

Public Document Pack

SUPPLEMENTARY INFORMATION

OUTER WEST COMMUNITY COMMITTEE – 17TH SEPTEMBER 2018

ITEM 10 - Outer West Community Committee Briefing Strength-Based Social Care (SBSC) Update – September 2018

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Strength-based Social Care Community Committee Update September 18 Outer West

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Jo Browning , Service Delivery Manager, Adults and Health
Tracey Parkinson Bessi, Team Manager, Pudsey
Neighbourhood Care Management Team, Adults and Health
James Turner, Project Leader, Service Transformation
Leeds City Council
Sept 2018

Agenda Item 10



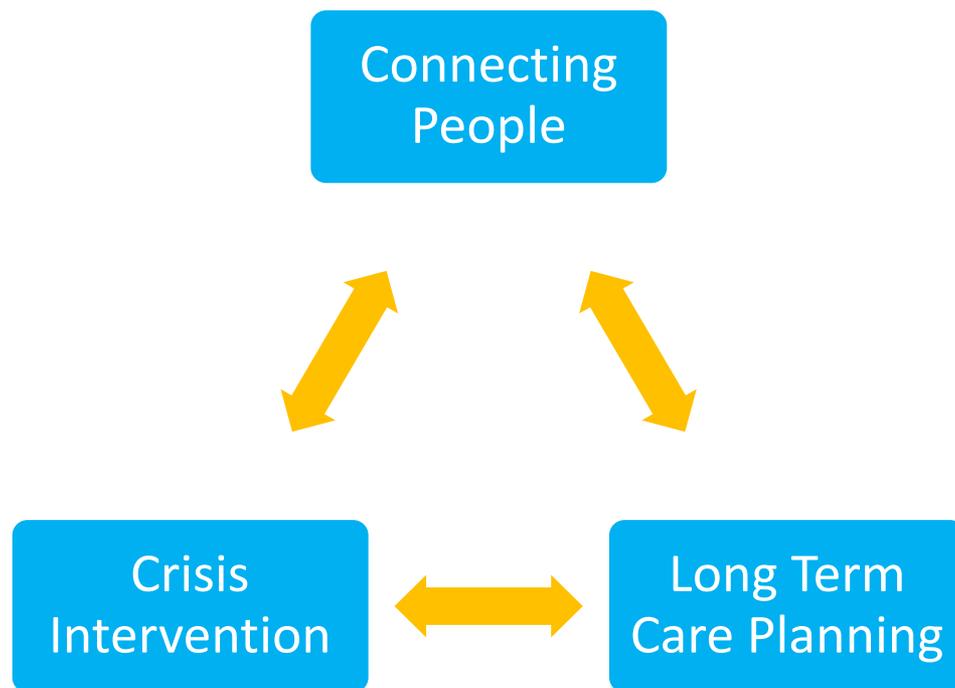
What's Wrong

to What's Strong

- ❖ Better Lives aspiration
- ❖ Gift Entitlement Model
- ❖ The Leeds Way

Better Conversations

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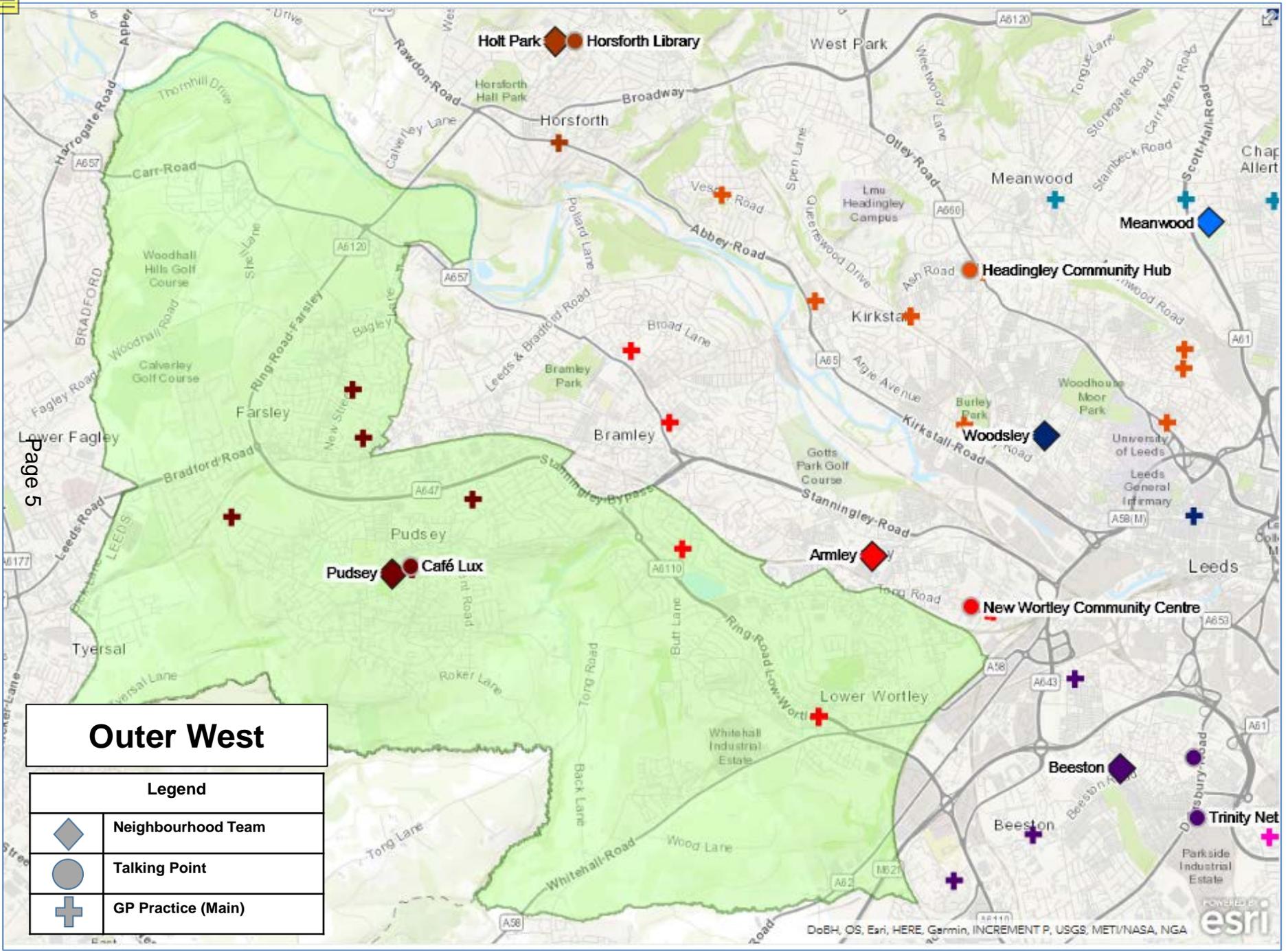


Innovations

- ❖ Front End
- ❖ Talking Point
- ❖ Rapid Response
- ❖ Specialist Services
- ❖ Impact

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Outer West	
Legend	
	Neighbourhood Team
	Talking Point
	GP Practice (Main)

Outer West Demographic Info

Armley	
Neighbourhood Team	Armley
GP Population	54,560
#>70	5,183 (9.5%)
Deprivation	50% of the population live in the 2nd most deprived fifth of Leeds.

Pudsey	
Neighbourhood Team	Pudsey
GP Population	65,231
#>70	7,567 (11.6%)
Deprivation	55% of the population live in the middle deprivation fifth of Leeds.

Team Profile

Neighbourhood Team	Pudsey	Armley
Service Delivery Manager	1 covers all East North East	
Team Managers	1	1
Senior Social Worker	1	3
Social Worker	8	6
Social Welfare Officer/ Social Work Assistant	2	1
Student	1	0
Total	13	11

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Local Progress - Armley

- ❖ **Better, less formal conversations**
- ❖ **Easier to understand by customers**
- ❖ **Less handoffs, more continuity**
- ❖ **Talking point links- Helping Hands supper club**
- ❖ **More links between social work teams**
- ❖ **Use of social networks to spread local knowledge to staff and customers**



Local Progress - Pudsey

❖ Better paperwork with

- ❖ More consideration of customer strengths
- ❖ Easier to record
- ❖ Easier for customer to understand
- ❖ More personal
- ❖ Welcoming talking point serving as neutral venue and link to community groups
- ❖ Reduced waiting time for customers to be seen
- ❖ Peer review helps embed best practice



Access

- ❖ **Talking Points operating from:**
 - ❖ **New Wortley - Community Centre**
 - ❖ **Pudsey - Café Lux, Manor House, Robin Lane**
- ❖ **Contact via Contact Centre**
- ❖ **0113 222 4401**

❖ **Any Questions?**