Report to: Integrated Care Board   **Date: 30th August 2024**

Report title: ONE STOCKPORT LOCAL, STOCKPORT'S NEIGHBOURHOOD AND PREVENTION
PROGRAMME: UPDATE ON THE ONE NEIGHBOURHOOD APPROACH PILLAR

Report of: **Executive Director of Corporate Support Services, Stockport Council and Senior
Responsible Officer for this Pillar**

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1.   PURPOSE OF REPORT

1.1   This report provides an update on the One Stockport Local - Neighbourhoods and Prevention programme since the last update in April 2024. There has been significant progress across the programme with a number of key elements recently launched or preparing for imminent launch. For ongoing elements of the programme, we have continued to refine and integrate these practices within our neighbourhood model. These are outlined in section three of this report.

1.2   Specifically, this report is to bring an update on activity and impact from the One Neighbourhoods Approach pillar and describe next steps on how this is enabling the development and embedding of neighbourhood working in Stockport.

2.   CONTEXT – One Stockport Local: Stockport's Neighbourhoods and Prevention Programme

2.1   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 neighbourhoods.

2.2   Whilst Stockport is a relatively affluent borough, we know that there are inequalities: Stockport is the eighth most polarised borough in England, and this can be seen in different ways in each of our communities. For instance, life expectancy can vary by as much as 11 years from the most deprived areas to the most affluent areas in the borough. Because of this, tackling inequality runs through our One Stockport One Future plan. We acknowledge that a boroughwide approach to the provision of information, advice and support isn't enough to tackle the inequalities which communities of geography and communities of identity can face. This is why we are taking a local approach that focuses on the strengths and needs of different neighbourhoods in Stockport to tackle these inequalities.

2.3   One Stockport Local is our approach to neighbourhoods and prevention. We know accessing information and support can be complicated – One Stockport Local is all about working together with our partners across the borough to bring together early help and support, brilliant community spaces, and joined up health and care services, making it easier for our residents and communities to help themselves, their families, and those they care for in places close to them.
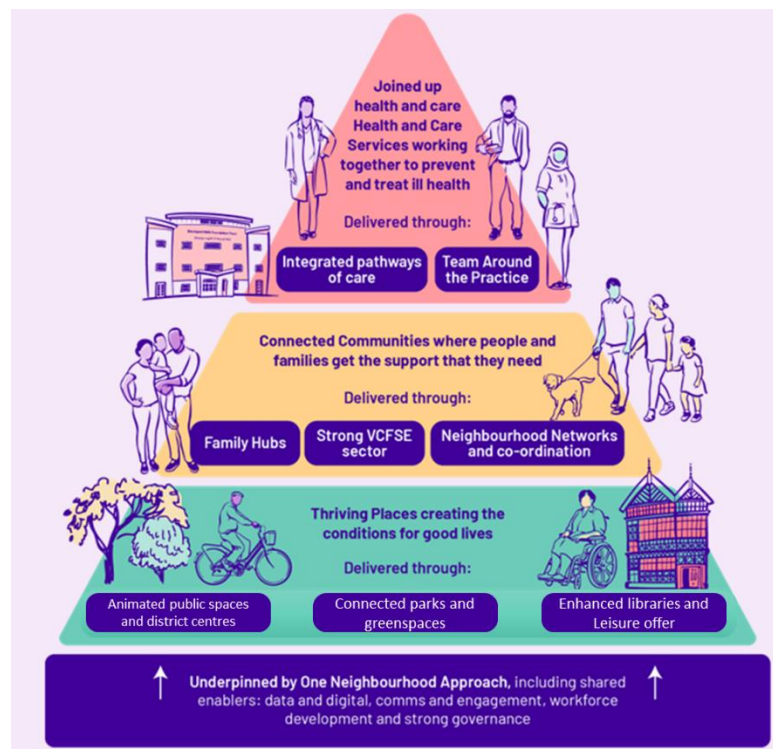
2.4 One Stockport Local is not just what we do, it's also about how we do it. By working together as one team, knowing our communities and putting people at the heart of what we do, as well as by making it easier for residents to access information, advice and support closer to where they live, we can create a fairer and more inclusive Stockport, where residents are healthier, happier and more resilient.

2.5 The programme is being delivered through four pillars of work:
- Collaborative Health and Care;
- Connected Communities;
- Thriving Places;
- One Neighbourhood Approach.

Thes areas are complimentary, Figure 1 outlines the focus of these pillars and how they connect:

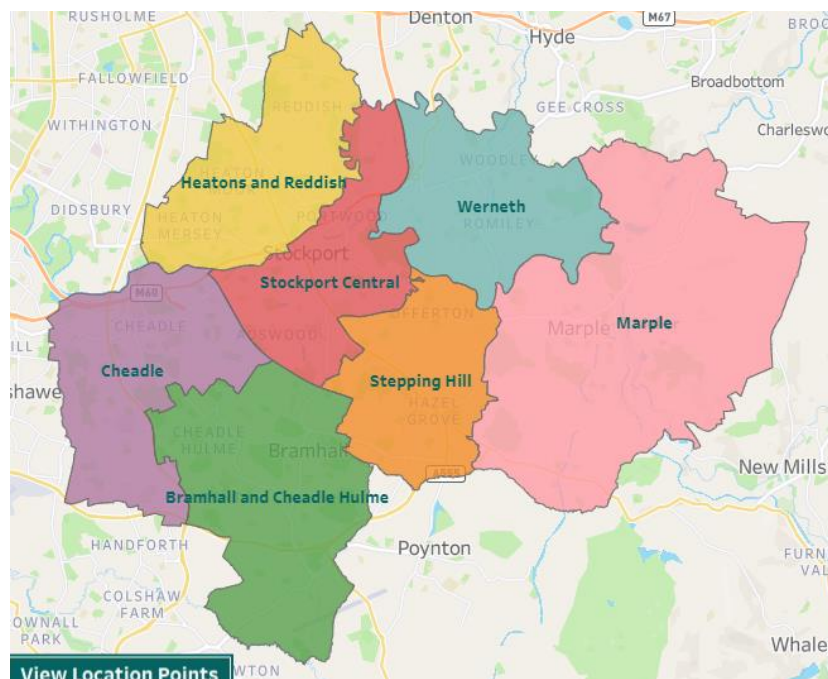*Figure.1: One Stockport Local Neighbourhood pillars and how they connect*

2.6 One Stockport Local is also an integral part of how we will deliver our '5 Big Things' (Figure 2) which underpin our One Stockport One Future Plan (www.onestockport.co.uk/one-future-plan/). It is central to the delivery of our Thriving Neighbourhoods ambitions which are key to connecting all of the big things together:

Figure.2: One Stockport, One Future – Delivering 5 Big Things

2.7 To deliver neighbourhood working we have agreed to work to seven neighbourhoods (see Figure 3) which are aligned with wards and area committees. Where possible/appropriate, services are already beginning to align to these footprints or have a named link. It is recognised that this will never be perfect, but partners are working towards a 'best fit'.

Figure.3: Seven geographical footprints

3   INFORMATION – THE SCOPE OF THE ONE NEIGHBOURHOOD APPROACH PILLAR

3.1 The focus of the One Neighbourhood Approach pillar is the enablers (or wiring) which will ensure the building blocks and structures are in place to achieve our ambitions in neighbourhoods. It focuses on cross cutting priorities and includes the following workstreams:

- **One Stockport Local Offer:** The One Stockport Local offer brings together all of the information, advice and support that our residents and partnership wide workforce can expect to see in our neighbourhoods.
- **Workforce and Culture**: This workstream focuses on codesigning shared workforce initiatives, which will sit as part of individual organisational workforce strategies and plans, to facilitate neighbourhood working building on the great things taking place already across partners.
- **Data, Intelligence and Reporting**: This workstream focuses on delivering One Stockport Local neighbourhood profiles and measuring the impact of One Stockport Local.
- **Citizen Access and Prevention**: is delivering the One Stockport Local Directory and Stockport Council website redesign.
- **Communication and Engagement:** is developing our One Stockport Local brand alongside a Programme wide Communications and Engagement Plan.
- **Shared Digital Infrastructure**: is developing our Shared Digital Spaces and Shared Care Plans.

4   PROGRESS AND DEVELOPMENTS IN THIS PILLAR

4.1 *One Stockport Local Offer:* Over recent months we have worked as a partnership to identify the core information, advice and service offers which are important for and most effective within neighbourhoods. This forms our One Stockport Local offer. Outlined below is what this broadly will include for our residents, but also colleagues working within and with neighbourhoods.

4.1.1 *For residents:* The One Stockport Local offer will provide access to information, advice and support, closer to home, and tailored to the needs of our communities, including:
- One Stockport Local Directory
- One Stockport Local Family Hubs and Community Hubs (e.g. through libraries and leisure centres)
- One Stockport Local appointments, enabling access to adult social care information and advice in our libraries
- Spend Well Live Well offer in every neighbourhood to support anti-poverty priorities
- Digital Inclusion offer tailored to local needs to improve access to devices, data and digital skills
- Inclusive work and skills support to support more economically active and resilient communities
- Access to online information, advice and support through website redesign

4.1.2 *For colleagues working within neighbourhoods:* The One Stockport Local offer will provide opportunities to collaborate and learn together, in a way which is informed by data and local intelligence and relationships, including:
- Neighbourhood Induction (as part of the workforce and culture strand outlined below)
- Drop down shared workspaces and shared digital spaces and connectivity;
- Neighbourhood coordination and networks (including developing Team Around the Place; and Health and Social Care collaboration through Area Leadership Teams);

- One Stockport Local Neighbourhood Profiles and Population Health plans.

4.2 *Workforce and Culture*: This workstream focuses on codesigning shared workforce initiatives, which will sit as part of individual organisational workforce strategies and plans, to facilitate neighbourhood working building on the great things taking place already across partners. Providing learning opportunities for our partnership workforce, at neighbourhood level, to improve our knowledge of communities and create more opportunities for collaboration.

4.3 *The current focus for the workforce group is:*
- Developing a One Stockport Local Neighbourhoods welcome letter for new employees.
- Developing an "Introduction to Neighbourhood Working" training module as part of the neighbourhoods induction.

4.4 *Future priorities include:*
- Introducing the framework for the Neighbourhoods Induction initially through Stockport Council All Colleague briefings in September 2024 with detailed discussions to follow through multi-agency Neighbourhood Network meetings in October and November 2024.
- Pilot of the One Stockport Local Neighbourhoods Induction in a neighbourhood setting (e.g. through Team Around the Place, Family Hubs and Area Leadership Team).
- Development of the Induction as an e-learning module to support roll-out and delivery across system workforce.

4.5 *Data, Intelligence and Reporting:* This strand is focused on ensuring we have data and intelligence available at a neighbourhood level which is available to colleagues working within local areas, communities and elected members to access and use to inform local priorities and plans.

4.6 *Current focus:* We have been working to incorporate a number of key data sets within neighbourhood profiles for example demographic information, physical assets, deprivation and anti-poverty data. This information is currently aligned to the seven neighbourhoods and we are working on a further update to the profiles to include ward level drill-down functionality. This will be available from end of September and will be showcased within our wider programme update to Area Committees.

4.7 We have also created specific profiles which sit under the wider neighbourhood profiles and are aimed at colleagues collaborating on specific thematic areas, including health profiles to support Area Leadership Teams, and children and young people profiles to support Family Hubs. These include additional operational information to support colleagues.

4.8 *Future focus:* Our vision is that the neighbourhood profiles will continue to iterate and develop. Therefore, a big focus for the coming months we will be gathering feedback and insight from colleagues, communities and members on what further data or tools might be helpful within the profiles. This will form the focus of the next iteration of the profile.

4.9 **Citizen Access and Prevention:** Developing a One Stockport Local Directory was identified as an important enabler to neighbourhood working.

4.10 A publicly available version of the One Stockport Local Directory has now launched. It brings together local support and things to do in the community to make it easier for people to help themselves, their families, and those they care for. The live directory includes services and resources for Supporting Adults, Special Educational Needs, Children and Families, Communities and Health and Wellbeing. It also includes a map view of key community assets such as libraries and Family Hubs. Organisations can simply access an online form to request to be part of the directory.

4.11 *Our present focus is:*
- Further development of the Health Services and Community Spaces directories.
- Decommissioning the old, out of date Stockport Local directory by contacting those on it to migrate to our new directory, using this as a data cleansing exercise in the process.
- Launch the One Stockport Local web content that ties the directory and our improvements to online Information, Advice and Guidance together.

4.12 *Future priorities include:*
- September launch of directory at All Colleague Briefings and Area Committees.
- Launch and engagement around directory at Neighbourhood Network meetings in the autumn.
- Investigation into whether other directories can be decommissioned and aligned (e.g. Childcare Directory).

4.13 ***Shared Data and Infrastructure:*** Work in this area focuses on the development and roll out of shared care records, linked to a GM led workstream, and developing shared digital spaces and functionality across our One Stockport Partnership.
- Shared Care Records: The End-of-Life Shared Community Care Record is almost at go live stage and awaiting final changes from EMIS (Medical Information System).
- Shared Digital Functionality: This workstream will see better and more joined up digital spaces for One Stockport Partnership organisations, connected to the development of Drop-Down Workspaces in Neighbourhoods (Thriving Places).

4.14 *Current priorities include:*
- Enabling better collaboration between Council and NHS colleagues, for example, through calendar sharing
- Roll out of MSTeams across the One Stockport Partnership workforce, commencing with a GM Children's Services project
- Sharing of Office 365 across the partnership
- Improving access to hybrid meetings across the partnership
- Secure data sharing.

4.15 *Future priorities include:*
- Improving digital connectivity for partnership workforce from community settings
- Developing shared digital spaces for multi-agency (public sector and Voluntary, Community, Faith and Social Enterprise (VCFSE)) networks.

4.16 **Communications and Engagement:** The Neighbourhoods and Prevention Programme is a significant partnership wide programme and how we communicate about the programme and how we engage with stakeholders to develop our neighbourhood model is important to its ultimate success.

4.17 In order to support this, we have established a partnership-wide working group and completed stakeholder mapping and analysis. Work so far has focused on agreeing a suite of common communication materials to support conversations about One Stockport Local – neighbourhood and prevention programme. Focus is also on planning Neighbourhood Network meetings in October and November 2024) – these will be the first such meetings in each of our seven neighbourhoods.

5. NEXT STEPS FOR THE ONE NEIGHBOURHOOD APPROACH PILLAR

5.1 As outlined above, we have a number of big things we are focusing on for the coming months. This includes:

- Launch of the next version of Neighbourhood Profiles and directory (from September onwards);
- Roll out of neighbourhood coordination model – which act as a catalyst for the wider One Neighbourhood Approach and One Stockport Local programme. This includes the connections between area leadership team, family hubs and team around the place;
- Take this approach through organisational and partnership governance forums – this includes an update to Area Committees in September to update elected members and outline how we will work together with them;
- Communicate with partners and colleagues alongside workforce development to support culture change towards system wide neighbourhood working.
- The launch of regular Neighbourhood Network meetings in October and November 2024

6. RECOMMENDATIONS

6.1 It is recommended that colleagues note the achievements and progress outlined in this report and provide comment and feedback on the future priorities described.

Anyone requiring further information should contact Kathryn Rees Kathryn.Rees@stockport.gov.uk