



STOCKPORT
METROPOLITAN BOROUGH COUNCIL

Stockport Council Local Account 2023 – 2024

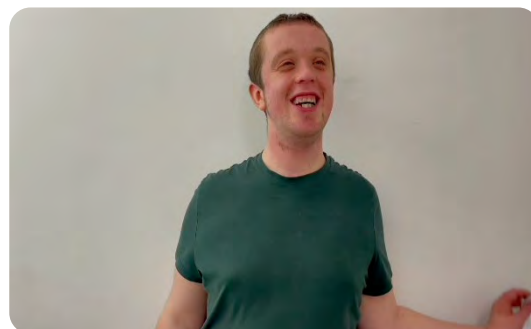


Ambitious Stockport, creating opportunities *for everyone*

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Introduction

What is the Stockport Local Account?

Our Adult Social Care Local Account is a summary of what we have been doing, the challenges we have faced and what we plan to do in the year ahead. This includes information about how we have spent our budget and some information about how we measure our performance.

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. Working with people and partners, Adult Social Care supports:

- 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

Foreword

Cllr Keith Holloway – Portfolio Holder for Health and Social Care

I am pleased to introduce the 2023/24 Adult Social Care local account, which outlines the significant progress made on various projects and programmes over the past year. This document highlights our commitment to enhancing the quality of life for individuals with care and support needs, ensuring they can live as independently as possible.



Our neighbourhood teams have been actively using Stockport Local booked appointments, based in libraries, to provide valuable information and advice on adult social care. The establishment of the Stockport Local Programme Board, which meets regularly, has been instrumental in reviewing progress and further developing the Stockport Local Offer.

A notable achievement this year is the launch of the Stockport Virtual House on the council's website. This innovative platform showcases a range of equipment and aids designed to support people at home, promoting independence and well-being.

Our Neighbourhood and REACH services are collaborating to redesign pathways to reablement, with service developments including routes to independence testing, the use of assistive technology to increase choice, skills building, and well-being. Opportunities Together is embedding coproduction in our support delivery, driving improvements and developments.

In preparation for the May local elections, our service, along with the Learning Disability social work team, worked diligently to familiarize people with learning disabilities with the democratic process, empowering them to participate in the elections.

We continue to collaborate with health and care partners across Greater Manchester to provide safe, high-quality health and care services. Our focus on prevention and early intervention at a neighbourhood level fosters collaboration between the public, VCFSE, business sectors, communities, and residents. The Transfer of Care Hub for Stepping Hill Hospital exemplifies our collaborative approach, ensuring patients who would be recorded as having No Criteria to Reside are appropriately placed. We are committed to reviewing arrangements to ensure that the right people are in hospital beds only for the Discharge to Assessment (D2A) period, where there is no Home First alternative.

One further innovation during the year was the establishment of our Making it Real Board. This aims to bring together people who use our services, carers, staff representatives and senior leaders to work together to improve services and users' experiences. In support of

this initiative, we have appointed our “Working in Partnership” lead, who took up post in February 2024.

Sarah Dillion – Director for Adult Social Care

I am pleased to share with you the Local Account for 2023/24. I have been in Stockport for just over twelve months now, it has been a pleasure to get to know people here.

At the forefront of what we do in Adult Social Care is the importance of working in partnership with the people that we serve here in Stockport. During the year we have made great progress in setting up a Making It Real board for Stockport which brings together local people with lived experience and Adult Social Care (ASC) to work together and improvements based upon people’s feedback and experience keeping people at the heart of what we do.



This year we have also launched One Stockport Local appointments to help us to provide support to people in a timelier way, local to them. These appointments are delivered in community venues across Stockport providing timely access to social care professionals and ensuring that we are having good conversations in the community. Promoting independence and well-being.

It is good to see that the number of complaints that ASC received in year was slightly less than the year before. Although this is a good step forward, we know that there is more that we need to do to further reduce this and ensure that the people who access our services have a good experience. We are working hard to ensure that we learn from our complaints. This year was the first year we formally recorded compliments and in year we received a whopping 229.

In 2024/25 we will be focusing on embedding the changes made this year and continue to improve what we do, listening to feedback to help us do so, from those who draw upon care and support in Stockport.

Our Ambition

There are several strategies that describe our ambitions for Stockport. These documents describe how we will deliver services to the residents of Stockport – including Adult Social Care.

The Council Plan 2023/24

describes the key role that the council plays in supporting the borough. In Adult Social Care we work hard to deliver efficient and effective services for the residents of Stockport.

In Stockport we are ambitious, our Council Plan also has four big ambitions. In Adult Social Care we are actively working towards Wellbeing in Neighbourhoods and Delivering for those who need it most.



The One Health and Care Plan



Our One Health and Care plan sets out a single, system wide locality plan to make Stockport a place where everyone has the best start in life and is supported to live well and age well.

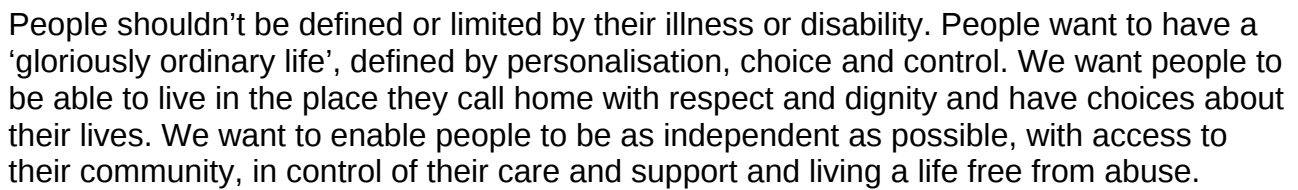
By working together we will ensure people can live their best lives and are supported to make good lifestyle choices that improve their health and wellbeing, allowing them to be independent, healthy and happy. Our ambition supports the shared outcomes and commitments set out in the GM Strategy, notably reducing health inequalities and driving improvements in

physical and mental health.

The One Health and Care plan was refreshed in early 2023, it highlights the following priorities:



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.



A photograph of three people in a domestic setting. In the foreground, an elderly couple is seated on a dark blue sofa. The woman on the left is wearing a light green shawl and holding a black mug. The man on the right is wearing a white turban, a white shirt, and a brown vest, and is holding a black mug and a yellow pencil, looking at an open book or notebook. Behind them, a young woman with blonde hair, wearing a yellow shirt, is sitting and smiling. The background shows a white wall with a framed picture and a white door.

Ambitious Stockport, creating opportunities *for everyone*

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.



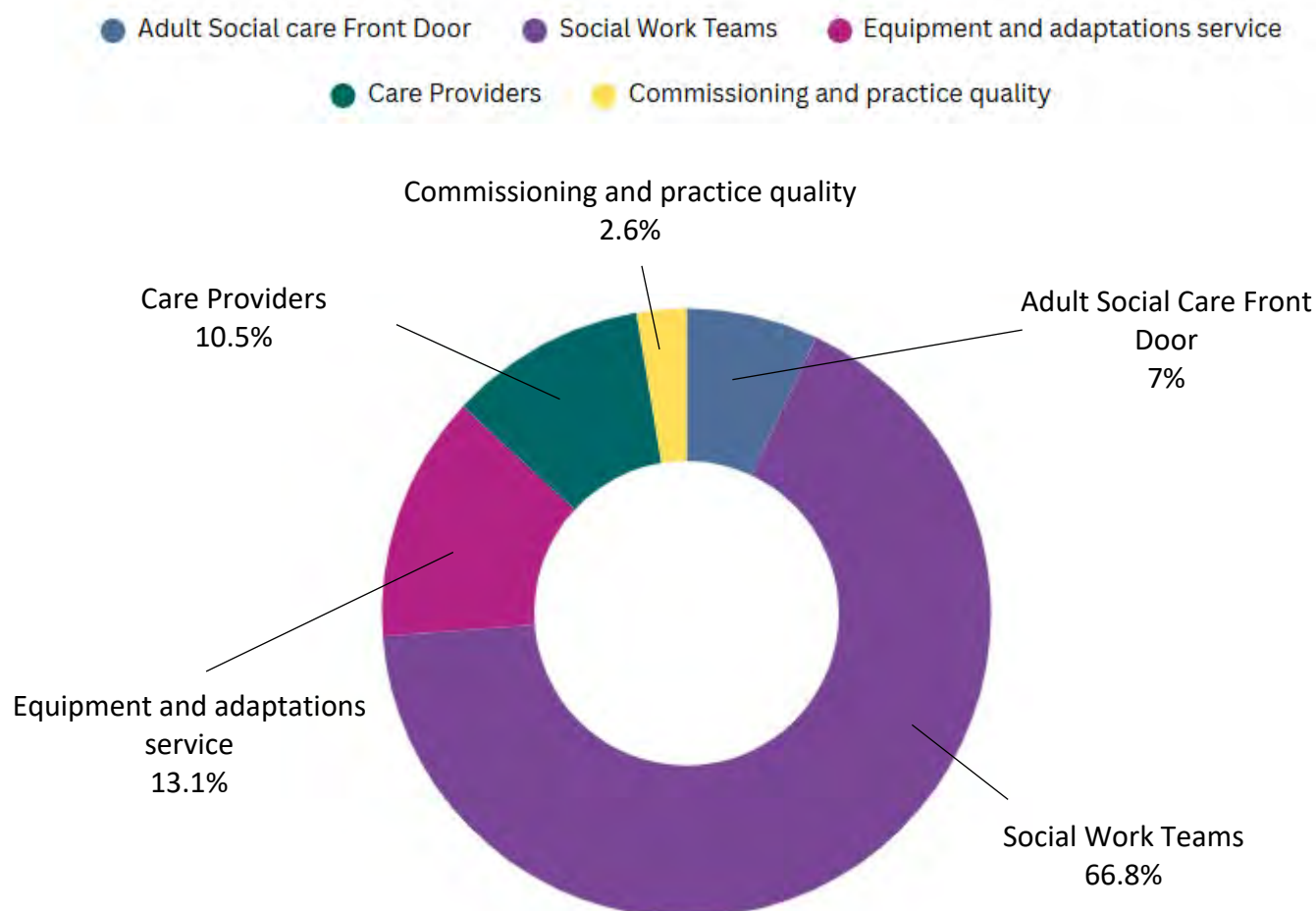
Adult Social Care Performance

Through the 2023/24 Adult Social Care Users Survey and Survey of Adult Carers, you told us...



Compliments

In 2023/24 we received 229 compliments from people who have accessed our services, or their families.

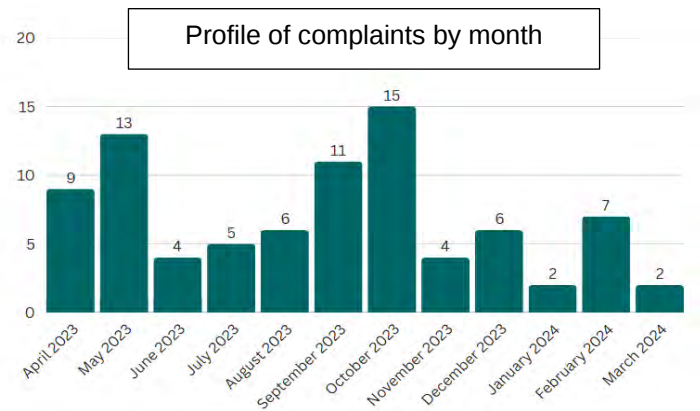


Complaints

In 2023/24 Adult Social Care received **84 complaints**, this was a **reduction in 5 complaints** compared to 2022/23.

The key reasons for complaints in 2023/24 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.



What we have done in 2023/24

Stockport Local

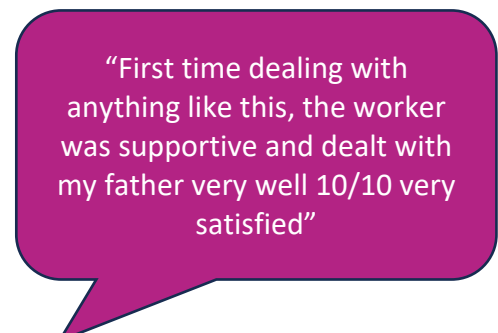
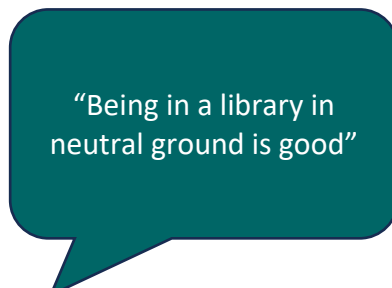
- One Stockport Local appointments help us to provide support to people focusing on prevent, reduce and delay.
- It is about providing timely access to social care professionals and ensuring that we are having good conversations in the community. Promoting independence, well-being and community inclusion.
- One Stockport Local appointments will become the default offer for all residents when they require support from Adult Social Care. Teams are encouraged to be flexible and deliver appointments in a way that meets the needs of individuals at a neighbourhood level.



This year we have:

- Increased the capacity of the **Stockport Local equipment and adaptation hubs**. These have proved to be very popular and effective in meeting people's needs in a timely way. Equipment and facilities have been installed at Central Library to support this. Waiting times for assessments have been reduced.
- In April 2023 there were 568 individuals on the equipment and adaptations waiting list, by October 2023 the team had undertaken 398 assessments which reduced our waiting list to 170. The majority of these assessments resulted in individuals being provided with a prescription for equipment.
- Stockport Local Appointments were also launched across our social work teams and front door. They are based in libraries, ensuring connections are made for people in local communities.
- We are utilising the Stockport local approach to deliver reviews, staff are also based in extra care housing schemes. This facility has an assessment bathroom, a stair lift and space to undertake confidential conversations

People have told us:



Technology Enabled Care

The **Virtual House** has been launched on the council's website to view click [HERE](#). This shows a range of assistive technologies and adaptations, and it aims to help support people at home. People can interact with the Virtual House online to see what might help them in their own home. We have received positive feedback about this new tool.

We are working with our third sector partners to see how we can provide easier access to assistive technology, equipment, advice and information on keeping people independent in their own home.



As part of our Technology Enabled Care (TEC) programme we have worked with TSA who are an independent advisory body for the TEC sector to understand how we can use TEC to support people.

- We have purchased a number of Ethel Care units which are now being tested, once this has been completed a pilot scheme will be launched.
- We have developed a new TEC strategy for Stockport.

Specialist & Supported Housing

Stockport Council received £0.465 million from the Department of Levelling Up to support a three-year programme aimed at improving supported housing

2023/24 is the second year of our Specialist and Support Housing Improvement Programme. Significant progress has been made to drive up the standards of supported accommodation across Stockport.

Stockport has a wide and mixed economy of supported housing. Supported housing is an important service offer which supports people to maintain their independence within the community. It is embedded in our plans to reduce demand in Adult Social Care by helping us to reduce bed based placements.

This year we have:

- As of 10th October 2023, 20 visits to supported living properties had been completed by the team, and landlords are actively engaged in the programme, completing outstanding repairs.
- Pathways and escalation processes with stakeholders including housing benefit, housing standards as well as social work teams have been established and delivery of the programme is underway.
- Developed a communication strategy.
- Delivered a number of co-production sessions and events which have helped us to identify gaps in the system.

Discharge from Hospital

Now into its second year of operation, the Transfer of Care (ToC) Hub provides a collaborative approach between Stockport Foundation Trust, social care and the third sector - providing an integrated approach to health. One of the key drivers for the hub is to ensure that people are supported into an appropriate placement. We are working together with colleagues in the NHS to ensure that we are all working as part of the same process. This helps to provide a more streamlined service for people.

We have reduced the number of sites where care is delivered for those people who cannot return home from hospital so that we can embed our Home First ethos, enabling people to return to their own home. Our REACH service has recently been aligned with our Active Recovery Community Home (ARCH) team and will work together in partnership with our colleagues in health to support individuals when they are discharged from hospital.

Supporting our Workforce

During the year we developed our workforce strategy for Adult Social Care:

- Reviewed our training and development offer for colleagues across our teams.
- We have launched a new information hub with all the tools that colleagues need to undertake their role.
- We are focusing on career progression, development and job satisfaction.
- We continue to support and develop apprentices as we recognise the need to invest in our workforce of the future.



- Opportunities Together have focused on recruitment to support the delivery of their service.

What else have we been doing?

The CQC regulations were launched in April 2023. This means that all councils will have an assessment against the CQC framework. During 2023/24 we have been preparing for the first assessment for Stockport Council. We have delivered a number of staff engagement sessions to gather the views of our teams and have started to work on our first self-assessment.

We have recently purchased the PAMMS (Provider Assessment & Market Management System). This will help us to monitor the quality-of-Care provision across Stockport, we will use it to improve consistency and visibility across the Stockport Care sector.

Within Opportunities Together we have welcomed the Shared Lives Service, we are working closely with the team to make sure that colleagues have the appropriate training to deliver a quality service to the people it supports.

Neighbourhood and Prevention Programme

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 **ONE Stockport Local** 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.

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



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

- Coming together in neighbourhoods to provide more streamlined health and care services for residents. To do this we have developed a population health plan which is based on local need.
- Working to ensure we can support people to remain in their community, avoiding hospital admission. This means we need to ensure that we have the right services in place in the community.
- Developing new pathways for frailty, diabetes, cardiovascular disease, and alcohol-related harm.

Our Making it Real Board



What is Making it Real?

**Better lives for people who draw on care and support?
Let's make it real.**

Making It Real is a set of co-produced statements that describe what good care and support looks like. They are aligned to the Care Act and built into the CQC Single Assessment Framework. You can find out more about on the website: [Home - Making It Real](#)

Making it Real was co-produced by people who draw upon care and support and people who work in it. People with lived experience were involved throughout, together with a large number of organisations.



Launch of the Stockport Making it Real Board

We are delighted that the Making it Real Board was able to hold its inaugural meeting in mid-October following some extensive preparatory work over the summer period. We are following the Think Local Act Personal (TLAP) principles that focus on what matters to people. The purpose of the board is to bring together people who use our services, carers, staff representatives and senior leaders to work together to improve services and the experience of people.



In our inaugural meeting, we identified that there was also a need for a carers board to be established to ensure both those in receipt of services and their carers get an opportunity to contribute to the development of our services. This is in addition to our continued commitment to the well-established user groups operating across the borough.

To enable us to make co-production across our whole service a reality we have invested in

a dedicated post to drive this work forward. Richard joined the council in February 2024 as our working in partnership lead.

Partnership Working

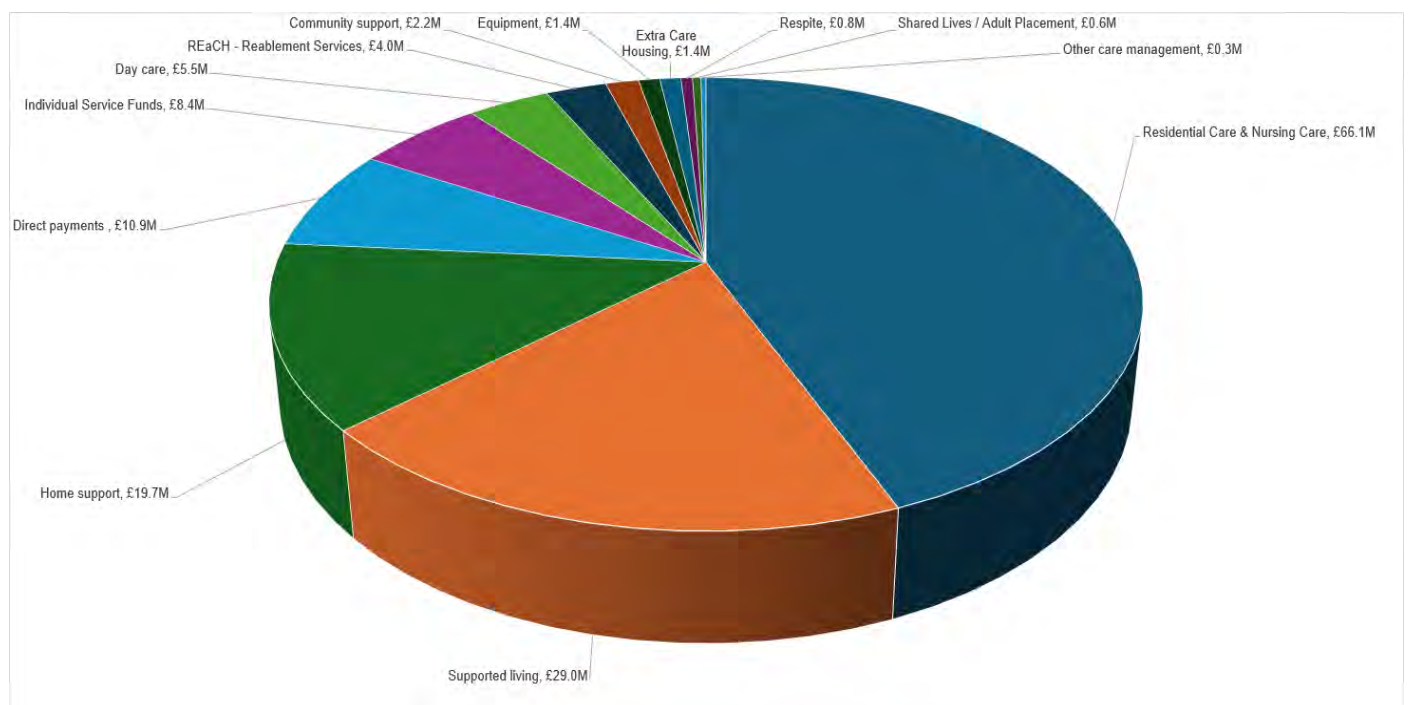
As well as the Making it Real Board we:

- have regular consultation through our Valuing People Partnership Board for people with learning disabilities and our Autism Partnership Board.
- are in the process of developing a Carer's Partnership Board and Mental Health Partnership Board too to provide further opportunities for engagement and co-production.
- Are working with the Local Government Association (LGA) to complete a system wide peer review of our Learning Disability and Autism offer for Stockport residents. This will be supported by people with lived experience.
- Have a direct payment group who meets regularly to help us to improve the way we deliver direct payments for the people of Stockport.

Adult Social Care Expenditure

In 2023/24 our net budget was £109.106m

The outturn position for ASC in 2023/24 was a balanced financial position. The following pie chart provides a breakdown of our gross expenditure for care management.



Looking forward to 2024/25

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:

