



STOCKPORT
METROPOLITAN BOROUGH COUNCIL

The Stockport Story

Local Account for Adult Social Care
2024 – 2025

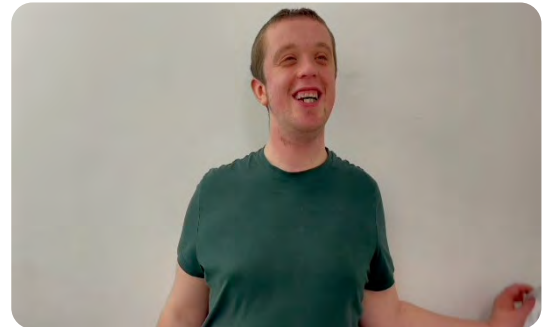


Ambitious Stockport, creating opportunities *for everyone*

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Introduction

What is the Stockport Local Account?

The Stockport Story – our local account for Adult Social Care is an overview of some of the key programmes of work we have delivered in 2024/25. It also provides information about:

- Our performance
- Where we have spent our money
- Our plans for the year ahead.

During the year we have continued to develop the way we deliver Adult Social Care services to help the people of Stockport live their best lives possible. We do this by working in partnership with people who use our services, their families and carers and partners from across the borough, this includes health professionals, housing providers and our voluntary and community sector.

Adult Social Care support:

- People over the age of 18 to remain in their own home and as independent and safe as possible.
- Carers to continue in their caring roles with advice, information and support.
- People with a range of needs including physical disabilities, sight or hearing problems, learning disabilities or mental health illnesses.
- Young people transitioning from Children's Services into adulthood.

People live the best lives that they can – healthy, happy and independent.

Adult Social Care Charter



Foreword

Cllr Holloway - Portfolio Holder for Health and Social Care

I am pleased to introduce the 2024/25 Adult Social Care local account, and provide an overview of the significant progress made on various projects and programmes over the past year.



The Live Well offer has been one of our key programmes of work this year. It is delivered through the Front Door and Prevention, Wellbeing and Independence Team, with booked appointments available at community venues. The Live Well Directory is available for colleagues and the public to access information, advice and guidance and enable self-help.

The “Virtual House” is now live on the Adult Social Care web pages. Our “making every adult matter” programme (MEAM) links with the national network, and we are working with partner organisations to create a MEAM team.

Working in Partnership has delivered: Gloriously Ordinary Lives training sessions across Adult Social Care; new members joining the Making it Real board, the co-chair and practice lead presenting at the GM Social Work Academy and developing an easy-read safeguarding leaflet; and use of “I” and “we” statements in our partnership groups.

Opportunities Together have helped to provide consistent streamlined care pathways, thus reducing duplication, contributing to the learning disabilities strategy and supporting people in the community with mental health and complex behaviour.

We continue to gather feedback from service users, keeping people at the heart of everything we do. We continuously seek to reduce the time that people wait for Adult Social Care and have seen a steady reduction in our waiting times, so the number of people on the Deprivation of Liberty Safeguards waiting list has reduced, as has the time people wait for an annual review.

We commissioned an independent agency to obtain feedback, that formed the basis of our Working in Partnership Action Plan. The same organisation has led staff workshops.

We are working to refresh our commissioning strategy and to update our Market Position statement. Our home care market remains robust and sustainable, while there are challenges regarding national recruitment following Home Office rule changes. We continue to develop the centralised brokerage system for care home placements. We have a consistent and measurable system in place for quality and the provider market and have a collaborative approach to deliver the Specialist and Supported Housing Strategy, with the national funding for the Supported Housing Improvement Programme (SHIP) extended for a further year.

We continue to deliver safe, high quality integrated health and care services, with strengthened partnerships between health and care providers and VCFSE organisations, with examples including work with Cheadle Mosque to deliver a memory café, with Stockport County concerning a “you and your health day”, and with BOOST Wellbeing increasing physical activity for residents with a serious mental illness. We are supporting an integrated neighbourhood care model, agreed locally with each area leadership team. This work is supported by four workstreams covering: Single Point of Access, ensuring equitable access for patients; Pathways, to test the patient journey; Digital, Data and Governance; and Services, looking at visibility and accessibility.

A community urgent treatment centre has been commissioned, supporting the shift from hospital to community, with better multi-disciplinary team working addressing complex discharges and helping to reduce hospital stay. A Surge plan was enacted over Christmas to enhance A&E wait time quality. Mental health patients have an estimated date of discharge, with barriers to discharge identified on admission.

The year-end financial outturn for Adult Social Care was an overspend of just under £2million. The Directorate delivered around £1.5million savings/income generation during the year, with the balance met from corporate reserves.

Sarah Dillon – Director for Adult Social Care

It is good to introduce this year's Adult Social Care (ASC) Local Account which represents our ongoing commitment to transparency, accountability, and continuous improvement in our services.



We have worked diligently to ensure that we meet the needs of our community, and this document reflects the collective efforts of our dedicated staff, partners, and stakeholders. We have made significant strides in enhancing how we work with people with care and support needs in Stockport, and we remain committed to delivering high-quality support to those we serve.

We have worked hard to develop our Making it Real board, this year we appointed Hannah as our co-chair of the board and have significantly expanded our membership and have continued to listen to feedback and together improve our offer. We have also had the opportunity to share our work at regional and national events, which has enabled us to showcase the great work that the team do.

Adult Social Care Charter



Our board also helped us to develop the ASC charter which we launched early in the year, showing our commitment to how we will work with people.

Ambitious Stockport, creating opportunities *for everyone*

During the year we launched our new Learning Disability strategy, which we co-produced with the Speaking out group and partnership board. Signpost for Carers, with the help of their members developed our locality wide Think Carer strategy. We are now working hard to deliver on the actions we committed to in those strategies.

This year saw the launch of our Gloriously Ordinary Lives programme (can we add the link to the national programme), with support from Richard our Working in Partnership Lead and Hannah the co-chair of our Making it Real board we have delivered training to our workforce. Richard and Hannah's experience has brought the training to life for our teams. As we move forward, we will be continuing to embed this programme, and ethos across our service.

Our plan on a page provides more information about the programmes of work we are delivering to improve the way we are delivering Adult Social Care for the people of Stockport. You can read more about our plan on a page in the Adult Social Care Vision section of this report.

In the year ahead we will continue to build on our successes and address any challenges with resilience and innovation with a continued focus to put people at the heart of all we do.

Our Ambition

[One Stockport One Future](#) is the next phase of our borough plan. It sets out how we will work together to tackle the challenges we face, so Stockport can be the best place to live happy and healthy lives, a place where anything is possible, a place that everyone, right across the Borough can be proud of. It is embedded into our [Council Plan](#) and will be delivered through our organisational and partnership strategies.

No one thing or organisation can address these challenges alone. One Stockport: One Future is a collective call to action to work together to deliver the '5 big things' we believe will transform our borough over the next 15 years to help us achieve our shared vision. In Adult Social Care we are helping to deliver Thriving Neighbourhoods and Best Health and Care.

Best Health and Care – We need to make it easier for everyone to live happy, healthy and independent lives. Where people can access the care and support, they need as close to home as possible and ensuring people can remain connected with the people and places that are important to them.

Thriving Neighbourhoods – Our vision for 2040 is for everyone to benefit from thriving neighbourhoods which are clean, green and safe places to live and visit.



Council Plan 2024 -27

[Our Council Plan](#) describes the key role we play in supporting the borough. We do this through the provision and delivery of efficient and effective services that are essential to everyday life. The plan also outlines our four big ambitions for the next three years. As well as delivering efficient and effective services, Adult Social Care supports the delivery of **Wellbeing in Neighbourhoods** and **Delivering for those who need it most**.



The [One Health and Care Plan](#) is our locality plan for health and care in Stockport as part of the Greater Manchester Integrated Care System. The Stockport Story – local account for Adult Social Care provides further information on how we are delivering these ambitions for the people that we serve.

The Vision for Adult Social Care

People shouldn't be defined or limited by their illness or disability. People want to have a 'gloriously ordinary life', defined by personalisation, choice and control.

We want people to be able to live in the place they call home with respect and dignity and have choices about their lives. We want to enable people to be as independent as possible, with access to their community, in control of their care and support and living a life free from abuse.



Over the past year, we have been on a journey to improve the design and delivery of Adult Social Care by working in partnership with our residents. We have used the principles of **Making it Real** and **Gloriously Ordinary Lives** to make social care more person centred. We have built this into our practice framework, and it is fundamental to our support planning model.

We are proud of Adult Social Care (ASC) services in Stockport and the positive contribution they make to the lives of people across the borough. However, we recognise the national challenges faced by the sector and the local impact of this. Our plan on a page articulates our priorities and actions for the year ahead to ensure that Stockport Adult Social Care supports people to be as healthy, happy and independent as possible.



The Stockport Population

The population of Stockport is currently 294,800 (2021 Census Data), an increase of 4.1% since 2011. Stockport has an older population than average and has seen large rises in the population aged over 65 in the 10 years since the last census.

The [Stockport Joint Strategic Needs Assessment](#) (JSNA) describes the current and future health, care and wellbeing needs of the population of Stockport. It provides the evidence base for the strategic commissioning and planning of services according to the needs of the population.

- Stockport is an affluent borough and continues to be one of the healthiest places to live in the Northwest.
- Stockport has more older people and fewer younger adults than both the national and Greater Manchester average.
- It has an old age dependency ratio (working age population to over 65 population) of 33.2 per 100 working age population: the 12th lowest out of 15 Metropolitan Districts in the Northwest region.
- By 2030 it is predicted that a third of Stockport residents will be aged over 65.



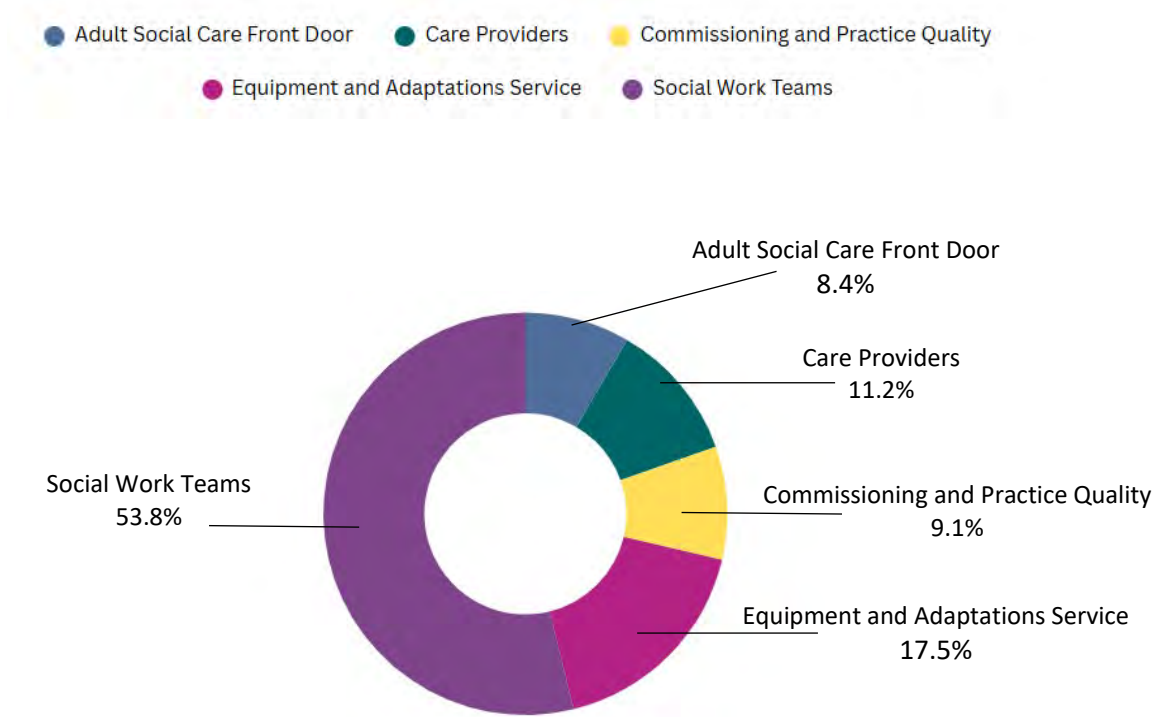
Adult Social Care Performance

Through the 2024/25 Adult Social Care Users Survey you told us...

79.3%	said that they have enough control over their daily life
43.2%	reported that they had as much social contact as they would like
62.3%	they received said that they were satisfied with the social care support
61.7%	said that they find it easy to find information about services
67.4%	said that they feel safe

Compliments

In 2024/25 we received 143 compliments from people who have accessed our services, or their families.



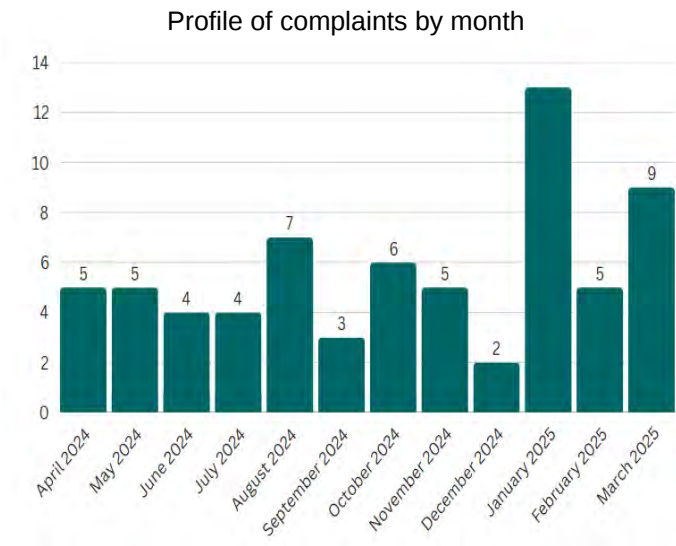
Complaints

In 2024/25 Adult Social Care received **66 complaints**, this was a **reduction in 18 complaints** compared to 2023/24.

The key reasons for complaints in 2024/25 were.

- Concerns about assessments and how we have worked with people.

- Charging for Adult Social Care (billing)
- The quality of care provided
- Delays that people have experienced when arranging care.



Our Making it Real Board

Our Making it Real board meets every month, it allows residents to set the agenda and discuss issues that matter to them, leading to tangible improvements in social care delivery. The collaboration between residents and professionals ensures that feedback is acted upon, and services are continuously improved.



This year we appointed Hannah as our Co-Chair of the Making it Real Board. Here is what Hannah had to say about the board...

"I initially got involved because as a current service user and former nursing student I am passionate about health and social care. I hoped that through sharing my experiences, I might be able to inform and improve current services to make them accessible for everyone, no matter what needs they have.

As a co-chair I am excited to help the board grow; by working together and with other boards my hope is that we can make a tangible impact on current and future users of the service"



Making it Real activity this year

The board has influenced a number of changes in Adult Social Care this year. This includes our Adult Social Care Practice Framework which sets out how our workforce our approach to practice in Stockport.

We also worked together to develop the Adult Social Care charter which is our commitment to how we will work together with the people who access Adult Social Care.

Adult Social Care Charter



This year we have also:

- Presented at the NCAS (National Children and Adult Services) conference where we talked about the great work we do here in Stockport. It was a great opportunity for Richard our Working in Partnership Lead and Hannah our Co-chair to showcase how we are embedding Gloriously Ordinary Lives and how our Making it Real board is helping us to improve Adult Social Care.

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- Increased the number of people who are attending our board, including people with lived experience, carers and representatives from the VCSFE sector. This includes colleagues from our Adult Social Care teams, representation from CALD (Carers for Adults with Learning Disabilities), Healthwatch, Stockport Advocacy and Primus. Our Principal Social Worker, our Director for Adult Social Care and a member representative also attend. We also work closely with the councils Corporate Engagement leads
- Supported the development of the feedback forms that we send to people who access our services. It was these forms that encouraged some people to join our board.
- The board is a safe space to have conversations about Adult Social Care. We have created a space where residents feel comfortable to challenge, discuss and have difficult conversations.
- Mel one of our board members with lived experience has created an easy read version of our Safeguarding leaflet. Mel presented this at our Safeguarding Partnership board and received brilliant feedback, as a result Mel is now a member of the board representing people with lived experience. Well done Mel.
- We have appointed new co-chairs of our partnership groups. For example, Lynn recently became a member of the Making it Real board and has since been appointed co-chair of the Stockport Age Friendly support group.
- Together with Healthwatch we held a conference at the Guild Hall – Making it Really Real. We used the feedback from this session, both the not so good and the good to inform our Gloriously Ordinary Lives training.

What our Making It Real Board told us

We asked our members what words they would use to describe the board. They said...

Breaking down barriers

Proactive

Listening

Inclusive

Caring

Inspiring

Empathic

Determination

We asked our members what drives them to come to the Making it Real Board. They said:

Gives me a sense of purpose

I get to advocate for people

WHO DON'T HAVE A VOICE

To know I am heard

AND I FEEL VALUED

I feel that I have somewhere where I am heard

It has given me more confidence

Living in fear is not a way to live and this has helped me face my fears.

get to help improve things

AND MAKE IT BETTER

I exercise a duty of care

I can help people IN SIMILAR SITUATIONS

We are so proud of the board, it is going from strength to strength with more people with lived experience joining, ready to help make a difference for the people of Stockport. One of our members summed the year up perfectly:

“We have come such a long way, but we have a long way to go!”

Here are the members of our Making it Real Board in action...



Looking Back at 2024/25

STOCKPORT LIVE WELL

During 2024/25 we rebranded our neighbourhood and prevention programme to **Stockport Live Well**. This has helped us to align the work we are delivering locally in Stockport to the Greater Manchester (GM) programme of work which is known as GM Live Well.

Our neighbourhood and prevention programme is delivered as part of our One Stockport approach.

Stockport's neighbourhoods are unique. People value a sense of community, feeling safe and having pride in their local area. When people face challenges, they look for help and support locally, whether that is through family, social connections, communities or services.

Under **Stockport Live Well** we are bringing together services, organisations and groups in one place, making it easier for people to help themselves, their families, and those they care for. Our residents can access what they need in one place. We know accessing information and support can be complicated, and we want to make it easier for people to help themselves, their families, and those they care for.

For Adult Social Care this means working closely with our partners to deliver collaborative health and care.

This year we have:

- Continued delivering Stockport Live Well appointments across the borough. This is part of our early help and prevention services for adults. Appointments are taking place over the phone and in community venues like libraries and community centres. They provide information, advice, and initial assessments to identify support needs. Making it quicker for people and carers to access social care support and community services.

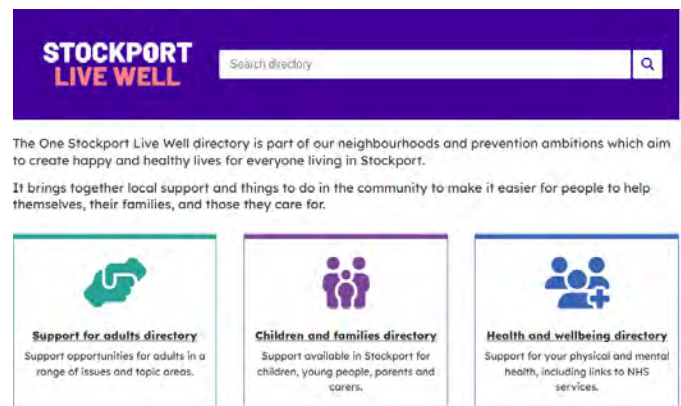


1. Putting People at the heart of what we do
2. Working together as one team
3. Knowing your community

"My Social Care Officer was supportive, and I felt listened to throughout our time working together."

- Stockport Live Well appointments are also taking place at **Disability Stockport**. We have weekly bookable appointments taking place for autistic people, supported by the autism navigator.

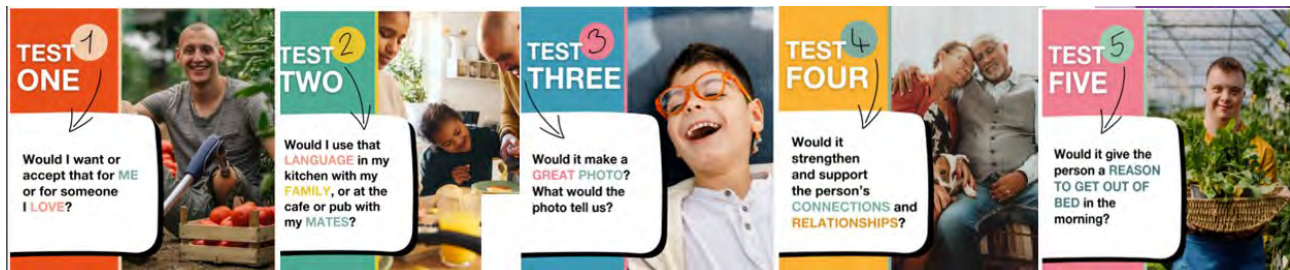
- Launched the Stockport [Live Well Community Directory](#) - to access information, advice and guidance and enable self-help. The directory supports prevention, wellbeing, and independence and aims to reduce and delay the need for Council Adult Social Care services by promoting of the local community offer.



- The [Virtual House](#) is now live on the Adult Social Care web pages and offers a 'virtual show home' where people can view virtual rooms to see how tech, aids and adaptations are being used to promote independence and prevent, reduce and delay the need for more complex services.
- Launched a program of work to improve the way we support people in the community to reduce the number of people who are admitted to hospital. We are working with partners to ensure that people have access to the right professional, at the right time.
- Worked with **Cheadle Mosque** to deliver a memory café for South Asian men and women who are struggling with their memory, providing an opportunity to socialise, stimulating activities and gentle exercise.
- Delivered a training programme in the **Tame Valley** area for professionals to increase confidence to start a conversation with people who may be drinking to excess. We have worked with a lived experience support group who have told us that they have noted an increase in participation since the training commenced.
- In **Cheadle** we had 150 people from the community who were frail and/or experiencing social isolation. Those in attendance had the opportunity to engage with statutory services and voluntary sector, focusing on maintaining independence and connection with others. We are now working in partnership with the local mosque to deliver further sessions.
- We have launched a new hub that supports people who are facing multiple disadvantage. Following feedback from the board and people with lived experience we called this the **Making Every Adult Matter (MEAM) hub**. The hub is now operational and is supported by professionals from many of our partners.

Gloriously Ordinary Lives

We are proud of the work that we have done this year to embed the principles of [Gloriously Ordinary Lives](#).



Our work is supported by Hannah, the co-chair of our Making it Real Board and Richard our Working in Partnership Lead. They have both been fundamental in the delivery of training to our teams

- We have worked in partnership with our Making it Real Board to produce and co-delivered Gloriously Ordinary Lives training with experts by experience to all our frontline workforce. This practice model has given the workforce a greater understanding about what matters to people and insight into how people experience our service. The expectation is that this will influence their future practice to support them to deliver on the Adult Social Care Charter and ensure that they are putting people at the heart of all that they do.
- We held some workforce engagement sessions to better understand how Gloriously Ordinary Lives is being implemented across the service. This has informed us of what we need to next to go even further with embedding Gloriously Ordinary Lives.
- We have rolled out a version of the training for our internal providers, REACH and Opportunities Together. In the coming year we plan on delivering the training with our external providers – we will be attending an event in June 2025 to promote this.
- An independent organisation - Strategy 4 Change led some workshops with our workforce, to understand the barriers and challenges to supporting people to live 'Gloriously Ordinary Lives'. This will help us to continue on our journey to keep people at the heart of everything we do.

Waiting Well

We are working hard to ensure that we are reducing the amount of time that people wait for Adult Social Care. During the year we have focused on improving our systems, processes and communication with people who are waiting.

We have:

- Redesigned and automated our Deprivation on Liberty Safeguards (DoLS) process. We have increased the number of people who can complete the DoLS assessment and have also increased the number of people who can authorise them. This has led to a significant reduction in the waiting list during the year. There is still more work to do to bring the waiting list down further, but we are confident that we can achieve this.
- Introduced waiting well letters, this means that when people are added to the waiting list for assessment that they receive timely communication and information about the assessment process.
- Reduced the length of time that people are waiting for an annual review.
- Changed the way that we respond to queries and allocate work to our practitioners, this is helping us to be more responsive.
- We have introduced new technologies to support our practitioners.

Digital Tools

We have introduced new digital tools to support our practitioners. In a survey they told us that they had to spend a lot of time recording assessments, reviews and other interactions that they have with people. Our practitioners told us that they wanted to focus on having good conversations with people.

"I have found this technology simple to use, smart and helpful. It captures details I might have missed and produces a quality assessment at the end"
Marie - Practitioner

In late 2024 we entered into a trial of some software which utilises Artificial Intelligence to capture the conversation and record it on a person's assessment. A group of practitioners from across Adult Social Care used this software during the trial period, the results were fantastic. We had great feedback from our practitioners and the people who had an assessment in this way. Here is some of what they told us:

"Taking manual notes at times can be disconcerting for people. I have found that the software means it's not as obvious and forgotten about due to the **focus on the conversation**, thereby increasing the quality of the interaction"
Vicky - Practitioner

We are now rolling this software out across all of our teams.

Focus on Quality

In June 2024, we welcomed two new Quality Assurance officers to work as part of our practice quality team. They have been focusing on gathering compliments and complaints from our residents who use Adult Social Care. They have identified common themes across the service to ensure we maintain the highest standards for our people.

In Autumn 2024, they introduced a feedback form to collect more views from those who use our services, enabling us to implement changes and reinforce the strengths

recognized by the people of Stockport. The feedback forms have received an overwhelming amount of positive responses, highlighting the excellent work of our social workers, equipment and adaptations team, and occupational therapists.

Learning Disability Strategy



Our Stockport Learning Disability Strategy has been co-produced with partners and informed by the priorities and wishes of people with learning disabilities. People have been consulted at a number of events about what is important to them, what they would like support with and to see changed. The strategy has been developed alongside the Learning Disability Partnership Board and the Speaking Out Group, supported by Stockport Advocacy. We have also produced the strategy in an easy read format.

The Learning Disability Conferences of 2023 and 2024 have shaped our vision for what a good life looks like for people with Learning Disabilities. Five 'pillars' have been identified as priority areas.



Pillar 1 - Living my life

Employment, life long learning, day and night opportunities, holidays, overnight short breaks



Pillar 2 - Getting to where I need to be

Transport, walking, cycling, getting the bus or train, using taxis



Pillar 3 - The people who work with me are wise and kind

Support in all areas of a person's life, including paid and unpaid opportunities



Pillar 4 - Living a healthy Life

Having a healthy lifestyle, annual health checks, improving health inequalities and access to healthcare



Pillar 5 - Home, Family and Friends - where I live

Where a person lives and who they live with, friends, romantic relationships and pets

Think Carer Strategy

The [Think Carer Strategy](#) is a plan for Stockport as a place and a community. The intention is that it will become the focus for work to improve recognition of and support for

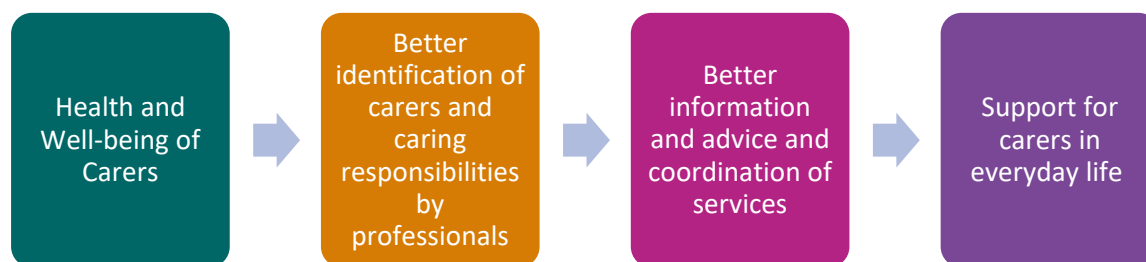
carers in Stockport over the next 5 years and will help to guide services across the NHS, adult social care as well as charities, the education sector, employers and many other local services.

The development of the strategy also marks a change in how organisations which already support carers will be able to collaborate more readily and influence change across Stockport.

A new Carers Partnership made up of Stockport carers, organisations and partners has been formed and will oversee the implementation and delivery of the strategy. The partnership is co-chaired by a local carer.

Alongside this, a Carers Network is being developed. This is a forum for carers to meet, offer peer support and share experiences. Over time the ambition is that the network will also become a regular opportunity for carers to give feedback about the experiences of caring and suggestions for service improvement. The network and the partnership will strengthen the voice of carers and give them stronger representation.

The strategy has four key priority areas:



Supported Housing Improvement Programme (SHIP)

Our SHIP programme has continued to work closely with care providers, landlords, housing standards and housing benefit teams. Together we have been able to improve the quality on the market and ensure that any new provision meets the needs of people and is providing value for money. 2024/25 was the final year of a 3-year programme, however we are really pleased to share that council has been awarded funding for another year from the Department of Communities.

The focus on the next phase of SHIP will link closely with the regulatory responsibilities of the local authority and will require a partnership approach between all key departments.

Commissioning

During 2024/25 our commissioning team have been busy supporting the Care Sector across Stockport. Our home care market is robust and sustainable, however there have been some national challenges this year. The Home office rules around international recruitment have changed and so we have supported providers to manage their international workforce, and the council has mitigation plans in place. Towards the end of year, the contract of one provider was terminated and we had to find alternative

placements for individuals. This was handled sensitively by the team whilst supporting the well-being of people receiving care. Other activity this year includes:

Residential Brokerage Service

In July 2024 we launched a new brokerage team. Our new team works with social workers and care homes to find bed based placements for people. The new team ensures that we are able to offer people choice and control over their placement whilst making sure that we deliver value for money



New Provider Management System

During the year our quality team implemented a new system called PAMMS. This system will to have a consistent and measurable approach to quality and the provider market. The system will enable the council to provide assurances against provision rated as below good by CQC and provide a timelier overview of regulated services.



Specialist and Supported Housing Strategy

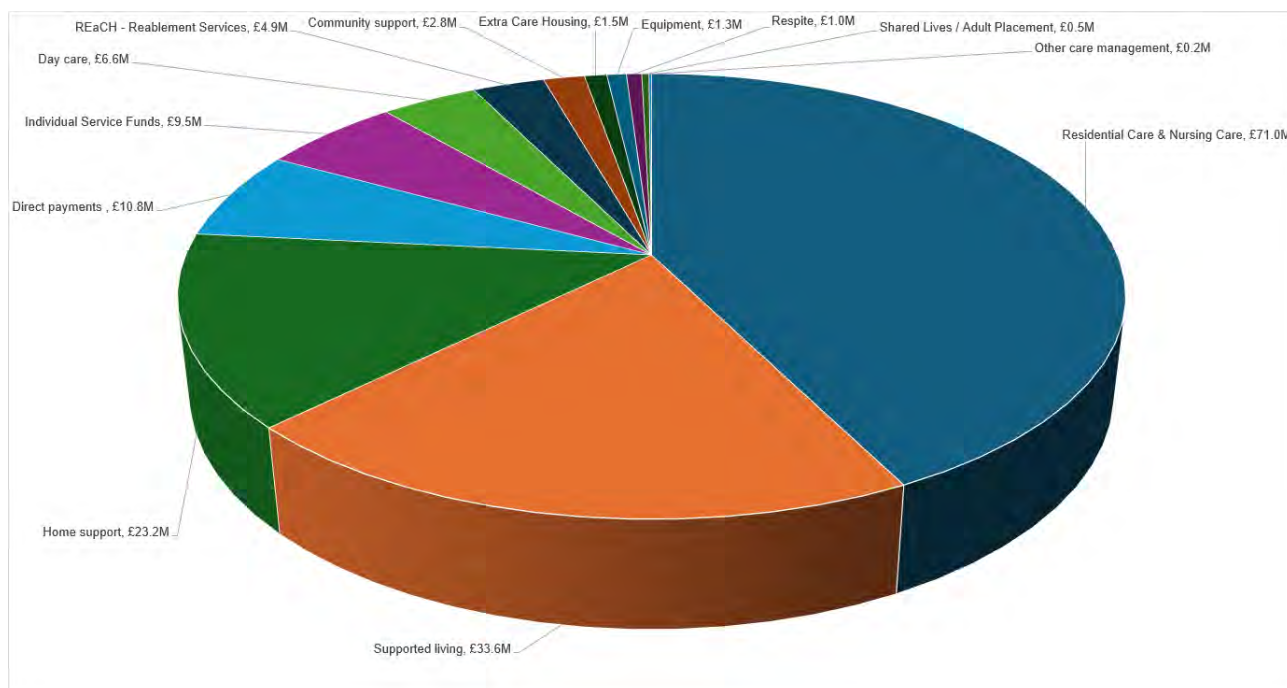
We are working hard to implement and deliver the ambitious Specialist and Supported Housing strategy. Internal processes to manage current stock, voids and appropriate placements within established provision have reduced the number of void placements and provided essential information to enable appropriate planning for future developments.

Adult Social Care Expenditure

In 2024/25 our net budget was £116.870m

The net expenditure at 2024/25 outturn was **£118.844m**, an overspend of **£1.974m** (1.7% of the net budget at outturn). The overspend related to increased demand pressures for Adult Social Care, predominantly for complex younger adult services such as Learning Disabilities and Mental Health.

A breakdown of the 2024/25 gross expenditure at outturn of ASC care services is illustrated in the pie chart.



Looking forward to 2025/26

In the next year we will continue our journey to support people to live healthy and happy lives independent. To help us to achieve this we will focus on the following areas:

