

Neighbourhoods and Prevention Programme Update
Report of Executive Director People and Neighbourhoods

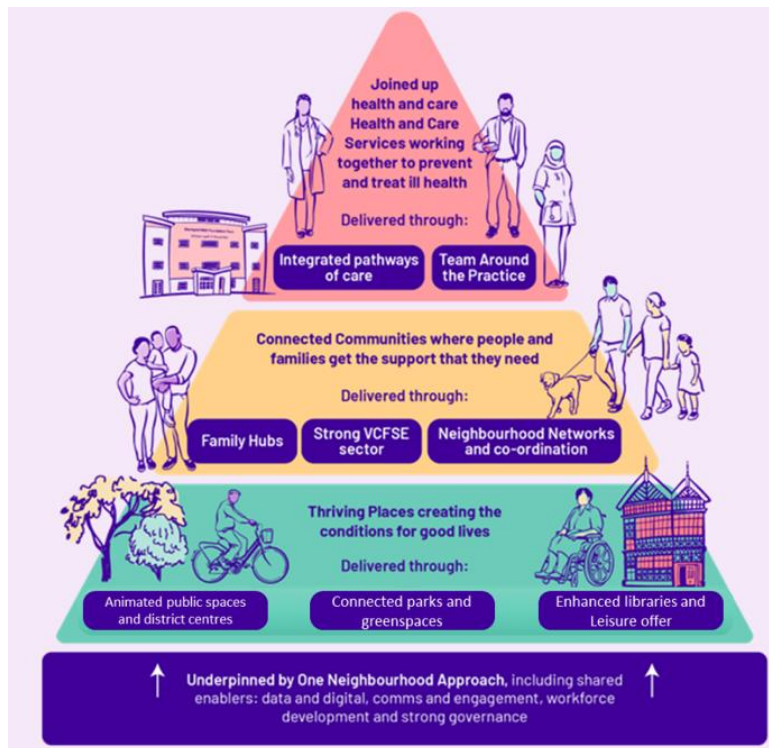
1. PURPOSE OF THIS REPORT

- 1.1. This report provides an update on the One Stockport Local Neighbourhoods and Prevention Programme. It shares information on progress across the programme since the last update in January 2024 with steps for key elements to become operational and integration of practice to take place.
- 1.2. It brings a particular focus on One Stockport Neighbourhood Profiles. These profiles set out key data to inform the understanding of differences between and within each area, to support the ongoing development of the Neighbourhoods and Prevention Programme.

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 as 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 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. Working together as one team, knowing our communities and putting people at the heart of what we do, Making it easier for residents to access information, advice and support closer to where they live. Through this approach, 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.

2.6. These areas are complimentary. Figure 1 outlines the focus of these pillars and how they connect.



2.7. One Stockport Local is an integral part of how we will deliver our ‘5 Big Things’ (figure 2) within our One Stockport One Future Plan (www.onestockport.co.uk/one-future-plan/) with thriving neighbourhoods connecting across all of our shared One Future priorities.



Figure 1 One Stockport, One Future – Delivering 5 Big Things

2.8. 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'.

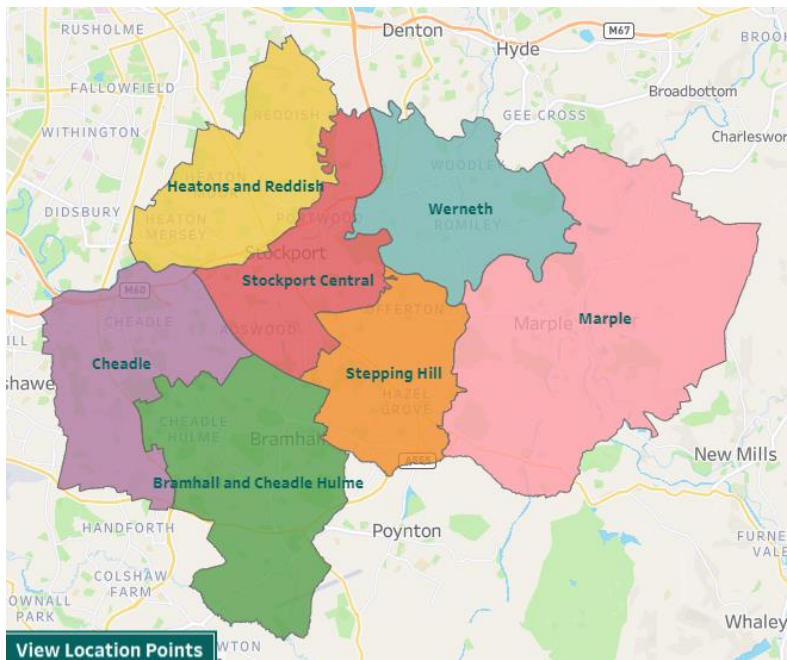


Figure 3 Seven geographical footprints

3. PROGRESS SO FAR

3.1. The following projects have made substantial progress since our last update to Area Committee. Further detail is outlined below:

- (Section 3.2) One Stockport Local Offer
 - (Section 3.3) One Stockport Local directory
 - (Section 3.4) One Stockport Local appointments
 - (Section 4) One Stockport Neighbourhood profiles
- (Section 3.5) One Stockport Local Family Hub network
- (Section 3.6) Neighbourhood Leadership and co-ordination

3.2. One Stockport Local Offer

3.2.1. The One Stockport Local offer will provide easy access to information, advice and support, closer to home and tailored to the needs of our communities. 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. Since the last update we have been progressing developments in the following areas:

- One Stockport Local Directory (Section 3.3)
- One Stockport Local Appointments (Section 3.4), enabling access to adult social care information and advice in libraries
- One Stockport Local Family Hubs (Section 3.5)
- Neighbourhood coordination (Section 3.6)

3.2.2 *As we progress we will continue* to iteratively develop our core One Stockport Local offer, in particular, the One Stockport Local Directory, One Stockport Local Appointments, and One Stockport Local Family Hubs, 'Drop down' shared workspaces and shared digital spaces and connectivity and further development of population health plans.

3.3. One Stockport Local Directory – a single directory solution for self-help, community and national support

- 3.3.1. Developing the One Stockport Local Directory was identified as an important enabler to neighbourhood working. 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. A publicly available version of the One Stockport Local Directory has now launched (www.stockport.gov.uk/directories/one-stockport-local-directory). The live directory includes services and resources for supporting adults, special educational needs (SEND), 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.
- 3.3.2. *Our present focus is:* further development of the Health Services and Community Spaces directories and launching the One Stockport Local web content that ties the directory and improvements to online Information, Advice and Guidance together.
- 3.3.3. A further and future focus will be the wider promotion of the directory with all colleagues, across different neighbourhood networks and forums. As well as further consideration of whether any other information can be built into the directory.

3.4. One Stockport Local Appointments

- 3.4.1. Adult Social Care is committed to supporting people to remain in their own homes maximising independence and focusing on their strengths (figure 4). To help achieve this aim, One Stockport Local Appointments have been designed to take a person-centred

Adult Social Care Charter



Figure 4 Adult Social Care charter



APPOINTMENTS

Figure 5 One Stockport Local Appointments

approach that builds on assets and strengths to empower people to live independently and meaningfully within their community.

- 3.4.2. One Stockport Local Appointments help us to deliver services and support which focusses on prevent, reduce and delay (a core requirement of the Care Act, 2014). Key to the appointments are ensuring that residents have timely access to social care professionals and experience good 'Care Act' conversations close to where they live. This can reduce the need for more costly specialist services and interventions.
- 3.4.3. *Our current focus is:* Continuing to embed this across teams so that One Stockport Local Appointments can be offered to all residents who need to access Adult Social Care. This will become the default offer and will lead to providing appointments for all core functions such as scheduled reviews, urgent or priority circumstances, or early conversations that may lead to a Care Act assessment. Feedback to date from people who have used the service has been really positive and is helping us to continue to shape and refine the offer.
- 3.4.4. Those who cannot attend appointments for physical, sensory and/or cognitive reasons will be offered an appointment in a venue that will best work for them.
- 3.4.5. Through One Stockport Local, appointments are being developed as flexibly as possible to meet the needs of individuals and also to support the differing demands in social work teams. This includes:
 - Appointments in venues that are available 5 days a week
 - Flexible appointments and times to meet the needs of each team/service with creative arrangements led by a whole team approach;
- 3.4.6. Links with system wide initiatives, supported by strong professional networks. For example; links to Primary Care Networks; mental health transformation (Live Well); Area Leadership Teams; social prescribers; Team Around the Place; Mental Health, Learning Disability, Autism, and Preparing for Adulthood Stockport Local hubs; public health initiatives.
- 3.4.7. *Future focus:* Working to ensure easier scheduling of appointments and as we learn from the application of this approach we will be exploring how we will utilise for other services.

3.5. One Stockport Family Hub Network

- 3.5.1. Family Hubs are a critical component of neighbourhood coordination and the wider neighbourhood and prevention ambitions to simplify access to the offer, address need earlier and reduce demand on costly statutory services.
- 3.5.2. Family Hubs build on the good work already existing to support families from pregnancy through to young people turning 19 (or up to 25 with SEND) to get the right information, help and support at the right time, built on a platform of trusted relationships.
- 3.5.3. Residents are now able to access One Stockport Family Hubs and or networks in each of the seven neighbourhoods. Fifteen libraries and eight leisure centres across the borough are now Family Hub locations (figure 6, below).

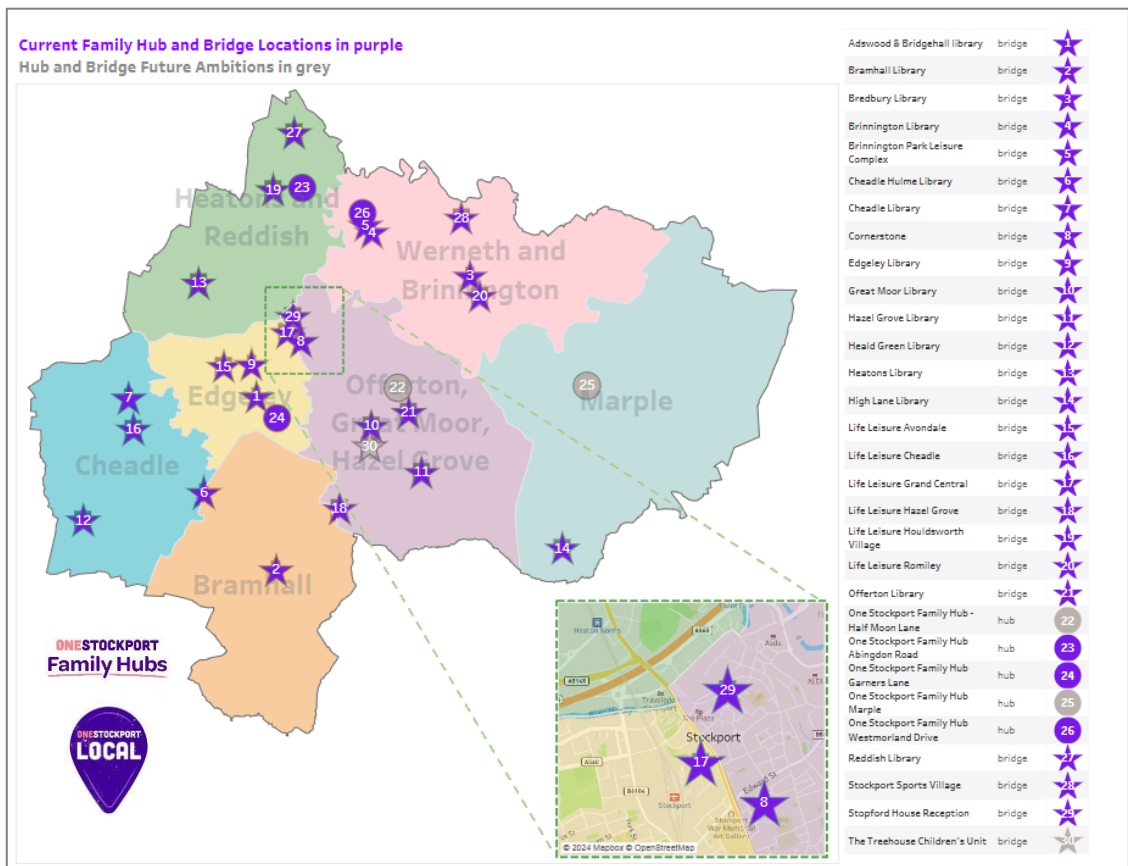


Figure 6 One Stockport Family Hub Network – hub and bridge locations

- 3.5.4. The virtual Family Hub has also launched and is part of the One Stockport Local Directory described above, providing clear information, easily accessible self-help, and where necessary, an enquiry form to access further guidance.
- 3.5.5. *Our present focus:* Launch of the One Stockport Family Hub in Offerton. In addition further training to support Family Hubs and networks with partners.
- 3.5.6. *Our future focus:* Family Hubs are an important part of our approach to neighbourhood coordination. As such the hubs are working closely with our Team Around the Place networks, area leadership teams and senior leaders to develop the neighbourhood leadership and co-ordination model that will further support our neighbourhoods and prevention ambitions.

3.6. Neighbourhood Leadership and Co-ordination

- 3.6.1. Each of the seven neighbourhoods will have a leadership and coordination model to support the delivery of the neighbourhoods and prevention approach. This will:
- Coordinate delivery of the local offer to residents aligned to strategic priorities.
 - Build on and further develop relationships and work taking place at a neighbourhood level.
 - Support professionals to navigate and enable resident support through the wider neighbourhood offer/system.

3.6.2. *Our present focus:* Team around the place (TAP) Networks are being re-aligned to our seven neighbourhood footprints (i.e. Wards and Area Committee footprints). Interim TAP Captains for each of our neighbourhoods are listed below. Please note that these may change:

Table 1. Team Around the Place Captains			
Area Committee	TAP Captain (Interim)	Organisation	Contact
Bramhall & Cheadle Hulme South	Ellie Unwin	Pure Innovations	ellie.unwin@pureinnovations.co.uk
Cheadle	Lizzie Austin	Pure Innovations	Lizzie.Austin@pureinnovations.co.uk
Heatons & Reddish	Doug Holland	SMBC	doug.holland@stockport.gov.uk
Marple	Sharon Fallows	Viaduct	sharon.fallows@nhs.net
Stepping Hill	Louise Evans	Stockport Homes	louise.evans@stockporthomes.org
	Helen Johnson	SMBC	helen.johnson@stockport.gov.uk
Stockport Central	Marie O'Malley	SMBC	marie.omalley@stockport.gov.uk
	Charlee Fitzgerald	SMBC	charlee.fitzgerald@stockport.gov.uk
Werneth	Clare A. Taylor	SMBC	clare.a.taylor@stockport.gov.uk

3.6.3. In addition to Team around the Place Captains, the council and partners are working to align teams and services to the seven neighbourhood footprints. This includes, for example:

- SMBC place directorate have already re-aligned managers, specialists and resources to reflect the shift to neighbourhood working. This includes wider relationships between Place colleagues and external organisations
- Greater Manchester Police have 3 neighbourhoods they are aligned to, and these are congruent with our 7 neighbourhoods;
- Stockport Family universal health and early help services have are aligned to neighbourhood footprints via Family Hubs.
- Health and Care through Area Leadership Teams are not wholly aligned but are directly linked through named individuals who act as bridges between networks.

3.6.4. *Our future focus:* Where possible, appropriate teams and services will continue to align to these footprints; however, it is also recognised that the spatial alignment of neighbourhoods will never be perfect. In these cases, we will work collaboratively across the One Stockport partnership to implement a best fit approach or have a named link to help ensure that TAP networks are able to flexibly join up with other networks and organisations and deliver on our collective priorities and ambitions.

3.6.5. To support this collaborative working, there will be at least one 'drop down space' in each neighbourhood with connectivity by the end of the year. This will provide workspace for partners to use as and when needed; a place where shared conversations can happen in the neighbourhoods they are needed; and shared refreshment facilities.

Area Leadership Teams (ALTs)

3.6.6. Area leadership teams (ALTs) support the delivery of key work programmes within the Collaborative Health and Care pillar of the programme, focussing on prevention, early intervention and supporting independence in our neighbourhoods. ALTs bring together

the leadership from the local area across health, social care and the third sector organisations to drive change in the neighbourhood. ALTs are responsible for:

- Identifying and understanding the needs of the local population, including local trends and key outliers in performance to ensure delivery of Primary Care Network (PCN) population health plans.
- To co-design and drive the implementation of PCN population health plans to deliver the neighbourhood contributions to overall Stockport Neighbourhood Care benefits. Population health plans are based on a range of evidence including neighbourhood profiles and NHS intelligence.
- To champion and lead integrated working in the neighbourhood through the Team Around the Practice.
- To design and embed a proactive care approach for people living with multi-morbidities, vulnerable groups and/or complex needs.
- To build relationships with wider local partners and community assets to meet local needs.

3.6.7. As mentioned above, Area Leadership Teams are not geographically aligned to the neighbourhoods or area committee and are convened using Primary Care Network geography (as outlined above) but are linked back to the seven neighbourhoods:

- Bramhall & Cheadle Hulme PCN
- Cheadle PCN
- Heatons Group Network PCN
- Stockport East & South PCN
- Tame Valley PCN
- Victoria PCN

4. Focus on One Stockport Local Neighbourhood Profiles

4.1. A fundamental enabler of the One Stockport Local Offer, the One Stockport Local Neighbourhood Profile is a dashboard that allows people to view key data for Stockport by its seven neighbourhoods. This tool is focussed 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.

4.2. *Our 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.

4.3. 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 One Stockport Local Family Hubs. These include additional operational information to support colleagues.

4.4. *Our future focus:* 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.

- 4.5. Further information can be found in **Appendix 1** showing visuals of navigation through the landing page and some of the features available such as locations map, demographics, area data various characteristics.

5. NEXT STEPS

- 5.1. Further development of version 3 of the One Stockport Neighbourhood Profiles will take place in partnership with users to
 - Improve functionality
 - Bring ward level data visualisation and a narrative for each neighbourhood to set the context for the areas.
 - Integrate with other profiles (Stockport Family and Primary Care Networks)
 - Add metrics into existing topics and add topics and trends.
- 5.2. For elected members who would like to find out more or have the opportunity to navigate the neighbourhood profile, two drop-in sessions have been arranged:
 - **2nd October 2024 – 12h30-13h30 – Stopford House or via Teams**
 - **10th October 2024 – 18h00-19h00 – Stopford House or via Teams**
- 5.3 Continue to develop the One Stockport Local Offer working in partnership to identify the core information, advice and service offers which are important for and most effective within neighbourhoods. This will include good communication with alongside workforce development to support culture change towards system wide neighbourhood working.

6. RECOMMENDATIONS

- 6.1. Area Committees are requested to note the contents of this report and to engage in upcoming Neighbourhood Network meetings. We also welcome member views and comments as the programme continues to develop.
- 6.2. It is also recommended that members request further updates on this programme at a frequency to be agreed.

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