



Three Years On

April 2022 – March 2025

An Impact Report on the eight
Early Help and Prevention Services
**commissioned by Stockport
Council in April 2022**



STOCKPORT
METROPOLITAN BOROUGH COUNCIL

Introduction

The eight Early Help and Prevention services commissioned by Stockport Council in 2022 continue to work in an integrated way to support the residents of Stockport to live gloriously ordinary lives. Founded on the basis of our One Stockport priorities: One Heart, One Home, One Future; the prevention and early help services support Stockport residents to live their best lives possible and to be happy and healthy and independent.

We live in a changing landscape and there have been some significant local and national changes since services launched, including:

- Launch of Live Well - Live Well is a shared vision for Stockport and is about happy healthy lives for everyone. The focus is on integrated support at a neighbourhood level and our services will adapt in order to embed this approach.
- Carers Support and Home Support are working together closely on a Greater Manchester funded project to support carers through the discharge process and for a short time in the community post discharge.
- Stockport Car scheme has been successful in securing funding from Motability for a 2nd accessible vehicle which is allowing them to expand their service.
- The publication of Fit for the future: 10-year Health Plan for England, which sets out how the government will reinvent the NHS through 3 radical shifts: hospital to community, analogue to digital and sickness to prevention. The Neighbourhood Health Service is a central part of the Plan, bringing partners together to deliver joined up care in people's homes or local settings, especially where there are multiple long-term conditions or complex needs.
- Additional grant funding for drugs and alcohol, with a priority around increasing treatment capacity and improving treatment progress and outcomes, and dedicated support to help drug and alcohol service users to get back into employment.
- The move to a Smoke-Free generation with the Tobacco and Vapes Bill aimed at protecting future generations across the UK from the harmful impacts of smoking and introducing new powers to tackle youth vaping. Plus additional local support being made available for those who want to quit smoking.
- New treatments being made available for people living with obesity and the need to adapt our Stockport service offer to reflect this.

A central element of the Prevention and Early Help offer is Stockport Support Hub which acts as a 'front door' into many of our prevention and early help services. This central access point ensures that people are linked into the right support from the start whether this is through other commissioned services or other partners within the prevention and early help sector.

Stockport Support Hub has played an important role in identifying needs and driving positive change including:

- Having a weekly presence at the Adult Social Care front door allowing for closer working which is of great benefit to partners and the people they support.
- Working alongside Carers Support and Home Support, continuing their work as trusted partners for the distribution of the Household Support Fund.
- Joining Stockport Council's 'Making Every Adult Matter' (MEAM) partnership. MEAM aims to support adults in Stockport who face multiple disadvantages, such as homelessness, mental health challenges, substance misuse, contact with the criminal justice system and domestic abuse. The service will also provide a secondment opportunity for a MEAM Navigator.

Our services provide proactive support and have a key role in preventing, reducing and delaying the need to access more formal support. They have driven positive change, identified needs and opportunities, and responded to challenges with compassion and ambition; all with a consistent focus on putting residents at the heart of everything.

Providers and commissioners have also worked collaboratively to establish and develop a Prevention and Early Help services forum, coming together to share information and best practice, reducing duplication and undertaking joint work to improve our offers to Stockport residents.

This report provides a high-level summary of these services: what they do, how to access them, and key activity indicators and outcomes. It also contains views of those who have accessed these services, recognising the real difference these services can make to people's lives.

We hope that you find this report interesting and that it serves as reminder of the help and support which is available. We also hope to encourage further collaboration and joint working across Stockport.

Together we can support people to improve their health and wellbeing and live independently for longer in the community.

Sarah Dillon, Director of Adult Social Care
Jilla Burgess-Allen, Director of Public Health



Contents

Stockport Support Hub	Page 6
Your Support	Page 8
Community Support	Page 10
Transport Support	Page 11
Home Support	Page 12
Carers Support	Page 13
Domestic Abuse Support	Page 14
A Better Life (ABL) Stockport	Page 15
Stockport Drug and Alcohol Service	Page 17



19,641
Total Referrals
for Y1 to Y3

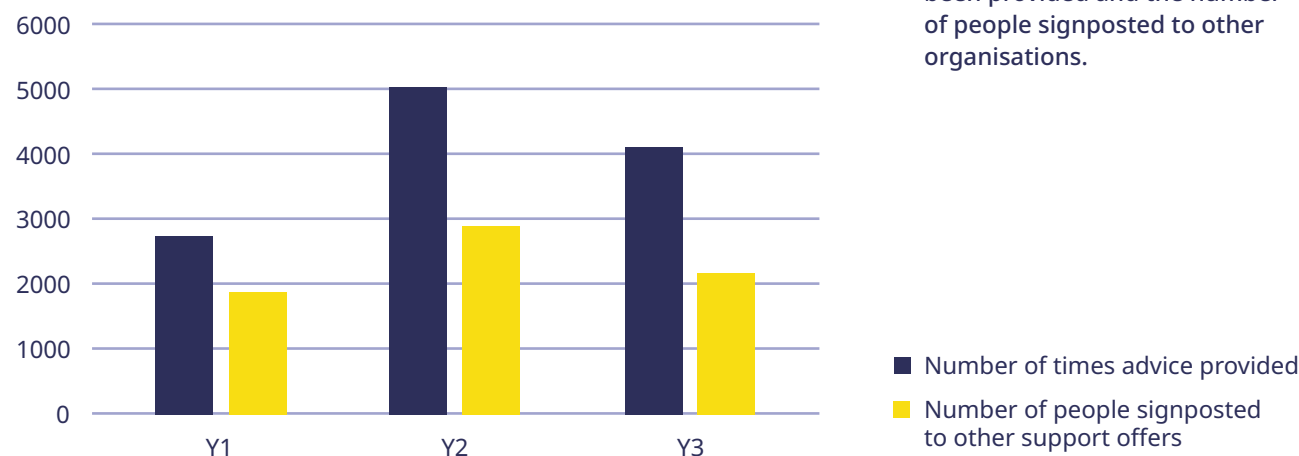
Stockport Support Hub

Delivered by The Prevention Alliance, Stockport Support Hub acts as a 'front door' into many of our prevention and early help services, serving as a single point of access for anyone seeking support services in Stockport. The Hub team carefully triages each referral to understand the individual's circumstances and needs. They provide tailored information and advice across a wide range of issues, including mental health, financial concerns and access to foodbanks. The Hub is part of Adult Social Care's Front Door Team, helping to ensure that people receive the right support at the right time.



Advice and Signposting

The graph outlines the number of times advice has been provided and the number of people signposted to other organisations.



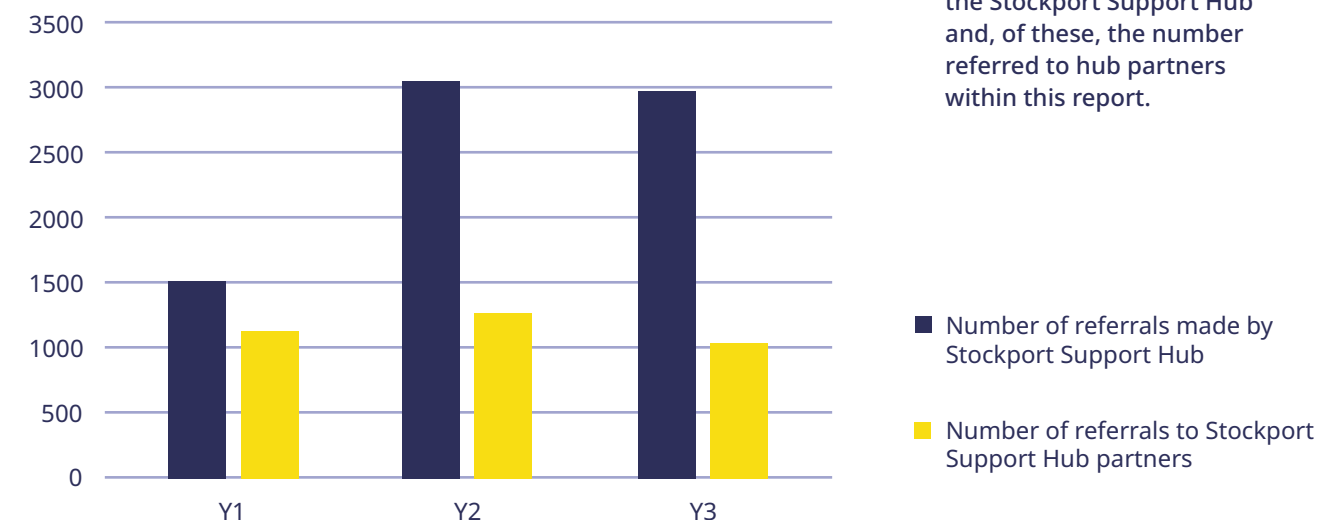
For more information or to make a referral:

visit: <https://stockportsupport.com/contact-us/referral-form>;
or ring the Stockport Support Hub on **0161 474 1042**.

For the deaf community a mobile number is available to text the service **07539 468560 / 07539 468560**.

Referrals to other organisations

The graph outlines the number of referrals made by the Stockport Support Hub and, of these, the number referred to hub partners within this report.



“

Stockport Support Hub were incredible. I suffer from mental health and high anxiety, but they went out of their way to make me feel ok on the phone and did everything they could to fight my corner. I didn't know this service was out there. It is brilliant to know there really is help out there - it gives me hope. They also provided me with a food and fuel voucher which really helped. I have never reached out for help before but know I need it and I am looking forward to working with a Key Worker. **(Ruby)**

I appreciate the staff taking their time coming in and advising us on how they deal with different referrals, answering questions and educating us. Staff have been friendly and always do their best to help, are easy to talk to and an absolute pleasure to work with in or out of the office.
(Referral and Information Officer, Adult Social Care Front Door)

”



**Stockport
Support Hub**



3,925
Total Referrals
for Y1 to Y3

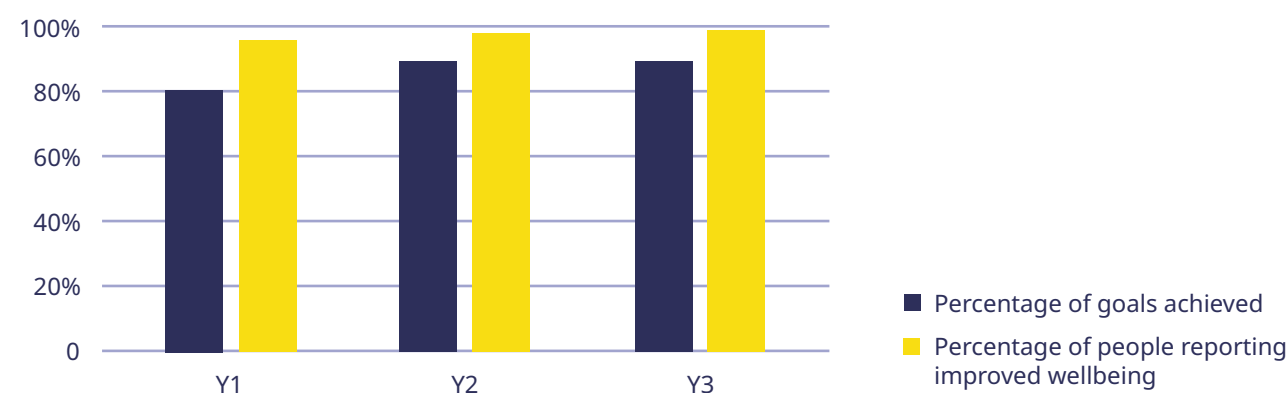
Your Support

Delivered by The Prevention Alliance, Your Support helps people address practical issues such as housing, finances, digital skills, and confidence building. The service offers one-to-one support, providing advice and guidance to help individuals make positive changes, while also linking in and coordinating support from a range of other services.

In addition, the service runs weekly sessions supported by a British Sign Language (BSL) interpreter, designed to help members of the deaf community overcome barriers to accessing support and ensure they receive the help they need.

Wellbeing and Goals

The graph shows the percentage of clients who achieved their goals and improved their wellbeing.



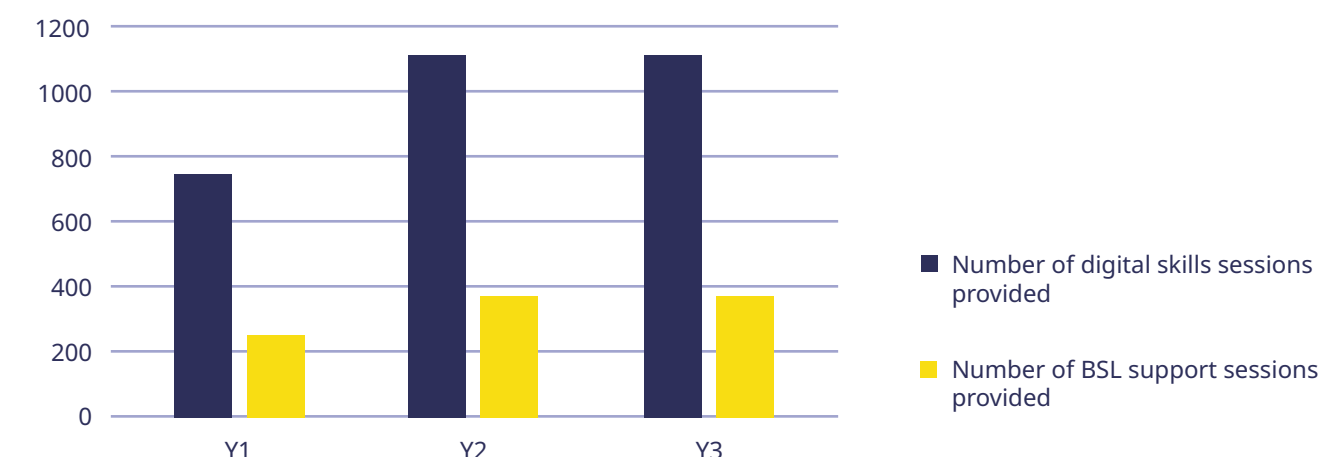
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British Sign Language and Digital Support

The graph outlines the number of British Sign Language (BSL) and digital sessions delivered by the service.



“

Our Your Support Keyworker was amazing - she helped with everything- the Attendance Allowance Form, the Blue Badge, chasing the Continence Service. My husband's illness came out of the blue and to be honest, it was completely overwhelming. Our Keyworker was so considerate- my husband is partially sighted and has dementia. She made sure he was at the centre of everything, always asked his opinion, always included him in decision making. And for me, the most important thing was that she listened. She listened to what it was like for us and how we were feeling, and this was terribly important to us both.
(Service user)

The Your Support Keyworker was a fantastic support worker for my client. She was efficient, very organised, and got stuff done whilst continuing to respect the gentleman's right to make his own decisions. She had a good understanding of capacity and people's right to sometimes make unwise decisions. She communicated excellently with me and with the client and also provided excellent advocacy for him. All of Your Support's input appeared to me to be very person centred and timely. (Safeguarding Social Worker - Adult Social Care)

”



2,178
Total Referrals
for Y1 to Y3

The Community Support Hub

Is a collaboration led by Pure Innovations, in partnership with Disability Stockport, Stockport Homes, and SPARC.

The Hub offers short term 1:1 support to people who are socially isolated or at risk of becoming so, who would like to get more involved in their community to help improve their wellbeing. Working with individuals and families, the Community Support Hub will introduce them to social settings, learning opportunities or volunteering, unpicking barriers they may have, and helping to find solutions. The Hub signposts and refers people to a range of support, whilst also providing guidance to peer support groups and helping to develop new community groups.

“

Wellbeing and Self Care Team (Social Prescribing), Sharon

We have fantastic professional relationships with the Community Hub team, we signpost and refer to them where a patient needs this. Within other settings, such as TAP (Team Around the Place) and Neighbourhood Leadership meetings, it's great to work alongside them as system partners, with their wealth of knowledge and understanding within neighbourhoods and community working.

Client's Feedback

I found the engagement worker very supportive and helpful and having the support made me feel more motivated and confident to try the different groups suggested.

”

Percentage of referrals 2022-2025

Of those referred to the
Community Support Hub in 2022-25

91%

Felt better
connected to
their community

82%

Felt less
socially isolated
or lonely



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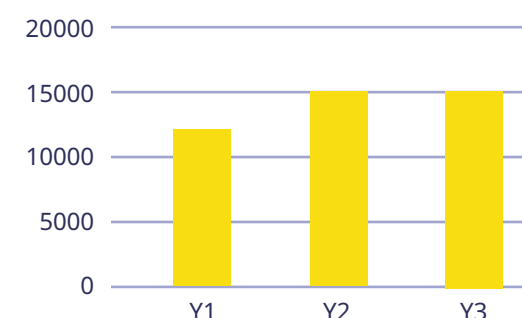
1,711
Total Referrals
for Y1 to Y3

Transport Support

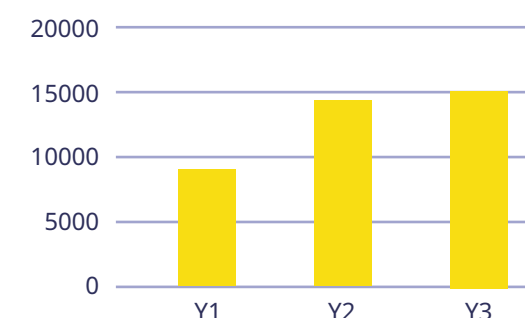
Is delivered by Stockport Car Scheme. Volunteer drivers support people who will struggle to use public transport to get to social groups, activities, appointments and to visit relatives and friends. By getting out and about in this way, people are supported to maintain their independence and they are less likely to become socially isolated and lonely.

The service now has an accessible minibus and can take multiple people out.

More independent and less reliant on others



Better connected to other people and communities



“

Thank you for everything you have been doing to help us get out as we would struggle without you as we need an accessible vehicle.

Stockport Car Scheme helped me through a difficult time when my wife was dying, and I needed to go and see her.

”

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Home Support

Is delivered by Age UK Stockport in partnership with Stockport Homes, Disability Stockport, and Signpost Stockport for Carers. The service provides a practical range of services and support to enable people to live independently at home for as long as possible. This includes a key focus on self-neglect and hoarding. The service also provides practical help when coming home from hospital.



4,131

Total Referrals including partners for Y1 to Y3

342

The number of hoarding cases referred to the service over 3 years

934

Answered yes to 'has the support prevented you from accessing statutory services' during years 1-3

“

I have spent years in my bedroom with a small monitor to watch TV. I felt hopeless, I feel like I was just existing and worthless before you were involved. You have shown me respect and validation.

I come from a large family that have all been or still are in the Care System. I never imagined having my flat like it is now, it's like a dream. With your encouragement I have put curtain rails up and curtains by myself, I know it might be small to some people but the achievement I feel when I look at them now is unmeasurable. I feel like I now have a proper home I can call my own, I now only go in my bedroom to sleep. I don't think I realised how low I felt before. I invited my sister around the other week and I was so proud to show her, she had never been before.

I now feel hopeful with my life going forward. I have cut my hair for the first time in 3 years and I feel ready to be part of the community again. I have joined a group and look forward to making friends and inviting them round. I have been looking at a day trip to Blackpool in the summer.

Thank you again for everything and believing in me. Thank you so much for all the help and support you have given me; I don't have words to express how grateful I truly am for this.

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Before



After



For more information or to make a referral:

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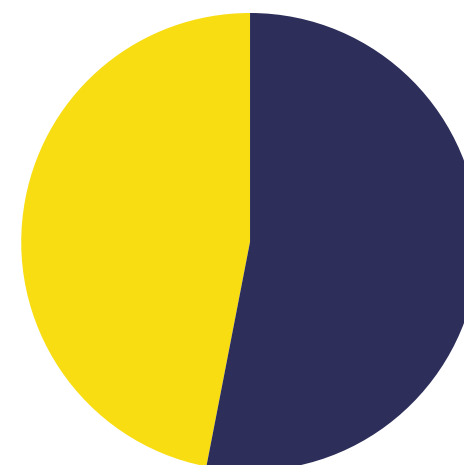
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The Carers Support Hub

Is delivered by Signpost Stockport for Carers and Stockport Mind. The service carries out carer assessments as well as offering a wide range of services and support under our Therapeutic and Wellbeing Hub which includes groups and activities, counselling and wellbeing services.

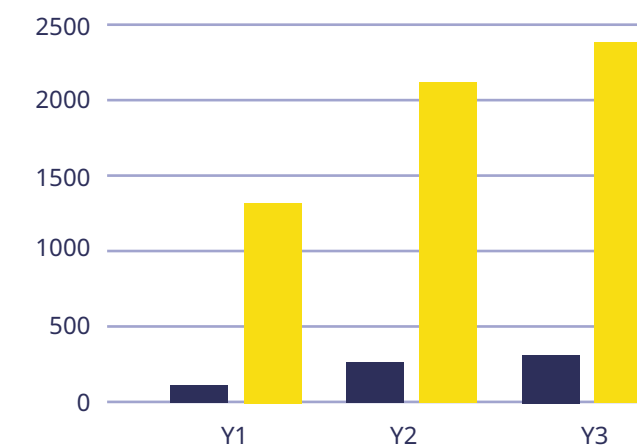
Carers Assessments and Reviews Y1 - 3

The number of carers assessments and reviews carried out by the service over 3 years:



■ Carers Assessments 1,140
■ Carers Reviews 1,000

The number of groups and activities delivered over 3 years by the service



■ Groups and Activities delivered
■ No of attendees overall

“

A carer assessment with us isn't just a form — it's a conversation that listens, supports, and empowers. We help carers feel seen, understood, and better equipped to care for themselves as well as others.

”

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Domestic Abuse Support

Is an early intervention service, supporting individuals who are impacted by domestic abuse, whether they are victims of abuse or someone who is concerned about their own behaviour towards their partner or family member. The service offers a person-centred approach to supporting each person to be safe and to achieve their own goals or change their behaviours.

How we supported people since April 2022

- The service has received 2,500 referrals for victims of abuse for 2,059 people.
- There have been 75 referrals for people concerned about their own abusive behaviours and 69 of them have been supported through behaviour change interventions.
- Since April 2022 the service has delivered 3,408 support sessions to victims of abuse and 248 sessions of behaviour change work.

“

From a victim of abuse:

I had wanted to separate from my partner for a long time due to his behaviour, but until I was offered support from your service I did not know where to start and so I stayed. I had not told anyone about the real situation in our home. With your support I have now managed to end the relationship and make a better future for myself and the children. I don't think I would have done it without you. You have helped me in ways you wouldn't even know. Thank you for being part of my journey.

From a person using harm in their relationship:

A very good course. I found there was loads I needed to change. It really suited me doing 1-1 sessions. It's not just a 'tick in the box' exercise, it's genuine. That's from the bottom of my heart. You're making a difference for people and that's priceless. Thank you.

”

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ABL Health, Your Health Stockport

Provides a community stop smoking and weight management service. The quit smoking service is for anyone aged 12 or over who lives in Stockport, the adult weight management service is for adults aged 18+ who live in Stockport or have a Stockport GP and the family weight management service is for families with children aged 4 or over who are overweight and who live in Stockport, have a Stockport GP or go to a Stockport school.

For all services, the offer includes behavioural support, and there are a range of groups, 1-1's, phone and digital appointments available.

For quitting smoking, pharmacotherapy support is also available, including nicotine replacement therapy (NRT) and regulated vapes which are issued by direct supply and are free of charge.

Adult Weight Management

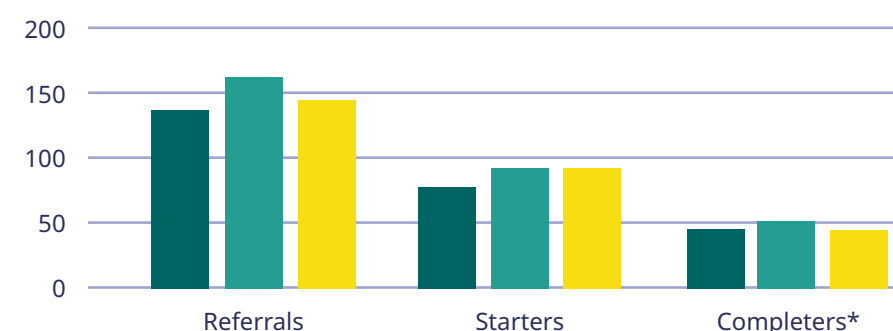


The graph outlines the number of referrals, starters and completers for adult weight management over years 1 – 3.

* Recording is on a cohort basis and still awaiting final numbers to complete for 2024/25. Of the completers to date in 2024/25, 72% have recorded a weight loss.

■ 2022/23
■ 2023/24
■ 2024/25

Family Weight Management



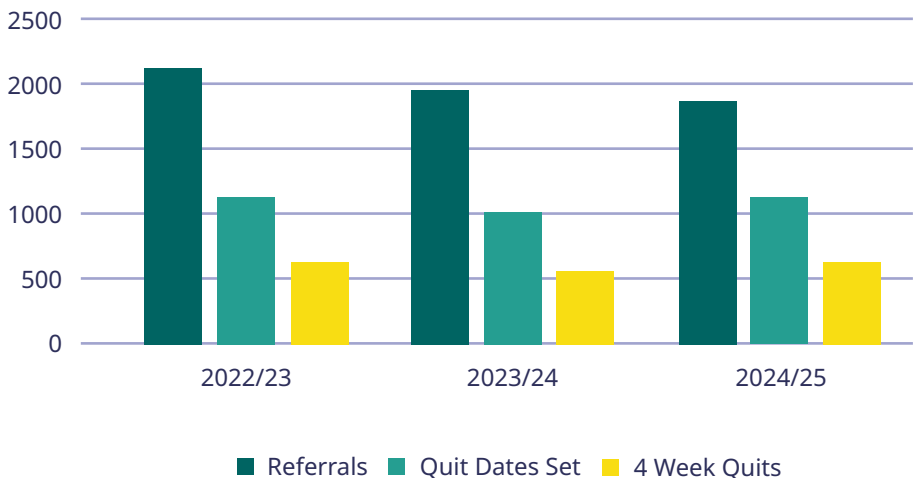
The graph outlines the number of referrals, starters and completers for family weight management over years 1 – 3.

* Recording is on a cohort basis and still awaiting final numbers to complete for 2024/25. Of those completing to date in 2024/25, 98% have reduced their BMI.

■ 2022/23
■ 2023/24
■ 2024/25

Stockport Drug & Alcohol Service

Stop Smoking



The graph outlines the number of referrals, quit dates set and 4 week quits over years 1 – 3.

Measuring 4 week quits is a national indicator used to predict long term abstinence rates. In 2024/25, 57% of those who set a quit date with ABL Health, Your Health Stockport, quit smoking within 4 weeks.

Stockport Drug and Alcohol Service (SDAS) is a partnership led by Pennine Care NHS Foundation Trust in conjunction with Intuitive Thinking Skills and Acorn Recovery Projects.

It provides specialist community alcohol and drug services for adults aged 26 and over who live in Stockport.

This includes early intervention and prevention, structured treatment, specialist prescribing and detoxification, harm reduction, recovery support and peer mentoring.

It also provides the Ambassador training and volunteering programme.

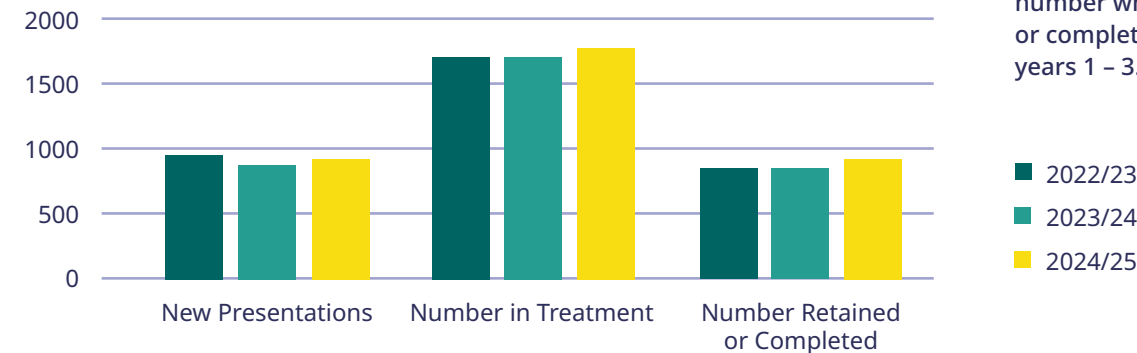
As part of the service offer, SDAS also provides access to a range of support via wider partners and access to inpatient detoxification and residential rehabilitation services.

Adult Weight Management:
I was struggling with weight loss – the weight I had gained was impacting on daily life. I feel so much better in myself, physically and mentally and feel proud of what I have achieved.

Family weight management:
ABL has not only helped my son, but it has also strengthened our relationship. ABL provides an environment where he feels relaxed and free from judgement. His BMI has decreased, and he has learned about healthier food choices and portion control.

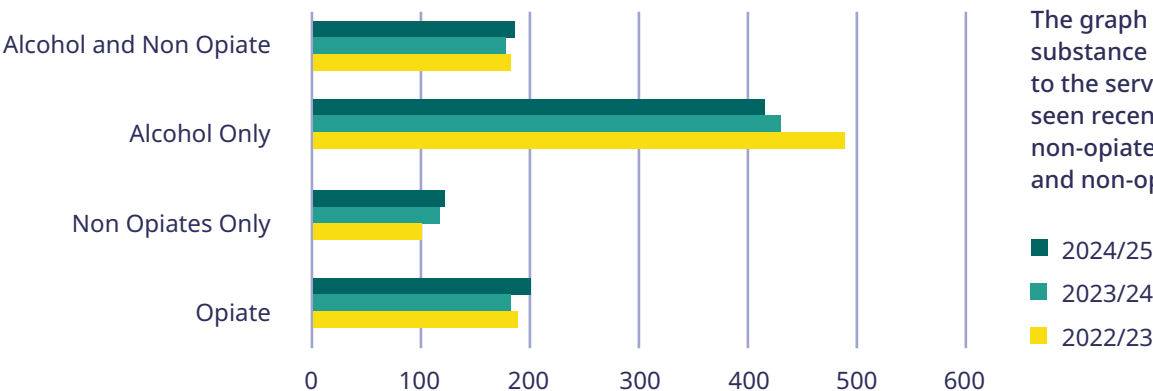
Smoking Cessation:
I was nervous about quitting and didn't think I could do it. The advice I would give to anyone who is thinking of quitting is to go for it with the support of the stop smoking service. I don't miss cigarettes, and I am healthier and financially better off.

Treatment Activity



The graph outlines the number of new presentations, number in treatment and number who were retained in or completed treatment over years 1 – 3.

New Presentations by Substance Used

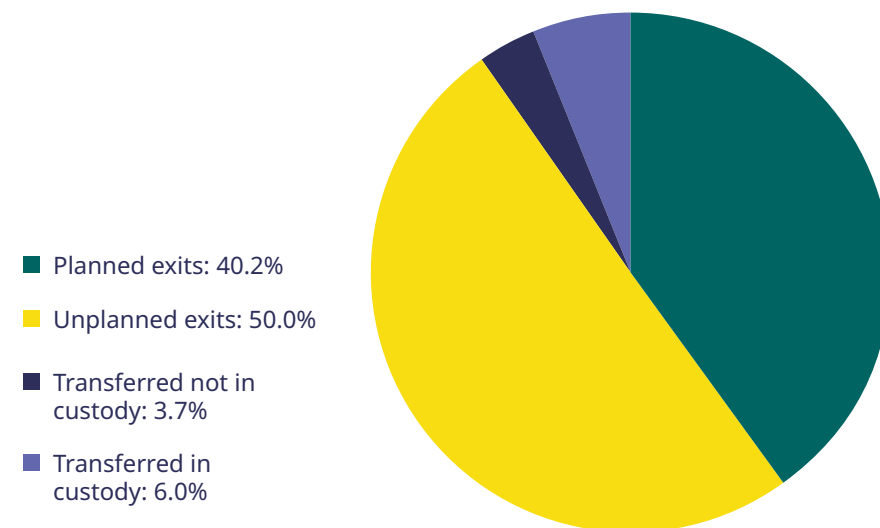


The graph shows the type of substance people are presenting to the service with. We have seen recent increases in opiate, non-opiates only, and alcohol and non-opiate referrals.

Treatment Exits in 2024/25

The chart shows the % breakdown of people leaving treatment in 24/25.

40.2% of those exiting the service did so in a planned way having successfully achieved their goals.



“

You welcome people to the service without judgement. I've seen so many positive behaviours from the staff. My worker is so cool and professional, always encouraging me, like around housing and my health. People really do care.

Service user

The visit to the Drug and Alcohol Service was an uplifting experience, showcasing a team that has overcome significant challenges to create a supportive and positive work environment. The dedication of the staff to their roles and the remarkable achievements, such as the elimination of Hepatitis C, are truly commendable. We extend our heartfelt thanks to the entire staff team for their hard work and commitment to improving the lives of some of the most vulnerable adults in the community. Their achievements not only reflect their professionalism but also their compassion and dedication to public service.

Quote from Pennine Care NHS Foundation Trust Network Director, internal inspection report, August 2024

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For more information or to make a referral visit www.healthystockport.co.uk or ring START on 0161 474 3141.

And finally ...

Thank you to all our Prevention and Early Help services for the great work done so far. Stockport's residents continue to benefit from these services, helping them to live happy, safe and independent lives at home in the community.

The Prevention and Early Help services forum has brought services closer together, building collaboration and ensuring we collectively deliver the best possible support for residents. The forum has expanded beyond those services commissioned as part of the 2022 tender process; we have a range of partners on board, sharing ideas and best practice, and we expect the forum to go from strength to strength in the coming months and years.

Together we have already come a long way since 2022. We now look forward to embracing new opportunities and developing our service offers further, building on the amazing work that has already taken place.



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