

'We want every person in Leeds that needs care and support to live in the place they call home with the people and things they love, in communities that look out for one another, doing the things that matter most to them.'

We are committed to making Leeds the best place to live and grow old. Adult Social Care provides personal and practical help to adults who need extra support to stay healthy and play a part in their community.

We work in partnership to make sure that people can get the right help, at the right time, in the right place. We want every person in Leeds who needs social care to be able to live the life that matters to them, with an equal voice in co-ordinating their care.

The Local Account is our statement of how well we are doing in delivering our ambitions and commitments for adult social care. It reflects our ongoing conversations and engagement with people receiving support, their families and our communities.

In Leeds we use a strengths-based approach which puts people at the centre of their care. By giving people the right support, advice and access to services at the right time we can help them be as independent as possible for as long as possible. By working with communities, in neighbourhoods and with other services we will make the most of our collective efforts.

This Local Account is presented in a challenging context of pandemic recovery, cost-of-living crisis and resourcing challenges for social care providers. We will respond effectively to these challenges. As a Council, our resolve to tackle inequality remains at the heart of our mission. We will only achieve our goals by working together, building on our strong partnerships and living our values.

Cllr Salma Arif
Executive Member
for Adult Social Care,
Public Health and
Active Lifestyles



Caroline Baria
Director of
Adults and
Health



Leeds - Our Best City Ambition

In providing adult social care we contribute to our [Best City Ambition](#). This is our vision for the future of Leeds. At its heart is our mission to improve quality of life for everyone who calls Leeds home. To support this, we will build Team Leeds made up of the people who live or work here, with everyone coming together to play their part.

Better Lives

Our Better Lives Strategy is Leeds City Council's strategy for people with care and support needs. Aiding people to live and age well, with a focus on prevention and a recognition of the broader factors that impact on people's lives. An action plan is in place that is monitored against our Better Lives priorities of:

- ✦ Connected, Thriving Communities
- ✦ Keeping well
- ✦ Tackling Poverty & Inequality
- ✦ Better Information & access
- ✦ Using Digital Tools & Technology
- ✦ Good Housing

The Leeds Better Lives Board brings together people who use social care services, and their support and advocacy networks, with decision makers and providers. Providing a focus for engagement in the development and delivery of support.

Conversations in 2022/23 reflected the importance of:

- Accessible public information and timely and accessible communications for people receiving social care.
- An openness to new approaches to delivering care where these are based on the involvement of people receiving social care.
- Improved access to direct payments.
- Welcoming digital innovation in the home, to support safety and to improve access but this does not replace contact with people.
- Communication and involvement in transport and traffic changes, especially city centre access.

People's views from the 2022/23 national care users survey

- ◇ Social contact has improved for users of social care services after being impacted by the pandemic, this remains a priority.
- ◇ Two-thirds of people continue to be satisfied with their care and support.
- ◇ 70% of service users feel safe with 24% feeling fairly safe. 88% of people saying services have helped their sense of safety.
- ◇ 71% of people who use services feel they have control of their daily lives.
- ◇ Ease of finding information about services improved to pre-pandemic levels of satisfaction with 72% of people supportive.

In 2022/23 there were:

- 8,928 requests to social care for people aged 18 to 65
- 22,987 requests to social care for people aged 65 and over
- 7,387 new referrals for a social care assessment
- 3,320 carers assessments completed including joint assessments
- 2,837 new service user support plans
- 43.3% of people in care for over 12 months who had a review
- 3,999 annual reviews completed for 2,964 people

People receiving care for over a year on 31 March included:

- ◆ 471 people aged 18 to 64 in nursing or residential care
- ◆ 2,961 people aged 18 to 64 receiving care in the community
- ◆ 1,390 people aged 65 and over in nursing or residential care
- ◆ 2,016 people aged 65 receiving care in the community

Leeds City Council's net budget for Adult Social Care in 2022/23 was £197.6m, what we spend less income, £198.8 is budgeted for 2023/24

How to get help from Adult Social Care

For information about our services or to arrange an assessment
Phone: 0113 222 4401 (Weekdays, 9am to 5pm, except Wednesdays from 10am) Email leedsadults@leeds.gov.uk

Information and access to our services is available through the [Adult Social Care pages of our Leeds City Council website](#).

Urgent out of hours [emergency social care contacts](#)

British Sign Language Call with [SignVideo live BSL interpretation](#)

Leeds Directory connects you to checked and vetted local services and tradespeople as well as local activities and events. [Home](#) | [Leeds](#)

Our Changing Population: Census 2021

We will ensure that our care services are designed to support all communities and all types of need

- The Leeds population grew 8.1% between 2011-21.
- A third of people in Leeds are over 50.
- An increasingly diverse city, 6% of people 65+ are from ethnically diverse communities with 30% of those aged 0-24.
- 1 in 6 people in Leeds are disabled under the Equality Act 2010.
- 8.6% of the population aged 5+ provide unpaid care each week
- 2011-21 people 65 and over increased by 17,100 to 126,700.

For more information visit the [Leeds Data Observatory](#).

What is a Local Account for Adult Social Care?

The Local Account is a summary of how well Leeds City Council is performing in the delivery of social care services and support to the adult population of Leeds. The April 2022 to March 2023 account is the renewal of the Leeds Local Account post pandemic.

The Local Account reflects our commitment to listen, learn and improve our services. Our overview of 2022/23 is presented against the six Making it Real themes.

To see how Leeds compares, for feedback from surveys and for adult social care statistics please visit the. [Adult Social Care Data Hub - NHS Digital](#)

Wellbeing and independence

Living the life I want, keeping safe and well

Key activity in 2022/23

- Addressing increases in demand for Adult Social Care services and pressures on care providers.
- Reducing waiting times with improvements in the time between the completion of an assessment and the start of support.
- Opening of Greenmill Gardens which includes 64 extra-care homes.
- Increased capacity to support people making adaptations to their homes through the Disabled Facilities Grant.
- Ongoing commitment to preventative activity, delivered with partners in communities.

Priorities for 2023/24

- To continue to focus on waiting times for assessments and other services.
- Focus on care reviews for long term support, ensure that a higher percentage are completed with people's changing needs understood and responded to.
- Continue to deliver our programme of expanding extra-care provision.

Information and Advice

Having the information I need, when I need it

Key activity in 2022/23

- Improvement in our council front door call centre wait-times.
- Completed research to understand the barriers and opportunities around how residents of Leeds access information around Adult Social Care and the services we provide.
- Re-introduced Talking Points to meet social workers in local communities, these were paused during the pandemic.
- Developed "Understanding Access to Adult Social Care services" training plan with Leeds Involving People to ensure all communities can access support

Priorities for 2023/24

- Use research into barriers to access and information to:
 - Improve information and communication for service users, their carers and families.
 - Improve public access and information, focusing on communities currently underrepresented in our service provision and on ensuring for people new to social care that contact and advice is easily found and understood.
- Roll-out the "Understanding access to ASC services" training programme.

Active and Supportive Communities

Keeping family, friends and connections

Key activity in 2022/23

- Design with service users and partners of Community Health and Wellbeing Service.
- Expansion of Asset Based Community Development including supporting the developing Community Anchor Network.
- A focus on support for unpaid carers, improving collective support and ensuring the post pandemic resumption of activities e.g. use of time for carers grants

Priorities for 2023/24

- Supporting care providers to offer the capacity and quality of services needed. Including reducing the need for placements outside of Leeds for specialist support.
- Continue to work with carers and partners to improve support for unpaid carers.
- Procurement of partner to pilot Community Health and Wellbeing Service with pilot service due to commence April 2024



Flexible and Integrated Care and Support

My support, my own way

Key activity in 2022/23

- Launch of HomeFirst programme, delivering joined up support for people as they return home from hospital or recover from illness or injury.
- Launch of a new telecare service for people in their homes, improving and speeding up access including an option for self-referral.
- Developed a plan to improve knowledge of and access to direct payments.

Priorities for 2023/24

- Implement improvements in direct payments communication, administration and take-up; enabling people who would like one to have to have a good experience of setting it up, and flexibility to use it how they would like.
- Embedding our HomeFirst programme of intermediate care services to support people to return home after illness and injury.
- Transforming home care through the new Community Health and Wellbeing Service, making it better for people receiving support and for those providing the support

When Things Need to Change

Staying in control

Key activity in 2022/23

- HomeFirst programme supports both short term support and addressing ongoing and changing support needs
- Improvements made to our Transitions Service for supporting consistent support for young people at their support moves from children's to adults services
- Embedded a Social Worker in the Street Support team to better connect social care support

Priorities for 2023/24

- Continue to work through HomeFirst programme to improve people's experiences of moving between different health and care settings.
- Mitigating safeguarding concerns and ensuing safeguarding enquiries remain timely with successful outcomes
- Improving support for people whose needs are best met by moving outside of the local area, ensuing continuity.
- Focus on outcomes and consistent support for young people transitioning to adulthood who are at risk of exploitation.

Workforce

The people who support me

Key activity in 2022/23

- With partners we are developing a city workforce programme that offers Leeds citizens routes into health and care work, supports the needs of care providers and meets the needs of people receiving care and support.
- Commitment to Equality Diversity and Inclusion increasingly embedded, including mandatory management training within the council

Priorities for 2023/24

- We will develop and deliver our workforce plan, collaboratively with providers and partner organisations, to help us to identify our current and future workforce needs.
- Growing and developing the workforce to meet future demand.
- Further utilise arrangements like trusted assessor to support joined up provision and seamless transfer of support.
- Optimise the opportunities offered by digital technology to address workforce challenges and support new, more integrated and flexible ways of working.