

RESPONSIVE
TRUST
LISTEN
CHARITY
INNOVATIVE
CONFIDENT
CONNECTED
CREATIVE
WELLBEING
INTEGRITY
TOGETHER
MISSION
RESPECTED
VISION
RESPECT
FOCUSED
ACTIVE
VALUED
AGE
UNDERSTAND
LOCALLY
POSITIVE
COMMITMENT
AIMS
VALUES
QUALITY
LIFE
EFFECTIVE
RESOURCEFUL
BOLD
CARING
COMMUNITY
INFLUENCE
COLLABORATE

Age UK Stockport UPDATE
- 2016 and beyond

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Change is everywhere

Over the summer of 2016, Age UK Stockport invested time and resources in reviewing why we do what we do and how we do it, and explored what more we could do in the future.

All this was done against a backdrop of unprecedented changes in the world of health and social care nationally and here locally. Council run services and health services are going through massive changes to what they can do and the targets they have to meet. Age UK Stockport has always worked closely with our partners in the public sector and some of their changes have affected us in terms of how we are funded and also what they expect us to do. Everyone has to deliver differently to respond to the many challenges.

Our starting point was the people and organisations we work with now and those we want to work with in the future. We listened to the thoughts and ideas of older people, older people's organisations, community groups, key people in the Council and in the health service, as well as from the general public who might not know us now and our own staff, volunteers and trustees.

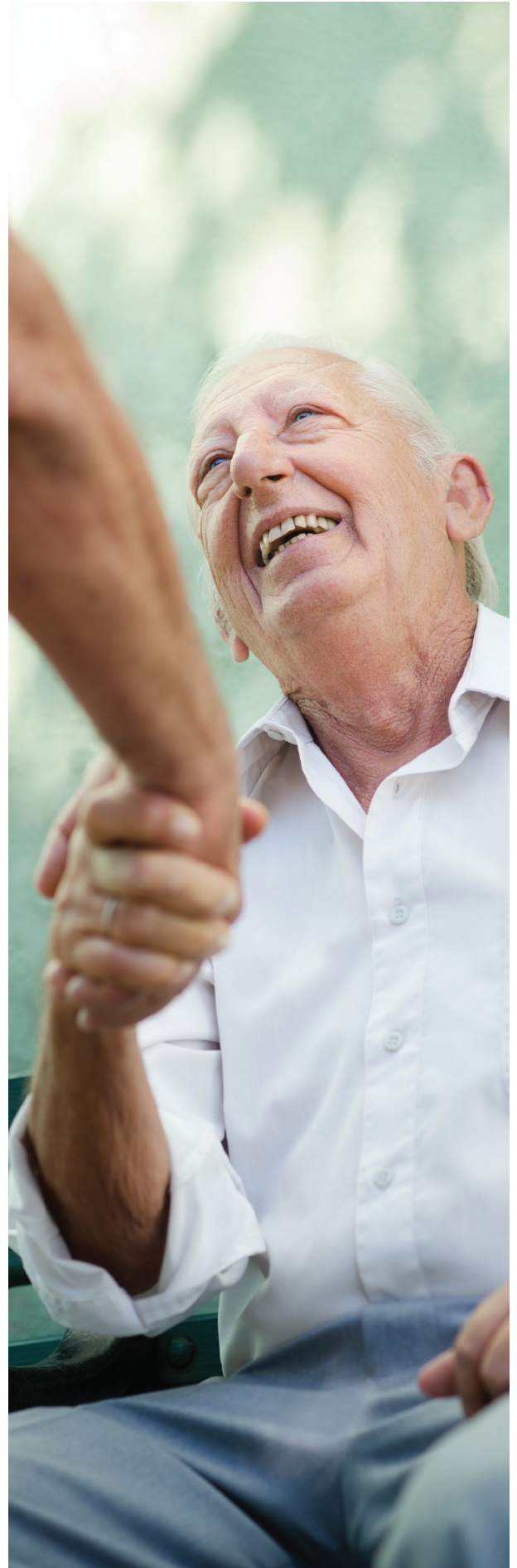
This work was only possible because of a successful bid to the national Local Sustainability Fund. Administered by the Big Lottery, this fund provides government funding to high-impact Voluntary, Community and Social Enterprise organisations which provide vital services to vulnerable and disadvantaged people. The fund recognizes the need to find new ways to respond to change and the aim of the money is to enable organisations to secure a more sustainable way of working through reviewing and transforming what they do.

Funded by:



Cabinet Office

Delivered by:

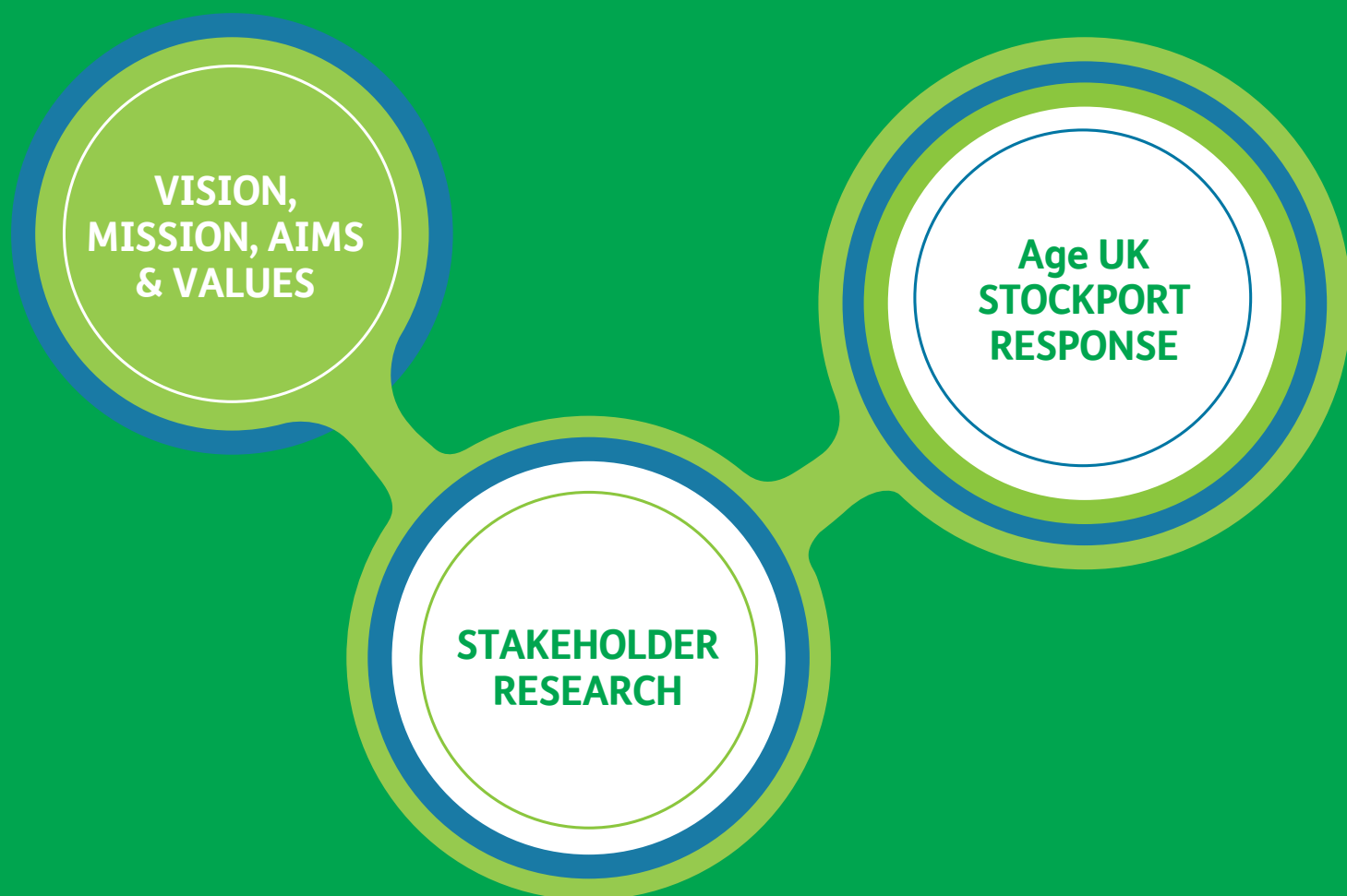


How the money was used

We started by looking at the basics – what we do, why we do it and how we do it.

We brought in some people to work with us to ensure we had independent people with fresh eyes to help and challenge us to have a new look at things. So either directly or through the consultants (Hilary Bath and Simon Main) we have talked with many people and listened to what they had to say about us and about the services and activities we run and how we should develop.

We believe change and challenge is now the ‘new normal’ so we wanted to review and plan positively, and this review has been part of our ongoing response. The money from the Sustainability fund has enabled Age UK Stockport to undertake a comprehensive review through three interlinked pieces of work (see diagram) that led to the range of activities during 2016.



New foundations

Our work this summer means we now have **a new vision**, mission and set of values which set the framework for us.

The **VISION** provides an aspirational view of what we want to achieve, where we are trying to get to.

The **MISSION** says simply and clearly what our core purpose is, why we exist and what we will do to move towards our vision.

Our **VALUES** set out the shared beliefs, attitude and culture that underpin all our activities, how we are going to go about things or the guiding principles of our organisation.

We also have new strategic **AIMS** which capture what we want to do and achieve to deliver on our vision and mission and will take us forward for the next three or more years.

These key statements are set out on the inside back page.

We also used the money to embody our commitment to Social Value in **a new Social Value Policy** – more details on page 10.



What we do now and will carry on doing

For the last two years we have adapted and moved with the changes. We continue to serve many thousands of older people across the borough every year.

We provide a range of services such as information and advice, handy help for minor repairs, shopping and pension collection, activities, support services, carers support, day care including for people with dementia, help with being discharged from hospital and more. We know that those who use our services really value them.

As a caring and community focused organisation Age UK Stockport will continue our work which enables people to remain independent, to challenge and beat social exclusion, encourage people to support their own wellbeing and actively contribute to society; we will maintain a focus on supporting those who are most vulnerable to see and achieve their best future. Our work will be complementary to our existing partnership work and to the locality work being undertaken by others.

Our emphasis will be on older people, what they need and what they already contribute or could contribute to their communities.

Working collaboratively will continue to be a cornerstone to what we do and how we do it as we recognise that working with others is the best way to use resources and the best way we can make a real difference. We are proud partners in the innovative and exciting approaches and strategies being delivered across Stockport to meet the increasing and differing needs across our communities. Our active engagement in the Stockport Targeted Prevention Alliance (TPA), the Wellbeing at Home part of the Wellbeing and Independence Network (see opposite) and Stockport Advocacy - all undertaking new activities delivered in new ways to people of all ages and backgrounds - will continue.



Challenge and beat social exclusion, encourage people to support their own wellbeing and actively contribute to society



STOCKPORT TPA
Targeted Prevention Alliance

The Prevention Alliance (TPA) is one of six wellbeing and prevention services commissioned by Stockport Council, all with the shared aim of improving health and social care across the borough.

The service is delivered through an alliance of organisations: **Age UK Stockport**, FLAG, Nacro, Relate Greater Manchester South, Stockport Homes and Threshold (part of New Charter). The difference with an Alliance is that our commissioner, Stockport Council, is also a member of the alliance partnership. We have two members of staff from the Council on our Alliance Leadership Team and they share an equal relationship with everyone else on that team.

The TPA Vision is to empower people, connect communities and improve lives. To provide proactive and early support for anyone who is vulnerable due to their health, wellbeing or situation. Stockport TPA is here to provide a service to anyone who wants to make change happen in their lives, needs someone to listen, to find out about the person and their experiences so as to work together to have a plan of action.

Telephone 0161 474 1042



Wellbeing and Independence Network



The Wellbeing at Home Service (part of the preventative services that make up the Wellbeing and Independence Network commissioned by the Council) is delivered by **Age UK Stockport** in partnership with others including Stockport Homes, Disability Stockport and Signpost for Carers. It provides a flexible range of practical support in and around the home environment, specifically supporting people who, without the service, are likely to struggle to remain at home independently and safely. It provides short-term practical support and / or helps people to organise longer-term arrangements. It is prioritised towards people who are overcoming acute or sudden changes in their circumstances.

Telephone 0161 480 1211

Future ideas based on your ideas

Our vision is for Stockport to be a place where everyone can make the most of their later life as valued members of their communities.

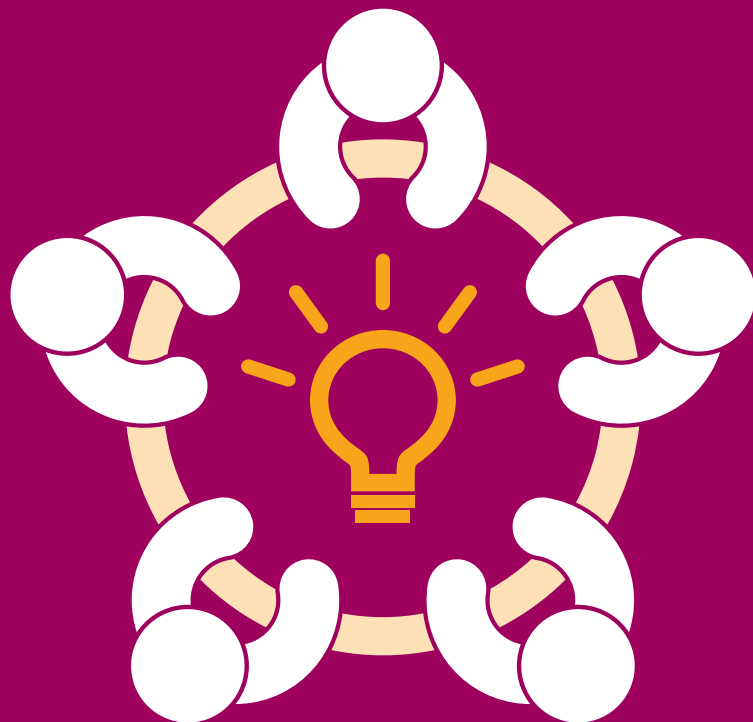
We want our vision to be a reality.

To achieve this goal, we now know people need to know more about what we do and how to get hold of us, and we need to know more about what people want and what services already make a positive difference to quality of life. When we listened to people, they said they'd like to see us working more in communities across the borough. We heard from people about services and activities that they would like to see in Stockport.

We have our ideas based on what we heard and we have been and are continuing to look at ways to make some of them happen. Starting in 2017 we have taken a decision to invest in finding more ways to work in local communities across Stockport, learning about what people do and where the gaps are and discussing what we can do together.

You rightly have high expectations of us and we want to be able to meet them where we can. We want to be open and transparent in what we do, how we do it and why we do it, and also what we cannot do. We are making changes, but these won't happen overnight. Bear with us, as we want to get the changes right for you and with you.

We will do this because we want to be the organisation older people come to as their first port of call, feel part of and trust to care. Our future developments and investments will respond to what we hear and will be flexible in their delivery.



Older people's voices

We believe that anyone should be able to influence the decisions that affect their lives.

We want to do more to listen and respond to the voices of older people to influence locally and beyond. We will build on our close working connections in the statutory and community sectors, as well as our own current services and activities, to actively engage with older people and their organisations in localities across the borough. We aim to develop ways to enable older people's voices to be heard both individually and collectively. We also want this to be one of the ways we promote a positive view of the value of older people and the contribution they make to communities and to our society.

Working together

We were established as a local independent charity over 30 years ago and our charitable activities remain core to who we are and what we do.

Our independence as a charity and social business is important to us. We will continue to attract money and resources into the borough and use them to directly benefit local older people.

We've learnt that we can still improve our listening and understanding of the needs and concerns of the various communities in Stockport. We aim to be bold in our thinking, yet pragmatic enough to deliver what we and our communities want. We are, and will continue to be, a dynamic, independent charity and social business serving the people of Stockport.

We know we can't achieve what we want to alone, so will be actively seeking continuing and new connections and ways of working to help meet future challenges. We want to hear from and involve more older people and organisations so they can be active partners with us in how our ideas can be achieved and to continue to meet the needs of the people and communities of Stockport.



Thank you

The new structures and the planned developments are the result of this work over the summer, and will continue into 2017 and beyond.

As a result of our research and everything we heard we have new ideas and are planning to make more changes. Our sincere thanks to everyone who participated in any of our events, briefings, stakeholder interviews and staff away days!

New! Social Value Statement

A separate but closely linked exercise was to create a Social Value Statement. This was our response to the Public Services (Social Value) Act requiring people to think about how they can deliver wider social, economic and environmental benefits - “the additional benefit” to the community.



“We are committed to Social Value. For us, Social Value means a commitment to work collaboratively to make the most effective use of the resources we have and to maximise the impact we have using those resources to benefit the people, communities and organisations we work with, ensuring positive social, economic and environmental outcomes for Stockport.

This approach applies not only to our own activities, but also to engaging with the other organisations that commission, procure and fund our activities and with those we deliver activities with and to.”

Age UK Stockport November 2016.

How to contact us

There will be more opportunities to get involved.

For more information and to get involved with our future plans please make sure you are on our **Friends and Members** list – just ring us on **0161 480 1211** to ask for the appropriate form or contact us by email on **info@ageukstockport.org.uk** with the subject Friends & Members.



MISSION

Our MISSION - Age UK Stockport - working locally for your wellbeing

VISION

Our VISION is for Stockport to be a place where everyone is able to make the most of later life, living as valued members of their communities.

VALUES

Our VALUES are based on being a caring, community focused organisation:

- **Connected** - working together with respect and integrity
- **Confident** - positive, bold and effective
- **Creative** - responsive, innovative and resourceful

STRATEGIC AIMS

Our STRATEGIC AIMS are:

To collaborate - We will work with local people, organisations and communities to understand what they do and how we can work together.

To be active - We will be both proactive and responsive in what we do and how we work. We want to be the organisation older people come to as their first port of call, feel part of and trust to care.

To influence - We will listen and respond to the voices of older people to influence locally and beyond.

To be effective - We will be a credible, high profile, respected charity. We will always work to our vision, mission and in line with our values and challenge ourselves to continually improve through commitment to high quality standards.



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Age UK Stockport Public and Trading is open for
telephone or callers 9.30am to 3.00pm, Monday to Friday