

Social Value

Over
£1,300

Raised for good causes including:

- Macmillan Cancer Support
- Comic Relief
- Alzheimer's Society

Different activities regularly delivered via our online programme.

24

600

Online activity sessions delivered throughout the year.

Number of individual log-ons to online activities by people from their home.

540

1780

Number of individual log-ons to online activities from one of our hub services or community bases.

Growth & Sustainability

783

Total number of staff employed during the year.

Years of service completed by staff:



35%
0-4
years



14%
5-9
years



23%
10-19
years



18%
20-29
years



9.5%
30-39
years



0.5%
40+
years

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

96

Annual Report 2022-23

In picking up the mantle for leading Aspire it has been my great pleasure to meet many of the people we support, family carers, staff, third sector partners and stakeholders.

Whilst getting to know the people who make Aspire the wonderful community it is, I have also been focussed on ensuring the organisation is well-positioned for the future.

We have completed our contract negotiations with Leeds City Council, our major funder, strengthened our Senior Leadership and back office capabilities and undertaken a major recruitment drive. We also launched our *Future Strategy* work, with representation from all our Stakeholders. This will ensure Aspire is strongly positioned in the coming years, in delivering the right support, in the right place, alongside our valued partners for the communities we serve in Leeds.



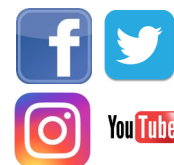
It has been a very successful year for Aspire and I look forward to growing and developing our offer in the coming years.

Zoe Bawn
Chief Executive

Aspire Community Benefit Society is a registered society in England and Wales under the Cooperative and Community Benefit Societies Act 2004. Registered Number: 7062. HMRC charities reference number: EW36148. VAT number: 215 0549 36.

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aspire
Community Benefit Society

Provider of Choice

921 Total number of people we supported during the year across all our services.

New people we supported during the year.

82

20 Mandatory induction training courses delivered online via Social Care TV.

Class-based training sessions delivered to staff throughout the year.

128

Financially Viable

£451,561 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.

£6.8m

**1st
Oct**

Signed new contract terms with Leeds City Council enabling us to move from block arrangements to individualised packages of support.

Feedback

27 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.

31

735 Satisfaction surveys completed by people we support, family carers, staff and stakeholders.

People we support gave a resounding “yes” to the satisfaction survey statement: ‘I think staff know me and understand my needs’.

99%

Person We Support:
I love going to my day service. It gets me out and I do lots of good things.

On-duty Paramedic:
You can tell how much you care for [the person] and how strong and supportive you are as a team.

Care Manager:
Staff go above and beyond in the quality of care they give.

Staff Member:
I love my job and feel very privileged in supporting our customers. Aspire has been good to me and I am very grateful.

Partner Organisation:
I found the [Aspire Cultural Day] event moving and inspiring.

Family Carer:
[The staff member] was a massive support to not only [my sister] but to me, which I really appreciated.