



## Adults, Health & Wellbeing

# Local Account 2024

Sharing the achievements, challenges and commitments of services within Adults, Health and Wellbeing in Stockton-on-Tees



# Opening statement from Councillor Pauline Beall



Councillor Pauline Beall  
Cabinet Member Adult Social  
Care

I am so proud of the partnership work between the Making It Real Board and the Council to develop and deliver the Local Account.

Our Making it Real Board was set up in January of this year and is a key step to ensuring that people with lived experience have a voice in the shaping and delivery of adult social care in Stockton-on-Tees, so that we provide the best care and support with people at the centre.

We want our residents to live in a place where they are healthy, safe and protected from harm and where we provide the right care and support, at the right time, to maximise people's independence.

This Local Account showcases the great services we offer, the key achievements and upcoming priorities for the coming year.

Thank you to everyone involved in the Local Account document, especially the Making It Real Board members for all their hard work and contributions.

**Councillor Pauline Beall**  
**Cabinet Member Adult Social Care**



# Foreword

I am delighted to introduce the Local Account for Stockton-on-Tees Borough Council Adults, Health & Wellbeing. The Local Account is the story of what we have achieved across our services over the last year, as well as sharing our challenges and our priorities for next year. I am delighted that this has been co-produced with our citizens who have lived experience of Adults, Health and Wellbeing Services in the Borough.

I am passionate about Social Care and working with people to achieve their ambitions, their goals and focusing on their strengths. I joined the Council in July 2023, and one of my key priorities was for us to work with citizens in developing a Making it Real Board in Stockton-on-Tees Borough Council. It has been amazing seeing this become a reality, with a formal structure and Terms of Reference.

We know that there are challenges and things that we can do better. We want to do the very best we can for our citizens, so embracing the challenges and areas where we are working to improve our performance and delivery of adult care and support is essential.

This will not be an easy task: like most other local authorities, we face budget pressures and growing demand on our services, so it is more important than ever that we work with people with lived experience and our partners to shape care and support. That's why we have introduced a Making it Real Board to change the way that we work.

I believe this Local Account gives an honest summary of Adults, Health and Wellbeing in Stockton-on-Tees, reflecting the great things that have been happening and the differences made to people's lives. I would like to pass my sincere thanks to the Making it Real Board members for their commitment over the past year and for the hard work that has gone into the Local Account.

This Local Account is supported by our elected Members and the Cabinet Member for Adult Social Care, Councillor Pauline Beall.



Carolyn Nice  
Director for Adults, Health  
and Wellbeing

# The Making It Real Board

“Through the Local Account we aim to give some information about each of the services in Adults, Health and Wellbeing. We also share some of the achievements, as well as the challenges faced and their priorities they will focus on for next year. A local account reported on by local board members for local citizens.

The Making It Real board meets monthly at the Council, where we are sharing our views and lived experience to shape services. Representing citizens and communities in the Borough through our voices and sharing our experiences and thoughts. Each board member is living in Stockton-on-Tees and drawing upon their experiences of at least one or more services included within this Local Account.

As Chair of the Making It Real Board I have been delighted that board members have co-produced this Local Account and our views are valued through our involvement.”

**Jak Savage MBE, Chair of Making It Real Board**



Jak Savage MBE,  
Chair of Making It Real Board

## Our Priorities as a Board

### Co-production and our ways of working

Stick to our values, be authentic and work together as a partnership. Ensuring we always co-produce meaningfully.

### Sharing our views and lived experience to shape services

Appreciate our differences, uniqueness and the value our experiences can bring. Focusing on work to make services better for the future.

### Working with our Council to make things better

Hold the Local Authority to account and review the work it is doing to meet it's priorities.

### Representing citizens through our voices.

We will be inclusive, accessible and broaden our thinking about citizens of all ages. We will report our work through Stockton-on-Tees News magazine, Council website and events.

"It's really exciting to be working with the Making it Real Board members for our Local Account. There is a real energy and buzz in the group and it has been a great opportunity for us to build on relationships and get to know each other better.

Co-producing the Local Account means that we are telling the story about Adult Social Care in Stockton-on-Tees over the last year and agreeing priorities with the views, experience and expertise of people drawing on services at the centre. This is keeping it real for the people of in Stockton-on-Tees."

**Natalie Shaw, Assurance and Co Production Manager**

"I enjoy being part of the Making It Real Board because it is a place where I feel seen and heard. My contribution or suggestions are welcome and everyone works as a team to achieve a common goal."

**Yosola Falana, Making It Real Board Member**

"It has been great to work alongside those with lived experience as equal partners to understand and appreciate their insight to understand what's important and how to do things better than what we have previously done in developing the Local Account. A timely reminder on how to do things properly when developing plans and agreeing priorities for those who have direct experience on what we deliver as services, whilst being able to share some personal experiences together in a safe and non-judgemental environment."

**Haleem Ghafoor, Strategic Lead A Fairer Stockton-on-Tees (AFSOT) & Community Engagement**

"The main reason for going on to the Making It Real Board is that I could bring my own experience of living with barriers. I am the best one to decide what is right for me without being told, I am living with that disability not anyone else. Obviously, the aim of going on to the board, even if I can educate one person, hopefully more! About the challenges I have had to face and overcome, it's well worth doing.

I am someone who likes to negotiate and even if not ending up getting exactly what I want but managing to get a strong point of view over and coming to an equal compromise between both parties, is excellent. Also, with the experience I have if I can train or help others to achieve their goals that's a brilliant outcome. I don't want an award for doing this, I just want to see others achieving their goals.

That is what is important to me. It has taken us time to get to this stage where we want it to be but we get there with support from the Council, and I am really enjoying the board."

**Denise Ross, Vice Chair of Making It Real Board**



are on the Making It Real Board and live in the Borough



# Adults, Health and Wellbeing Overview

Within the Adults, Health and Wellbeing Directorate there are four service areas: Adult Social Care, Community Safety and Regulatory Services, Public Health and Housing and A Fairer Stockton-on-Tees. These areas all work together, with each area having its own specific responsibilities. Through the Local Account each area has identified their achievements over the last year as well as challenges and priorities for the year ahead.



## Adult Social Care

Support and services for people who have care and support needs and people at risk of abuse or neglect. We help people who are older or living with a disability or physical or mental illness to stay independent, living safely and well in their own homes for as long as possible. Advise or arrange long term residential or nursing home care, which may include help with funding when people are unable to live independently. We offer advice and support to carers whatever their age, who provide informal care for people living in the Borough.



## Community Safety & Regulated Services

We work with local businesses, residents, community groups, Councillors and partner agencies to ensure local businesses are well-run, anti-social behaviour is addressed, our pubs and taxis are operated safely, local areas are clean and unpolluted. We want people to stay safe in their own homes through our OneCall services (offering technology solutions to support people to stay independent).



## Housing & A Fairer Stockton-on-Tees

We provide advice and support to people with a housing need including those who are homeless or fear homelessness, seeking housing on Tees Valley Home Finder or with mobility needs through delivering a Disabled Facilities Grant Service. We also support people if they live in the private rented housing sector or should their property be in disrepair. We work with our local communities and the Voluntary, Charitable and Social Enterprise (VCSE) sector to support communities to 'help themselves'.



## Public Health

We are responsible for improving the health and wellbeing of our local population. We do this through working in partnership with the Council, communities and other partners to address health inequalities in our areas and protect and promote good health and wellbeing for our citizens of all ages. We focus on working with partners to build strength in our communities, including employability, access to green space and good access to support services. We also provide public health services (including sexual health, smoking cessation, and drug and alcohol support services).



## Wellbeing Hub

We are proud to introduce the new Wellbeing Hub which opened in Wellington Square in Stockton Town Centre in July 2024.

This is an exciting partnership between Tees Esk & Wear Valleys NHS Foundation Trust, Stockton-on-Tees Borough Council and Catalyst Stockton-on-Tees (the charitable organisation that facilitates leadership for the voluntary, community and social enterprise sector in Stockton-on-Tees).

The Wellbeing Hub offers support with employment, money, housing, isolation, loneliness, mental health, bereavement and drug and alcohol support. The Wellbeing Hub is not a crisis centre. Please still call 111 or contact First Contact 01642 527764 in a crisis.

**101**

People supported through the hub between 24 July and 24 September

**30**

average number of activities run by our partners at the Wellbeing Hub

**4,850**

visits to the Wellbeing hub in 2023 and 2024

## Feedback from citizens who have accessed the Wellbeing Hub:

**"The ability to co-locate together, share information and work as a multi-agency, holistic team to provide support to those needing it is the best job in the world."**

**"We didn't know you could offer such a range of support."**

**"We love the ease of access, warm welcoming environment, and friendly staff. We look forward to coming every week."**

**"I feel like a new man ... I have started making new friends and am going out again"**

**"Outstanding"**



## The Livewell Dementia Hub

The Livewell Dementia Hub provides a single first point of contact for information and support for people living with dementia and their loved ones. Offering signposting and resources on the range of activities and support available throughout the Borough. Providing group and one to one support.

Working alongside partners to bring together an array of support available including; memory clinic, cognitive stimulation therapy, gentle seated exercise, music and singing, Citizens Advice and carers education and support.

Feedback from a carer who attended the Livewell Dementia Hub and session facilitated by the Carers' Service at the Globe: "You are the most perfect people to run those music groups and you bring so much pleasure to those that come along. Mum so enjoyed the group. Getting her up for a little dance was amazing. Thank you so much to you both for what you do your kindness will never be forgotten."





# Adult Social Care



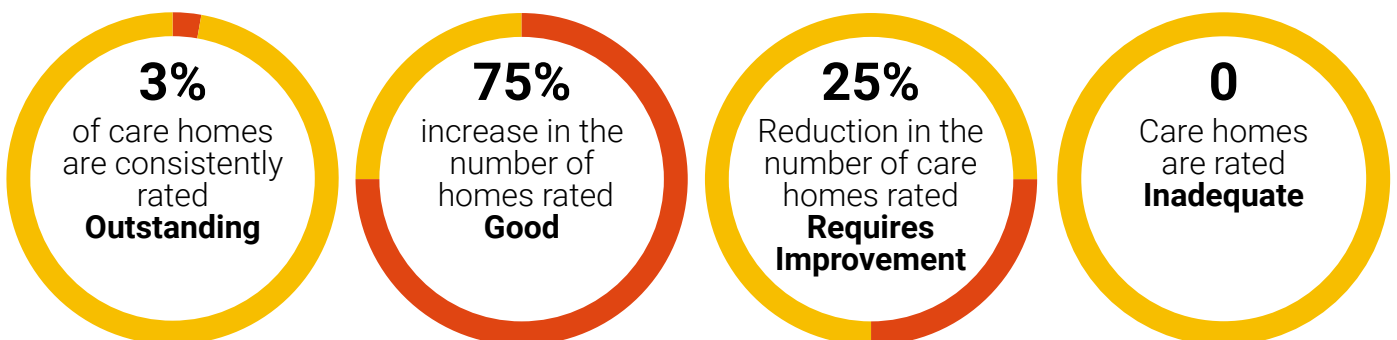
Angela Connor  
Assistant Director, Adult Social  
Care and Principal Social Worker



Emma Champley  
Assistant Director, Strategy &  
Transformation

## Our Achievements

- Over the last year we have continued to work with our care providers to improve services. We have also developed networking groups with our partners (including the Learning Disabilities Network) to focus on good practice and development and improve the quality of care and support.
- All of the services provided by Stockton-on-Tees Borough Council (Rosedale Centre, Oak Road, Reablement, Shared Lives, Lanark Short Breaks Service and OneCall) are rated as 'Good' by the Care Quality Commission (CQC). The CQC ratings for the care homes (nursing and residential care) commissioned by Stockton-on-Tees Borough Council over the last two years have seen significant changes.



"I have noticed an improvement in the environment at my wife's care home which makes it better for everyone living there." - Husband of a person living in a care home.

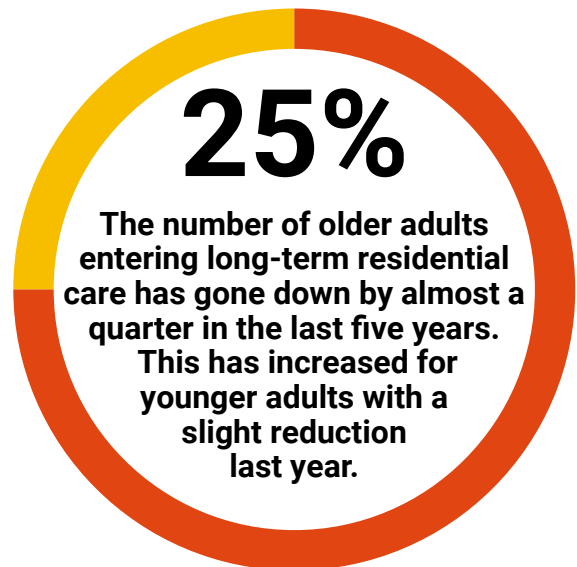
## Supporting People's Choice and Independence

Direct payments in social care are cash payments from a local authority that allow people to arrange and pay for their own care and support services instead of receiving them directly from the local authority. The payments are a way of improving people's choice, control, and independence. This is self-directed support which means managing the person's support in a way that best suits them, looking at what they want to achieve and the support they need to do this.

Last year, over 700 people who were either drawing on Adult Social Care or were unpaid carers received a Direct Payment.

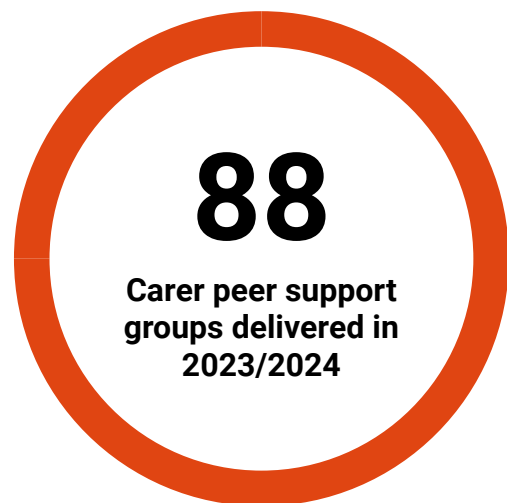
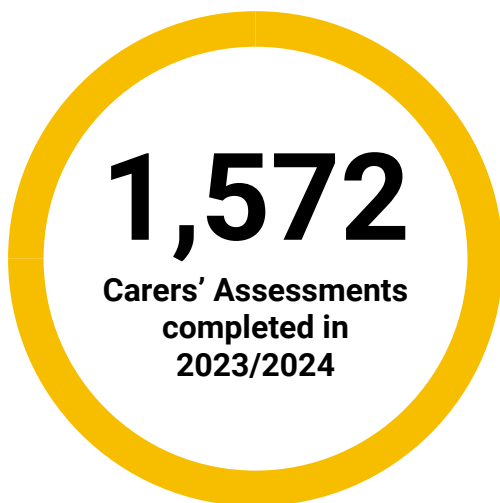
The number of older adults entering long-term residential care has gone down by almost a quarter in the last five years. This has increased for younger adults with a slight reduction last year.

We have continued to work with people who request support from Stockton-on-Tees Borough Council to remain independent. Last year we saw more requests for help which resulted in people being supported at home through technology such as minicams, telecare and community alarms.



## Supporting Unpaid Carers

The Stockton-on-Tees Adult Carers Support Service provides information, advice and support to unpaid adult carers within Stockton-on-Tees. The service provides a single point of contact for carers and professionals and delivers a range of services to enable carers to maintain their own wellbeing and continue in their caring role. The service works with professionals, carers and the community in order to identify and address the needs of local informal carers. The aim of the service is to support carers from as early in their journey as possible to ensure they maintain their own wellbeing and enable greater resilience. In this way, it is hoped we are able to prevent, delay and reduce the need for more traditional, formal and intensive services such as referrals to adult social care. The service is now co-located at the Livewell Hub alongside the Shared Lives and dementia support services.





## Ann-Marie's Story

“ My journey with the Occupational Therapy Service at Stockton-on-Tees Borough Council started 12 years ago when I rang to ask for an assessment. I live with a physical disability and had been having serious falls. The Occupational Therapy Service has been nothing short of amazing and has made the world of difference to my life, supporting me to stay in my own home when otherwise I would have needed additional care and support. Sarah, my Occupational Therapist, has always been there to support me, discussing my options with me, not being overpowering but empowering me to live my life as I want to live it and maintain my independence.

Some of the ways I have been supported is through accessing the Disabled Facilities Grant to have wheelchair-friendly flooring installed in my house and an adapted kitchen. Sarah also put me in touch with a charity for support with re-decoration. I feel proud that I have been able to access such a brilliant service with a team that really cares and goes the extra mile to support our citizens to stay independent, living safely and well in our own homes for as long as possible. ”

## STEPS Community Bridge Building

Robert works at Stockton-on-Tees Borough Council supported by the STEPS Community Bridge Building service. This service helps people with a disability or those aged 50 and over at risk of social isolation and loneliness. Robert has worked in a number of roles and is currently based in the Adults Safeguarding Team as an Administration Assistant.

## Feedback from citizens who have accessed the STEPS service:

**“I like to keep busy, I don't like feeling bored. My job is a mixture of what I know and new things. I like learning and the worker from STEPS will be supporting me with new computer skills soon. My job gets me out and I like earning my own money. It makes me feel like more of a man, and I can put my money towards my hobbies and things I like to do. The new office is a lot better than the old one. It's more modern and has its own café. I really like it.”**

**“The first thing I would like to say about Robert is that he is very much part of the Adult Safeguarding Team, having worked in the team since 2015. Over the years we have strived to create a nurturing environment for Robert to enable him to thrive and develop. It's been highly rewarding to see his confidence grow over the years and see him adapt to changes. He has formed good working relationships with other team members and we all look forward to seeing Robert on a Friday morning and hearing about his model railway, baking and sausage dog called Norma. He plays an important part each week in sending out survey letters to enable us as a local authority to capture individual feedback from adults or their representative who have been involved with Adult Safeguarding procedures.”**

**- Adult Safeguarding Team Manager,  
Stockton-on-Tees Borough Council**

## Our Challenges

- As more people live with the challenges of the cost of living, and longer and/or with conditions that may impact on their ability to live independently, we are continuing to look for ways to support people to live independently at home.
- Recruitment for care at home services has continued to be challenging. To address this we have developed and promoted opportunities for recruiting and retaining staff in Adult Social Care. We have invested in paying providers more and have increased the rate for Direct Payments.

## Our Key Priorities for the year ahead

- We will ensure that the person is at the centre of their care and support, with a focus on their strengths.
- We will increase opportunities for co-production and continue to develop this in to what we do in Stockton-on-Tees.
- We will strive to improve the choice of places to live to support more people with care and support needs to live independently.

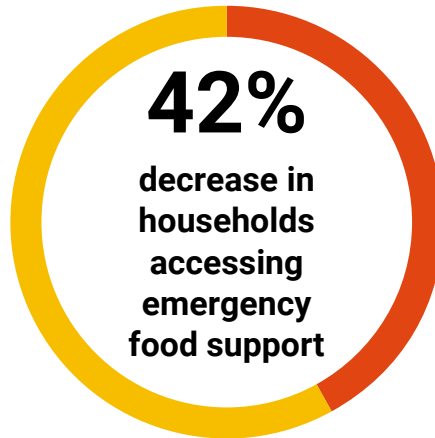




# Housing and A Fairer Stockton-on-Tees

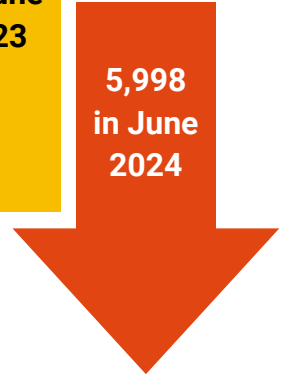


Jane Edmonds  
Assistant Director, Housing and  
A Fairer Stockton-on-Tees



10,263  
in June  
2023

5,998  
in June  
2024



## Our Achievements

- We have provided advice and support to 3,000 households experiencing or threatened with homelessness.
- In May 2023, Bright Minds Big Futures received The Queen's Award for Voluntary Service -the highest award given to volunteer groups across the UK and is equivalent to an MBE. In the last year we have supported young people through Bright Minds Bright Futures to deliver 800 volunteer hours.



A national award-winning youth-led movement, working together with Stockton-on-Tees Borough Council to make the Borough a great place to grow up







- Through **The Bread & Butter Thing** we have set up **five The Bread & Butter Thing Hubs** across the Borough, offering high-quality, low-cost food to everyone in Stockton-on-Tees. The food comes from supermarkets, factories and farms, meaning you can help reduce waste while also reducing your cost of living. To date, 38 support organisations have attended The Bread and Butter Thing collection sessions, providing advice and additional support to around 1,800 members accessing the service, on topics including benefits, housing, employability and health.
- We have seen the positive impact of The Bread and Butter Thing with an an overall reduction in the number of people accessing emergency food support over the last year.

In September 2023, The Fairer Stockton-on-Tees team held a 'Thank You' celebration for the wonderful volunteers that run our The Bread and Butter Thing (TBBT) hubs across the Borough. Around 30 volunteers came together to share their successes since the scheme launched its first hub in September 2023. We were joined by The Bread and Butter Thing staff who took part in an honest discussion about the scheme and how it is running with an aim to share good practice amongst hubs and find solutions to common challenges.

Without the kindness and dedication of volunteers, this valuable support would not have been able to happen. Over 7,000 sets of shopping have been sold to residents since April 2024. Thank You!



## D'S Story



I have been in contact with the homeless service on and off since 2014. In that time the homeless service has referred me to a number of services but the placements didn't work out because I found it hard to engage with services and maintain my accommodation and I have been a rough sleeper. The homeless service had also made lots of referrals to Stockton-on-Tees Borough Council's Social Care Service. but they were unable to engage with me due to a lack of accommodation and my substance misuse. I was identified as a person at risk of dying on the street having met the criteria of the Teeswide Safeguarding Adults Board High Risk Adults Panel.

Last year I was referred into the Rough Sleeper Accommodation Project try to stabilise my drug misuse, physical health and so that I could have an assessment of my ability to keep myself safe and manage my home environment. This was in partnership with the homeless team and safeguarding social work team. In Autumn 2023 I moved into a flat managed and supported by staff at Thirteen Housing. Due to my history regular support was added into the package by the Council's housing homeless team, along with Change Grow Live (CGL) substance misuse services. Recently a new package of care was organised by Adult Social Care so that I had further support to maintain my accommodation. I am now engaging with all services including my health appointments. I am now ready for a move into social housing and I am bidding on properties on Tees Valley Home Finder. This is all being supported by the Homeless team and Adult Social Care at the Council.



### Community Spaces with a Warm Welcome

Across the Borough, we have almost 70 venues registered as Community Spaces.

Community Spaces were previously known as Warm Spaces but they offer much more than warmth and are open all year round. They are free, non-judgmental public places people can go for shelter, save money on their household bills, avoid social isolation, receive vital support and advice while staying as well as possible.

Through collaboration, ongoing funding support and the tireless work of staff and volunteers across our Community Spaces venues, residents have been provided with 70 safe spaces where they can access support, advice, socialise and often receive a warm drink and/or meal.

You can find your nearest Community Space at [www.stockton.gov.uk/community-spaces-directory](http://www.stockton.gov.uk/community-spaces-directory)





## Feedback from citizens who have attended Community Spaces venues across the Borough:

"It was a great atmosphere to walk into. Now it's my go to place and why I was determined to get out of the house and come today."

"This is one of the highlights of the week for me and my wife."

"It is lovely to see friends and play games together. All for free and it gets us out and into company."

### Our Challenges

- Cost of living pressures have led to more demand for services.
- Funding pressures and stretched budgets across the service resulting in increased pressure in delivering services.
- There is a lack of available properties that are affordable for citizens.

### Key Priorities for the year ahead

- To continue to prevent homelessness, support those who find themselves homeless and reduce rough sleeping.
- Support people to remain safe and independent in their homes for as long as possible.
- Work with our local communities and VCSE sector to support those experiencing poverty/cost of living challenges.
- Continue to support Bright Minds Bright Futures (to ensure the voices of young people are heard).
- To continue to work with our local communities to support them to 'help themselves', by providing an effective community engagement service (community-led activity).



# Public Health



Sarah Bowman-Abouna  
Director of Public Health

## Our Achievements

- We have been working with partners to review the Stockton-on-Tees Health and Wellbeing Strategy for 2024-2029. The new Strategy will focus much more on how we work together with communities to improve the building blocks that contribute to health and wellbeing.
- In the last year, we have expanded our drug and alcohol services to further improve people's access to support, treatment and recovery as part of the national drug strategy. We introduced a new service with Recovery Connections, offering Peer Support.
- We have partnered with Harrogate & District NHS Foundation Trust to improve the delivery of the national healthy child programme for 0 -19 years, through health visiting, school and public health nursing community services.
- In April 2023 we launched a new domestic abuse service with more services for families experiencing abuse. Harbour provides services for children and adults who are victim-survivors of domestic abuse including safe accommodation. It also offers a 26-week programme promoting behaviour change for perpetrators of domestic abuse.
- We have also increased the number of NHS Health Checks to identify and support people at risk of heart disease, stroke, diabetes and kidney disease.

**1,489**

people accessed the  
Stop Smoking Service  
in 2023/2024 and  
set a quit date

**1,750**

people supported by  
the drug and alcohol  
service in the  
last year

**1,700**

people engaging with  
the Domestic Abuse  
Service last year

## Our Challenges

- In Stockton-on-Tees, our main public health challenges continue to be obesity, smoking, alcohol and drug addiction, domestic abuse and mental ill-health.
- There is poorer health and wellbeing in the most deprived communities in our Borough and persisting health inequalities. We have one of the widest gaps in life expectancy in the country - just under 17 years for men and 18 and a half years for women -between people living in the most deprived wards and those living in the most affluent wards.
- We also face funding pressures. Funding for public health initiatives is often only short-term meaning we face a challenge in ensuring we can continue to deliver some of our support services.

## Rosie's Story

Rosie (not her real name) attended a community pantry and lunch club. She shared with the staff that she is on medication to help with her mental health. Having previously been a school cook, she was glad to be invited to a cooking session where she received a slow cooker and casserole cookbook free of charge. Rosie believes this has saved her money on energy bills. Staff learnt she needed financial support and referred her to the citizens Advice Bureau (CAB) who have assisted with her immediate and longer-term issues, going 'above and beyond' in her words.

Rosie is regularly helped with emergency food parcels when the CAB are working on complex financial issues that can't be resolved overnight. It came to light that some of Rosie's financial issues stemmed from supporting family members, who have since been offered support and referred to services such as the Stockton-on-Tees Active Travel Hub as they were eligible for a free bike. Rosie has also been helped by Thirteen Housing's Hardship Fund. She said: "This community pantry and lunch club really is a godsend; I don't know how I would manage without it most weeks."



## Key Priorities for the year ahead

- We will publish the new Health & Wellbeing Strategy.
- We will review our stop smoking services and offer a new range of support.
- We will expand our drug and alcohol services to improve access to treatment and recovery as well as strengthening prevention and early help to reduce drug and alcohol-related harm.
- We will promote sexual health prevention and services.

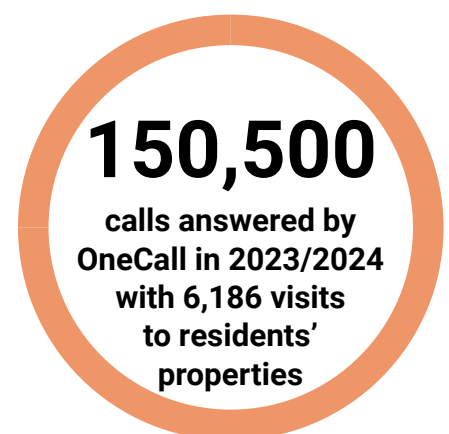
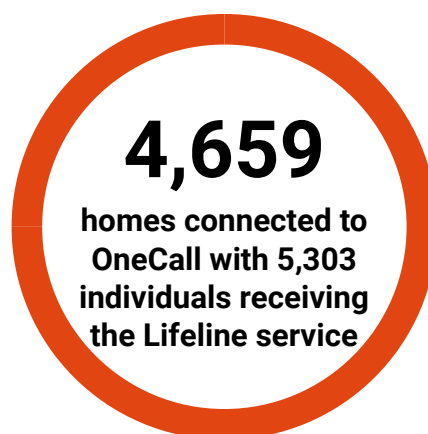
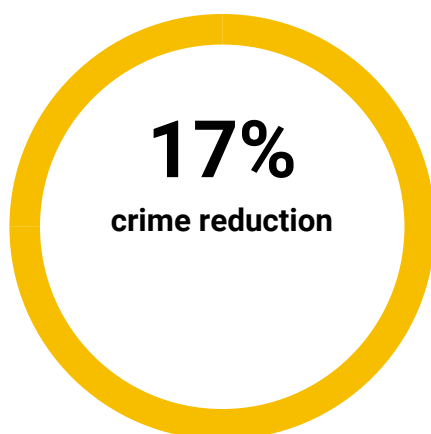
# Community Safety and Regulated Services



Marc Stephenson  
Assistant Director, Community  
Safety and Regulated Services

## Our Achievements

- We have inspected 100% of our food premises to keep our takeaways, shops and restaurants safe and hygienic.
- We have delivered a 17% reduction in crime in the last 12 months in partnership with Police and other partners.
- We have protected our local animals through our work to return stray dogs to their owners and address other animal welfare issues.
- We have supported residents to stay safe in their own homes through our OneCall services.



## Our Challenges

- Continuing to provide services that respond to the complex challenges faced by the Borough's residents from poorly run businesses, anti-social behaviour, rogue traders and poorly managed licensed premises.
- Continuing to protect our local environment from poor air quality, smoke, noise and pests.
- Securing further funding for projects to keep our communities safe.



## Celebrating National Great Big Green Week at Stockton-on-Tees Environment Fair

This special event - the first of its kind in Stockton-on-Tees - took place in June 2024, celebrating community action to tackle climate change and protect nature. Reuben Kench, the Council's Director of Community Services, Environment and Culture, said: "The Council is always looking for ways to reduce our carbon footprint and do all we can to help fight climate change in Stockton-on-Tees, but we can only do that collectively with people across the Borough.

The Environment Fair hosted a range of organisations with information and fun activities for people to learn more about reducing their own carbon footprint and living more sustainably plus information on walking and cycling routes, as well as electric cars for anyone looking into greener travel options. People also had the chance to Pedal for Power on the smoothie bike.

Other initiatives to support our environment and improve the air quality in Stockton-on-Tees over the last year include working with schools to deliver assemblies and develop lesson plans for our Key Stage 2, Celebrating Clean Air Day and constantly monitoring our air quality.



## OneCall Story

Mrs A was first referred to OneCall to support her discharge home from the Rosedale Centre. Her family have always supported her wish to remain at home for as long as possible and OneCall meant that this could happen. OneCall attended Mrs A's home to assist her following a number of non-injurious falls, always ensuring her family were kept informed. When Mrs A started having more falls, OneCall raised concerns with family and Adult Social Care so that Mrs A's care package could be reviewed to support her to remain living at home. Additional sensors were installed and although there were further hospital admissions, Mrs A remained living at home.

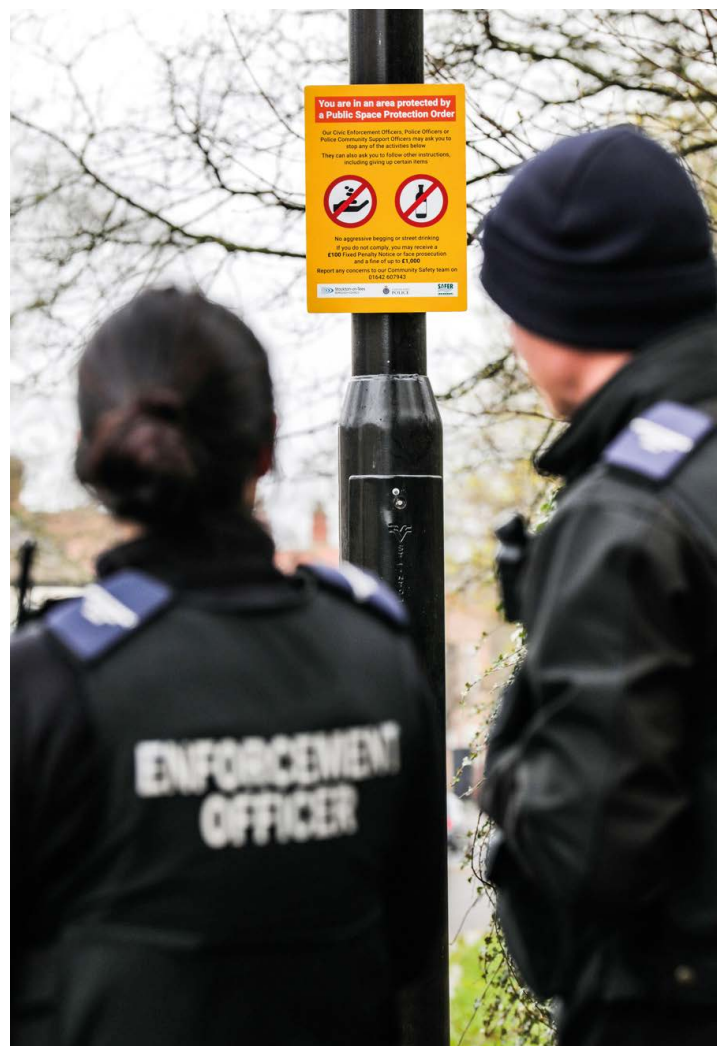
“ As a family we are writing to express our sincere gratitude and admiration for the outstanding service OneCall provided to our 94-year-old Mum over the last six months.

The service allowed her to maintain her independence and to live safely within her own home. The wrist alarm and bed sensors installed were incredibly reliable and knowing that she was connected to a support network at all times was invaluable, both to her and to us as a family. The service helped to maintain her dignity and independence and gave us the reassurance that she was in the best possible hands. Even when we couldn't be there ourselves, as we live/work away, the communication and follow up calls kept us well informed and reassured. We are truly grateful for the care, professionalism, and thoughtfulness that the OneCall team consistently demonstrated. The work you did had such a positive impact on our family, and we cannot thank you enough for the exceptional support you provided. ”

### Feedback from Mrs A's Family

## Key Priorities for the year ahead

- We will continue to work in partnership with the Police and other agencies to reduce crime and increase feelings of safety in our Borough.
- We will produce an Air Quality Strategy for the entire Borough of Stockton-on-Tees in collaboration with a wide range of partners to raise awareness of air quality and reduce pollution levels in our Borough.
- We will continue to provide a free Pest Control Service for residents, for public health pests.



# How we will keep our progress under review

This Local Account has been written with our citizens, for our citizens, and it's really important that we keep this real for people in Stockton-on-Tees.

We will do this by:

- Discussing the Local Account at every Making it Real Board meeting and monitoring the progress that is being made.
- Holding an annual meeting where people can hear about the Local Account
- We will publish an annual update on the Local Account in the Stockton-on-Tees News magazine.
- Sharing what we have done to meet this year's challenges and priorities in the Local Account for next year.

## Sources of Support

**First Contact** 01642 527764

**Emergency Duty Team** (Out-of-Hours) 01642 524552

The Bread and Butter Thing - Stockton-on-Tees Borough Council Hub locations:  
[www.stockton.gov.uk/the-bread-and-butter-thing](http://www.stockton.gov.uk/the-bread-and-butter-thing)

**Here to Help - Stockton-on-Tees Borough Council**

[www.stockton.gov.uk/here-to-help-hub](http://www.stockton.gov.uk/here-to-help-hub)

**Stockton-on-Tees Wellbeing Hub**

(open Monday - Friday 9am to 5pm) Unit 5 Wellington Square, Stockton-on-Tees TS18 1RG  
[hello@stocktonwellbeinghub.org](mailto:hello@stocktonwellbeinghub.org)

**Stockton-on-Tees Borough Council Carers' Support Service**

01642 524494

[carerssupport@stockton.gov.uk](mailto:carerssupport@stockton.gov.uk)

**Stockton-on-Tees Wellbeing Dementia Hub**

01642 527363

[livewell-hub@stockton.gov.uk](mailto:livewell-hub@stockton.gov.uk)

**Stockton Information Directory**

[www.stocktoninformationdirectory.org](http://www.stocktoninformationdirectory.org)

## Making It Real in Stockton-on-Tees

The Board is keen to 'make it real' for everyone in the Borough. So, over the coming months we will be actively seeking out new members, voices and experiences from individuals and groups that are not currently represented in discussions.

If you would like to know more about Making It Real in Stockton-on-Tees, email [involvement@stockton.gov.uk](mailto:involvement@stockton.gov.uk) or call **01642 528622**

