



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

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Leeds City Council
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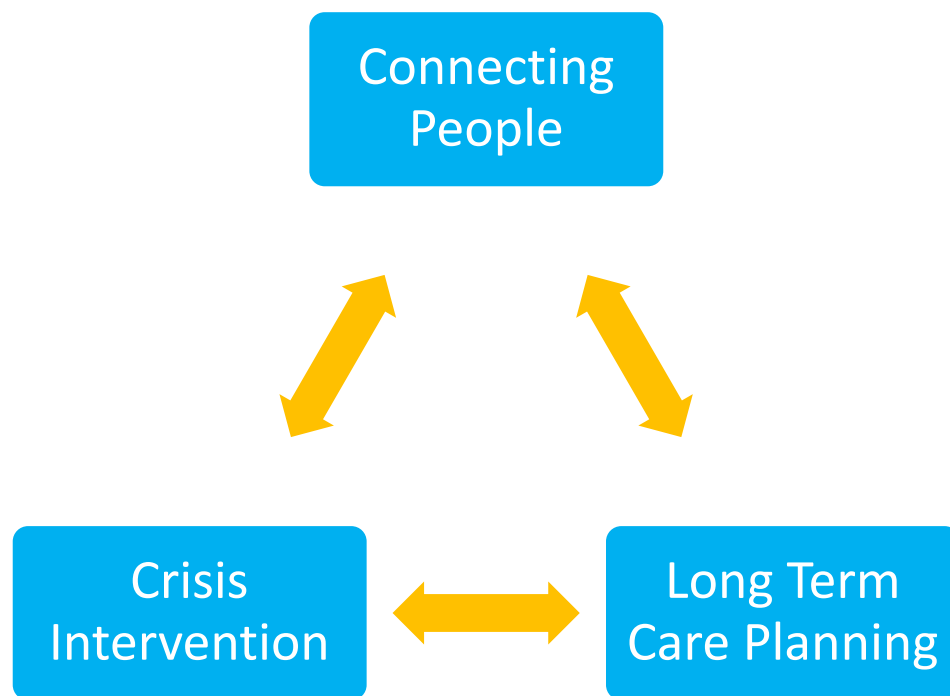


What's Wrong

to What's Strong

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

Better Conversations



Innovations

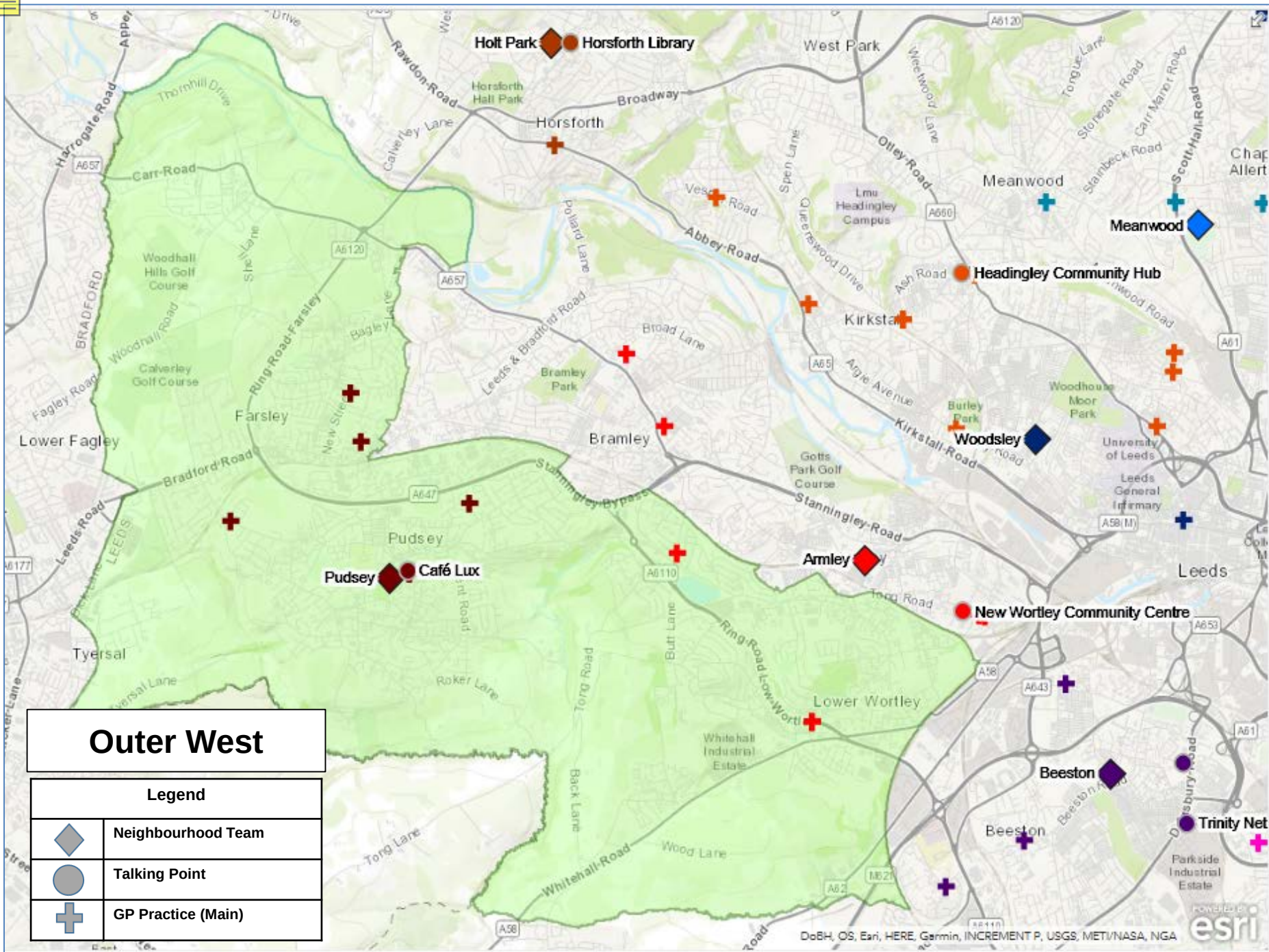
- ❖ Front End
- ❖ Talking Point
- ❖ Rapid Response
- ❖ Specialist Services
- ❖ Impact



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



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?