

Community Voice Partnership locality board update

1. Progress and Group Development

1.1 Governance

- This is the second report by the Community Voice Partnership. The group was, until recently, known as the People and Community Voice Engagement Group.
- The name of the group has been changed to be consistent with other key delivery groups within Stockport's integrated care system such as the Mental Health and Wellbeing Partnership and Carers' Partnership.
- The Terms of Reference is under review by members.

1.2 Membership

- A recruitment campaign is underway to recruit a Co-chair with lived experience. This is another feature of existing partnerships mentioned in 1.1. The closing date for applications is Friday, 3 May, with interviews scheduled for Monday, 13 May 2024. Full details are on the HealthWatch Stockport website, and a communications campaign is underway. The process is being managed by colleagues from Healthwatch Stockport, NHS Greater Manchester (GM) and Stockport Council.
- In addition to recruiting a new Co-chair, the Partnership is expanding its membership to include four more members with lived experience of using or accessing health and care services in Stockport. This process will immediately follow the appointment of the Community Voice Partnership Co-chair.
- The recruitment of lived experience members centres around the first (of ten) principle of the national guidance for integrated care systems, which Stockport has adopted: **Put the voices of people and communities at the centre of decision-making and governance, at every level of the integrated care system.** The full set of principles are embedded within the Partnerships Terms of Reference.
- The next stage of the Partnership's development in relation to membership will be to identify which cohorts, groups or organisations do not have a clear path to have their voices heard.

2. Engagement activity (covering period October 2023 to February 2024)

2.1 Featured engagement activity

This section highlights engagement activity over the period of October 2023, to March 2024. It is in two sections with some key partner events highlighted in the first part (2.1) and a round-up of other activity in part two (2.2). The round-up is separated into broader themes and a core group of regular themes will be established as this quarterly update develops.

The information has been provided by Community Voice Partnership members and it is recognised that it is not an exhaustive list of all activity.

Healthwatch Stockport Network Events – October 2023 and February 2024

October 2023

The Healthwatch Stockport Network Event on Monday, 2 October 2023, served as a platform to showcase collaborative efforts and progress in health and care services.

Partnering with the ONE Stockport Health and Care Board and Signpost for Carers Stockport, the event aimed to engage stakeholders (people and communities) and highlight key initiatives and progress being made in the ONE Stockport Health and Care system. The key highlights are below:

- Presentations by members of the ONE Stockport Health and Care Board:
 - Maria Kildunne outlined Healthwatch Stockport's mid-year work plan, highlighting its current work plan in dementia, allergies and mental health, as well as emphasising its current priorities on social care and discharge.
 - Philippa Johnson discussed the ONE Stockport Health and Care Board's initiatives and the ONE Stockport Health and Care Plan, focusing on health promotion, access to services, and community development.
 - Chris McLoughlin delved into local neighbourhoods and prevention programmes, emphasising community-based solutions for better care and outcomes.
 - Vince Fraga shared insights on co-production in health and social care services, stressing the importance of involving people and communities in service design and delivery.
 - Julia Hewer presented Signpost for Carers' vision for a new Carers Strategy, Partnership, and Network, aiming to provide better support, information, and advocacy for carers.
- Question and answer session: Addressed queries on various topics, including access to GP services, mental health support and carers' needs.
- Exhibitors: Four exhibitors provided additional support and information. They were Signpost for Carers, Age UK Stockport, Alzheimer's Society and Care Call.
- Publicity and communications: Utilised multiple media channels including email invitations, social media, and posters/flyers to reach a diverse audience.

- Attendees: Approximately one hundred individuals attended, including members of the public, health professionals, and voluntary and community sector representatives.
- Post-event feedback: Positive feedback received on the Network Event organisation, variety of presentations, and networking opportunities. Suggestions for improvement included clearer presentation slides and more interactive sessions.
- Lessons learned: Identified areas for improvement such as venue temperature control and presentation guidelines. Plans for future events include enhancing communication and addressing feedback.

February 2024

- **Healthwatch Stockport** held the second of its two annual events on Wednesday, 28 February 2024, with a focus on asking members to help shape its work programme priorities for 2024/25.
- Healthwatch identifies potential priorities by identifying key thematic areas. These areas are evidence-based on various sources including its feedback centre, events and community engagement. It then consults with residents, volunteers, staff and professionals, to find out which issues are most important.
- At the event, members and attendees participated in facilitated breakout sessions to discuss identified themes in more detail. These included:
 - Eye services, with a focus on glaucoma
 - Screening, including mammograms and cervical
 - Neurodiversity
 - Equality of access
 - Mixed awareness of standards, choice, eligibility and rights in social care
 - Reliable information and where to go to look for it in social care
 - Visibility of services and their providers in health and social care
 - Communication and joint working in health and social care
 - Training in hospital for neurodiverse, learning disability and dementia patients
- Healthwatch is now reviewing the findings with its senior management group and members to agree and finalise a work plan for 2024/25, which will be communicated to stakeholders.
- There are several key areas Healthwatch continues to work on in as part of its previous work programme:
 - Serious mental illness
 - Children and young people's mental health
 - Dementia
 - Dental access (monitoring)
 - Emergency department waiting times (monitoring)
 - Cancer waiting times (monitoring)
 - Social care (discharge from hospital)
 - Learning disabilities
 - Carers

Sector3 Meet, Greet and Grow – March 2024

- **Sector3** hosted its latest Meet, Greet and Grow event on Wednesday, 23 March 2024. The theme was community power.
- The Community Voice Partnership, via representatives from Healthwatch, NHS GM and Stockport Council attended to present an overview of the Stockport integrated care system. Those in attendance heard about what an integrated care system is, the role of the ONE Stockport Health and Care Board and the Community Voice Partnership. The presentation can be found at Appendix A of this update.
- Other key themes discussed and presented:
 - An introduction to community power in Stockport.
 - How to include the voices of those with lived experience in the Stockport system.
 - Arts and culture investment in Stockport.
 - Violence Reduction Unit in Stockport and the community led response
 - Greater Manchester VCSE Accord. What is it and why is it important?
- The overall event centred on empowering Stockport's communities to drive and influence change. Attendees came from over 40 of Stockport's VCFSEs and were encouraged to join networks to amplify their voices.
- The VCFSE Alliance for strategic advocacy was launched with a call to action for VCFSE leaders to join and influence change-for-good for Stockport residents.
- Other key takeaways included the call for stakeholders to move from talk to action, broader access to programs like Targeted Practice Education Program (TPEP), elevating stories of lived experience, and increased recognition for VCFSE's contribution to people focussed services in Stockport. Participants also emphasised the need for clearer feedback channels and greater cross-collaboration.
- The event underscored the importance of integrating community voices across sectors, such as through the Community Voice Partnership, ensuring resident input in various initiatives.
- Concerns were raised about community participation resources and the need for a broader focus beyond traditional health services, including areas like employment.
- The discussions on arts and culture investment, violence reduction initiatives, and the significance of the GM VCSE Accord highlighted the importance of collaboration, accountability, and resource optimisation to address community needs effectively.
- The feedback from the day was overwhelmingly positive: "As a VCFSE supporter it was a privilege to attend such an informative and encouraging forum. Whilst acknowledging the challenges and pressures, it really feels like the opportunity is there to harness the community power in the room to exert influence on decision makers in the system. Better together."

2.2 Other engagement activity

Engagement Activity by Theme

Primary care

- Patient participation groups (PPG) and primary care network (PCN) meetings have been taking place across Stockport. These are at different stages of development, depending on the resources of individual practices. Tame Valley is a good example of practices connecting well with its patients. It has hosted at least two PPG and two PCN meetings during this reporting period. Subjects covered at these meetings include online triage tools, different staff roles and who's who at the practice.
- Dr Viren Mehta, Stockport GP, **Viaduct Care** Chief Executive Officer and locality board member, attended the Healthwatch Stockport Event on Wednesday, 28 February 2024, to give an overview of the advancements in primary care in recent years. He highlighted the additional roles in primary care such as mental health practitioners and physiotherapists. He also gave a picture of how primary care is accessed and numbers behind that. Members were invited to ask questions which Dr Mehta answered at the end of his presentation.

Adult Social Care

- The Adult Social Care (ASC) team at **Stockport Council** has been listening to and acting on the views and experiences of adults who draw on care and their families and carers. The aim is to empower adults to have genuine choice and control over their lives. To support this work, the team has undertaken a co-production self-assessment, which has been fed back to Northwest Directors of Adult Social Services (ADASS) and created an action plan. The Making it Real Board has been established with monthly meetings where those with lived experience meet with representatives from the leadership team and frontline operational staff to support service developments and to hold the service to account. This is supported by Healthwatch Stockport and Stockport Advocacy. An example of the work the Board has supported is the development of the ASC Charter. The team has also recruited an Adult Social Care of Co-production Lead who has a strong background in co-production and has lived experience of using Adult Social Care. The team is currently in the process of mapping out current activity across the service and gaining the views of those who use the services.

Carers

- The ONE Stockport Carers Partnership recruited a lived experience Co-chair. The Partnership was created by **Signpost for Carers** Stockport in partnership with **Stockport Council** to support carers.

Children and young people

- **Healthwatch Stockport** conducted a survey on child and adolescent mental health services, working alongside the **NHS Greater Manchester Integrated Care Board**. This was part of its ongoing work on children's mental health, identified as one of its joint GM priorities. There were two surveys, one for children and young people and the other for parents and carers. In addition, local people were invited to take part in one

of two focus groups held in March 2024. The findings will be presented via the Community Voice Partnership regular update.

- The first Stockport Youth Summit was held in February 2024 involving 15 Stockport schools, two Stockport Colleges, VCSFE organisations, businesses, and a large number of Stockport Council representatives. In total 268 individuals attended at Stockport Town Hall, which included 142 young people and 46 organisations. This was part of **Stockport's Council's** work with LISTEN! / Youth Alliance to give young people an opportunity to discuss and share their views on Stockport Council's 'One Stockport, One Future' plan and voice their opinions on the 'Five Big Things' Stockport Council plans to do to improve Stockport. This was to ensure the long-term plan for Stockport provides what future generations want and need in their communities.
- Over 80 young people from across Stockport attended the annual Schools and Youth Climate Assemblies in March 2024, organised by the **Stockport Council** Climate Action Now (CAN) team. The event followed lessons and activities in schools and colleges, with over 1,800 students taking part. Pupils and students representing 30 primary schools, high schools and colleges then came to Stockport Town Hall to debate five climate action ideas. The two debates were chaired by young people, and students from Stockport College provided media coverage for both events. The debates ended in a vote, where the young people voted in favour of the climate action idea "Support schools to set up swap shops, recycling bins and compost areas", which was proposed by St Marys CE Primary School in South Reddish. This winning idea will be acted on by the Council's CAN team.

Older People

- Ageing in Place Pathfinder (AIPP) is a collaborative project between **SKylight** and the **University of Manchester** with the goal of improving quality of life by reducing health inequalities for over 50s in Brinnington. The team is regularly in Brinnington building relationships with residents and groups, providing support wherever it can, and putting on events to give residents the chance to get out in their community and have their voices heard about what they'd like to see in Brinnington. **Stockport Homes Group** is contributing to the project to help residents of Brinnington and achieve the best possible outcomes for the project. Partner organisations can support the project by attending a dedicated steering group, engaging with events, and completing surveys.

Mental health

- The **ONE Stockport Mental Health and Wellbeing Partnership** recruited a lived experience Co-chair.
- **Stockport Homes Group** (SHG) has funded a dedicated Mental Health and Housing Support Worker (MHHSW) to support customers experiencing poor mental health. Between October, and December 2023, 35 referrals were received from external agencies and SHG. The MHHSW provides advice and support directly, as well as supporting access to health services and other specialist provision. The MHHSW also provides advice and guidance to other SHG colleagues around mental health issues and navigating mental health pathways.
- **Beacon Counselling Service** is a free counselling service commissioned by **Stockport Homes Group** offered to tenants and The Prevention Alliance (TPA) customers. The most common presenting issues include anxiety and panic attacks,

followed by depression because of ill health and long-term sickness. In quarter 3 (2023/24), it received 69 referrals and delivered 164 sessions. This included 41 assessments, 32 lower-level counselling sessions and 91 complex case sessions. In January the service received 26 referrals, delivered 19 initial assessments, five lower-level counselling services, and 31 complex case sessions.

Homelessness

- The Homeless Hospital Advocate (HHA) works closely with the **Pennine Care** mental health inpatient wards at Stepping Hill Hospital. The service encompasses ward visits from the point of admission to referrals into **Stockport Homes Group** Housing Options Team, with continued support when the individual is resettled into the community. In Quarter 3 (2023/24), 12 referrals were received with a variety of outcomes achieved:
 - Three people discharged to family and friends
 - One discharged to temporary accommodation
 - Two remained in hospital
 - One returned to Housing Association property
 - One discharged to supported living accommodation
 - Two to step down accommodation
 - One returned to property with additional support from Homeless Prevention Team
 - One relocated out of area with the support of HHA and the Safer Neighbourhoods team due to issues relating to risk

Housing

- In Quarter 3 (2023/24), **Stockport Homes Group's** dedicated Housing Options for Older People service (HOOP) provided bespoke advice and information on 409 occasions to customers and internal & external colleagues. The service made 17 referrals for extra care housing and provided information and advice on 10 further cases. Referrals for extra care housing can prevent the escalation to costly residential care provision. The project also provided advice and support to 11 customers regarding benefits, money management and affordability, seven focused on advice relating to adaptations and eight regarding other issues to facilitate independent living, for example accessing care or providing information on the Carecall service. The service supported five people in hospital with step-down accommodation facilitating a move into suitable accommodation, preventing bed blocking. The project continues to work in partnership with external agencies such as **Stockport Support Hub, Viaduct Care, Stockport Without Abuse, Stockport Council, Disability Stockport**, and step-down facilities throughout the borough.

Wider determinants of health

- **Stockport Homes Group (SHG)** attended the launch of Family Hub event in Lancashire Hill on Saturday, 17 February 2024, to promote the Your Local Pantry service by SHG. Pantry members pay £4.50 a week and access 10 items of food with an estimated value of £20. SHG attendance was designed to promote pantry memberships and included a cookery demonstration for a low cost, healthy meal which can be cooked in a slow cooker, food samples were available for residents to try. This resulted in four new members signing up to the local pantry at Lancashire Hill.
- The **SHG** Independent Living Team, with support from the neighbourhood housing officers, completed 718 Winter Welfare visits to customers before the end of

January 2024. The visits provided customers with a Winter Welfare Pack and served as a quality intervention with older, sometimes more isolated customers. The visits provided an excellent opportunity to monitor customer wellbeing and make any appropriate onward referrals to internal services or partner agencies.

One Stockport: One Future

- Over the past year **Stockport Council** has been working with its partners to develop the next phase of the Stockport Borough Plan, One Stockport: One Future. As part of the development of the plan the Council engaged with over 450 people between November 2023 and February 2024. This was done through meetings and forums across the borough to understand residents' thoughts, concerns, experiences, and aspirations for Stockport in 2040.
- The engagement included, voluntary, community and faith sector organisations through community networks, young people (through Listen / Youth Alliance) and local businesses through the Economic Alliance. There was also input from public services across the borough, elected members, NHS, police, fire service, school and college leaders and housing providers. Reaching out to many different communities, organisations and partners across Stockport allowed many voices to help shape and create One Future. A summary of the key feedback heard during the engagement period is outlined below:
 - Refreshing to see a long-term strategic plan with impact for future generations
 - Inspiring to see such positive ambitions for Stockport which cut across all key priorities and is grounded in joint working and collective transformation.
 - Good to see a future vision which clearly shows how 'everything is linked together' and demonstrates why joined up action is essential.
 - Really important that prevention runs through all five big things and that the 'five big things' combined will act as 'vehicles' to improve outcomes for all residents.
 - It was felt that greater emphasis should be placed on 'fair and inclusive' and the 'root causes' of inequality, in response to the increasing diversity within Stockport's population.
 - Need to celebrate the characteristics of the different neighbourhoods and communities that make up Stockport
- One Stockport: One Future was launched on Thursday, 21 March, at the Hat Works Museum alongside an exclusive photographic exhibition of portraits and interviews capturing residents' vision for Stockport in the next 15 years.
- The One Stockport: One Future plan can be downloaded from the ONE Stockport website [here](#).

Other ongoing and future engagement activity

- **NHS Greater Manchester** launched a consultation exercise on adult attention deficit hyperactivity disorder (ADHD) services across Greater Manchester. The first stage of the consultation was a survey which closed in March 2024 asking about experiences, thoughts, and feelings on ADHD services and an opportunity to share views on how services could work in the future. Further consultation exercises will continue in 2024 which will be shared with partners and stakeholders as they launch.
- **Stockport Homes Group** Holiday Club offer for teenagers is being reviewed. This will involve consultation with existing families that use the provision in addition to exploring alternative options for provision. The existing focus for provision is 11 to 16-year-old young people on free school meals and otherwise vulnerable through social, emotional, and mental health needs.
- Since summer 2023 community voice has been central in informing and shaping the development of Family Hubs by **Stockport Council**. There have been coproduction workshops held in early adopter areas and there are now family hub design groups in local neighbourhoods. This has been supported by the Nesta Innovation Partnership and the Empowering Parents, Empowering Communities (EPEC) Parent Leaders Group. In February 2024 the team engaged with and heard the voices young people through the Youth Summit and Lancashire Connection Day.
- The Stockport Mayoral Development Corporation (MDC) and the English Cities Fund (ECF), a joint venture between Homes England, Muse and Legal and General, are working in partnership to create an exciting mixed neighbourhood to the west of Stockport town centre, currently known as Stockport 8. The first phase of public consultation on the plans took place between January and March 2024 by **Stockport Council**. Local people were invited to share their views on the initial draft masterplan for the neighbourhoods via drop-in sessions in the community and an online questionnaire. There have also been two pop-up events outside Merseyway Shopping Centre to share social value proposals put forward by local young people, community groups and providers. They shared views on how they feel the investment generated by the development can be used to improve the quality of life for people living in Stockport.