

# Social Value

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Members of our staff appointed as *We Care* ambassadors, working in partnership with Skills for Care to promote the benefits of a career in the care sector to schools

Work placement opportunities provided for nursing students to gain experience in supporting people with learning disabilities

30

50

People supported to play an active part in Leeds Pride 2019

Registered Safe Places across Leeds

211

37

Changing Places facilities registered within Leeds

# Feedback

1st

Named Social Enterprise of the Year in the prestigious SEYH Awards 2020

Compliments received this year

59

21

Complaints received this year. All complaints are logged and responded to. Sometimes things go wrong and we use the learning from these times to improve things in the future for everyone

All our supported living and respite services are regulated by CQC and have been rated as GOOD in all KLOE areas following inspections

7

40

Very positive reports from Good Life Leaders following visits to people in their own homes

# Annual Report 2019-20

This has been an exciting year for us with the Customer Council tri-annual elections, taking part in Leeds Pride, hosting the first Aspire TAG rugby tournament and launching our new Specialised Supported Living Service. We have also recruited new staff and delivered more hours of one-to-one support than ever before.



All this has been achieved whilst continuing to provide a high-quality and person-centred care and support service, ensuring that we can support people to maximise their strengths to play an active role in their communities.

I am proud of our staff and of the commitment and dedication they demonstrate each and every day to supporting people to lead fulfilling lives.

**Andy Rawnsley**  
Chief Executive

**Family Carer:** What I find particularly striking is the kindness of staff.

**Trade Union:** Carry on with the first class service you provide.

**Carers Leeds:** The difference Aspire has made to the lives of people with learning disabilities is clear.

**Customer:** I've really enjoyed doing the triathlons and riding the adapted bikes.

**CQC Inspector:** Staff had positive relationships with the people they cared for.

**Staff Member:** I feel privileged to work for such a fantastic company.

## Provider of Choice

**910** Total number of people we have supported this year across our day services, supported living services and respite & crisis services

People supported to live as independently as possible within our Supported Living Services **328**

**705** People supported to lead active and fulfilling lives within our Day Services

People supported through our Respite and Crisis Services, many of whom take regular short breaks throughout the year **205**

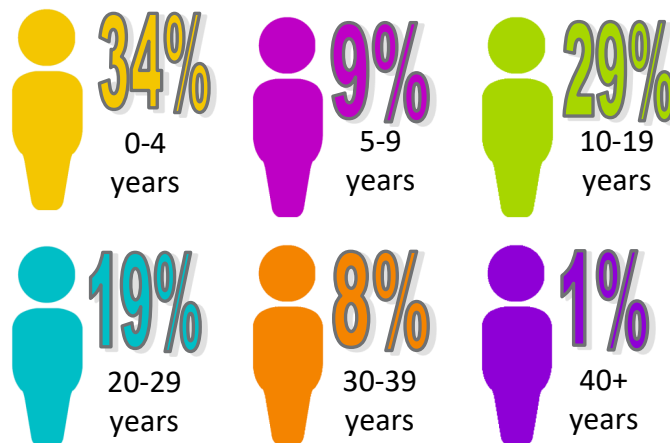
**50** Customer Councillors and their deputies were voted in by their peers in the tri-annual elections

## Financially Viable

**£211,000** Financial surplus achieved enabling us to buy items to improve the lives of the people we support

Savings on the contract which have been passed back to Leeds City Council since our launch in 2015 **£3.4m**

**880** Total number of staff in post during the year with the following years of service:



## Growth & Sustainability

**168,000+** Hours of 1 to 1 support delivered throughout the year

Online training sessions completed by staff, supplementing our extensive programme of statutory and mandatory class-based courses **7051**


**103** New members of staff recruited through our ongoing values-based recruitment process during the year


Staff in post as at 31st March 2020 **801**

**26th June** Launch of our new Specialised Supported Living Service which will enable us to support 15 additional people

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