

Public Document Pack

SUPPLEMENTARY INFORMATION

INNER WEST COMMUNITY COMMITTEE – 19TH SEPTEMBER 2018

**AGENDA ITEM 9 - Inner West Community Committee Briefing
Neighbourhood Teams - September 2018**

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

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Shona McFarlane, Deputy Director, Social Work and Social Care Service
James Turner, Project Leader, Service Transformation

Rhona Neilson, Team Manager, Armley Neighbourhood Care Management Team
Adults and Health
Leeds City Council
Sept 2018

Agenda Item 9



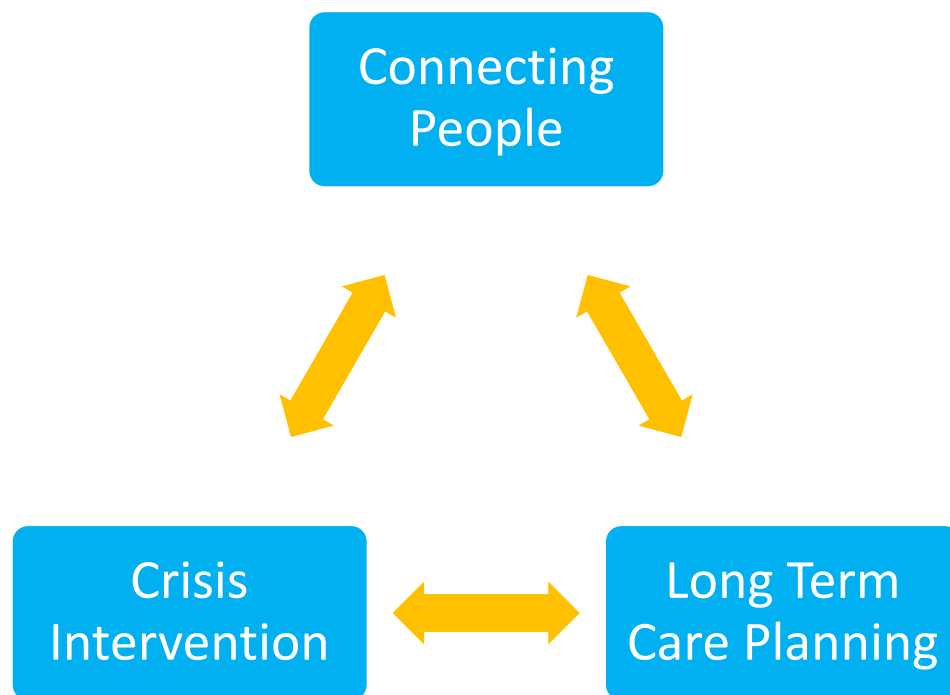
What's Wrong

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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Inner West

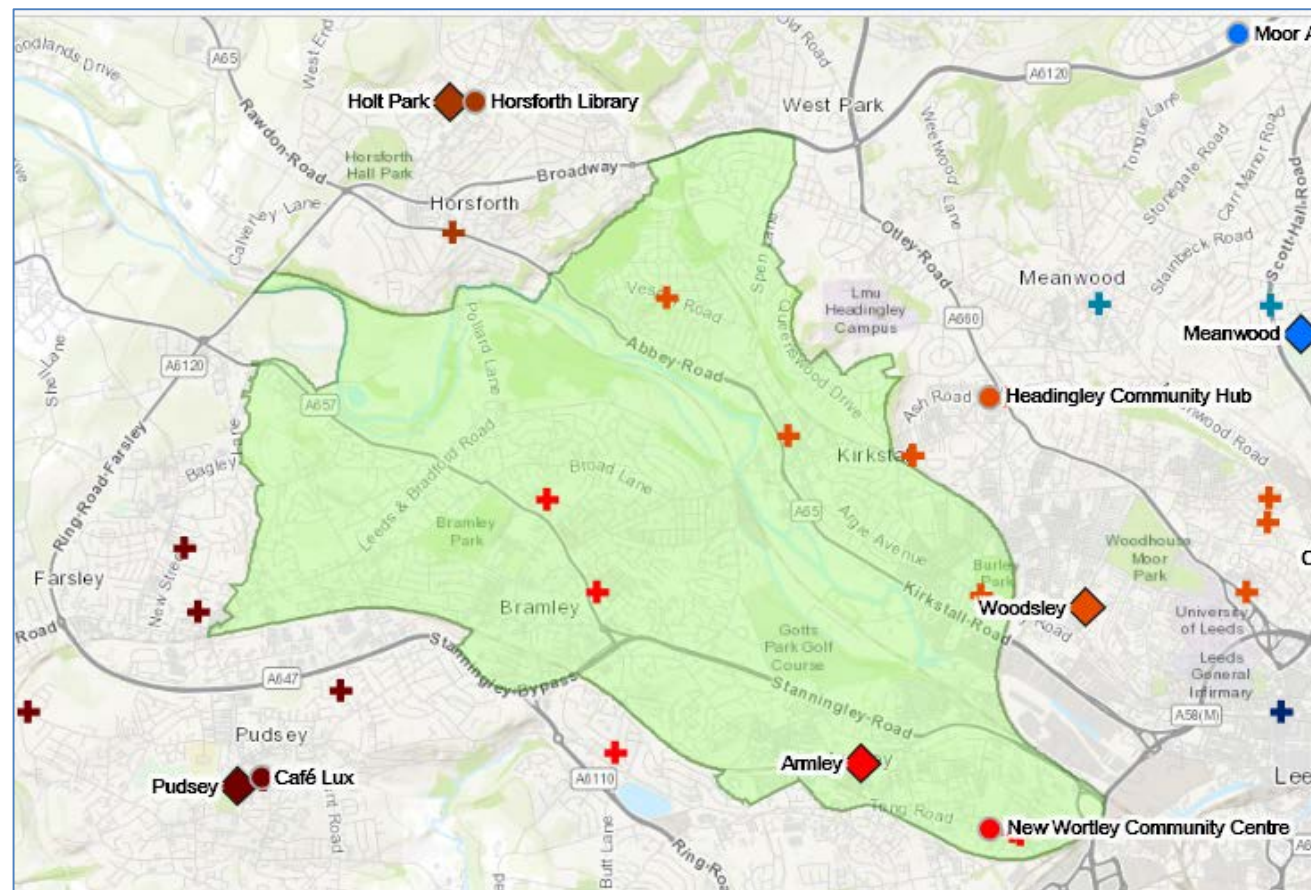
Legend	
	Neighbourhood Team
	Talking Point
	GP Practice (Main)

Armley

Neighbourhood Team	Armley
GP Population	54,560
#>70	5183 (9.5%)
Deprivation	50% of the population live in the 2nd most deprived fifth of Leeds.

Woodsley

Neighbourhood Team	Woodsley
GP Population	82,566
#>70	3,715 (4.5%)
Deprivation	46% of the population live in the middle deprivation fifth of Leeds.



Team Profile

Neighbourhood Team	Armley	Woodsley
Service Delivery Manager	1 covers all East North East	
Team Managers	1	1
Senior Social Worker	3	2
Social Worker	6	6
Social Welfare Officer/ Social Work Assistant	1	1
Specialist Social Worker		0
Assessment Officer		0
Total	11	10



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 - Woodsley

- ❖ **Strength based conversations**
- ❖ **Continuity of workers**
- ❖ **Welcoming community venue**
- ❖ **Customers seen earlier at talking points**
- ❖ **Peer review helps use whole team expertise**



Access

- ❖ Talking Points operating from:
 - ❖ New Wortley - Community Centre
 - ❖ Headingley - Community Hub
- ❖ Contact via Contact Centre
- ❖ 0113 222 4401

❖ Any Questions?

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