



Adults, Health & Wellbeing

Local Account 2025 - 2026

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

Stockton-on-Tees BOROUGH COUNCIL

Making It Real in Stockton-on-Tees











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Welcome from Councillor Pauline Beall



As the Cabinet Member for Health and Adult Social Care in Stockton-on-Tees, I'm really pleased to welcome you to the Adults Health & Wellbeing Local Account. The Local Account is a report made with our Making It Real Board. The Making It Real Board is made up of people and carers with lived experience who tell us what we are doing well, identify the strengths and flaws of our services and the support provided to people, their families and carers. They help us to produce information in a format that is easy for everyone to understand. They reflect and advise us on what they think we need to do to our services to meet people's needs now and in the future.

Councillor Pauline Beall
Cabinet Member Adult Social Care

This is our co-produced yearly review of how we've performed as a service, highlighting our place and partnerships; in essence the communities and people we support, where and how we do it.

Whether you are a carer or someone who wants to have choice and control over your daily life, wellbeing and independence within your local community, I hope it helps you understand us a bit better and how we responded to what we were told over the last year.

Co-production means working together to make decisions and plans. So instead of services being designed only by the Council or staff, people with lived experience of accessing services help shape them too.



Making It Real
in Stockton-on-Tees

Foreword from the Making It Real Board

Working together with, and for, our communities

We are a group of local people who have accessed Adult Social Care or Health services, including unpaid carers. We work with the Council to help make these services better. We share our experiences, check if plans will work for real people, and suggest ways to improve them.

This year, we welcomed five new members to the Making It Real Board, each bringing valuable lived experience that has strengthened our understanding of the challenges faced by people across the Borough.

We have enjoyed sharing our stories in Stockton-on-Tees News magazine and in our local communities, and we will be doing even more of this in the coming year.

This is our second co produced Local Account. It gives us the chance to look back at what we said last year, share what has changed, and the priorities for the year ahead. Co producing the Local Account means people's voices, experiences, and ideas shape what we report and what we do next. This is how the Making It Real Board keeps things real for the people of Stockton-on-Tees, and it's something we are proud of.

As a Board, we want to thank everyone who helped - those who shared their stories and the Council officers at all levels who came to meetings and shared information. This helped shape this year's Local Account.

We would also like to thank Councillor Pauline Beall and Carolyn Nice, Director for Adults, Health and Wellbeing for their support, along with the Adult Social Care staff who contributed and supported by attending meetings during the year.

We hope you enjoy the Local Account for 2025 - 2026.

If you are interested in finding out more, please visit:

www.stockton.gov.uk/making-it-real

involvement@stockton.gov.uk

01642 526644



Partnership working in Stockton-on-Tees

What has been happening over the last year?

Powering Our Future is our plan to make Stockton on Tees a better place for everyone. It's about working with communities, not making decisions from the top. Here are just some of the key achievements:

Our Communities

(Helping people and families be more confident, independent and involved):

We have introduced Project Harmony: working with communities to understand their strengths and tackle issues like crime and anti social behaviour. We have also provided training for staff on engaging and working with our communities.

Our Place

(Making our six towns welcoming places where people want to visit and spend time):

We are creating a Health & Care Innovation Zone to help improve health, support new ideas in care, and provide good homes for all ages.

Our Partnerships

(Working with health services, schools, charities and others to improve life for residents):

We formed Team Stockton in 2023, bringing together organisational leaders from across Stockton-on-Tees to better support our communities.

Our Transformation

(Making the Council more efficient and improving services)

We are making it easier for people access services and find the information and support they need.

Our Colleagues

(Supporting Council staff to do their best for local communities):

We have worked with staff to create new values and behaviours which are: One Team, Community Focussed, Inclusive, Ambitious and Accountable.

Looking Ahead

New ways that we will be working in partnership in Stockton-on-Tees

PRIDE IN PLACE
LED BY YOU – BACKED BY UK GOVERNMENT

Funded by UK Government

Pride in Place

Central Stockton and Portrack has been named as a Pride in Place area, giving the community access to £19.6 million over the next ten years to help fund projects that make a real difference.

The programme will be led by a community board, made up of local residents, ward councillors, the local MP, businesspeople and representatives of community organisations that support people in the neighbourhood. This board will decide how the money is spent and will work with partners in the area to deliver projects.

We have spent time out and about in the neighbourhood, asking people what is important to them and how they think the board should spend the money to have the biggest positive impact on the area. The board is now working on turning what people have been saying into a Vision and 10 year plan for the neighbourhood.

The Pride in Place board will work with residents and community groups throughout the programme to deliver what they want, ensuring that they build stronger and more successful communities and give people more control over local decisions.

National Neighbourhood Health Implementation Programme

Neighbourhood Health Improvement Programme

Stockton-on-Tees was chosen as one of 43 areas to take part in the first phase of The Government's Neighbourhood Health Programme.

The programme aims to make it easier for people to get the health and care support they need by helping local services work more closely together. This includes GPs, community health services, Adult Social Care and local community organisations. By working together, services can provide more joined-up support and help people stay well for longer.

The first phase focused on Central Stockton and Portrack. It looked at how we can better support people living with more than one long-term health condition, making sure care is joined up and centred around what matters to them.

We are now using what we have learned to develop a local Neighbourhood Health Plan. The Health and Wellbeing Board will help lead this work alongside local partners. The plan will focus on:

- reducing health inequalities
- joining up health, care and community services
- understanding what local people need, and
- providing support earlier to help prevent problems from getting worse.

It will also build on the strengths of local people, community groups and neighbourhood organisations. Co-production with local people will be central to the future of Neighbourhood Health in your area. By sharing your views and experiences, you can help improve services for everyone.

Health and Wellbeing Board: a partnership of local leaders across the health and care system who work together to improve people's health and wellbeing. They help make sure services work well together and focus on helping everyone have the same opportunity to live a healthy life.

Adult Social Care Update



We provide support for people who need care or may be at risk of harm. We help older people, disabled people, and people with physical or mental health conditions stay independent and live safely in their own homes for as long as possible. If someone cannot stay at home, we can give advice or arrange residential or nursing care, including help with funding. We also support carers of all ages who look after someone in the Borough, with advice and help when they need it.

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

11,178
People requested Adult Social Care support

5,800+
People supported with information & advice

5,300
People received short or long-term support

959
People supported through our **Reablement Service**

Short-term support to help people regain confidence and independence after illness or difficulty.

5,800+
People supported through our **Occupational Therapy** Service

Help to do everyday things like washing, dressing, cooking, and getting around at home, using equipment or changes to the home

731
People received a **Direct Payment** **up from 644** last year

Money people can use to pay for and arrange their own care and support.

1,000+
Carers' Assessments Completed

a check-in meeting where we find out how caring affects an unpaid carer and what support could help them

What else have we achieved

Recruiting staff for care at home services



We have been working with the Stockton-on-Tees Employment and Training Hub to run a 'Care Academy.' This helps train people in health and social care and gives them skills to find a job. We have taken the Care Academy on tour in the community. The Department of Health and Social Care says this is good practice and will include it in a national guide.

Making it easier to contact Adult Social Care

We have started work to improve our Adult Social Care Front Door. This will make it easier for people, carers and professionals to find information, get advice and access support when they need it.

We worked with the Making It Real Board to create a "house" picture that shows a person's journey through Adult Social Care. This helps people understand where to go for information, advice and support, and how different services work together to help them stay independent and well.

What are our Challenges in 2026?

- Making sure people from all our different communities can work with us to shape services
- Helping young people have a better experience when they move from children's to adult social care services (we call this Transition)
- Finding more ways to help people stay independent at home is a challenge

Starting with What Matters to You

We all need help sometimes.

We will work with you, listen and support you so you can live the life you choose.

Your Journey, Your Choices

This pathway shows how support can be accessed and developed around what matters to you.

Step 1: Information and Advice
Get the right information and understand your options.

Step 2: Community Support
Connect with local people, groups and services.

Step 3: Early Help and Prevention
Get support early to prevent problems getting bigger.

Step 4: Let's Talk About What Matters to You
Come and talk to us. We will listen, understand and explore what matters to you.

Your Rights

Everyone should experience support that is:

- Safe
- Heard
- Respected
- Fairly Treated

Let's Talk about what Matters to You

We will listen and work with you to:

- ✓ Explore options.
- ✓ Undertake an assessment where needed.
- ✓ Plan together.
- ✓ Review together.

Support Message
Come and talk to us. We're here to help.

What Matters to Me?

The model is centred around the things that are important to a person

My Home
Support to live comfortably and safely in a place that feels like home.

My Relationships
Maintaining and developing meaningful relationships and connections.

My Independence
Being able to make choices and do as much as possible for myself.

My Community
Being connected with local people, activities, groups and services.

My Purpose
Having goals, interests, contributions and things that give life meaning.

My Health and Wellbeing
Maintaining physical, mental and emotional wellbeing.

Our Gateway is Always Open

Get in touch or find information in the way that works for you.

Ways to Contact Us

Visit Our Website
Find information and explore your options.

Give Us a Call
Talk to someone who can help.

Send Us a Message
Email or online contact form.

Visit a Community Hub
Drop in or speak to local organisations.

Additional Information
We're here wherever you need us.

Review and Staying Connected (Back Door)

Support can grow, reduce or change with you.

You can stay connected, reduce support, move on, or come back whenever you need us.

My Carers and People Important to Me

They are involved, valued and supported.

Tools That Can Help

The following services and resources may help achieve the outcomes that matter to you:

- Information and Guidance
- Community Connections
- Carer Support
- Reablement
- Equipment and Adaptations
- Technology Enabled Care
- Support Plans
- Personal Assistants
- Direct Payments
- Short Breaks
- Peer Support

When Appropriate - Other Options

These options may be considered where they are the best way to help you achieve the outcomes that matter to you.

Residential Care
Support provided within a residential care setting.

Nursing Care
Support provided within a nursing care environment.

Specialist Accommodation
Housing designed to meet specific support needs.

Key Message

Our door is always open. Ask a question, get advice, or start a conversation whenever you need to.

Working with you and the People Important to you (Co-Production)

Together we design, decide and do.

1. Choice and Control
You remain in control of the decisions about your life.

2. Promoting Independence
Supporting you to do as much as possible for yourself and maintain your independence.

3. Enable, Not Disable
Focusing on strengths, abilities and opportunities rather than limitations.

4. We Listen and Explain

- Clear conversations.
- Clear information.
- No surprises.

5. Compassion
Kindness, dignity and respect in every interaction.

Everything we do is shaped by working with you and the people important to you.

Making It Real Board Priorities Last Year

Priority	What Adult Social Care Did
Priority 1 Putting people at the centre of their care and support and focusing on their strengths. This means starting with what people can do and what help is available in their community.	We have created new training for Adult Social Care staff that includes the voices of people with lived experience of adult social care and support.
Priority 2 Work more closely with people to design services together (co-production).	We worked with the Making It Real Board to develop our new Adult Social Care Strategy. Formed a new partnership focusing on what is important to people with a Learning Disability in our Borough. Introduced Co-Production Champions to ensure people's voices are part of making decisions.
Priority 3 Looking for more ways to help people live independently in their own home and have better choices of where to live.	Along with other councils across the North East we are working on a plan called the Regional Market Position Statement. This plan will help councils provide services so people can stay in their own homes. The work focuses on three main areas - older people, people who need more support and homes that are warm and dry

What are our Priorities for 2026?

Working together to plan and check services

We want people who access care services to help us plan and check these services. This is called co-production - working together when we design and buy services and make plans and policies so that the person's voice is the heart of our decisions. We will also work with partners and find more ways to involve groups and communities who are not yet represented.

Helping people stay independent

We are improving the way people contact Adult Social Care, making it easier to access information, advice and support at the right time.

Better support for young people moving into adult services

We have a new team in place to improve the help for young people when they move into adult services.

Making it easier for people when they move between care settings

We will keep working with partners so people have a better experience when leaving hospital or moving between care settings. We are working with local health partners in Stockton-on-Tees on a project called Neighbourhood Health. This project aims to help people get better care and support so they have better health and wellbeing.

Making It Real Board members along with people co-producing with the Council across our Services also shared their experiences with assessors from the **Care Quality Commission** when they assessed Adult Social Care. Thank you to everyone who gave their time to support this.

Care Quality Commission (CQC): The organisation that checks whether people are getting good care and support.

Chris's Story - We are Here Stockton!



We Are Here, Stockton! has made great progress this year. The group was set up in the summer as a new partnership between people with a learning disability, their families and carers, and the Council.

Together, they have been meeting to talk about what matters most to people with a learning disability in our area and to help make positive changes. The group is growing, and people are starting to share their ideas and experiences so services can get better for everyone.

I enjoy the sessions, it's nice to get out the house and get involved. I like that the group talks about things that I find important

Chris, We are Here, Stockton member

Housing and a Fairer Stockton-on-Tees Update



Jane Edmends
Assistant Director - Housing
& A Fairer Stockton-on-Tees

We give advice and support to people who need help with housing. This includes people who are homeless, worried about becoming homeless, looking for a home through Tees Valley Home Finder, or needing changes to their home because of mobility needs through the **Disabled Facilities Grant**.

Disabled Facilities Grant - this is money to help pay for changes to a home so a disabled person can live there more safely and easily. For example, it can help pay for a ramp, a stairlift, wider doors, or a walk-in shower.

We also support people who rent privately or if their home is in poor condition.

We work with local communities and the voluntary and community sector to help people and communities support themselves.

Food Support – The Bread and Butter Thing (TBBT)

- 5 Stockton-on-Tees Hubs
- 4,007 members
- 2,187 volunteering opportunities totalling over 6,561 volunteer hours
- 13, 950 food shops equivalent to 420,459 meals
- 80% of a The Bread & Butter Shops is made up of fruit, veg and chilled produce, delivering maximum nutritional benefit and delivering diet diversity every week hubs
- By shopping with The Bread and Butter Thing residents have made a cumulative saving of over £339,737
- Did you know our food clubs our food clubs give access to nutritious and affordable food taken into the heart of communities [starved of money, food and resources]. This weekly shop provides essential produce for family eating.



The Bread and Butter Thing offers low cost weekly groceries to residents, helping people stretch their budgets while reducing food waste.

Anyone can join, and membership is free. Our 5 Bread and Butter Hubs are located in central Stockton, Thornaby, Billingham, Newtown and Roseworth. For more information visit: **www.stockton.gov.uk/the-bread-and-butter-thing**

Working with our Partners to support our communities

- We have worked with Volunteering Matters to set up the volunteer driver scheme. There are currently 25 volunteer drivers who provide support for people to be socially active and connected with their communities as well as getting to key appointments or meetings.
- We are working with a network of voluntary and community organisations to support our refugee and asylum seeker communities.



Linda's Story - Volunteer Driver Service

After losing my partner, I faced becoming completely housebound due to my sight loss. The Volunteer Driver service changed that. It has enabled me to access healthcare, attend gym and social groups, and continue everyday activities like hair appointments. This support has restored my confidence and independence, improve my wellbeing, and given me back a sense of life and purpose

Providing affordable housing

- We brought 5 empty homes back into use in North Thornaby. These homes are now good quality and affordable.
- We worked with Registered Housing Providers to build 285 new affordable homes which residents of the borough moved into.



Affordable Housing means homes to rent or buy at lower prices, for people who cannot afford to pay the full price for housing

What Making It Real Board identified as a priorities for Housing and a Fairer Stockton-on-Tees last year

Priority 1

Preventing homelessness, supporting those who find themselves homeless and reduce rough sleeping.

What the Housing and a Fairer Stockton-on-Tees team did:

- We worked with people who have been homeless to create a new plan called the Homelessness Prevention and Rough Sleeping Strategy
- We helped 67 people who were sleeping rough
- We supported 2,563 households who were homeless or at risk of becoming homeless

Priority 2

Helping people stay safe and independent at home for as long as possible

What the Housing and a Fairer Stockton-on-Tees team did:

- We made 234 changes to homes so people can live independently for longer
- We introduced a new service called Selective Licensing to make sure private rented homes in Stockton, Newtown and North Thornaby are managed well and kept in good condition

Priority 3

Continuing to support Bright Minds Bright Futures so young people can share their ideas and have their voices heard.

What the Housing and a Fairer Stockton-on-Tees team did:

- Young people decided to deliver services that are important to young people. This included the Second Chance to Dance Event , providing over 30 prom dresses and suits to allow young people who would otherwise have struggled, to attend their school prom.
- We worked with Bright Minds Bright Futures to give out 60 free goodie bags to families through the 'Kit Out the Borough' campaign.

Priority 4

Continuing to work with local communities so they can help themselves. This means supporting community-led activities and giving people the tools they need to make a difference.

Our Warm Welcomes are growing, with over 300 residents visiting one of our friendly community spaces every week.

Warm Spaces - What People said…

"Before coming here, I spent most days on my own. Now I feel like I belong somewhere."

"Everyone is so welcoming-it doesn't matter who you are, you feel included."

Those with lived experience of poverty came together as a Positive Living Forum and worked with the council to develop the Councils first Anti-Poverty Action Plan.

We are working with communities in Hardwick and Salters Lane, central Stockton and North Thornaby to identify what is important to them and agree a local action plan for how we can tackle priorities together.



Our Challenges in 2026

Affordable Homes and Rising Costs

- The Homes England programme is delayed which means fewer affordable homes are being built
- Rents are going up, and there aren't enough affordable homes for everyone who needs one

Cost of Living Pressures

- People are still struggling with rising living costs, and we need to support them

Preparing for Change

- We need to get ready for new laws, like the Renters Reform Bill and Supported Housing Act

Working with Communities

- We want to work more closely with local communities so they can help shape plans and services

Our Priorities for 2026

- Working with communities in Stockton Centre, Hardwick & Salters Lane, and Port Clarence (our Test, Learn and Grow areas) to help them create local Action Plans for their neighbourhoods
- We will also be working closely with communities in Central Stockton and Portrack (our Pride in Place area), listening to what matters most to them and working with them to shape a shared Regeneration Plan
- Prevent homelessness and rough sleeping and help people who need a home
- Help people live independently in homes that are warm, safe, and healthy
- Reduce poverty and unfairness so everyone has a fair chance in society

Public Health Update



We work to improve the health and wellbeing of people in our Borough. We do this by working with the Council, communities and other partners to make health fairer for everyone.

We help build strong communities by supporting things like getting into work, using green spaces and finding the right services.

We also provide public health services, including sexual health support, stop smoking services and help for people with drug or alcohol problems.

Sarah Bowman-Abouna - Director of Public Health

Our Year in Action

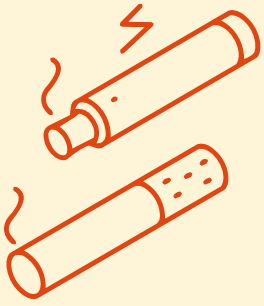
We delivered **709** NHS Health Checks for Stockton-on-Tees Borough Council staff





47

people were supported by the Peer Advocacy service



1,132

people accessed the **Stop Smoking Service** in the last year

(1,489 last year)



1,785

people engaged with the **Domestic Abuse Service** in the last year

(1,700 last year)

4,732



People received an **NHS Health Check** in the last year

(4,174 last year)



1,747

People were supported by the **Drug and Alcohol Service** in the last year (1,750 last year)

Working with our Communities to improve health and wellbeing

In July, we ran a "Time to Listen" event with Tees Valley Sport and local people. This was to help us work better with communities and plan services together, so more people can be active and healthy.

People in the poorest parts of our Borough have worse health and wellbeing with a big gap in life expectancy compared to other areas. We worked with a local community group to deliver vaccine education sessions in secondary schools in these areas.



These sessions helped people understand vaccines better and gave them a chance to ask questions. As a result, vaccine uptake in the schools went up by 10-30%.

Feedback from Person supported by Recovery Connections

You're just normal people at Recovery connections we love the sober socials and events and grateful for you guys opening up on a Saturday as no where is open and always going above and beyond the team are great, not judgey… you make us feel safe and relaxed

Person supported by Recovery Connections

We know you care because you and the team come out regardless of the weather, you sit with us don't make us feel like we are separate from society and make us feel valued. You show us that it's possible to change, you care because you have been there and have lost loved ones to addiction, what you and the team do for the community is powerful and we respect that this is something different that's working.

Priorities identified by Making It Real Board last year

Priority 1

A new Health and Wellbeing Strategy.

What the Public Health team did:

We worked with local communities and organisations to create the Stockton-on-Tees Health and Wellbeing Strategy. This plan shows the main priorities and goals we all share. It also aims to make things fair for everyone in our Borough. We will work together to help people be healthier and happier. We worked with the Making It Real Board to make a summary of this plan and a video, available at **www.stockton.gov.uk/our-plans**

We also worked with our partners to update a shared plan to help improve health in our area. This is called the **Joint Strategic Needs Assessment (JSNA)**.

Joint Strategic Needs Assessment (JSNA): A shared report that shows what people in the area need to stay healthy and well, so services can plan the right support.

Priority 2

Reviewing our stop smoking services and offering more ways to help people quit.

What the Public Health team did:

We reviewed our Stop Smoking Services which showed us smoking is going down overall in Stockton-on-Tees, but some groups still smoke more. These include adults with severe mental illness, people on low incomes, and those who use drugs or alcohol. We are focusing on providing the right help and support for these groups so quitting feels possible.

Priority 3

Expanding drug and alcohol services so more people can get treatment and support with recovery and focusing on prevention and early help for people.

What the Public Health team did:

We received additional Government funding which has helped develop more substance misuse services. This includes the introduction of an outreach nursing team within homelessness hostels; a specialist team based in North Tees Hospital and a hospital-based alcohol detox service.

We introduced a new project (peer advocacy) to provide focused support to people experiencing a combination of homelessness, substance misuse, and poor mental health. The peer advocates spend time with people to develop a trusting relationship and help them to set goals and support them to work towards improving their lives e.g. opening a bank account; making health appointments.

Priority 4

Promoting sexual health and making sure people can access the right services.

What the Public Health team did:

We reviewed what people need now and in the future for sexual health services locally. This was to make sure everyone can get the right care when they need it. As a result, we are launching a new joined-up sexual health service for Teesside.

Our Challenges in 2026

- People in the poorest parts of our area have worse health. There is a big gap in health, with some people living about 15 years longer than others, depending on where they live in Stockton-on-Tees
- Too many children and adults in our Borough are living with obesity. Healthy food can be hard to find or too expensive, and there aren't enough safe places to exercise. We need to make our Borough a place where it's easier to eat well and stay active
- Smoking is going down overall in Stockton-on-Tees, but some groups are more likely to smoke than others. This includes people with severe mental illness, people on lower incomes, and people affected by drugs or alcohol

Our Priorities for 2026

- We will set up a new joined-up sexual health treatment and prevention service
- We will help build healthy communities by working more closely with local people to design services together, for example through our partnership with Sports England
- We will share the success and good practice from the peer advocacy project so others can learn from it
- Working with our partners to help make health and care easier to access in the Government's Neighbourhood Health Programme

Mike's Story, Groundworks - Grow Your Own Project



The Council funds a project called Grow Your Own which aims to connect communities through gardening and cooking. Mike found it hard to join in with groups after he was told he had Parkinson's disease. Groundworks first met Mike in Primrose. His wife encouraged him to try activities that would help him feel better. Mike started gardening because he enjoys it. Gardening helped him feel more confident and happier. He has now made good friends, like Graham and Michael. His wife feels relaxed leaving him at the gardens because she knows he will join in and enjoy spending time with the group. Mike said *"It does me good getting out and it's good for me to keep moving with my Parkinson's"*.

Community Safety and Regulated Services Update



Keeping people safe and dealing with problems like badly-run businesses, anti-social behaviour, rogue traders, and poorly managed licensed premises.

We work with local businesses, residents, community groups, Councillors and partners to help keep our Borough safe. We make sure businesses are well run, deal with anti social behaviour, check that taxis and licensed places are safe, and help keep our areas clean. We strive to ensure people feel safe and protected.

Marc Stephenson - Director of Community Safety and Regulated Services

Our Year in Action

- Helped a local resident get over £31,000 back after a rogue trader left building work unfinished in Ingleby Barwick
- Checked every food business and achieved the best food hygiene ratings in the North East
- Worked with the Making It Real Board to understand the experiences of wheelchair users and people with assistance animals when using taxis and private hire vehicles
- Started the Reducing the Strength Scheme to limit the sale of strong beer and cider (over 6.5% alcohol by volume) in Stockton town centre shops
- Secured more funding to keep people safe when they go out at night
- Delivered disability and dementia awareness training to 680 licensed taxi drivers in the Borough







Priorities identified by Making It Real Board last year

Priority 1

Protecting Our Environment and Keeping Communities Safe.

What Community Safety and Regulated Services did:

We have continued to work to keep our environment safe from problems like dirty air, smoke, loud noise, and pests. We now have a new plan to improve air quality across the whole borough. This plan was created after a year of listening to local people and working with partners. Over the next five years, this plan will help us make the air cleaner and healthier for everyone who lives, works, or visits Stockton-on-Tees.

Priority 2

Making our communities safer by working with the Police and other partners.

What Community Safety and Regulated Services did:

- We dealt with almost 19,000 requests for help, including 10,000 about anti-social behaviour
- We carried out 3,547 patrols in areas where anti-social behaviour happens most
- Our CCTV team spotted 8,086 incidents, which led to 948 arrests
- We started Operation Shield to make Stockton Town Centre safer and help people feel more confident. This project brings different teams together to reduce crime, support

Priority 3

Continuing to provide a free pest control service for residents.

What Community Safety and Regulated Services did:

We still provide free pest control for rats, mice and fleas in people's homes.

From September 2026, Community Safety and Regulated Services will move to the Neighbourhoods Directorate in the Council.

Closing Statement



As we celebrate another successful year and the publication of the second co-produced Local Account, I would like to thank and congratulate the Making It Real Board for everything they have achieved.

I feel incredibly proud of the Board and the difference they continue to make. Their passion, challenge and insight help Adults Health and Wellbeing to learn, improve and grow, so we can keep supporting people across the Borough in the ways that matter most to them.

It continues to be a real privilege to work alongside the Board. We know that getting Adult Social Care right is not something we can do on our own. The voice of lived experience must be at the heart of everything we do, and the Making It Real Board plays a vital role in making sure those voices are heard, valued and acted upon.

Thank you to our Board members for your commitment, support and partnership over the past year. Together, we are making a real difference for local people, and our continued journey together will help ensure Adult Social Care is shaped by the voices, experiences and aspirations of the people we serve.

Carolyn Nice
Director of Adults, Health and Wellbeing



hlc2680

Stockton-on-Tees
BOROUGH COUNCIL

Making It Real
in Stockton-on-Tees