



Local Account for Adult Social Care

2022 - 2023



Leeds
CITY COUNCIL

Introducing the 2022/23 Adult Social Care Local Account

In Leeds, we believe that everyone has the right to a good and fulfilling life. Services across the Council support people with care and support needs to live the lives they want to live.

Our vision for people with care and support needs:

‘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.’

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 draws on social care to be able to live the life that matters to them, with an equal voice in co-ordinating their care.

The Leeds City Council Local Account is our statement of how well we are doing in delivering our ambitions and commitments for Adult Social Care. It summarises our progress in 2022/23 and reflects our ongoing conversations and engagement with people receiving support, their families and our communities.

In Leeds, we use a [strengths-based approach](#) to adult social care. This approach puts people at the centre of their care, helping them find support matched to their wishes, aspirations and needs. We aim to enable people to access the right support, advice and services at the right time and help them to be as independent as possible for as long as possible. We support people to live in dignity and safety and to enjoy healthy, active lives. By working with communities, in neighbourhoods and with other services we will make the most of our collective efforts.

We present the Local Account in a challenging context that includes recovery from the COVID-19 pandemic and a cost-of-living crisis. There are also resourcing and staffing challenges for providers of care services, with increasing demand and increasing complexity in the support needed. We acknowledge, understand and 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
(interim)



Who does Adult Social Care help?

We support adults with care and support needs.

This includes people who:

- Are older
- Have learning disabilities
- Have physical disabilities
- Have conditions like dementia, Parkinson's and Alzheimer's
- Have autism
- Have mental health needs
- Are deaf, blind or visually impaired
- Substance misuse issues
- Are recovering from severe illness or injury
- Look after a friend or relative (carers)

They might need support with:

- Preparing or eating food and drinks without help
- Keeping themselves and their clothes clean
- Managing toilet needs
- Getting dressed
- Moving around safely
- Keeping their home clean and safe
- Having enough contact with other people
- Taking part in activities like volunteering or learning
- Using local services, such as the buses and shops
- Caring for the people they are responsible for

Contents:

Introducing the Local Account	2
Who does Adult Social Care help	3
What is a Local Account	3
Our changing population	4
Best City and Better Lives	6
Facts and Figures	7
2022/23 Leeds Adult Social Care	
• Wellbeing And Independence	11
• Information And Advice	13
• Active And Supportive	15
• Flexible And Integrated	17
• When Things Need To Change	19
• Workforce	21
How to get help from Adult Social Care	22

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.

Hearing the voices of people with care and support needs and those living with inequalities is fundamental to our strength-based approach to social care. 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.

Supporting our changing Leeds population

Leeds is a dynamic city with a growing economy and strong diverse communities. The recent national census provided insight into our changing population. The Leeds population grew 8.1% between 2011-21. The average age in Leeds is 37 and a third of people in Leeds are aged over 50. Leeds is becoming more ethnically diverse in terms of its people and communities. Our adult social care services will continue to adapt to support the changing Leeds population. The following presents a summary of the 2021 census for Leeds (Source Office of National Statistics). For more information visit the [Leeds Data Observatory](#).

Our population of older people is increasing. Between 2011/21 the number of people over 65 increased to 126,700. By 2043 we expect to see a 51% increase in people over 80.

1 in 6 people in Leeds are disabled. The Equality Act 2010 defines disabled as having a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities. For those aged over 15 the numbers whose day-to-day activities are limited a lot or a little are:

Day to day activities:	Limited a little	Limited a lot
Female	43,220	29,960
Male	32,060	22,960
Aged 65+	23,590	21,785
Aged 15-64	51,695	31,125

Source: ONS Disability in England and Wales, 2021 8/2/2023

There is a large number of unpaid carers in Leeds. The 2021 Census asked, "Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age?". We estimate that:

- 4.3% of the population (33,000) provide up to 19 hours of unpaid care per week.
- 1.7% (13,000) provide 20 to 49 hours of unpaid care per week.
- 2.6% (20,000 people) provide 50 hours of unpaid care per week.

Leeds is an increasingly diverse city. In 2021, 9.7% of Leeds residents identified their ethnic group as 'Asian' (7.8% in 2011) and 5.6% identified their ethnic group as 'Black' (3.4% in 2011). Younger populations are more diverse. In the 2021 Census 6% of the 65+ population, 20% of those aged 25 - 64 and 30% of the 0 - 24 population are from ethnically diverse communities.

	24 & under	25 to 64 years	65 years & over
Ethnically Diverse Communities	29%	20%	6%
White	71%	80%	94%

Source ONS Census 2021

On 31 March 2023, of 8,187 long term social care clients with a known ethnicity 89% were White and 11% from an ethnically diverse background. Source 2023 SALTS return.

Census Summary - Leeds

811,956

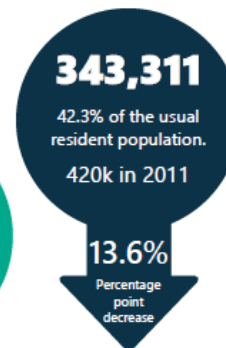


Residents recorded in Leeds in 2021

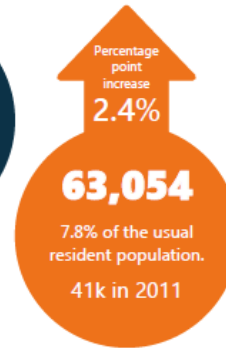
No Religion



Christian

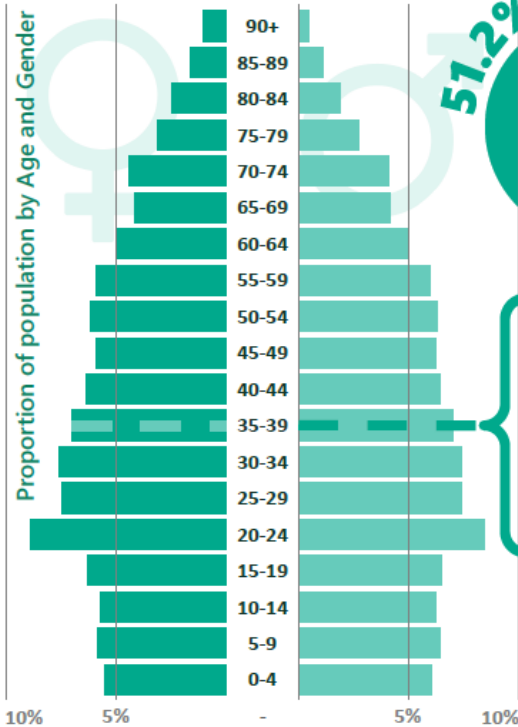


Muslim



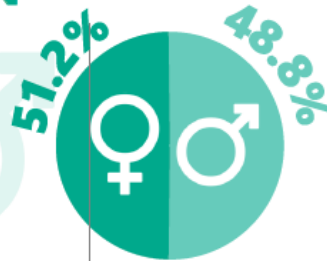
RELIGION

AGE BREAKDOWN



FEMALE

MALE



The average age of a Leeds resident is

37

1 in 6 people living in Leeds are considered disabled under the Equality Act. (16.7%)



ETHNICITY



Mixed or Multiple ethnic groups

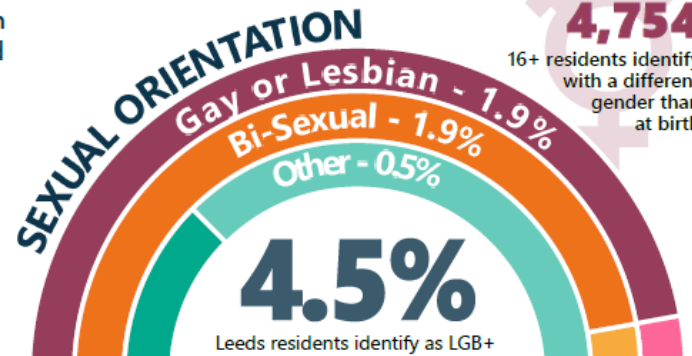


Black, Black British, Caribbean or African



Asian, Asian British

SEXUAL ORIENTATION



4,754

16+ residents identify with a different gender than at birth

Best City and Better Lives

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 tackle poverty and inequality and 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. We will deliver our ambition by focussing on improving outcomes in three key areas: Health and Well-Being, Inclusive Growth and Zero Carbon.

Leeds Better Lives Strategy

Supporting our Best City Ambition is our Better Lives Strategy. This is Leeds City Council's strategy to enable people with care and support needs to live good and fulfilling lives. We know that to live a good life, people need more than adult social care, to support people to live and age well we need to consider factors such as housing, transport, employment and our increasingly digital world. This Council wide strategy sets out how our services from parks to libraries, housing to physical activity, will work together to achieve our vision.

An action plan is in place that addresses our Better Lives priorities:

- **Better Information and access** We will make it easier for people to access the services they need when they need them.
- **Good Housing** We will work with housing providers, property owners, tenants, and communities to ensure good quality housing.
- **Tackling Poverty and Inequality** We will continue to support people and families who are experiencing poverty and the effects of the rise in the cost of living.
- **Using Digital Tools and Technology** We will support people to use digital tools and services where they are able to. We will improve the digital confidence of our workforce.
- **Connected, Thriving Communities** We will support people to grow their capabilities. We will improve our transport and make sure that our green spaces are accessible.
- **Keeping well** We will enable care and support to people at home; support people and their carers to stay healthy; prioritise mental health support and help people to build new connections in their lives.

The Better Lives Board

The Leeds Better Lives Board brings together people and their families who use social care and support services with decision makers and service providers. The Board provides a focus for engagement in the development and delivery of support to people with care and support needs, linking to the voices of people with social care needs through their support and advocacy networks.

2022/23 Facts & Figures

The following pages present information for April 2022 to March 2023 on social care activity, on requests for support during the year, on the needs of people receiving long term care and on how much the council spends on adult social care.

Adult Social Care Activity in numbers	2021/22	2022/23
Requests to social care by or on behalf of people aged 18-65	8341	8928
Requests to social care by or on behalf of people aged 65 & over	22246	22987
Percentage of referrals for social care resolved at initial conversation or through support from universal services	28.4%	27.0%
New referrals for social care act assessment	7029	7387
Number of carers assessments completed including joint assessments for carers and the person receiving care (carers only assessments)	2904 (509)	3320 (567)
Number of care act assessments completed (number eligible for support)	4320 (4065)	4750 (4266)
Number of new service user support plans	2645	2837
Adults aged 18-64 whose needs were met by admission to residential and nursing care homes	61	67
Adults aged 65+ whose needs were met by admission to residential and nursing care homes	639	674
On 31 March number of people aged 18 to 64 who have been in nursing or residential care for over a year	487	471
On 31 March number of people aged 18 to 64 over who have been receiving care in the community for over a year	2844	2961
On 31 March number of people aged 65 and over who have been in nursing or residential care for over a year	1372	1390
On 31 March number of people aged 65 and over who have been receiving care in the community for over a year	1912	2016
Annual reviews completed for people receiving social care services for over 12 months. Reviews (People reviewed)	4522 (3355)	3999 (2964)
Proportion of people have received long term social care services for over 12 months who had an annual review	50.7%	43.3%
Total Leeds Directory Users (average unique users per quarter)	8141	10938

New Requests for support from Adult Social Care in 2022/23

During 2022/23:

- 8,928 new requests for support were received from people aged 18 to 64.
- 22,897 new requests for support from people aged 65 and over.

The table below shows how each of these requests was addressed, from information advice and signposting, to local support, through to admission to a care or nursing home.

Aged 18 to 64	New requests for support 2022/23	Aged 65 and over
	These requests led to:	
4711	People receiving information, advice or community support	8299
115	People benefiting from short term help to support their independence	1516
1275	Ongoing low level support including home adaptations and equipment	5241
428	People receiving long term care and support at home	1456
19	People moving into a residential care home	169
39	People moving into a nursing care home	358
9	Other	16
2332	No services being provided	5842
8,928 requests	TOTAL	22,897 requests

Source: 2022/23 Short- and Long-Term support national return

More information on how Leeds compares.

The majority of the information in this section is based on information submitted and available nationally. One source to see how Leeds compares, to see feedback from national surveys and for a range of adult social care activity and financial statistics is the [Adult Social Care Data Hub - NHS Digital](#)

April 2022 to March 2023 results will be published towards the end of 2023.

People who received long term Adult Social Care Services

During 2022/23:

- 4,195 people aged 18 to 64 received long term adult social care support.
- 6,685 people aged over 65 received long term support.

The table below shows the range of reasons people received long term adult social care support in 2022/23 and then how these needs were supported, in the community and through residential care.

Aged 18 to 64	People receiving long term support 2022/23 The main reason was:	Aged 65 and over
270	Physical Support: Access & mobility	372
743	Physical Support: Personal care	3917
29	Sensory Support: visual	35
11	Sensory Support: hearing	Less than 10
11	Sensory Support: hearing and visual	Less than 10
126	Support with Memory & Cognition	1549
1928	Learning Disability Support	272
977	Mental Health Support	496
27	Social Support: Substance misuse support	11
Less than 10	Social Support: Asylum seeker support	Less than 10
72	Social Support: Support for Social Isolation/Other	20
Aged 18 to 64	People's needs were met by	Aged 65 & over
	Residential	
157	Nursing Home	990
416	Care Home	1625
	Community	
272	Direct Payment to person	91
498	Direct Payment and Council Managed Budget	154
2599	Council Managed Personal Budget	3764
253	Council Commissioned Support	61
4195	TOTAL People receiving long term support	6685

Source 2022/23 Short- and Long-Term support national return

What Leeds City Council spends on Adult Social Care

In 2022/23, Leeds City Council's overall expenditure on Adult Social Care was £353 million, this included £198 million of the Leeds City Council budget, supported by £113 million in other public grant funding and £42 million in income from people receiving services. The Council budget for 2023/24 is £199 million.

The majority of spending is on commissioned care costs, 78% in 2023/24. This includes home care, residential care, direct payments and sheltered accommodation costs. The Council also funds Third Sector organisations to provide a range of advice, advocacy, activities and support for local and for city-wide communities.

Council staffing comprises 17% of the budget. This includes social work teams, occupational therapists and a range of other staff involved in frontline activity alongside social care leadership and support services.

2022/23 £m Spent	We Spend	2023/24 £m Budgeted
197.6 net	Leeds City Council Adult Social Care Budget	198.8 net
276.3	Spend on care providers and support organisations	298.0
59.6	Council adult social care staffing	65.1
7.9	Transport for people receiving care	6.8
9.5	Other council expenditure	4.0
-155.6	Funding (income) received	-175

2022/23 £m Spent	We Commission or Provide	2023/24 £m Budgeted
87.8	Care & Nursing Homes	91.0
42.1	Home care	46.0
108.6	Learning disability support	118.6
10.4	Direct payments to people receiving support	13.5
14.0	Support from voluntary & community organisations	14.2
8.9	Sheltered accommodation & extra care	9.9
4.4	Other	4.7

Wellbeing and independence: Living the life I want, keeping safe and well

Supporting people to live a fulfilling life, connected to family, friends and community, through support that promotes wellbeing and independence.

Key activity in 2022/23

- Responded to increases in demand for Adult Social Care services.
- Opening of Greenmill Gardens which includes sixty-four extra-care homes.
- Developed a new telecare service.
- Increased capacity to support people making adaptations to their homes through the Disabled Facilities Grant.

We received a total of 31,915 requests for support in 2022/23 this compares to 30,640 in 2021/22. Requests increased by 7% for 18–64-year-olds and 3% for people aged over 65. The majority of requests for support (70%) are for people over 65.

Fewer of these requests to social care were resolved through the initial conversation or through directing people to a universal service. More people are going on to receive a social care assessment.

In 2021/22 people who use care and support services in Leeds were asked about their quality of life. This is based on 8 broad aspects of their lives, including their sense of control, personal care and safety. The score (18.8 out of 24) was a drop from the pre-COVID-19 score of 19.7 but, is in line with averages for the Yorkshire and Humberside region (19.0) and England as a whole (18.8). Responses to the questions tended to be more positive for males and for adults aged 18-64 compared with those over 65. 2022/23 results will be available in the late autumn.

We are committed to improving waiting times for assessment and support. The wait time for a Care Act assessment averaged 55 days in 2022/23. The time between completion of an assessments and support starting was reduced by 42% to 22 days (April and May 2023 compared to the same months in 2022). Home care waiting lists were at their lowest level in 4 years at the end of March 2023. At the start of 2022/23 the average number of people waiting for an Occupational Therapy assessment was 63. However, this has grown during the year and at March 2023 165 people were waiting over 6 months for an assessment.

“I received a call from Leeds city council recently letting me know that requests from April were still being worked through, signalling to me that the wait will be a minimum of five months until an occupational therapist is able to come out to my property to

assess it. I do not have this kind of time and I have an urgent need” Complaint from person waiting for Occupational Therapy Assessment. December 2022

The percentages of long-term service users who have had a service for more than 12 months and have received an annual review has dropped to 43.5% (from 51.5% in 2021/22).

70% of people who use our services said they feel safe, 24% said they generally feel adequately safe, but not as safe as I would like. 88% of people said that the care and support services they received helped make them feel safe. This is up from 83% in 2021/22.

“They [staff] are beautiful people that made me feel very safe.” – Person who has accessed Reablement Skills service, July 2023

In 2022/23 4 out of 5 (79.4%) working age adults with learning disabilities live in their own home or with their family. This is similar to 77.3% in 2020/21 and 80.9% in 2020/21, it is also close to the 2021/22 regional average of 81.7% and the England rate of 80.3%.

Work with housing partners is extending extra care apartment provision in the city. Two sites are now providing homes with a further three in development. 2022/23 saw the opening of Greenmill Gardens which brought 64 new apartments to the Seacroft and Killingbeck Ward. Work also started on the Gascoigne House extra care scheme which will see 60-apartments and 12 bungalows delivered in the Middleton Park Ward (completed July 2023). Two independent developments will add further capacity, the guaranteed growth being 435 homes.

Priorities for 2023/24

- To continue reducing waiting times for assessments and other services.
- Focus on reviews to ensure that a higher percentage are completed on time.
- Continue to deliver our programme of extra-care provision.

Information and Advice:

Having the information, I need when I need it

Providing relevant and timely information that helps people can get on with their lives.

Key activity in 2022/23

- Improvement in front door call centre wait-times.
- Re-introduced Talking Points which had been paused during the pandemic.
- Completed research to understand the barriers and opportunities around how residents of Leeds access information around Adult Social Care and the services we provide.
- Developed “Understanding Access to Adult Social Care services” training plan with Leeds Involving People shaped by learning from the Listening Project.

Access and Information

The COVID-19 pandemic had a negative impact on how easily people found it to access information and advice about our services and support. For the 2021/22 survey only 58% of people surveyed found it very or fairly easy to find information and advice. Positively this improved to 71% in 2022/23. Improving access to information and advice is a priority, acknowledging that it is not straightforward for everyone, 10% of people surveyed in 2022/23 said that they find it very difficult to obtain information and advice.

Our Contact Centre is our social care front door, it provides a one stop shop for information about the support available, not limited to social care. With high demand average call waiting times have improved from 12 minutes in 2021/22 to just under 4 minutes in 2022/23. The [Leeds Directory](#) provides comprehensive information on advice, support, vetted services and activities. Numbers of visits to the website continue to increase with a total of 43,751 users and an average of 10,938 unique users per quarter in 2022/23 up from 8,141 the previous year. We are continuing to develop the information available through the Leeds Directory. Talking Point sessions provide opportunities for people to meet social workers and have an initial assessment in their communities. They are held all over Leeds in places like community hubs and One Stop Centres. Community-based Talking Points were paused due to the COVID-19 pandemic but have now been resumed.

To ensure we contact people receiving support in a way that works for them we record people’s accessible information needs, 95.6% of service users now have this captured.

A partnership has been set up between local culturally diverse third sector organisations, Carers Leeds, and other providers to help develop the best way to

engage with local people and share information with them on all the Adult Social Care services that are available. We are working to create Adult Social Care Champions within local culturally diverse communities to help promote the services and support available.

The Leeds Hearing and Sight Loss Service supports Leeds residents from 16 years old who are deaf, hard of hearing, sight impaired, severely sight impaired or deafblind. The service offers a wide range of services including information, advice and guidance.

Complaints & Compliments

In 2020/21, 424 complaints were recorded compared to 651 in the previous year, representing a 35% decrease. 884 compliments were received compared to 1680 in the previous year, 48% decrease. These decreases are considered an impact of the pandemic and lack of face-to-face engagement. 24 enquiries were made to the Local Government and Social Care Ombudsman. Leeds City Council achieved a 100% compliance with the Ombudsman's recommendations.

CASE Study: The Listening Project

In 2021, The Listening Project was set up to address the under-representation of specific communities accessing support from Adult Social Care. The first phase of the project has involved working with Third Sector partners including Leeds Involving People, Healthwatch and Forum Central to better understand what the journey towards receiving care felt like, what people thought about the services they received and barriers to accessing social care.

Listening Circles were held for our African, Caribbean and Asian staff; a mystery shopper exercise was undertaken on the Council's website; Healthwatch undertook a survey of our current service users from ethnically diverse communities and LIP ran eight focus groups and four 'conversation cafes' with people from different ethnic background. In 2023/24, we will build on this work to tailor our communications and engagement and develop a more diverse range of services to meet the needs of all our communities.

“He felt that the letters sent out by the council were not accessible. Particularly in relation to the financial assessment process. He would like to be able to be as independent as possible, if the letters/information provided were in easy read he would be able to understand what is being communicated with less support. Particularly for those with learning disabilities, the information can be presented in a complicated way which creates a barrier and can be disempowering. He stressed that all information relating to his care and support, should meet his communication needs...” - Complaint received December 2022.

Priorities for 2023/24

- Use research into barriers to access and information to:
 - Improve public access and information, with a focus on those communities currently underrepresented in our service provision.
 - Improve information and communication for service users, their carers and families.
- Roll-out the “Understanding access to Adult Social Care services” training programme.

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Active and Supportive Communities: Keeping family, friends and connections

Creating opportunities for people doing things that matter to them leading a full and meaningful life connected to family, friends and their community.

Key Activity in 2022/23

- Design of Community Health and Wellbeing Service.
- Expansion of Asset Based Community Development including supporting the Community Anchor Network.

Adult Social Care in Leeds has a strong history of working in partnership to support and build on the strength of our communities. Our *Team Leeds* partnership ethos guides the way we deliver our adult social care services. Key to our approach is the commissioning of a broad range of preventative services and our work with service users to shape our support. Our strong community model includes 37 Neighbourhood Networks, 14 Asset Based Community Development pathfinder sites and 26 Community Hubs, and a developing Leeds Community Anchor Network of organisations to support citizen and community led activity.

Case Study: Leeds Neighbourhood Networks

Launched in 1985, The Leeds Neighbourhood Network comprises thirty-seven voluntary organisations working across the whole of Leeds. Each area works with members and volunteers to deliver a range of activities to improve and promote health and wellbeing, including advice and information, help around the home, healthy living activities, leisure and recreation, transport and general support. The focus is on older people aged 60 and upwards. This vital work is supported by a £3m annual grant with additional funding from the NHS. In the contract year ending September 2022, the Neighbourhood Networks on average reached 26,140 people, 16% of the city's 60+ population.

"I would honestly say that I don't really know how we would have got by without them. I think the earliest aspect of what they contributed in these things was this hugely reliable structure. You know this was going to happen every Friday."

Leeds Neighbourhood Network member (quote from [Neighbourhood Network Phase Two Evaluation Report](#))

Through co-producing and commissioning a range of preventative services, we have supported people to remain living in their communities, successfully reducing the proportion of long-term support needs met by admission to care homes. This is a long-term commitment. In 2022/23 674 people aged 65 and over had their needs met by admission to a care or nursing home. This represents a rate of 531.5 people per 100,000, while an increase on 2021/22 (639 admissions) the Leeds rate

remained below the most recently published 2021/22 regional rate of 611 per 100,000 and the England rate of 539.

For working age adults, 67 started living in a residential or nursing home in 2022/23, this compares to 61 in 2021/22. A rate of 13.3 per 100,000 people. The published rate for 2021/22 for England was 13.9 and for the Yorkshire and Humber region 17.5.

Our new Community Health and Well-being Service will transform homecare through supporting holistic, person-centred care, and in doing so it will address workforce and capacity challenges. Work has been ongoing in designing this service throughout 2022/23. We are now in a position to pilot our new approach and will procure a partner to run this in the Autumn. As part of improving care, we are working with new care providers to increase the choice of culturally appropriate care delivery.

The proportion of requests for support that led to long term care was similar to 2021/22 with 5.3% for 18–64-year-olds and 8.4% for people 65 and over.

The proportion of people using services surveyed who have as much social contact as they would like has risen to 49% for 2022/23 (up from 40.5% in 2021/22). 5% of people who use our services who responded to the survey said they felt socially isolated. This was down from 7% in 2021/22.

“We have been very impressed by the process from start to where we are now – timely assessment, allocation of care and provision of care. Been reliable and easy to deal with. What has been particularly helpful has been the communication – timely and open and any issues discussed and resolved. Thank you – appreciate all you do.”

Family member of person in receipt of commissioned care services

74% of our community providers and residential care homes were rated as good or outstanding by CQC as of March 2023. This is a decline from 83% March 2021.

Our intention is to only place people outside Leeds when this is best for their needs, including their safety. Where this is not the case, and whenever possible, we aim to bring people back to live in Leeds. We are developing 50+ additional units of residential/nursing care and supported living capacity in the city for individuals with a learning disability and autism.

Case Study: Work to Support Carers

- Supported over 10,000 carers via information, advice and support from Carers Leeds.
- Co-produced new arrangements to support carers and the people they care for to plan for emergencies. Launching the Carers Leeds Emergency Card.
- Time for Carers Grant provided to over 500+ carers to take a break from caring.
- Provided funding to support increased costs of living/winter for carers.
- Developed and launched a Carer-Friendly Primary Care Resource Pack.

We recognise the importance of carers and the challenges facing unpaid carers. We provide a range of support (see below) including commissioning [Carers Leeds](#) to offer comprehensive and valued support and advice. We recognise that we need to do more to support carers. The [Carers Leeds Annual Survey 2022](#) found that carers have concerns about their own health and wellbeing. We are working to deliver improvements, for example, in relation to carers breaks.

Priorities for 2023/24

- Supporting care providers to offer the capacity and quality of services needed in Leeds. Including additional specialist nursing and care capacity.
- Continue to improve our support for unpaid carers.
- Transforming home care through the new Community Health and Wellbeing Service, procuring a partner to pilot. (Pilot service due to commence April 2024)

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Flexible and Integrated Care and Support: My support, my own way

People are supported to have choice and control in their lives by services that are responsive and seamless.

Key Activity in 2022/23

- Launch of HomeFirst programme – aimed at delivering integrated services for people as they return home from hospital or recover from illness or injury.
- New telecare service which includes options for self-referral.
- Involved people receiving services in developing a plan to improve direct payments.

The percentage of people who were satisfied with their care and support is 65.8% in 2022/23. This is up from 64.4% last year. The 2021/22 Leeds result was similar to the Yorkshire and Humber region (65.1%) and England (63.9%).

The percentage of people who use our services who receive direct payments in Leeds is 14.9%, this rate is below most other local authorities. We recognise that this is too low and have a plan in place to improve this so that everyone who would like a direct payment can access one, helping them to maximise their choice and control over the care and support they receive. To do this we will clearly explain the option of a direct payment so that people can make an informed choice and ensure that when they make that choice there is a straightforward process for accessing a direct payment.

“I feel there are many learning opportunities from this situation, a requirement for increased knowledge and training of staff to ensure the dissemination of correct information, a need for improved communication between the multi-disciplinary team and an improvement in letters sent to individuals, as they are not very clear and highly confusing.” Family member of direct payments user

A new Telecare service launched a set of telecare packages in April 2023, which people can use themselves to refer into and use the self-pay option. This bypasses the need to have to go through an assessment with social services. This puts people in control of the Telecare they receive without having to go through an unnecessary process to receive it.

We work closely with our NHS partners to support people in Leeds. Our [13 integrated neighbourhood teams](#) are an example of delivery of joined-up care and support. We will continue to work together, placing the resources in the right place for meeting local health and care needs.

Case study – Active Recovery Programme

Mr K was admitted to Pinderfields hospital following a Stroke. He normally resides at home with his wife. At the Triage Hub, the Triage Co-ordinator was able to assess the needs of Mr K, who had been initially declined by the Reablement Team due to his medical history. Through co-ordinated engagement and conversations between the Triage Co-ordinator and all relevant Reablement, clinical and operational colleagues, a package of support was put in place for Mr K.

The Occupational Therapist and Reablement Case Officer discussed Mr K's goals based on information gathered via the Stroke Team and the hospital referral. A joint plan for which goals the Reablement Team would be able to prioritise with Mr K was agreed, with Occupational Therapist visits to follow. This joined up approach enabled the teams to agree a plan within three hours of receiving the referral, with Mr K's initial visit taking place that same afternoon.

Case Study: HomeFirst

In 2023 we launched [HomeFirst](#); a programme of work which will help to deliver better care and support for people in Leeds. We are working in partnership with Leeds City Council, Leeds Community Healthcare NHS Trust, Primary Care and the GP Confederation, Leeds Teaching Hospitals NHS Trust, Leeds and York Partnership Foundation Trust, and charity and voluntary sector organisations making changes to how our health and care services work to:

- Help more people with rehabilitation after an illness, injury, or life change. Rehabilitation helps people to stay independent and get back to doing what they usually do.
- Offer high quality rehabilitation for people at home and in dedicated community beds.
- Support more people at home when they need care and treatment. This means people who do not need to go to hospital will be able to stay at home and be looked after there.
- Help people to leave hospital more quickly when they no longer need to be there with care and support at home if they need it.
- Help to reduce delays and improve people's experiences of moving between different health and care settings.

Key Priorities for 2023/24

- Improve Direct Payments offer to enable people who would like one to have to have a better experience of setting it up, and flexibility to use it how they would like.
- Implementing our HomeFirst programme of intermediate care services.

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When Things Need to Change: Staying in control

We listen to people and the key people in their lives, helping people to plan ahead and to respond to changes in their lives and in their care and support needs.

Key Activity in 2022/23

- Maintaining timely and effective support for safeguarding concerns and enquiries.
- Improvements made to our Transitions Service.
- Embedded a Social Worker in the Street Support team.

The percentage of people who use our services that felt they had control over their daily lives was 71.4% in the 2022/23 survey (74.8% in 2021/22). Working age (76%) and male (78%) responses show a higher feeling of control than people aged 65 and over (70%) and female (69%) respondents.

The percentage of older people at home 91 days after discharge into reablement has increased compared to last year and is the best result since 2019/20. Reablement is support for people to restore and maintain their independence. The percentage of people being independent following reablement has fallen compared to last year. The overall number of people receiving reablement services is in line with last year but remains below pre-pandemic 2019/20 levels.

There has been an increase in safeguarding activity with the number of safeguarding concerns raised with the council increasing by 10% from 2021/22 to 2022/23. While a reduced proportion (23.8% in 2022/23 compared to 24.5% in 2021/22) of these concerns go onto become formal safeguarding enquiries the number of enquires has increased. The percentage of people with a concluded safeguarding enquiry for whom their desired outcomes were achieved/partially achieved was 94% in 2022/23, based on 69% fully achieved and 25% partially achieved. Of the people involved 32% were of working age and 68% aged 65 or over. During 2022/23 the risk experienced by the person was reduced or removed in 87% of enquiries, consistent with the previous 5 years.

Adult safeguarding in numbers	2021/22	2022/23
Number of safeguarding concerns	12205	13527
Percentage of safeguarding concerns that meet Section 42 of Care Act threshold for a safeguarding enquiry	24.5%	23.8%
Individuals involved in safeguarding enquiries where an adult may be at risk of abuse of neglect (Section 42 Care Act)	2286	2502
Percentage of people with a concluded safeguarding enquiry for whom their desired outcomes were fully or partially met	94.6%	93.7%
Number of Telecare installations	4,268	3,931

Case Study: Street Support

Leeds City Council have funded a Street Support team since 2018, led by the Safer Leeds Partnership, and aimed at supporting homeless people and to reduce rough sleeping and begging.

In the last year, Adult Social Care has obtained funding for a social worker role to sit directly in the Street Support team. This is to support the wellbeing of people who are experiencing homelessness and to improve how LSAB and ASC work with the Safer Leeds Partnership when working with that group. In the first 6 months of work the social worker has supported 40 multi-disciplinary meetings and has made it much easier for the different services who work with people who are experiencing homelessness to have Care Act assessments, and access other care services that they might need.

The Leeds Transitions Team is jointly funded by Adults and Children's services and is managed within the Adults and Health Directorate. This supports a seamless transition between the directorates for children with disabilities including children with a learning disability, autism, complex needs and disabilities including those who are fully NHS funded. Working with people at risk of exploitation abuse or harm at 18 is an area of continued focus.

Our Transitions Team has recently developed:

- A new equipment pathway for young people transitioning to college provision developed in collaboration with health colleagues in Leeds and York Partnership Foundation Trust and Leeds Community Healthcare.
- A new University pathway to provide support and advice for young people with disabilities applying to university and the process involved for the individual, their family as well as Adult Social Care's role and responsibility.

Key Priorities for 2023/24

- Mitigating safeguarding concerns and ensuing safeguarding enquiries remain timely with successful outcomes.
- Work through HomeFirst programme to improve people's experiences of moving between different health and care settings.
- Improving support for people moving outside of the local area.
- Focus on outcomes for young people transitioning to adulthood who are at risk of exploitation abuse.

Workforce:

The people who support me

People are listened to and respected by a workforce that responds to their needs, with a can-do attitude and as unique individuals.

Key Activity in 2022/23

- Partnered in the development of 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

Leeds is a well led council with clear values and a strong sense of purpose to deliver for all communities - 2022 Local Government Association peer review. The council is a leader in improvement and innovation for adult social care. Ensuring solutions work for people and work for staff.

We are a sector leader in delivering training to our own workforce and to care providers across the city and region. With the [One Workforce Programme](#) we aim to make Leeds the best place to train and work in health and care, with an emphasis on developing and recruiting people from our disadvantaged communities.

Equalities, Diversity and Inclusion is central, this year has seen mandatory training for all council appraising managers and the appointment of the first Freedom to Speak up Guardian role in a local authority.

There are 19,000 filled posts delivering social care services and support in Leeds, the local authority is one part of this alongside care providers in community, private and other public settings. These include: 14,000 direct care posts, 1,700 manager posts, 800 regulated professionals and 2,700 in other job roles including ancillary and administrative staff. (2021/22 Skills for Care Workforce Intelligence)

"When you help somebody get back to independence, it's the best feeling in the world." Reablement & SkILS Social Worker, July 2023

Staff turnover in the workforce is defined as the proportion of directly employed staff in the formal care workforce leaving their role in the past 12 months. In 2021/22 staff turnover was 30.4%, equating to approximately 5,500 leavers with the majority of leavers being people involved in direct care (4,500 members of staff). While the Leeds rate is slightly above national average of 28.7%, it can be viewed as consistent, and reflective of the recruitment and retention challenges facing the sector. 8.9% of posts within the workforce were vacant in 2021/22.

Key challenges for the workforce include:

- Burnout and poor mental health in the workforce, especially following Covid-19.
- Difficulties recruiting and retaining staff and subsequent staffing shortages and high vacancy rates.
- Perceptions around social care as a positive, long term career choice.
- Having a social care workforce that is representative of the diverse communities in the city.

Key Priorities for 2023/22

- We will develop a 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.
- Optimise the opportunities offered by digital technology to address workforce challenges and support new, more integrated and flexible ways of working.

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How to get help from Adult Social Care

See how to get help for yourself or another adult, including how to get a care needs assessment from the council.

Contact us:

Phone

0113 222 4401

(Weekdays, 9am to 5pm, except Wednesdays when we are open from 10am)

Our contact centre where you can ask for information about our services or arrange an assessment.

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

If it cannot wait until the next working day try our [emergency social care contacts](#)

0113 378 0644

edt.ss@leeds.gov.uk

British Sign Language

Call with [SignVideo live BSL interpretation](#)

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