

This plan is for all of us.

Welcome to our new style Annual Plan in which we set out in brief our plans for the year ahead.

From October 2022, Aspire commenced operating services under individualised contracting. This is a significant shift for the organisation. So we will be taking some time this year to develop a strategy for the longer term future. This will enable us to work with our partners, staff and

customers to clearly articulate our longer term aspirations.

We are also looking back on some of the things we achieved last year to celebrate how we have supported people to achieve their outcomes.



Zoe Bawn
Chief Executive



Photos: (Top) Lewis at Leeds Pride; (Middle) Staff member at Pottemewton FLS Carnival; (Bottom) Matthew enjoying the Sunflower Walk during Leeds Learning Disability Week.

Key Priorities for 2023/24

OUR SENIOR TEAM WILL:

- Co-produce a new Aspire strategy and business plan with a budgeted forecast for the next 5 years.
- Embed our new contracting arrangements with our commissioners to ensure we can sustain and further develop the best support opportunities we can, to people across Leeds
- Finalise our day service remodelling work, ensuring it remains fit for purpose and relevant for our customers now and in the future.
- Develop our approach to supporting new customers who are self-funders or use direct payments / individual service funds.
- Work with our existing partners and develop new relationships, to strengthen the quality and range of opportunities that we can offer by working collaboratively.
- Continue to ensure we drive up our quality standards and meet all relevant legislative and CQC requirements.

OUR MANAGEMENT TEAM WILL:

- Review the role of the key worker to enable customers to receive increased consistency in support.
- Update and roll out our social media training for staff teams.
- Review our Matters groups to ensure they remain inclusive and a strong, representative voice for our workforce.
- Review our Policies & Procedures in line with our rolling schedule to make sure they remain up to date, relevant and aligned to legislation.
- Develop support plan summaries to help teams induct new staff and succinctly capture the needs and wishes of our customers.
- Support local and area based targeted recruitment and retention strategies.

OUR STAFF TEAM WILL:

- Be offered the opportunity to take part in our Emerging Leaders Mentor Programme (as mentor or mentee with full training).
- Be supported to find new and efficient ways of working through our rollout of Office 365 and Rotamaster systems.
- Benefit from our relaunch of Aspire's positive risk management framework and receive support and training.
- Be offered new training in Positive Behaviour Support, Team Teach and Learning Disability/ Autism Awareness, where appropriate.
- Be able to access a number of wellbeing programmes, e.g. Restorative Practice and Offload Mental Wellbeing Programme.

“

I'm new to my role and am still learning. If I am unsure of anything I can ask my manager who is always willing to guide and advise me.

”

“

I've worked for Leeds City Council and Aspire for nearly 19 years and worked in learning disability services for 15 years of that. I think I have found my home here - thank you!!

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Our Vision

To be at the heart of communities in which people with learning disabilities are supported to live life to the full.

Our Mission

To deliver ever improving quality care and support services, making us the provider of choice for customers, family carers, staff, commissioners and local communities.

Our Values

Person-centred
Quality focused
Socially responsible
Sustainable
Open and honest



Celebrating Success

Being Safe

- Taken on the lead role for the Being Safe workstream of the Leeds Learning Disability Partnership Board.
- Rolling out a new system providing managers and staff with more intuitive rotas and accurate information.
- Reviewing our Best Interest guidance on managing medication safety to ensure people we support have maximum control.
- Commissioned four independent audits to check practice is in accordance with our policies and procedures.
- Updated our on-call service so that staff are deployed more effectively and consistently.
- Updating our Health & Safety policies and procedures plus rolling out new training to better support staff teams.

Being Effective

- Attracting new staff to Aspire through our proactive recruitment. Basic pay is above the Real Living Wage Foundation's recommendation plus we offer a wide range of staff benefits.
- Launched our mentoring scheme, developing staff as part of our Emerging Leaders Programme.
- In response to a request from the BAME Staff Forum we have introduced new BAME Awareness training for managers.
- Added Oral Hygiene, Infection Control and Record Keeping to our comprehensive programme of training for staff.
- Renewed our online application procedures and exit interviews to improve recruitment and retention.

Being Caring

- In-person meetings, and events have returned, including Customer Council and Tenant meetings.
- Customer holidays have resumed, including travel abroad, and involvement in staff recruit.
- Relunched our Carer Information Sessions in partnership with Carers Leeds on subjects chosen by carers.
- Aspire has attained Disability Confident Employer status.
- Launched *Offload*, a mens' mental well-being project, in partnership with the Leeds Rhinos Foundation.
- Our green initiative posters provide staff and customers with energy saving tips to help with the cost of living crisis.
- Every member of staff was awarded a 'thank you' gift card.

Being Responsive

- Undertook business continuity scenario planning with managers to be prepared for anticipated utility outages and strike action in health, public transport and education and to ensure continuity of our services.
- Utilising our in-house database to provide a booking system for respite services providing a clear picture of bed availability.
- Complaints log updated to reflect the new Joint Protocol with Leeds City Council.
- Annual programme of satisfaction surveys has resumed following a period of Covid specific surveys.
- Published booklets providing detailed information about all of our services.

Being Well Led

- Smooth transition of our new Chief Executive into role, supported by an experienced Senior Leadership Team.
- Completed our negotiations to individual contracts with Leeds City Council from October 2022.
- Made a small in-year surplus which has enabled us to re-invest in our services and to profit-share with the Council, increasing the efficiency and Value For Money of Aspire services.
- We now accept referrals into day services from self-funders and direct payment customers.
- We continue to further expand our strong partnership working with statutory, private and third sector organisations.

Having fun with Yorkshire Dance at Picnic in the Park



Kathryn is going for gold at our annual sports day.

Ready for their rugby session with Leeds Rhinos Foundation



Fabulous *Dramarama* performed at our Culture Day

Learning more about Eid with Sophie and Sonya.



Sheets Across the Streets show with Bright Sparks Theatre Company

Follow the link on our QR Code to see a full list of our valued partners.

“ My son could not have a better service. The team always go above and beyond, communication is excellent and I feel welcome whenever I walk in and see how happy my son is. ”