



STOCKPORT
METROPOLITAN BOROUGH COUNCIL

The Stockport Story

**Local Account for Adult Social Care
2025 – 2026**



Ambitious Stockport, creating opportunities *for everyone*

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Stockport Local Account 2025/26

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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 2025/26. It also provides information about:

- Our performance
- How we use our resources
- Our plans for the year ahead

Adult Social Care Charter



Ambitious Stockport, creating opportunities *for everyone*

Foreword

Sarah Dillon – Executive Director of Adult Social Care and Health

I am pleased to present this year's Local Account for Adult Social Care in Stockport.

The Local Account is our opportunity to share with you – the people of Stockport – the work we have done over the past year, how we are performing, how we use our resources, and what we are focusing on next. It is also an important way for us to reflect on what people have told us and how this is shaping our services.



This year's Local Account highlights the progress we have made alongside our partners, providers and, most importantly, people with lived experience. You will see examples of how we are helping people to live well and stay independent through our Live Well approach, how we are strengthening partnerships across health, housing and the voluntary sector, and how we are continuing to build services around what matters most to people.

This year, we were also inspected by the Care Quality Commission, and I am very pleased that our Adult Social Care services were rated **Good**. This reflects the hard work, compassion and professionalism of our staff and partners, and our shared commitment to supporting people to live independently with choice and control. At the same time, the assessment and feedback from people are clear that there is more for us to do – particularly to improve people's experience, help people feel safe, and reduce social isolation. We are listening and using this to guide our improvement.

Looking back over the past year, we have strengthened safeguarding, embedded our "Gloriously Ordinary Lives" approach, and worked more closely with partners across neighbourhoods to support independence. Looking ahead, we will continue to focus on prevention, technology, helping people to stay well and connected in their communities, and improving how we work together to deliver more joined-up support.

Nationally, the work of Baroness Casey and the Casey Commission is bringing important focus to the future of adult social care. This reflects many of the challenges and opportunities we see locally, and we will continue to play our part in shaping that future.

I am proud of the progress we have made together, and grateful to the people, carers, staff and partners who make this possible every day. While we have achieved a great deal, we know there is more to do. We remain committed to learning, improving, and working with our communities to ensure that everyone in Stockport can live well, with dignity, independence and choice.

I hope that you enjoy reading the Local Account.

Thank you.
Sarah Dillon

Executive Director of Adult Social Care and Health (Statutory DASS)

Our Ambition

ONE STOCKPORT ONE FUTURE

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.



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.



Adult Social Care Plan on a Page

Taking a strength-based approach

We are committed to ensuring our practice is focused on individual, carer, and community strengths to enable people to live independently in their own homes. By drawing on people's own strengths and focusing on the things important to them by making use of their communities.

Helping people to stay at home

We will consider how we can adapt people's own homes and provide enabling support, equipment, technology and digitally-enabled care to support them in their own home. We will support specialised housing developments that help people to live as independently as possible.

Living and ageing well

We will provide advice and information and support when needed to help people plan for how they can live a good life, both now and into their future. Through our Stockport Local Hubs, we will

enable people to look for the solutions that work for them, keeping them as independent as possible.

Making the most of our resources

We will aim to provide the right amount of support to meet people's needs and outcomes. In providing appropriate support, we consider costs and will look at innovative ways to prevent, reduce, delay individual care and support needs.

Joined up care and support

We will work closely within the Council, with our partner organisations and through our partnership boards with people to tackle health and social inequalities. Working together we will ensure that people's experience of health and social care is of a good quality and safe.

Empowering people to live free from abuse

We will work with our partners to help people to stay safe from harm and abuse. With our Safeguarding Partnership Board we take a proactive approach in safeguarding people with care and support needs. We will help people to make informed choices while ensuring appropriate representation for people who are unable to protect themselves.

People at the heart of what we do

We want to improve people's experiences and support better outcomes for people and carers alike. We value the experiences of people and carers to drive and strengthen Adult Social Care in Stockport by ensuring equity of experience and sharing the power of decision-making.

Developing our workforce

We have a valued workforce that we are committed to support and develop to ensure that we provide a high standard of professional practice across all disciplines. We are invested in our frontline workforce and support career progression at all levels.

The Stockport Population

The population of Stockport was 294,800 at the 2021 Census, an increase of 4.1% since 2011, which is lower than growth seen across the North West (5.2%) and England (6.6%)

The Stockport Joint Strategic Needs Assessment (JSNA) describes the health, care and wellbeing needs of the population of Stockport. It identifies the priorities for improving health and wellbeing and reducing health inequalities.

The JSNA is used to develop joint health and wellbeing strategies, including the One Stockport Health and Care Plan, and to inform the commissioning of health and care services to meet those needs.

The last full JSNA summary report was published in 2023, and the next full review is due during 2026/27, in the meantime we have produced in depth reviews into a number of key topics. All JSNAs published in Stockport since 2020 are available at <https://www.stockport.gov.uk/documents/jsna-documents>.

Here is some of what we know about our local population:

The economy of Stockport is one of the fastest growing in the Northwest



52.3% of Stockport is green space but this varies across our Neighbourhoods



295,243 people
21% under 18, 59% 18 – 64, 20% 65 and over, of which 3% 85 and over



We are becoming more diverse. 16.6% of global majority ethnicities up 56% since 2011



Resilient budget and an ambitious capital programme



Overall unemployment levels are low but are higher for under 25-year-olds



53,500 have a disability, 1700 learning disability, 3000 serious mental illness, 31,200 carers, 4131 >65 with dementia



Main language is English, 2400 residents unable to speak English, next main languages are Urdu, Persian, Farsi and Polish



35,000 people affected by income deprivation, 9000 older people living in poverty



2759 homeless presentations in 2024, 600+ people seeking asylum same year



Life expectancy differences are linked to deprived areas



7000 16+ describe themselves as LGBTQ+



CQC Assurance



CQC's visit to Stockport

CQC are now required to assess how local authorities with adult social care departments are meeting their duties under the Care Act 2014. They visited Stockport Council in 2025/26 in order to understand how we work with people, how we provide support to people, and to make sure that people's care and support is safe.

How CQC completed their assessment

CQC reviewed our strategies, plans and other key documents. They also reviewed our performance. Finally they spent several days meeting our staff, leaders, partners and providers. But most importantly they heard from people with lived experience including carers about their experiences.

How CQC rated Stockport

CQC rated Stockport's adult social care services Good overall following it's latest assessment.

The CQC found that Stockport is performing well across a number of areas, including supporting people to live independently, the commitment and professionalism of staff, and effective partnership working with health, voluntary and community organisations and care providers. The assessment also noted the effectiveness of prevention services including Home First and Live Well, which help people return home safely after hospital stays, maintain their independence and reduce the need for long-term residential care.

The report praised the council's person-centred approach, with a clear focus on helping people maintain choice, control and independence, and on working closely with carers and families to provide timely and appropriate support. They also noted our commitment to working with people with lived experience, ensuring services reflect what matters most to people and are designed and delivered with them in mind.

The report also identified where we can go further such as improving the time people wait for assessments and improving the quality of commissioned care in some areas. We know there is more to do, but this gives us a strong foundation to build on as we continue improving services together with our partners, with providers and with people and carers.

The full report will be published on 22 May 2026 and can be found here: [Local authority assessment reports - Care Quality Commission](#)

Adult Social Care Performance

Through the 2025/26 Adult Social Care Users Survey you told us...

Adult Social Care Outcomes Framework

The Adult Social Care Outcomes Framework is a national framework used to measure how well Adult Social Care Services achieve outcomes that matter most to people and their carers.

What did you tell us in 2025/26?

	What people told us
 72.7%	said that they have enough control over their daily life
 64.1%	said that they find it easy to find information about services
 64.2%	said that they feel safe
 56.6%	said that they were satisfied with the social care support
 40.1%	reported that they had as much social contact as they would like

Our results show a mixed picture. Many people feel they have control over their daily lives, and it is becoming easier to find information about support. This shows that we are doing well in helping people stay independent and understand how to get help.

However, there are still areas we need to improve. Not everyone has a positive experience of services, and some people told us they do not always feel safe.

The biggest challenge people told us about is social connection. Many people do not have as much contact with others as they would like. This means we need to do more to help people feel more connected to their communities, families and friends.

Overall, the results show that while we are doing well in some areas, we need to focus more on improving people's experience, helping people feel safe, and supporting people to build and keep social connections.

Your Feedback

“A complaint is an opportunity to shine”

Lyn Dean (Age Friendly co-chair and Senior Adult with lived experience)

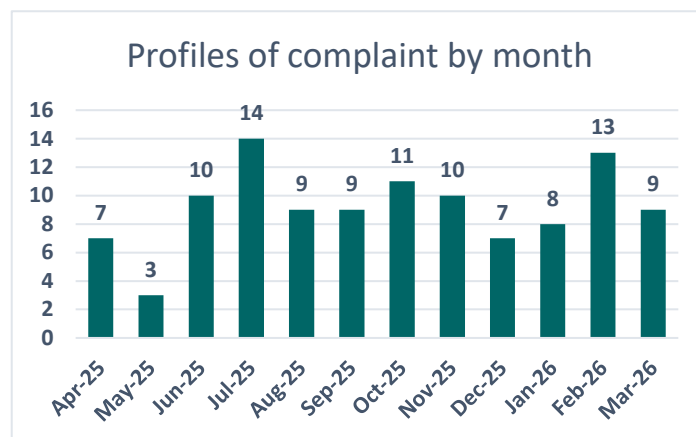
In 2025/26 Adult Social Care have improved and increased the ways people can provide feedback about Adult Social Care. Below is what you have told us is working well and what we still need to work on.

Complaints

Adult Social Care received **110 complaints** in 2025/26

The main themes were:

- Concerns about assessments and how decisions have been made with people.
- Charging for Adult Social Care and billing issues.
- The quality of care and support that people have received.
- Delays people have experienced when assessments or care arrangements were being put in place.

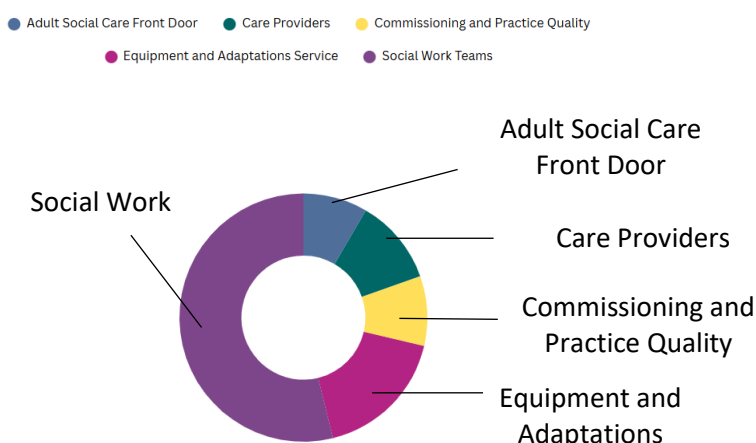


Compliments

In 2025/26 we also received **147 compliments** from people who have accessed our services, or their families.

The main themes were:

- **Kindness and empathy** – caring, compassionate support during difficult times
- **Clear communication** – listening, regular updates, and simple, clear explanations
- **Professionalism and knowledge** – confident, skilled and knowledgeable practice
- **Going above and beyond** – responsive, proactive and exceeding expectations
- **Making a real difference** – improving wellbeing, reducing stress, and achieving better outcomes



Partnership working

Key Making It Real priorities and achievements this year

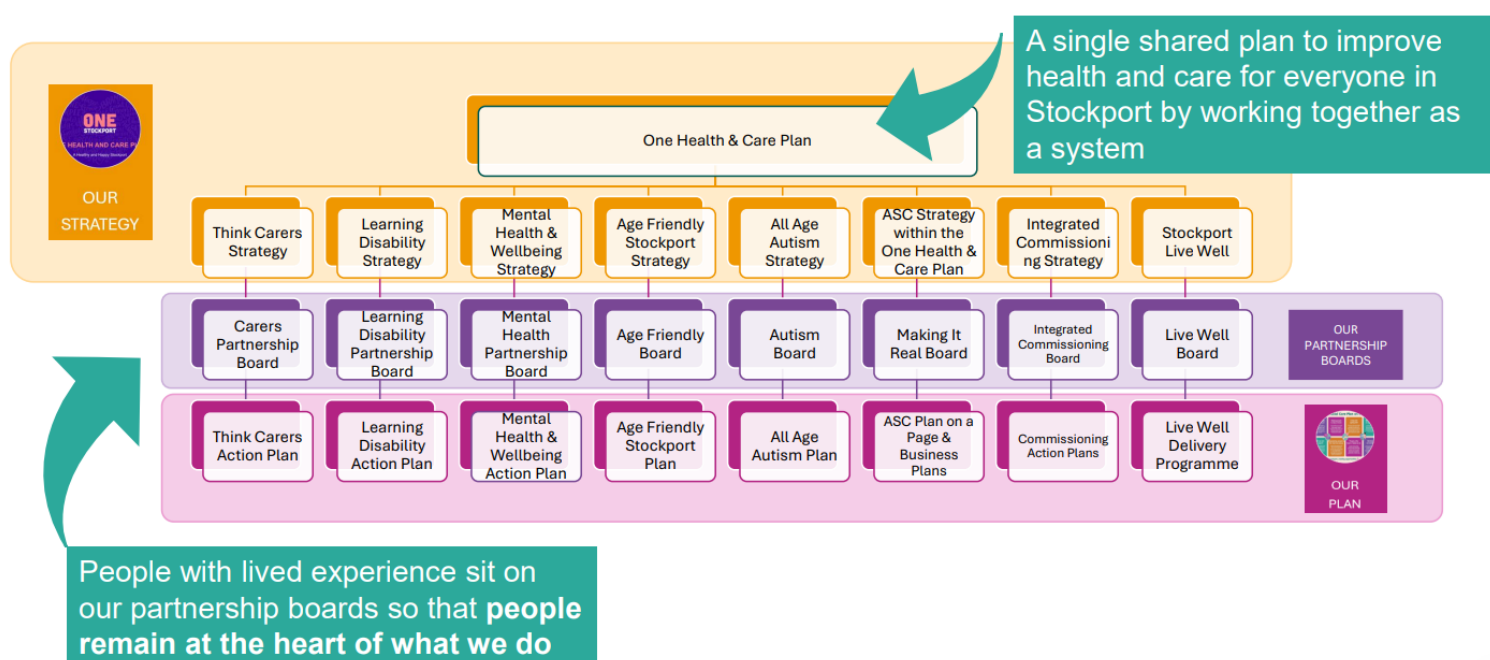
This year, the Making It Real Board focused on what helps people live *gloriously ordinary lives*, with lived experience at the centre of decisions and strong links to communities and partners across Stockport.

Key highlights:

- Focused on **technology-enabled care**, with people with lived experience shaping this work
- Set up a **housing subgroup** to keep housing central to independence and everyday life
- Strengthened **community connections**, promoting local groups and activities through Live Well
- Increased **engagement across partnership boards**, ensuring lived experience is heard
- Supported work on **transport accessibility** and co-produced **YourGo cards**
- Contributed to **CQC activity** and expanded **Gloriously Ordinary Lives training**
- Improved understanding of **local community offers** across neighbourhoods to support prevention and independence

Working in partnership with people

STOCKPORT
ONE TEAM



Stockport Live Well

Is about helping people to access great everyday support in their local community. This means more people getting timely advice on wellbeing, independence and caring in their community. Examples include:



Stockport Local Appointments

In the past twelve months we have delivered over 870 Stockport Local appointments from community venues such as libraries. The appointments are tailored to the needs of the person and can include Care Act Assessments, Carers Assessment or an assessment for a piece of equipment, its all about working with people to see what can enable them to remain independent and promote their wellbeing. We also have senior TEC (technology enabled care) officers in place and two experts by experience who are helping us to think about where we can maximise the use of TEC. For example, one colleague is now going to Stockport County sessions at Edgley Park every other week, this has established some brilliant relationships and just this week has supported a resident to access a food bank voucher.

WorkWell

Aims to improve health, wellbeing, and employment outcomes by offering early, tailored support within the local area. It is an early intervention service designed to support Stockport residents who are experiencing health-related barriers to work. Since December 2024 colleagues have supported over 600 referrals, with 65% of people remaining in work or returning to work.

The service provides access to a dedicated team of Work and Health Coaches who work closely with individuals to:

- Understand how health is affecting their ability to work
- Provide personalised support and guidance
- Help people remain in work or return to work
- Connect individuals with local services and support in their community



Online Offers

We have also been adding to our One Stockport Live Well Directory . To bring this to life for our practitioners the co-chair of the age friendly board has been working with one of our team to identify community offers that are making a difference for people and promoting their story. We have seen brilliant examples of how community events and activities are helping people to remain active, tackle social isolation.

Behind the scenes, we have also been working with our health partners, thinking about how we can improve the ways we work together in neighbourhoods so that people have a more seamless experience. Stockport is one of only two Greater Manchester localities that have been part of a national programme to trial new ways of working. Locally, we decided to focus on frailty and dementia as part of this we have worked with one of our care homes to explore how we can reduce falls.

Looking ahead to 2026, you will notice more places across Stockport being recognised as Live Well Centres or Spaces, this includes our libraries, family hubs and leisure centres. This means that the people working in those places will be able to make sure people can access support, this may be by helping them with a referral to the work well programme or helping them to access financial support. The Independently in Stockport suite will also open to members of the public, this will give people the opportunity to see and try TEC and equipment that can help them remain independent at home.

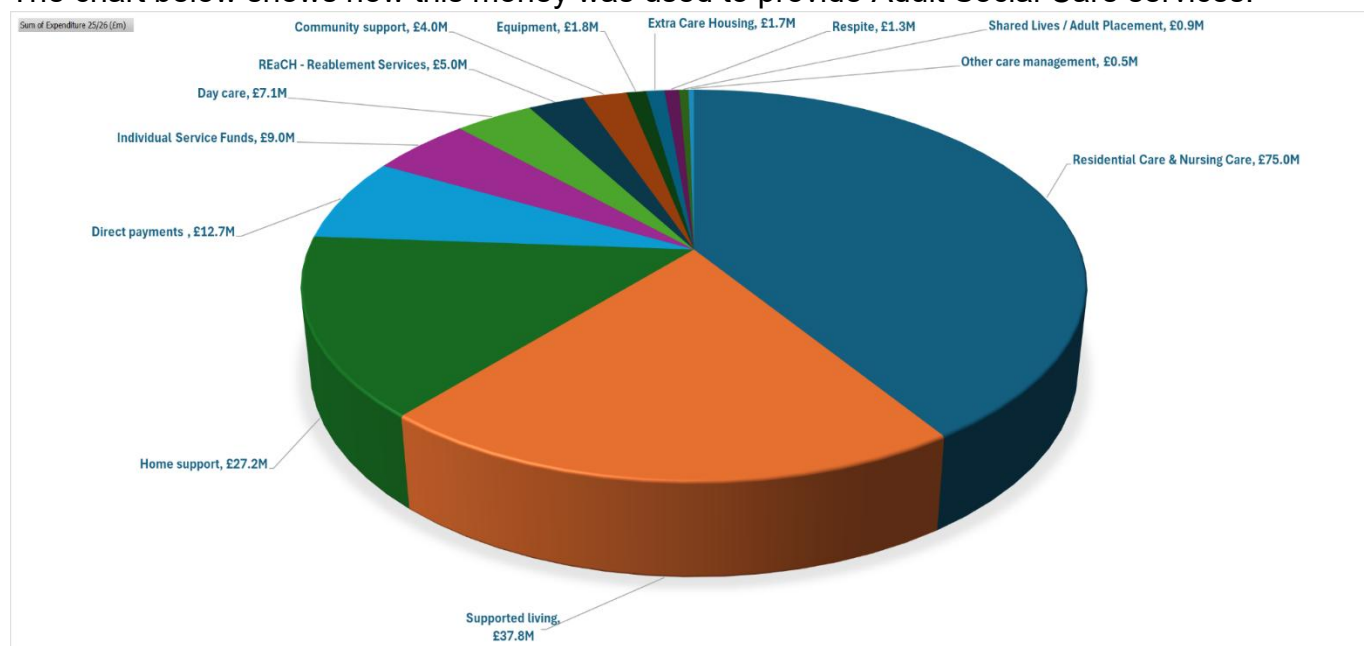
How we use our resources

In 2025/26 our net budget was £124.572m.

Adult Social Care spent a total of £130.5 million in 2025/26. This was around £5.9 million more than planned.

The increased cost was mainly due to more people needing support, especially younger adults with more complex needs such as learning disabilities and mental health, as well as increased demand for home care for older adults.

The chart below shows how this money was used to provide Adult Social Care services.



Service Area	Expenditure 25/26 (£m)
Residential Care & Nursing Care	£75.0m
Supported Living	£37.8m
Home Support	£27.2m
Direct Payments	£12.7m
Individual Service Funds	£9.0m
Day Care	£7.1m
REaCH - Reablement Services	£5.0m
Community Support	£4.0m
Equipment	£1.8m
Extra Care Housing	£1.7m
Respite	£1.3m
Shared Lives / Adult Placement	£0.9m
Other Care Management	£0.5m

Looking back and looking forward

Area	Looking back to 2025/26	Looking forward to 2026/27
Safeguarding	Over the past year, organisations across Stockport have worked together to strengthen safeguarding by improving partnership working, learning from practice, and putting people with lived experience at the heart of support.	We will continue to build on this progress by strengthening partnership working, improving how we share information, listening to more people, and ensuring improvements are reflected in day-to-day practice.
Gloriously Ordinary Lives	In late 2025, Gloriously Ordinary Lives training was rolled out to frontline assessment teams and well received, with the practice model now embedded and informing ongoing learning. The Provider Forum also created valuable space to share real examples of compassionate, person-centred practice and strengthen connections across Stockport.	Through the One Stockport Health & Social Care Career Academy, we will extend Gloriously Ordinary Lives training to the wider provider workforce, embedding a shared culture that values everyday practice and supports a consistent approach across Stockport.
PWI & Neighbourhoods	We have continued to strengthen partnership working across health, housing, VCSE and the NHS, supporting more people to live independently through timely assessments, workforce development, and better coordinated support, including progress on frailty, falls prevention and MEAM-led work.	In 2026, we will build on this through the launch of Live Well Independently Stockport, deeper joint working with health and housing partners, a stronger focus on prevention and frailty, and continued workforce development to help more people stay safe and independent at home.
Learning disability Early adulthood, Mental health and autism	We have continued work across learning disability, early adulthood, mental health and autism, including completing engagement on Stockport's Preparation for Adulthood approach and gathering views from parents, carers and young people to shape next steps.	We will turn this learning into clear action plans, strengthen mental health support, progress our learning disability work at the right pace, and explore new ways to engage earlier with autistic people to improve outcomes.

