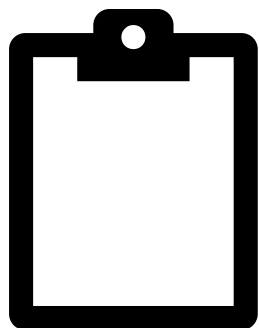


Buliding a community, asset-based approach in Stockton on Tees:

Hearing from local people to inform the Council's Adult Social Care strategy

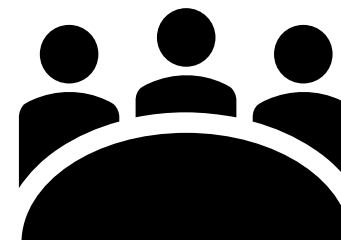
February – March 2025



76



20



81

4 sections

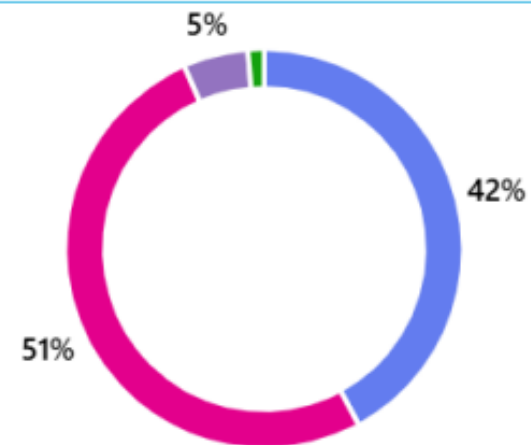
Adult Social
Care

Prevention
and Early
support

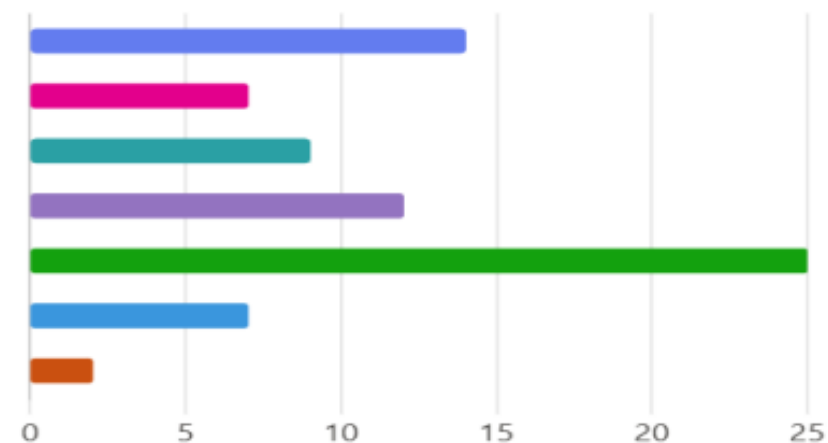
Community
Wellbeing
and Safety

Housing

Male	32
Female	39
Non-binary	0
Prefer not to say	4
Prefer to self-describe (please see next question)	1

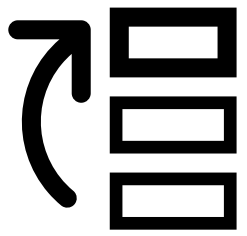
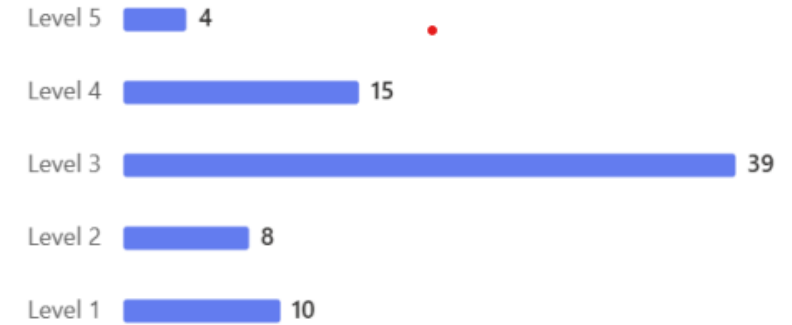
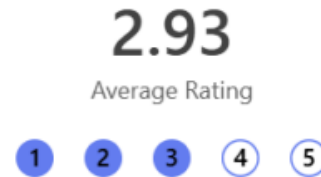


Billingham	14
Ingleby Barwick	7
Thornaby	9
Yarm	12
Stockton	25
Norton	7
Prefer not to say	2



Adult Social Care: Social Care helps people to live their best lives

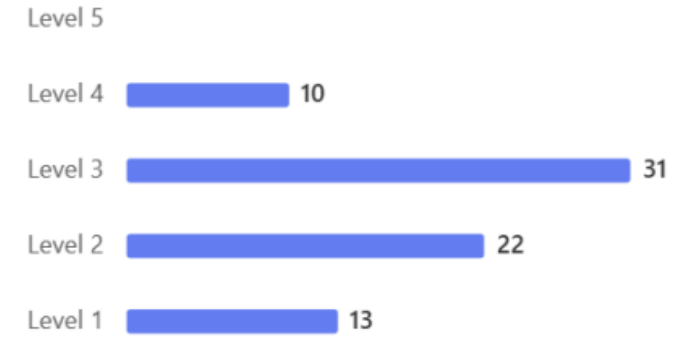
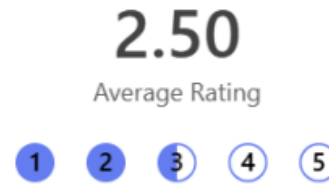
(Rated on a scale of 1-5, where 1 is terrible, not very good, 3 is OK, 4 is Good and 5 is fantastic)



Often mentioned as most important were

- Support to live in own home and maintain independence
- The importance of involving people themselves in service development
- Support being personalised, and being about enabling people
- Having well trained staff- and staff retention mentioned not far behind

Prevention and Early support :
We want people to get help as
soon as they start to struggle.
Do you think this is happening



**“Accessing services to
discuss possibilities is
difficult”**

From a local resident

"I can't access the support I need. I keep asking for things like a social care assessment and end up being fobbed off into another team. I still live with my parents and I have no hope of independence without the support I need. But that's so convenient. My parents do an expensive job for free. My quality of life is shocking. I keep knocking on doors that won't open. There's no way to access help."

The themes of things that are not working in Adult Social Care And similarly prevention, early support include:

- Not enough support available
- A lack of information about what is available, and how to get it
- Services not coordinated/ working together- making accessing the right support difficult for people
- Funding issues, such as people having to pay for their own care and support, care staff not being paid enough.
- Support that is poor or inflexible

24 participants shared positive statements about Adult Social Care.

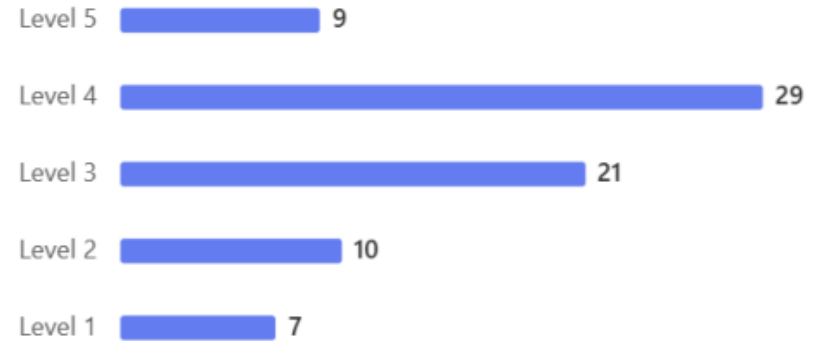
**“The help our
Parents and our
Family received
were first class”**

- Opportunities to come together with peers for support- be that carers groups or groups with other people with similar support needs.
- Support which is considerate and kind and supports people's independence
- Then a number of specific services were mentioned that people appreciate which included

Community Wellbeing and Safety: Do you feel safe where you live?

3.30

Average Rating



The areas for improvement that were mentioned most:

- Ensuring people are not isolated, and that there are groups or courses for people to join to meet each other.
- Better information about what is on, and access to local advice were mentioned a number of times.
- Some people are worried about drugs and antisocial behaviour,
- Lighting transport and police presence to ensure public spaces are safe.

“Feeling safe when it’s dark. I don’t go out after 4pm because I feel like places are not lit up enough and there are characters that look unfriendly and don’t like seeing groups of youngsters hanging around I feel afraid where there are gatherings together of young men I like it when there are groups activities in the community but scared to get to them on dark evening”

“we know just about everyone in our road. plan events, volunteer on local projects together”

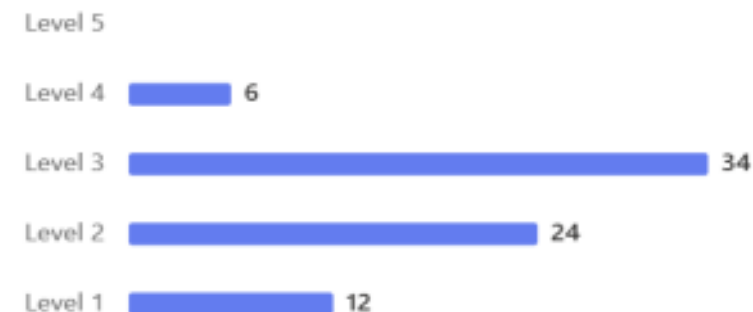
From the comments, we observed that people were very positive about:

- Green spaces in Thornby, Stockton and Yarm
- Positive about neighbours- Thornby Stockton, Yarm Ingleby Barwick and Norton
- Positive about community activities- local resources in community centres, churches etc. Thornby, Stockton, Norton, Yarm, Ingleby Berwick, Billingham

Good neighbours were mentioned by people in every area

Housing:

Are there enough homes for people with support needs or disabilities?



“People value their home and feel safe by being able to get around and feel comfortable, but sometimes improvements need to be made that can be seen by a different pair of eyes to help improve safety around the home”

“More wheelchair accessible accommodation is required”

“Gender and trauma informed accommodation for women experiencing multiple disadvantage”



Summary of findings

- To improve care and support, services should be personalised and flexible.
- Older adults need help to stay in their homes,
- individuals with learning disabilities want more independence,
- carers require adaptable support.
- Peer support is also valuable for connection and sharing information.
- Reducing delays and increasing awareness of available services will make a big difference.



To help people find and understand information more easily, we should make it available in different formats and improve how services work together.

This will ensure clearer communication and better access to support.

To improve support, services need to work better together.
Clear communication between health, social care, and housing is essential.

Strengthening partnerships, simplifying processes, and sharing knowledge will help create a more connected and effective system.



To improve services, and close gaps in some specialist areas we should

- Strengthen working together around shared goals.
- Knowledge-sharing, and training, especially in areas like understanding and respecting different cultures
- Knowledge and understanding surrounding autism ; Advocacy
- Helping people by recognizing the impact of past trauma
- Employment support for people with learning disabilities.