

# Social Value

Over  
£6,100

Raised for good causes including:

- Candlelighters,
- St. Gemma's Hospice,
- Macmillan Cancer,
- Leeds Cats Action Trust,
- Alheimers Society,
- Cats Protection League, and
- The Captain Tom Foundation.

iPads and tablets purchased so that the people we support can engage in online activities.

171

48 In addition, we also purchased laptops for use by the people we support and staff.

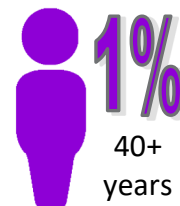
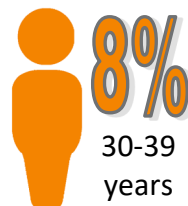
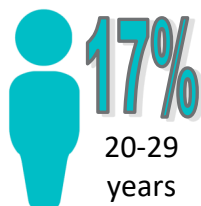
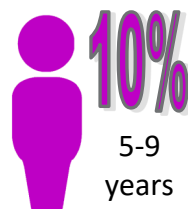
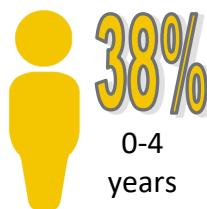
Activity sessions delivered via our online programme.

454

# Growth & Sustainability

Total number of staff employed during the year and their years of service:

933



60+

New Covid-specific guidance documents created to support staff across the sector to work safely.

Online training courses undertaken by staff during the year.

12,223

# Annual Report 2020-21

The Covid pandemic made this a challenging year for all care and support services and Aspire was no exception. We temporarily closed our day services, supported large numbers of people to shield at home and spent a significant part of our budget on Personal Protective Equipment (PPE).



I am proud to say that our considered approach to keeping people safe, together with the flexibility and commitment of our staff, has enabled us to continue to run supported living, respite and emergency services. We have also welcomed new

staff and people we support, introduced a programme of online activities, fully opened our specialised services and are gradually expanding day services.

So, whilst it certainly has not been the easiest year for Aspire, it has definitely been a humbling one.

**Andy Rawnsley**  
Chief Executive

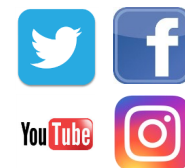
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**aspire**  
Community Benefit Society

## Provider of Choice

864

Total number of people we supported during the year across all our services, including community support and through online activities.

New people we supported during the year.

39

852

Staff in post as at 31st March 2021.

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

114

## Financially Viable

£186,000

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.

£4.8m

2.5m+

Face masks, aprons and pairs of gloves used in our services for infection prevention and control throughout the year.

Leeds City Council re-commission our supported living and day services for a further year to allow time for a move to individualised budgets.

1st Aug

## Feedback

82

Compliments received this year.

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.

22

707

Members of staff who have had their first vaccination against Covid-19.

Members of staff who have had their second vaccination against Covid-19.

246

160

Total number of staff supported to shield during the year.

**Family Carer:** The support and kindness you have shown me means more than I can say.

**Staff Member:** I have chronic COPD and am so grateful for the support Aspire gave me whilst I was shielding.

**People in Action:** Communication has been outstanding both at a service level and at a leadership level.

**Customer:** My key worker showed me how to use Facebook and Zoom and now I can do it myself!

**CQC Inspector:** We found care and support was person-centred with support being tailored to people's individual needs.

**Staff Member:** I love my job but there was a time when Covid-19 started that I was terrified of coming to work.