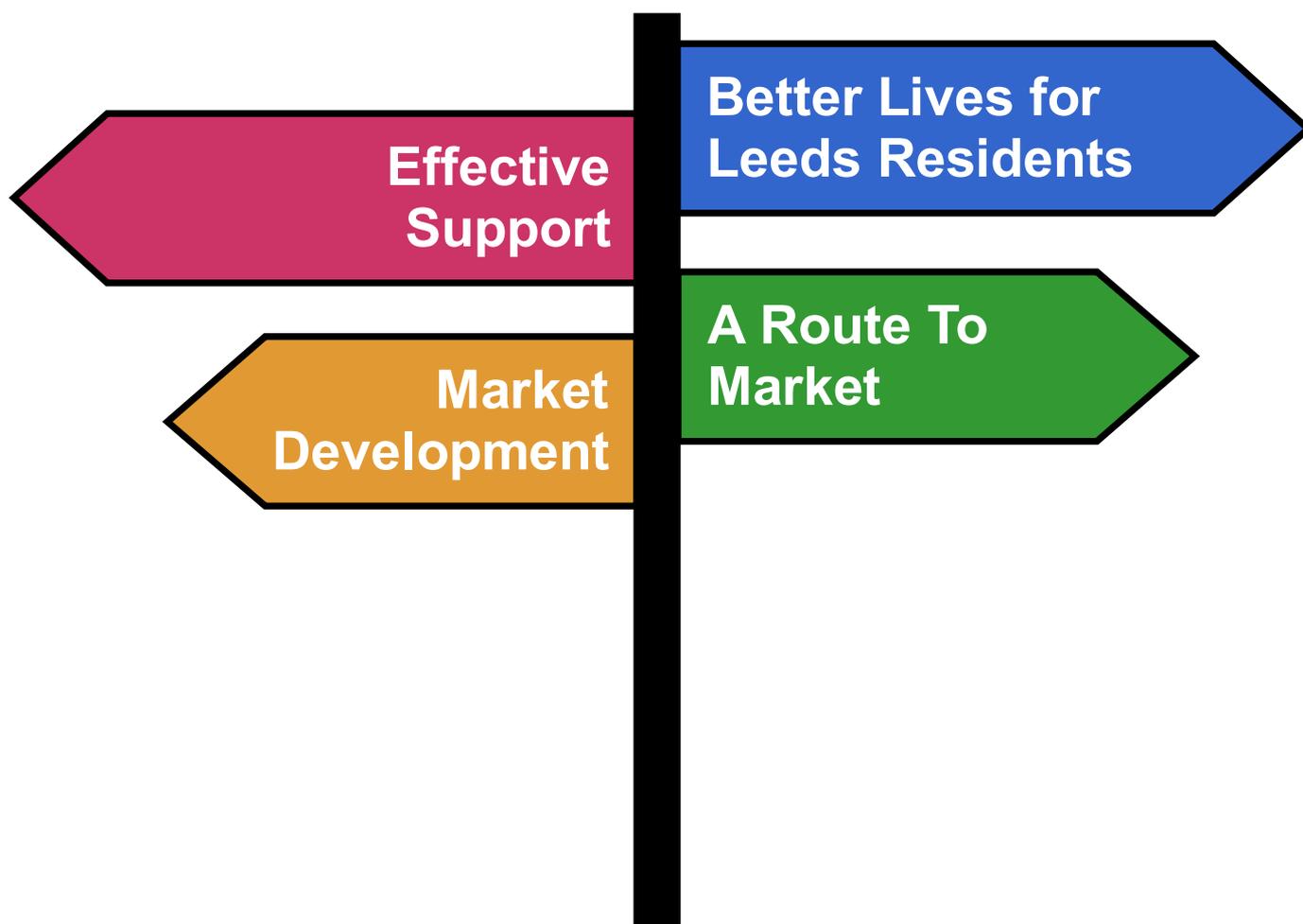


**Social Impact Report
April 2014 - March 2015**



For more information, please call 0113 391 8333
or email info@leedsdirectory.org.

www.leedsdirectory.org

Better Lives for Leeds Residents

Improving the lives for older, disabled and vulnerable people in Leeds



1,948
Referrals

2,124
Services
Requested

210
Feedback
Calls Made

Improving Choice and Control

“It is important when letting people into your home that they are vetted and checked. Other people’s recommendations are also important, it’s good to see the feedback other people have given.”
Mrs H, LS6 (Jun’14)

Most requested services:

- Cleaning Services
- Personal Care
- Painting & Decorating
- Cafes/Lunch Clubs
- Handyperson
- Gardening Services
- Plumbing & Heating
- Neighbourhood Networks



Supporting Independence

Mr K desperately needed a cleaner to help him around the house. He contacted one of the providers from the Leeds Directory and was very satisfied as they were flexible to work around his needs.

“I don’t know where else I could have got a list of cleaners as I’m new to this country. The checking and vetting process is very important to me.”
Mr K, LS11 (Jul’14)



2,869
Calls

87
Emails

41,966
Website
Visits

573
Activities

2,368
Activity
Searches

592
Client
Newsletters

Encouraging Wellbeing & Social Inclusion

Mrs J was given our helpline number by her GP as she has severe arthritis and doesn’t get out of the house very much. She needed information on local activities for some social interaction. 3 weeks later, Mrs J found a lunch club that she enjoys attending.

“I used to volunteer at a lunch club so it was nice to see so many on the list you sent. The food was nice and everyone was very jolly; I’m really looking forward to going again. This is currently the only activity I get to and I’m so glad I’ve found it.”
Mrs J, LS8 (Apr’14)



Effective Support

For health and social care staff, carers and the voluntary sector



14,023
E-Newsletter
Opens

909
Directory
Downloads

771
Referrals
Received
from LCC,
NHS, Family
& Voluntary
Sector

Frontline Support, Carers & Voluntary Sector

The downloadable Green Tick Directory has changed to an improved online live version, whereby any changes to service providers, information or contact details are instantly uploaded to the directory ensuring updated and current information at all times.

“Easy to navigate, easy to read, and an essential source of valuable and useful information.”

Social Worker (Feb'15)

“It is an all round, essential service for our client base. The staff are helpful and knowledgeable.”

Neighbourhood Network Scheme (Feb'15)



Supporting Campaigns

We have supported a range of campaigns including:

Safer Leeds (West Yorkshire Trading Standards)

Community Meals (Civic Enterprise)

Money Information Centre (Leeds City Council)

The Winter Wellbeing Project (Clinical

Commissioning Groups)



Supporting
Local &
National
Campaigns

Regular
Training
Sessions
Delivered

Training / Briefing Sessions

We undertake training/briefing sessions across Leeds with a variety of teams including Leeds City Council Social Workers and Contact Centre Staff, NHS Leeds, Libraries, Housing Associations and Neighbourhood Network Schemes.



A Route To Market

For businesses, social enterprises and new start ups



6
New
Start Ups

37
New
Green Tick
Providers

Supporting Businesses to Develop & Grow

"I have been involved with Leeds Directory as a tradesperson - a gardener - myself, and I have been grateful to the service, not only for pointing customers in my direction but also for ongoing support and information and for the credibility they have added to my business through the Green Tick standard, the star rating and customer review system.

I hope it continues to develop and to support businesses and social enterprises in the area."
Jayne Learoyd, Land Girls



Micro Tender Noticeboard

With new developments to the Micro Tender Notice Board it has now expanded to include social workers or independent support planners who work with clients in Mental Health, Transitions, Learning Disabilities and Leeds Centre for Integrated Living to support people who are managing their own Personal Budgets.

For Personal Budget holders, the tool assists them with choice and control and making an informed choice regarding the services which best meet their needs. For social workers, the noticeboard assists in understanding what services are available in the wider marketplace.



33
Adverts
Posted

55
Responses
Received

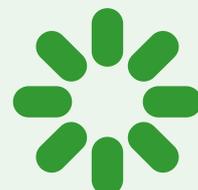
123
Registered
Users

Social
Enterprises
who receive
an
Investment
from ITCL
are listed on
the Leeds
Directory

Supporting Social Enterprises

We work closely with Ideas that Change Lives a programme funded through Leeds City Council Adult Social Care's Better Lives initiative. The programme offers business support and financial investment to support and encourage organisations and individuals to develop socially enterprising ideas.

The Leeds Directory is a route to market for new and existing businesses and opportunities to reach those who need support to remain independent.



Market Development

For health care professionals, carers and the voluntary sector



Identifying and Filling Gaps

220
Service
Categories

1,721
Providers
Listed

By constantly monitoring and researching what services and support people are looking for we are able to search and recruit Service Providers to the Directory to meet the demand for people to remain independent. For example:

- JTM Service Limited supply washing machines that can be specially adapted to suit users with wide-ranging disabilities.
- Mark's Computer Clinic provide computer, tablet, smartphone, smart TV and set-top box support and tuition in Leeds for older people in their own homes.



Raising Standards and Best Practice

Star Ratings and Reviews allow potential customers to read what others thought of the service they have received including:

Reliability – did they do what they said they would?

Affordability – did you get good value for money?

Flexibility – were they willing to work around your needs?

Accessibility – how easy was it to contact the organisation?

Workmanship – how satisfied are you with the quality of service?

All reviews and ratings are moderated, we make every effort to ensure reviews submitted to the Leeds Directory are genuine.



441
Star Ratings
Received

186
Green Tick
Providers
Listed

58,945
Users of
Leeds
Directory

33,570
Online
Searches

Reaching More People

With the addition of BrowseAloud, users of the Leeds Directory with dyslexia, mild visual impairments and those with English as a second language can now use our website better. Online content can be read aloud, with the option of using other supportive features, including highlighting of text, magnification and screen masking. Website visitors can now translate the website into 78 languages and text to speech can be used on 35 languages.

