uk



Volunteering in the Community

A new scheme, developed in partnership with local volunteers and organisations is helping to boost the skills people need to volunteer within health and social care in Leeds.

Volunteering in the Community supports volunteers by providing training in key areas like safeguarding, equality and diversity, and health and safety in the workplace. It also helps to equip volunteers with the essential skills needed to make a positive and lasting difference to the lives of older people.

To further enhance their knowledge, volunteers are offered the opportunity to complete two optional courses that are relevant to their role, for example, an introduction to autism, mental health or dementia, in addition to basic first aid training. Most of the training is flexible and can be completed through e-learning. On completion of the training programme, volunteers are given a certificate which can also be used as evidence of achievement if applying for paid employment.

Overall, the scheme offers a real opportunity to support some of our most vulnerable citizens whilst also recognising the valuable role of our volunteering community.



“In the care sector we strongly believe our value base is all about putting our employees and the people we support before the profit we make.”

Dr. Guy Turnbull — CASA
Leeds

Care and Share Associates (CASA)

CASA is an employee-owned social enterprise. It provides essential personal care and other support services to older and disabled people. It currently operates employee-owned services across six locations and delivers over 6,500 hours of personal support per week, mostly commissioned by the public sector. CASA supports people to live in their own homes, in the way they choose, with as much independence as possible.

CASA offers people assistance with personal care, including washing, bathing and showering, getting up and going to bed, using the toilet and maintenance of continence, assistance with moving and transfers, help during the night and support to carers. They also provide support with domestic tasks, such as preparing meals and washing up, shopping and running errands, domestic and household tasks and sitting service.

They provide 24/7 support for disabled adults who wish to live in their own homes and can help with palliative care, by providing a range of support to people with advanced illnesses and those who wish to spend their last days and hours at home.



For further information please contact CASA Leeds on 0113 277 7871 or visit www.leadshomecare.co.uk or email admin_leeds@casaltd.com

Safeguarding adults

Safeguarding adults is the term used to describe services which protect an adult who is at risk of harm from abuse or neglect, and to investigate concerns raised. This includes people who are over 18 years of age who may need health or social care support to maintain their independence and wellbeing, and may be unable to take care of themselves, or are unable to protect themselves against harm or exploitation. Safeguarding adults work is overseen by the Leeds Safeguarding Adults Partnership, which includes a wide range of organisations. For more information visit www.leedssafeguardingadults.org.uk.



How to report or ask about safeguarding

If you think someone is in imminent danger from abuse or neglect, dial **999** and ask for the police or the ambulance. • If you think a crime has been committed but there is no immediate danger, dial **101** to report it to the police. • If you are concerned about someone's safety because of suspected abuse or neglect, and want it to be investigated so that the person can have support to protect themselves, call the Contact Centre to make a safeguarding referral. Call them on **0113 2224401** (Minicom: **0113 2224410**) Monday to Friday 8am to 6pm. On weekends, Bank Holidays, and all other times you can call the Emergency Duty Team on **0113 2409536**. • If you want advice about whether something may be a safeguarding issue or not, you can call the Safeguarding Adults Advice Line on **0113 2243511**. Lines are open 9am to 5pm Monday to Thursday and 9am to 4.30pm on Friday. • You can write to us at Leeds Safeguarding Adults Board, 2nd Floor, 2 Great George Street, Leeds, LS2 8BA.

In relation to safeguarding adults, for the first time in many years the number of safeguarding concerns reported did not increase in 2012/13. There were 3438 referrals, 11 less than in 2011/12.

The highest proportion of investigations concerned a person with a physical disability or frailty (35%), followed by a person with a learning disability (22%) and a person with dementia (21%).

The most frequent form of abuse investigated was physical abuse (39%), followed by neglect (23%) and financial abuse (18%). On many occasions however an investigation may concern more than one incident or form of abuse.

West Yorkshire Trading Standards Service (WYTSS) is raising awareness of scams, frauds and doorstep crimes that are specifically targeted at elderly members of our communities through a new project SAFER, which is delivering workshops to help empower people to minimise their risk to these types of crime. They have also joined up with the Yorkshire & Humberside Regional Dementia Alliance (Y&HRDA). The commitment to join and offer support to the Y&HRDA is another step in our fight against these traders.

Less than 2% of victims of mass marketing scams report it to the police or trading standards, yet the SAFER project is making great progress with 64% of older adults coming forward in the workshops to advise they have fallen victim to a scam.

For more information

Key contact numbers and addresses

If you wish to contact us regarding any council service:

Online - www.leeds.gov.uk

By email - general.enquiries@leeds.gov.uk

By telephone – 0113 22 24444 and minicom 0113 22 24410. Opening times Monday - Friday 8am - 6pm.

Information and advice

One Stop Centres—There are 16 centres across Leeds where you can get advice on a range of council services, including council tax bills and benefits, housing tenancy issues, benefits for people on a low income, help for older people, disabled people, children and families, and more. To find your nearest centre please call 0113 2224401. One Stop Centres can be found at:

Aireborough	Dewsbury Road	Osmondthorpe	Rothwell
Armley	Garforth	Otley	South Seacroft
City Centre	Morley	Pudsey	St. George's Centre
Compton Centre	North Seacroft	Reginald Centre	Wetherby



What services are available?

The Leeds Directory – your first point of contact for finding out what care and support services are available - www.leedsdirectory.org or call 0113 391 8333.

How can I pay for residential and nursing care?

The Society of Later Life Advisers – not for profit organisation specialising in funding residential and nursing care - www.societyoflaterlifeadvisers.co.uk or call 0845 303 2909.

Age UK – www.ageuk.org or call 0800 169 6565.

How can I manage my personal budget?

Free to Live - the personal budget peer support network on 0113 214 3599 or email them at infotoliveleeds.org or visit www.freetoliveleeds.org.

ASIST - Advice about employing a personal assistant, call 0113 214 3599.

Support for family and friends who provide care

Carers Leeds - the first stop in Leeds for advice for carers, call 0113 246 8338 or visit info@carersleeds.

Alzheimer's Society - support for carers of dementia sufferers call 0113 231 1727.

Older Carers Support Service - support for people over 65 caring for an adult with a learning disability, call 0113 272 0377.

Mental Health Carers - Support for carers looking after someone with a mental health problem other than dementia, call 0113 295 4445.

Carers Emergency Service - 0303 123 1921.

All things equal....

On every council website, in every city in the UK, you will find a universal commitment to equality; reducing and removing barriers that may prevent citizens from living in a fair society. In Leeds, we're no different. We recognise different people have different needs regardless of age and disability. The information that follows, shares what we're doing in Adult Social Care to ensure that we keep the need for equality at the core of what we do.



Some facts and figures first. Leeds is the UK's third largest city with a population of around 750,000 and expected to rise to around 840,000 by 2021. That's a lot of people. It's a diverse city too with over 140 ethnic groups including black, Asian and other minority ethnic populations representing almost 15% of the total population. Coupled with a significant ageing population, we face unique challenges but across the council, we do share one common vision – to be the best city in the UK.



To achieve this vision, we have a Leeds Health and Wellbeing Board that oversees how we continue to reduce inequalities and improve the health and wellbeing for ALL the people of Leeds. To provide an understanding of the challenges we face, they are developing a Joint Strategic Needs Assessment (JSNA). This is a shared piece of work between the NHS and Leeds City Council which pulls together information about the local population including data on health, housing, social care, education, crime and the environment. It provides an understanding of the challenges that are faced in tackling inequalities so we can plan for action and achieve our vision of being the best city in the UK.

The Joint Health and Wellbeing Strategy has 5 main outcomes to measure progress

- People will live longer and have healthier lives;
- People will live full, active and independent lives;
- People's quality of life will be improved by access to quality services;
- People will be involved in decisions made about them; and
- People will live in health and sustainable communities.

Bringing about major changes will not happen overnight but gradually, the Health and Wellbeing Board will use its influence to ensure that these outcomes are achieved by focusing collective efforts and resources on the right things. A few examples of what's already happening include:

The Pudsey Wellbeing Centre has a group of volunteers helping people cope better with managing their conditions by organising health walks, arranging social events, providing transportation so that patients can get around the area and providing one-on-one or group training sessions and leading health support groups.

The NHS, council and third sector are already working together across the city and improving access to mental health services for minority groups.

Warm Home Service grants are helping people who suffer from illness or have a disability that is aggravated by cold and damp conditions to keep warm by insulating their properties.

Adult Social Care – we hear you

There's a saying; 'There may be no 'I' in team, but there are four in individuality'. If we are to really stamp equality on the Adult Social Care services map, we need to recognise people as individuals who have unique needs. But how do we know what those needs are? We make sure we share what we're doing with citizens; what services we have and, most importantly, by listening.

In 2013, we held an event where we did exactly this. The Equalities Assembly invited Adult Social Care to share what Better Lives really means; what services we provide and, most importantly this one day event gave us the opportunity to really hear what Better Lives meant to people from so many diverse communities.



The Equalities Assembly is a forum, made up of Equality Hubs, which helps ensure Leeds City Council is engaging with and involving the full range of citizens that live in Leeds in the decisions it makes. It offers all equality groups the opportunity to meet and work together to let the council know the issues that affect them. Below are just a few examples of what people said they wanted and what services we already provide to meet that need.

'Good services at affordable prices. I wish to be independent and have my dignity respected. I would like my wishes about any care I receive to be adhered to.'

Did you know?
The Leeds Directory can help you find reliable, flexible and affordable services. We also have a team of Dignity Champions who all meet to share good practice.

'Everyone feeling better about themselves and about their community. Each person being able to contribute to and receive the support they need.'

Did you know?
Local Neighbourhood Networks, run for communities by communities, offer many volunteering opportunities. A real chance to contribute to the area you live in.

'Freedom to be who I am, and the ability to move about Leeds safely.'

Did you know?
Leeds Safe Places scheme offers help to people with learning disabilities to be safe when they are out in Leeds.

'Joined up services NHS/Adult Social Care. Access for the elderly in the city, Good transport services, social outlets and access to some.'

Did you know?
In Leeds doctors, health workers, hospital and social care staff are now working more closely together to improve care and support for people.

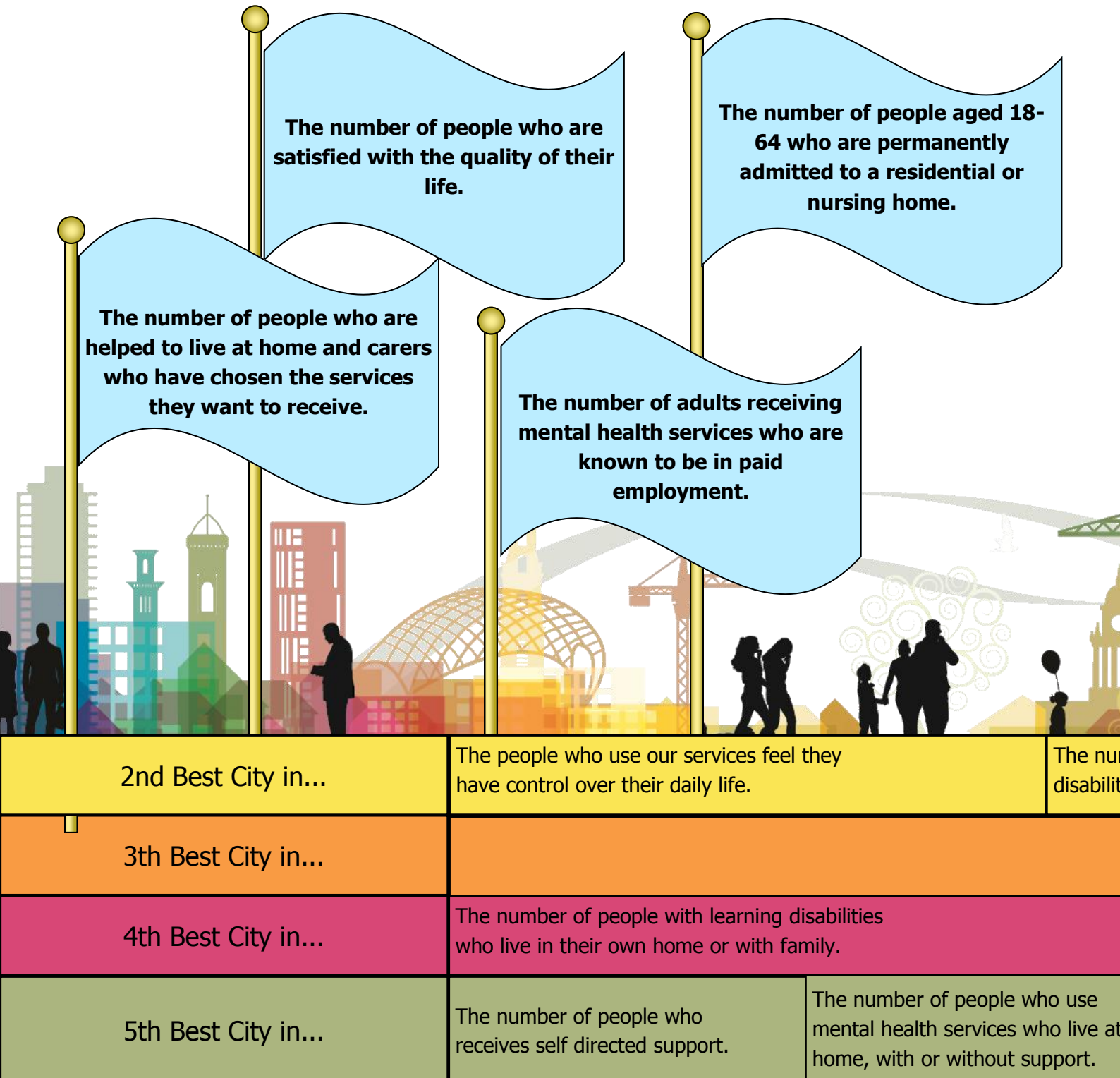


For more information on the Equalities Assembly please contact us by text: 07891 270162 or visit www.leeds.gov.uk/council/Pages/Equality-assembly.aspx

Building the Best City

The 'Core Cities' are eight of most important and influential cities outside of London. Together these cities offer a unique voice to help promote growth locally, but above all else, they support cities to become better places to live, work, visit and do business. Leeds is one of these eight cities along with Birmingham, Bristol, Liverpool, Manchester, Newcastle, Nottingham and Sheffield. The diagram below shows how Leeds compares against the Core Cities. The good news is:

We're the best city for...

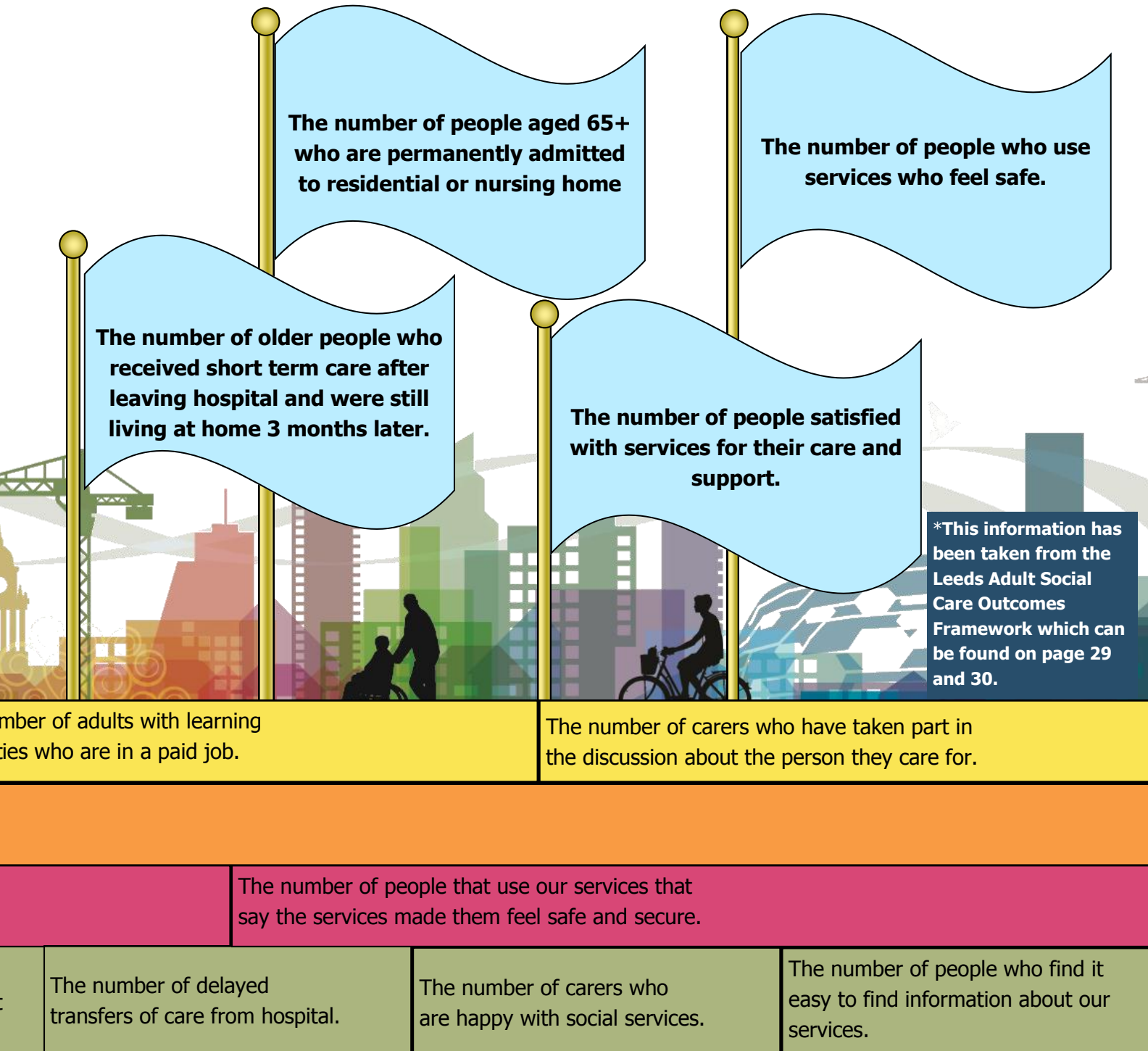


The Best City explained

Our ambition is for Leeds to be the best city and Leeds City Council to be the best council in the UK – fair, open and welcoming with an economy that is both prosperous and sustainable so all our communities are successful.

Our approach is to improve the quality of life for our residents, make it easier for people to do business with us and achieve the savings and efficiencies required to continue to deliver frontline services.

Ensuring high quality public services - improving quality, efficiency and involving people in shaping their city. With a focus on tackling poverty, getting services right first time, improving customer satisfaction, improving roads, tackling domestic violence, improving public health and improving housing.



Better Lives with less money

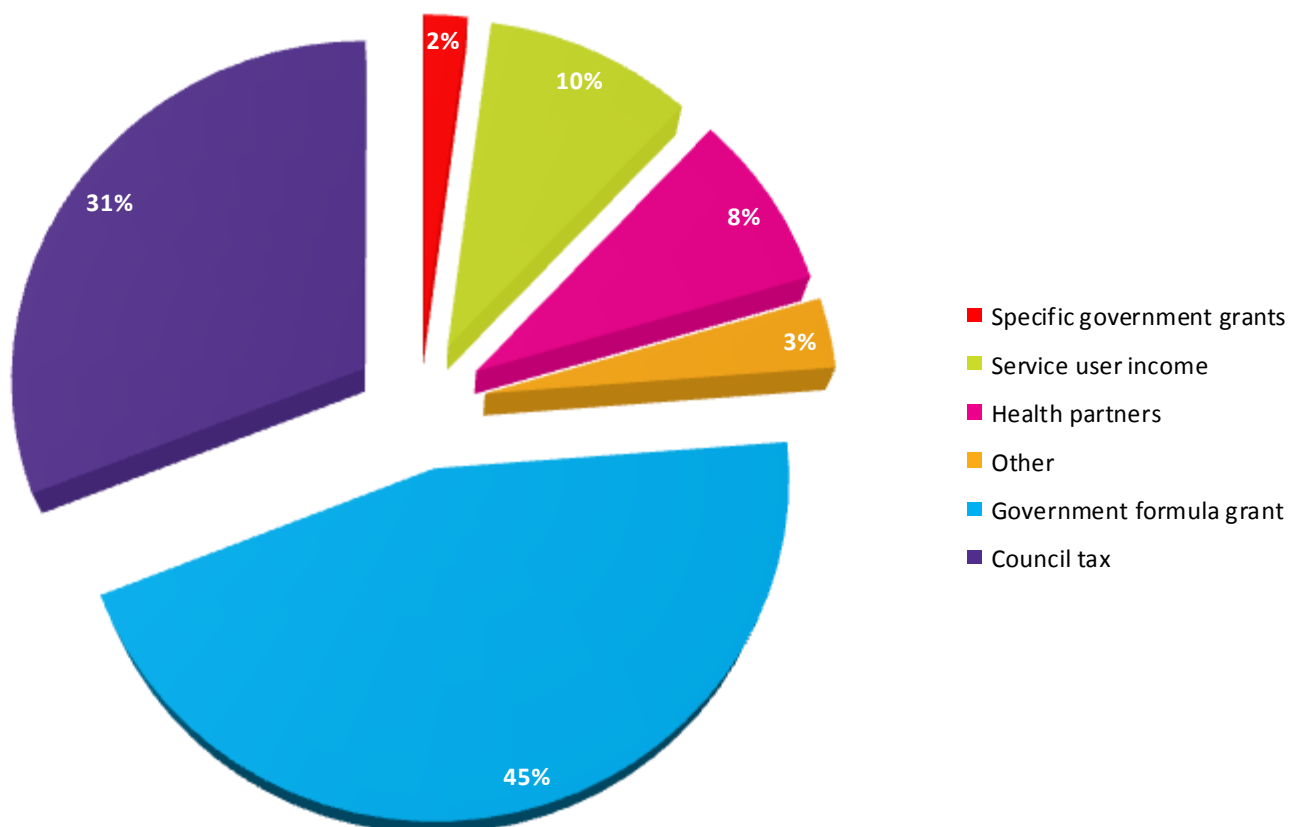
Over the last 6 years the Council's Adult Social Care service has delivered savings of over £70m and we have plans for a further £10m of savings this year. This has been achieved through efficiency savings, income (charging) and changing the way we do things. These savings have enabled the investment in new types of service and helped to deal with the growing demand for services.

In 2013/14 we are projecting to deliver savings of £9m. The main service changes within these savings relate to home care, day care and residential care.

- The home care service has been refocused on helping people to regain and maintain their independence through the reablement and telecare services. Alongside this, the amount of long-term care provided by the council has reduced as staff have left the service, with the independent sector taking on more care.
- There has been some reduction in the council's residential and day care for older people provided directly by the council alongside a growing role for the independent sector. Within day services for people with learning disabilities, people are being offered more flexible day opportunities using bases in local communities rather than in large day centres.

Although we have had success in meeting the challenge to deliver more and better for each pound we spend, we will continue to face financial challenges over the coming years.

Where the council plans to get its money for adult social care in 2013/14



Like every other city across the country, Leeds needs to ensure that more people get better health and social care services at a time when it has less money.

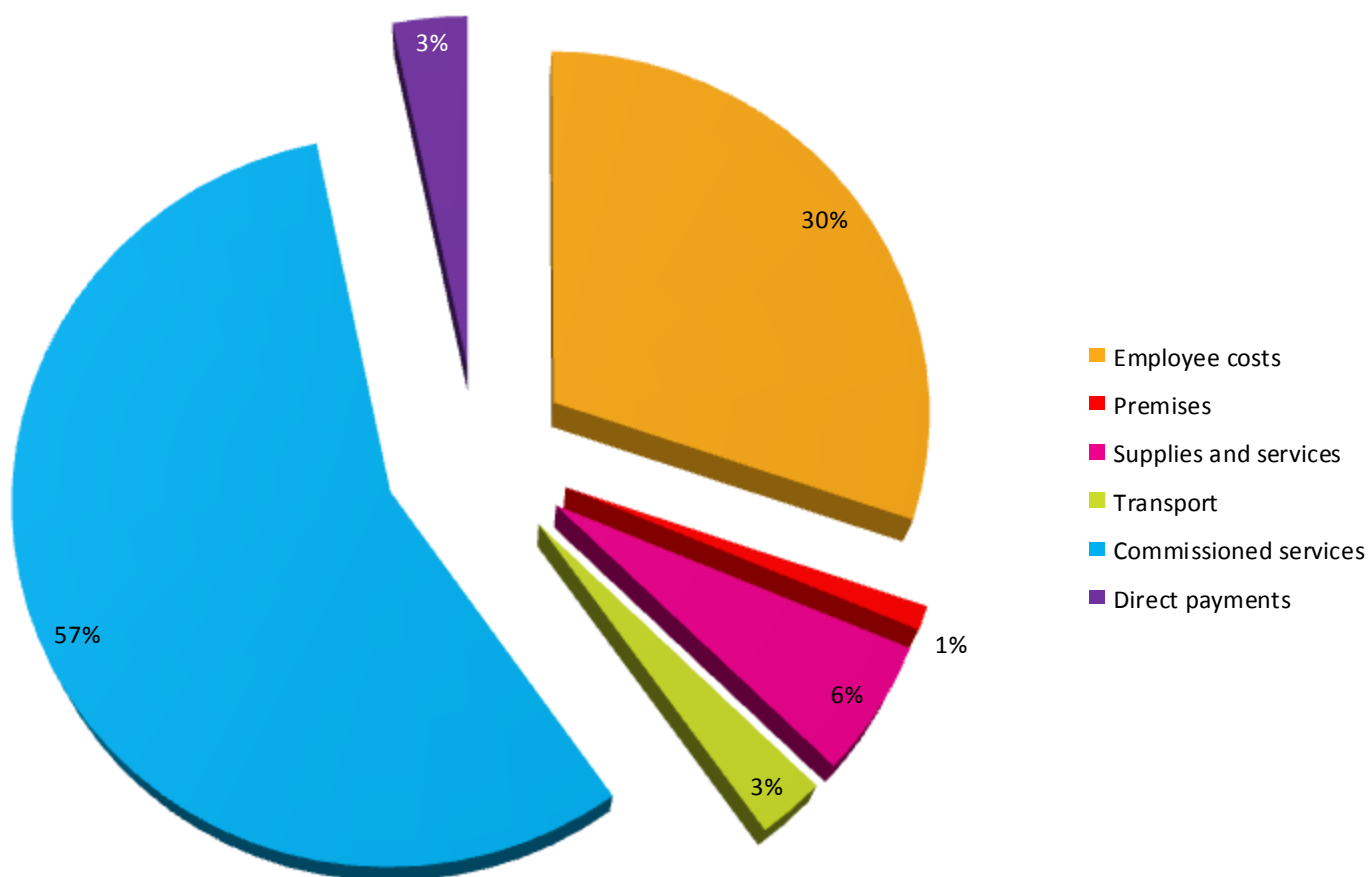
We expect that the demand for more social care will continue and that there will be increasing demands for higher quality social care. This is based on:

- Increasing expectations and aspirations of people with social care needs to live safer, independent and more fulfilling lives;
- An expected increase in number of older people and learning disabled people, in Leeds; and
- A growing demand for easier access and greater choice and control over the social care by service users.

Ensuring that there is high quality adult social care available to the people of Leeds is a priority for the council and the budget for social care and services is expected to increase next year whilst greater efficiencies within the services are being introduced.




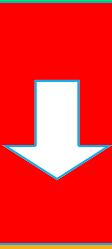

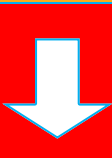

However, the future remains challenging. The council's overall budget is expected to fall in each of the next two years and it faces the challenge of increased demand with less money. The council has calculated that government funding will fall by £33.2m next year. Though the budget setting process is yet to be finalised Adult Social Care will have less money next year than this, though in reality the Authority's priority to protect, as far as possible, adult social care means that the directorate will get a bigger slice of a smaller cake.

How your money will be spent on adult social care in 2013/14



Better Lives - Measuring our performance

As part of our ambition to be the best city and the best council in the UK we are always looking for ways to judge how well we are doing. The Adult Social Care Outcomes Framework is a set of measures which have been agreed nationally and show how well we are doing in adult social care. The measures provide a way for us to compare our performance with other local authorities.

Indicator Reference	2011/12 Score	2012/13 Score	Rank against other core cities	Improving?
1A: Social care-related quality of life <i>This indicator represents an average score for a person based on the responses of those that completed the Adult Social Care Survey.</i>	18.4	19.2	Best City	
1B: The proportion of people who use services who have control over their daily life <i>This indicator is the average score of those who responded "I have as much control or adequate control" to the question "How much control do you have over your daily life?" on the Adult Social Care Survey.</i>	73.5	75.7	2nd	
1C: Proportion of people using social care who receive self-directed support, and those receiving direct payments – Part 1, any form of self-directed support <i>This is a percentage of the service users who are helped to live at home and carers who have chosen the services they want to receive.</i>	52.1%	70.4%	Best City	
1C: Proportion of people using social care who receive self-directed support, and those receiving direct payments – Part 2, cash payments only <i>This is a percentage of the service users who are helped to live at home and carers who have chosen the services they want to receive and received a cash payment to purchase it.</i>	17.7%	15.9%	5th	
1E: Proportion of adults with learning disabilities in paid employment <i>This is a percentage of service users with learning disabilities know to be in paid employment.</i>	7.1%	7.1%	2nd	
1F: Proportion of adults in contact with secondary mental health services in paid employment <i>This indicator measures the percentage of adults receiving mental health services who are know to be in paid employment.</i>	11.9	11.2	Best City	
1G: Proportion of adults with learning disabilities who live in their own home or with their family <i>This indicator measure the proportion of adults with learning disabilities who are know to the council, who are recorded as living in their own home or with their family in the current financial year.</i>	83.7%	83.5%	4th	

1H: Proportion of adults in contact with secondary mental health services who live independently, with or without support <i>This indicator measures the percentage of adults receiving secondary mental health services who are living independently.</i>	59.1	54	5th	
2A: Permanent admissions to residential and nursing care homes, per 100,000 population, part 1 – 18-64 <i>This measure the number of people aged 18-64 who are permanently admitted to residential or nursing home.</i>	11.2	9.3	Best City	
2A: Permanent admissions to residential and nursing care homes, per 100,000 population, part 2 – 65+ <i>This measure the number of people aged 65+ who are permanently admitted to residential or nursing home.</i>	671.9	704.12	Best City	
2B: Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services <i>This measure the proportion of older people who received a short term package of care after leaving hospital and were still living at home 3 months later.</i>	85.7%	89.7%	Best City	
2C: Delayed transfers of care from hospital, and those which are attributable to adult social care <i>This measures the proportion of people who were ready to leave hospital whose discharge was delayed due to a health or social care related reason.</i>	3.2	3.4	5th	
3A: Overall satisfaction of people who use services with their care and support <i>This indicator is the average score of those who responded "I am extremely satisfied" or "I am very satisfied" to the question "In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?" on the Adult Social Care Survey.</i>	6.34	67.6	Best City	
3B: Overall satisfaction of carers with social services	-	39.2	5th	
3C: Proportion of carers who report that they have been included or consulted in the discussion about the person they care for	-	71.2	2nd	
3D: The proportion of people who use services and carers who find it easy to find information about services <i>This indicator is the average score of those who responded "Very easy to find" or "fairly easy to find" to the question "How satisfied or dissatisfied are you with the care and support services you receive?" on the Adult Social Care Survey.</i>	67.4	65.6	5th	
4A: The proportion of people who use services who feel safe <i>This indicator is the average score of those who responded "I feel as safe as I want" to the question "Which of the following statements best describes how safe you feel?" on the Adult Social Care Survey .</i>	62.7	73.5	Best City	
4B: The proportion of people who use services who say that those services have made them feel safe and secure <i>This indicator is the average score of those who responded "yes" to the question "Do care and support services help you in feeling safe" on the Adult Social Care Survey.</i>	84.3	82.6	4th	

We would like to take this opportunity to thank the following people and organisations for all their help and support...

- **The citizens of Leeds that allowed us to share their stories;**
- **Leeds Better Lives Board;**
- **Yorkshire & Humberside Directors of Adult Social Services Association;**
- **The attendees of the POET Event; and**
- **The attendees of the Sharing 'Better Lives' With You, equality workshop.**

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