

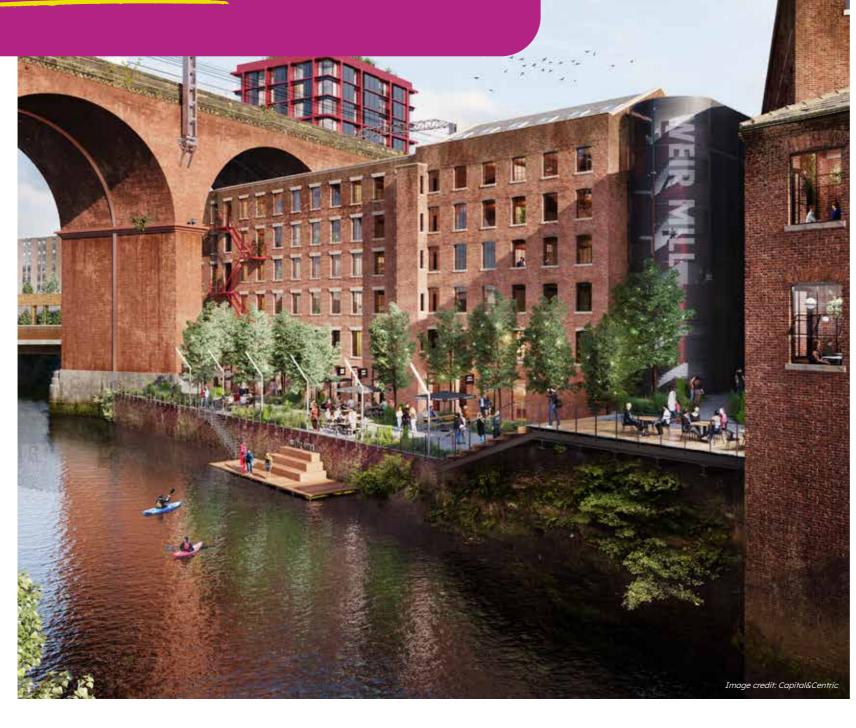
# Ambitious Stockport, creating opportunities for everyone

Stockport Council Plan
2024–27



Ambitious Stockport, creating opportunities for everyone

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# Leader of the Council's Introduction

In Stockport, we have big ambitions for our Borough and our people, and we always put people at the heart of what we do. As I reflect on the past 12 months it is fantastic to see the progress that has been made as we continue to deliver against our 4 big ambitions. This was also clear when the Local Government **Association Peer Challenge Team revisited** us this year. They saw the incredible progress and hard work of colleagues, praising our place leadership role and our delivery of high-performing services that meet the needs of the local population well. I want to thank council colleagues and partners - this is down to your hard work and dedication, working together to make Stockport a place for every one of us to live happy and healthy lives.

Stockport is a great place to be right now. The borough is turning heads as it continues to be recognised regionally and nationally, from the feel-good capital of Greater Manchester, to being named in the Telegraph's 'Happiest place to retire' and the Time's 'best place to buy your first home' lists. This year we have also had the accolade of 'Greater Manchester Town of Culture' and it has been fantastic to see how Stockport has seized this opportunity. Funding has been distributed to over 60 cultural and creative organisations and 50 community groups, delivering workshops and events across the borough. We have also staged events including Stockport Moves, La Bocca to La Stocca, An audience with Graham Gouldman, the **Underbanks Secret Street Party and Stockport** Town of Culture Christmas Spectacular. I am proud to say we have a firm foundation for a strong cultural and creative legacy.

However, we are not complacent, and we want and need to go further. We know that times continue to be hard for many people and that our borough is a place of inequality. We are seeing increased demand on our services; local people are being impacted by the cost-of-living crisis and we face the ongoing challenge of climate change. Like many councils across the country, we also face significant financial challenge. This comes from ongoing reduced government funding, the rising costs of social care for vulnerable children and adults, and the challenges of the cost-of-living crisis.

We are committed to tackling these challenges head on through our strong leadership and working with our local communities and businesses.

This Council Plan 2024-27 builds on our existing ambitions and steps up the pace of change and delivery. The Plan is intentionally longer term and places transformation at the heart of our ambitions. It is also aligned with our medium-term financial plan and allocation of resources. This is how we will be able to respond to the challenges facing the council and our local communities.

The Plan is supported by the One Stockport Borough Plan and One Stockport, One Future, which show how we are working with our partners to deliver our big ambitions over the longer term.

Thank you again to everyone who makes this possible. None of this can be delivered without the skills and commitment of our workforce, members, and partners.



Clir Mark Hunter Leader of Stockport Council

#### Our Mission, Vision, and Values

#### We're Stockport Council

One team on a mission to create opportunities for Stockport.

Ambitious Stockport. A place that everyone is proud to call home.

We work together with our partners as One Stockport.

Our Values define how we work, we always think about Stockport first, achieve as a team, work with ambition and show everyone respect.

One Vision

Ambitious Stockport, a place everyone is *proud* to call home

One Mission

To create opportunities for Stockport

One Team Values

Doing the everyday makes (ev

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Thinking Stockport



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Working with
Ambition



Showing everyone Respect

## What we do as a council

Stockport Council is responsible for providing more than 800 services to support and improve the lives of residents, businesses, and visitors.

We visit every single street in the borough every week, keeping them clean by collecting bins, sweeping streets, and removing litter.

We provide and maintain the parks, leisure facilities, libraries and cultural venues that make Stockport the vibrant place that it is. We keep Stockport moving by maintaining and continually improving our networks of roads, cycle paths, footpaths, and parks.

All our residents benefit from the lifelong support we provide. From the birth and death registry service, to schools, housing, skills programmes, and information, advice, and guidance.

Our planning procedures ensure we get the best from any new buildings, or changes to existing buildings as well as to public spaces (such as roads, squares and more) to improve the town. We work hard to ensure there is housing to meet growing demand.

We support Stockport's economy to create strong and productive businesses that generate good jobs. This includes providing support to new businesses.

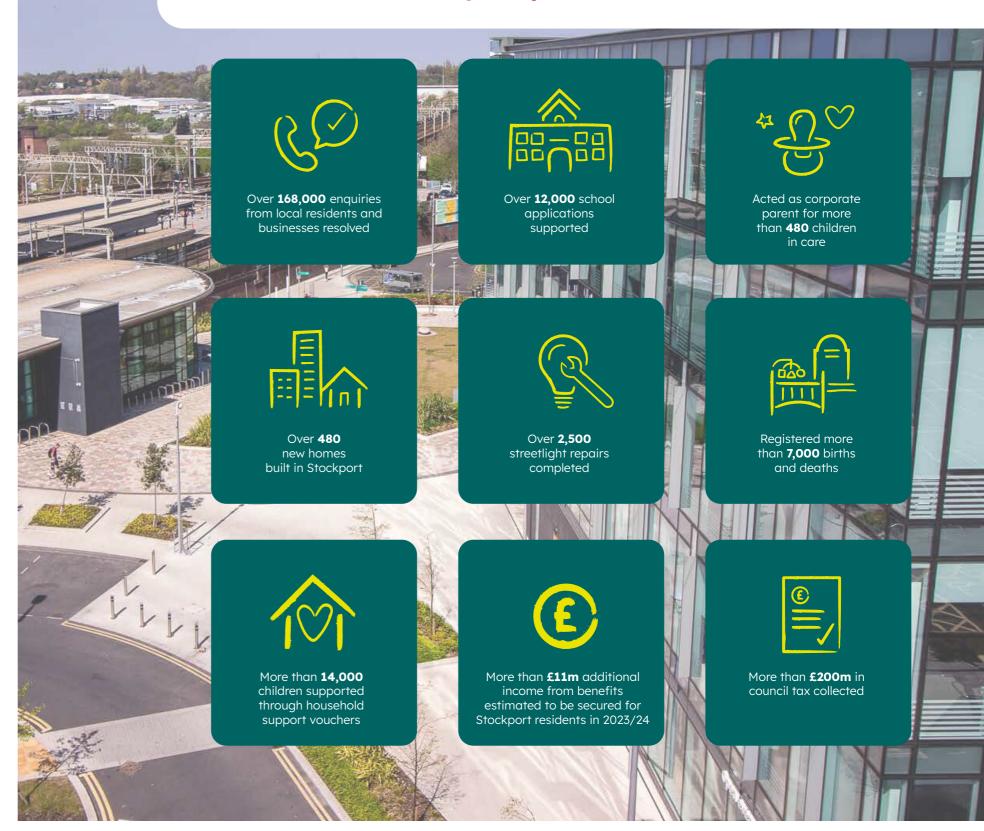
We enforce trading standards across Stockport to protect residents and businesses. This includes fair pricing and product descriptions by retailers and maintaining food standards. We work closely with the police to keep everyone safe. This ranges from tackling anti-social behaviour to overseeing taxi licensing.

We provide specialist support to those who need it most, such as being the corporate parent to over 480 children registered in care, supporting adults with lifelong disabilities, as well as older people with care requirements.

We also work with partners in the NHS to ensure that people who no longer need hospital care go home safely. Our Public Health team works with NHS and other system partners to improve the health of our residents and reduce inequalities.

All these vital services are essential to us achieving our vision of Stockport as a place everyone is proud to call home.

### Just some of the things we have done over the past year:



You can find out more about the borough by visiting our open data portal: https://bigstockportpicture.co.uk/

# And yet we are still striving for further transformational improvement

In November 2022 we invited the LGA (Local Government Association) peer team to Stockport to carry out a Corporate Peer Challenge. This process is designed to provide robust challenge and support to councils. The review described Stockport Council as "an impressive organisation" and identified areas for further development.

During October 2023, we welcomed back members of the Peer Team to look at the progress we have made over the past 12 months. The team provided very positive feedback and noted that we have gone further than expected in delivering on their recommendations.

Key points from the peer team's revisit report include:

They praised our strong place leadership role and recognised how this is enabling real and ambitious change, working closely with local partners to commission and deliver high-performing services that meet the needs of the local population.

They also noted that we are looking to the future, focussing on longer-term transformation and that we have been busy exploring opportunities to open up and share new ideas across our organisation and partners from inside and outside Stockport.

The Peer Team was impressed at the 'sophistication' of our approach to neighbourhood working, and how it incorporates a mixture of functions which peers had seen in other locality models individually, but not brought together to this extent.

They were impressed with the purposeful and targeted approach we have taken to develop our workforce, instilling our core values and a sense of pride in our staff.

They were impressed with the strength of cross-party working and relationships across councillors and officers. They could see that we put a 'great deal of thought and capacity' into our member induction programmes and that we have clear priorities, big ambitions, and strong financial management.

They were 'pleased to hear that the council is unashamedly focused on doing the basics well'; and recognised our 'strong financial position' as illustrated through the setting of balanced budgets, the achievement of savings targets and underspends in recent financial years.

They concluded that we have well established mechanisms to support our continued improvement and encouraged us to continue to focus on equality, neighbourhood working and performance management as we move forward.

# Stockport Council Plan 2024-27 Summary





### Delivery of efficient and effective Services

The delivery of efficient and effective services is at the very heart of this Plan. We recognise that alongside our longer-term ambitions, we must deliver good quality services on a day-to-day basis for the people of Stockport.

Our 800 services are vital to the borough. We want to ensure that we deliver good quality, timely and responsive services. This also means good customer service and working to our values. We always think about Stockport first, achieve as a team, work with ambition, and show everyone respect.

Local councils up and down the country are facing severe financial challenges, and we are seeing increased complexity and demand, which is increasing pressure on valuable and essential core services for residents. Therefore, it is even more important that we deliver services in the most efficient and effective way possible.

### Our key areas of focus over the next three years will be:

#### To put people at the heart of what we do

We will ensure that we are a listening organisation that puts local people first. We will drive high standards of customer service across the council to ensure we provide quality responses in a timely manner. Through our engagement strategy we will continue to put voice and lived experience at the core of our work.

#### To continue to drive performance improvement

Our performance framework ensures that we regularly monitor our performance and take action quickly to address challenges. We will continue to embed effective performance management and complete 3 year business plans for all directorates and services. We will also ensure that we are delivering high levels of productivity across all services.

#### To effectively allocate and prioritise our resources

We need to maximise the benefit of the Stockport pound for our residents. This means the delivery of all our enabling programmes set out later in this Plan to ensure we make the best use of digital technology, support our workforce to provide excellent services and explore opportunities to work more effectively with partners.

We will also explore opportunities to work with partners in Stockport to share support services like Human Resources, Digital, Communications and Finance in order to provide better value for money.

### We know we have had an impact when we see:



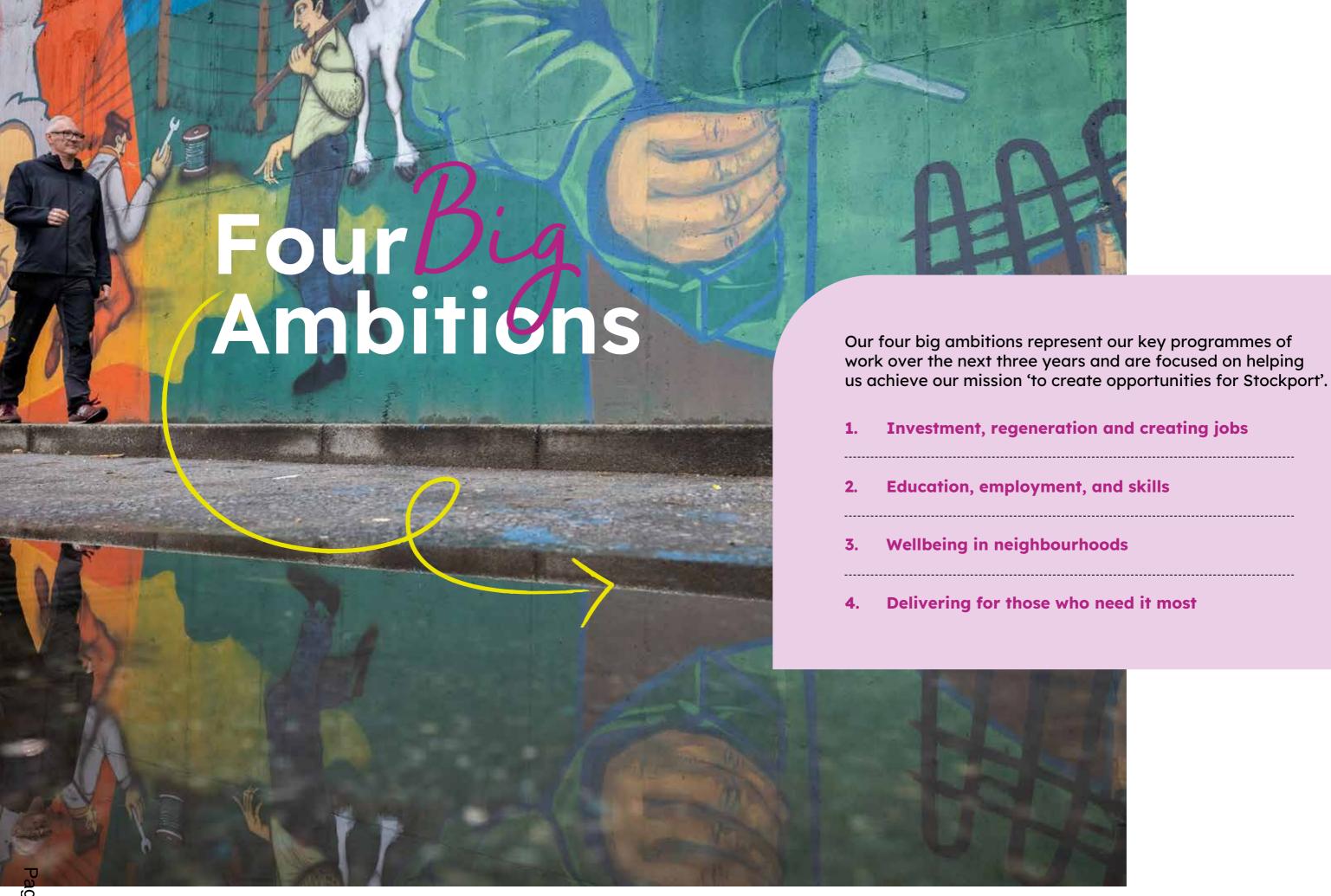
High performance on all key indicators that measure the timeliness of our response e.g., resident response times, social care assessments, planning applications and council tax support.



High levels of customer satisfaction and reduction in stage 2 complaints.



Good performance across all indicators included in the Office for Local Government data explorer.



### Ambition 1

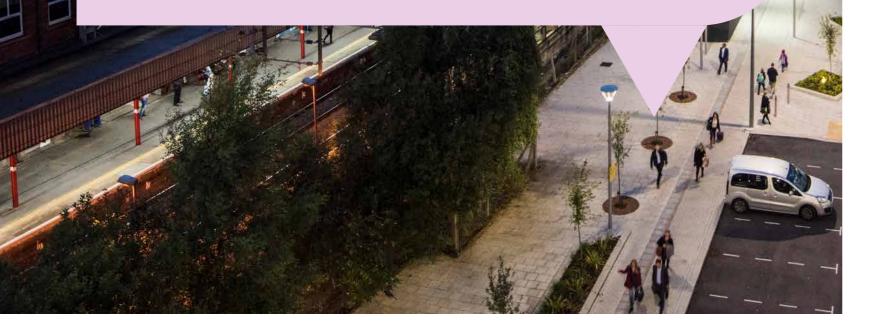
### Investment, regeneration and creating jobs

Stockport is already an attractive place to live and work. We want Stockport to continue to deliver the opportunities that make us amongst the best towns in England to live, learn, work and play.

We want to grow Stockport's economy to create and support strong, resilient, and productive businesses that generate sustainable, accessible, and well-paid jobs. We are proud to be continually driving investment in key regeneration projects.

We also take great pride in building homes on previously developed land. Our ambitious housing development plan includes developing a whole new residential neighbourhood of 4,000 homes right in the middle of town.

This ambition supports the 'One Future' ambition of the One Stockport Borough Plan to create an enterprising and thriving Stockport, with a prosperous economy that works for everyone. The activities we describe below forms part of the route map towards the 'jobs and homes' strand of **One Stockport, One Future.** 



### Our key areas of focus over the next three years will be:

To drive investment in regeneration projects: Continued investment in regeneration is critical in providing confidence for partners and external investors, particularly in bringing forward investment across public and private sectors. Whilst we have achieved a huge amount, we know we have more to do, particularly to ensure all our communities benefit from the opportunities created by growth and regeneration. Key to this will be the Mayoral Development Corporation (MDC) and the ongoing development of Stockport Town Centre. In addition to the 4,000 homes, the MDC aims to deliver a million square feet of new employment floorspace and 5,300 new jobs by 2035. Major schemes include those listed below, of which the first two are due to complete during 2024/25.

- Stockport Interchange: alongside Greater Manchester Combined Authority (GMCA), Transport for Greater Manchester (TfGM) and developer Rise Homes we are undertaking a multimillion-pound transformation of Stockport's bus station into a modern transport interchange. This scheme will be used by a fleet of 170 all-electric buses and includes 196 new apartments, a brand new two-acre town centre park, public realm, a riverside walkway enabling public access to the Mersey for the first time in a generation and cycling infrastructure connecting active travel routes across the borough and beyond.
- Weir Mill: redevelopment of this building in Stockport Town Centre (situated alongside the River Mersey and the town's iconic viaduct) will include 253 apartments as well as great commercial units to add a real vibrancy and sense of place to the scheme with modern, lively leisure space. It will also incorporate well-designed and extensive public realm.
- Royal George Village: work on this redevelopment of the site adjacent to Stockport College started in December 2023. It will create 442 residential apartments, with car parking provision, as well as new offices, start-up space, public realm, and landscaping on a three-acre site.
- **Great Places Chestergate:** subject to planning, this scheme will create 144 new affordable homes as part of the expanding town centre.
- Stockport8: is one of the largest town centre regeneration schemes in the UK. The eight-acre site will be transformed into a new digitally enabled, fully walkable neighbourhood with 1,200 new homes and new brand-new public spaces. Sitting alongside both the historic viaduct and the new transport Interchange, Stockport8 is an important part of the MDC's ambition to see Stockport become the most sustainable, liveable town centre in the region. A planning application will be submitted and subject to approval, construction will begin in 2025.
- **Stockport Exchange:** is a game changer for our town and is home to major businesses including Music Magpie, BASF, Stagecoach, legal firm OHP and CHEC optometrists The council, alongside development partners Muse, has already completed four phases featuring a 1,000 space car park, the 115 bedroom Holiday Inn Express hotel, three Grade A office blocks with around 175,000 square feet of office space and a 398 tenant multistorey carpark. The masterplan for the remaining four phases of the site is being refreshed with a detailed planning application for Phase 5 coming forward in 2024 for submission for a further phase of new office accommodation, with future phases to follow.
- **Stockroom:** a 21st century learning and discovery space which will provide the people of Stockport with opportunities to learn new skills, practice arts and crafts, a creative and cultural space, which will benefit from cutting-edge learning and IT facilities. Construction work began in autumn 2023 and the scheme is due to open at the end of 2024.

To support the business base in Stockport: To ensure that Stockport's economy is confident, resilient, and growing, and able to meet increased demand for great quality jobs from Stockport's current and anticipated future residents, we need to increase the number of new businesses. We also need to improve support provided to new businesses to help them to start, grow and survive. As part of One Stockport, One Future we are committed to creating 1,500 new businesses and getting an additional 6,500 people into employment, creating, and producing jobs in growing industries such as the green economy, digital, construction, health and care and transport. We are also committed to promoting the GM Good Employment Charter for these new jobs. Significant upcoming projects are:

- The Work Shop: we will develop the Work Shop in the new Merseyway Innovation Centre, which will
  provide a drop-in facility in the town centre staffed by partners including Job Centre Plus, Stockport
  College and the Greater Manchester Growth Company. The Work Shop will help Stockport businesses
  identify their support needs and we will co-ordinate a response to the needs identified.
- Cheadle Eco Business Park: a redevelopment of around 115,000 square feet to create a low carbon, highly sustainable employment park for engineering, manufacturing, and technology businesses. The scheme benefits from Government Town Fund grant funding to help bring forward up to 200 jobs depending on nature of tenant businesses. A planning application was submitted end of 2023, construction is due to start in 2024/25 for completion in 2025/26. The aim is for Cheadle Eco Park to be fully occupied by 2027.
- BHS scheme: work started in early 2023 on the scheme. Construction is underway to create two new
  modern retail units at ground floor, and larger units at first floor and basement in the former BHS
  department store. The main works are due to finish in Spring 2024 for tenant fit out. Two established
  high street tenants have been signed to the scheme with strong interest in the remaining first floor
  and basement.

To deliver our ambitious housing projects: Our "Brownfield First" approach to new housing will continue to develop housing on previously developed land that is no longer being used. We will work with partners to unlock sites for new homes where delivery has stalled, and we will continue work with owners to bring long-term empty homes back into use.

As well as the 4,000 new homes being created through the MDC in the Town Centre West, we have a number of other key housing schemes in the pipeline these include St Thomas' Academy of Living Well which will provide support for people transitioning between hospital and home, and Fletcher Street and Greenhall. We also have ambitious plans for the east of our town centre to create more accessible and affordable housing so everyone can live and succeed in a community they can be proud of.

**To implement transport projects:** Stockport already boasts some of the best connectivity in Greater Manchester, with regular train links into both Manchester and London, as well as a fast-growing network of walking, wheeling, and cycling routes and an emerging state-of-the-art transport interchange which will soon be home to a fleet of clean, green electric buses.

Our ambition is to invest further in our future transportation options to develop transport infrastructure that is green, inclusive, resilient, and safe and helps to reduce air pollution and lower our overall carbon emissions. Improved public transport infrastructure will also increase accessibility to affordable, reliable travel for people to be able to commute to work, helping businesses to recruit high-calibre workforce from across the borough and beyond and fostering more economic development. As well as the Stockport Interchange, described above, major public transport initiatives will also include:

- Bringing the Metrolink to Stockport, providing residents with another fast and efficient public transportation option.
- Facilitating a zero-emissions bus network which connects all our neighbourhoods, including the introduction of the Bee Network bus franchising across the borough in early 2025.
- Securing further national investment in Stockport Railway Station to maintain its status as one of the best-connected stations in the North.
- Building a new railway station at Cheadle.
- Improving accessibility to Stockport's local rail stations, using government funding to support some of this work.

In addition, Stockport is continuing to improve its pedestrian and cycle infrastructure to help encourage people to walk and cycle more including developing cycle and improved pedestrian facilities along the A34 corridor.

### We know we have had an impact when we see:



The Mayoral Development Corporation will have created 1500 new homes by 2027 This will include 500 affordable homes, being built across the borough.



A year-on-year increase in the number of Stockport businesses signed up to the Real Living Wage and more Stockport employees receiving the Real Living Wage.



A year-on-year increase in the number of Stockport-based businesses being members of the Greater Manchester Good Employment Charter.



Narrowing the gap between the overall employment rate and the employment rates for those furthest from the labour market (because of identity, where they live or level of poverty).

### Ambition 2

#### Education, work, and skills

This ambition is about how we support our residents to have access to the best education, skills, and qualifications at all stages of their lives, as well as ensuring we support those who most need it to access the work and skills to succeed.

We will work with partners to raise standards in schools and support young people to successfully transition out of secondary school 'life ready', equipped for work and lifelong learning.

For our vulnerable young people and those with special educational needs and disabilities (SEND), we will have a focus upon preparation for adult life from the earliest points.

This ambition supports the 'One Future' ambition of the One Stockport Borough Plan to create a skilled and confident Stockport. It will be driven forward by the 'best place to grow up' strand of **One Stockport**, **One Future**'.

### Our key areas of focus over the next three years will be:

To create the conditions in which great school leaders can run great schools: Our strong partnerships with schools and school leaders play a key part in helping us to achieve our ambitions for children and young people. Whilst we know that we have many great schools and that children in Stockport achieve well, we also know that there is more we can do. Our ambition is to have the best schools and colleges in the country, with every child included in their success.

Our Schools Strategy and Post-16 Plan aim to build on the strengths of our current offer to children by providing a roadmap to guide our partnership work over the next three years. We are committed to ensuring all schools have the opportunity to join a sustainable and successful local multi academy trust; we will continue to embed our commitment to collaboration; we will develop a clear strategic and proactive plan to manage fluctuation in pupil numbers; and through our Stockport Family model, we will remain focussed on delivering the earliest support for all children and families, recognising the central role of schools and settings at the heart of our communities during 2024/25.

To improve opportunities and outcomes for residents with Special Educational Needs and Disabilities (SEND): We want to ensure that children and adults with SEND are supported to thrive and flourish. We will do this by providing educational and job opportunities, improving communication with SEND residents and further developing cross-sector collaboration across Stockport, including through Family Hubs.

We will work with our partners, especially parents, carers and children and young people, to refresh our SEND Strategy and joint commissioning plan. We will finalise our SEND sufficiency plans and continue to deliver additional specialist places, including post-16 provision. We will invest in our Educational Psychology and Education, Health, and Care Plan statutory assessment team to ensure we have sufficient capacity to meet current demand; and we will work with colleagues to improve the offer for neurodiversity, with a particular focus on needs-based support at the earliest point and reducing waiting times for diagnosis.

In partnership with the Department for Education, we will also implement our Delivering Better Value Plan and maximise the £1 million investment to improve SEND services. In addition, we will carry out a review of SEN transport practice to ensure value for money.

To work with employers to increase opportunities for young people to experience the world of work and understand the range of career opportunities: This includes increasing work experience opportunities, career talks in schools and promoting apprenticeships and other vocational options emphasising that they are of equal value to more academic options. We will continue to develop the new One Stockport Education and Careers Forum and to improve careers education, information, advice and guidance for young people and their parents/carers. We will produce a new Skills Plan for Stockport that will bring coherence and clarity to the range of positive choices available for young people in Stockport.

Within three years, we aim to have improved relationships between businesses and schools/colleges/training providers in Stockport, with employers contributing to co-designing curriculum and qualifications for their sectors. Young people will have significantly more and better-quality opportunities to learn and make decisions about career options and to be exposed to the world of work and the range of career opportunities available across various industries, to better prepare them for employment when they finish their education. We will also work to create a Construction Skills Academy which will provide a one stop shop for residents, businesses, and contractors to connect people with jobs, skills, and local businesses opportunities.

To improve access to work for adults and support for those re-entering the job market: We will do this through increased signposting and promotion of the many supports offers available through our partners in the Department for Work and Pensions, across Greater Manchester and Stockport Homes. We will hold four Jobs Fairs each year and work with Jobcentre Plus to offer employability support sessions for people aged 50 and over who are looking for work.

We will contribute to a local online Jobs and Careers portal with information and advice about different job roles and labour market information, including links to online jobs boards that list current vacancies. We will also promote membership of the Greater Manchester Good Employment Charter to secure more opportunities for good work with good pay and conditions for local residents; and we will work with Stockport Race Equality Partnership to target support to people that have high levels of skills and qualifications but have been struggling to secure employment.

### We know we will have had an impact when we see:

- An increase in the proportion of children who are on track to be "school ready" when they begin their formal education, including an increase in children achieving at least the expected level in communication and language skills at the end of the Early Years Foundation Stage.
- Higher attainment levels at Key Stage 2 (years 3-6, when the students are aged between 7 and 11) and Key Stage 4 (years 10 and 11, when children are working towards GCSEs).
- A lowering of the attainment gap for pupils from a deprived background, looked after children, children with Special Educational Needs (SEND), and those who speak English as an additional language.
- A reduction in the use of external independent school placements for children with SEND.
- Fewer fixed-term exclusions from school.
- An increase in education, work experience, apprenticeships, training, and job opportunities for 16-24-year-olds including those with SEND and care leavers.
- An increase in the proportion of 16-64-year-olds qualified to at least Level 2 (GCSE grade 4-9).
- Continued high levels of adults accessing continuing education, including people from priority areas.
- Increased employment rates and reductions in people receiving out of work benefits.



### Ambition 3

#### Wellbeing in neighbourhoods

Stockport's neighbourhoods are unique. They are brilliant, distinctive, and diverse; the places we meet friends and bring up our families, the places we call home. People value a sense of community, and they want to feel safe and proud of where they live.

We want our neighbourhoods to be even better. Our ambition is that everyone has the opportunity to live a healthy, happy life. We want all Stockport's neighbourhoods to be clean, green, and safe places to live and visit. They should be welcoming and healthy environments for people to spend time together and access sport, culture, and leisure.

Neighbourhood working helps us to focus on the specific strengths and needs of different areas. Collaboration is vital to our approach, with public services, communities, businesses, and residents working together. This is how we will achieve better outcomes for local people and make better use of public resources.

This ambition supports the 'One Heart' ambition of the One Stockport Borough Plan to create a Stockport where people live the best lives they can. It will help to deliver the 'thriving neighbourhoods' and 'best health and care' strands of **One Stockport, One Future.** 



### Our key areas of focus over the next three years will be:

To deliver our ambitious neighbourhoods and prevention programme: We are intentionally covering the whole spectrum of place, communities, health, and social care. Our neighbourhood model will focus on four key priorities which will enable happier, healthier, and more resilient communities.

We want the people who work in communities to work as one team, regardless of which organisation they are employed by. This means sharing knowledge and information to better understand local areas and ensure that people can access help and support when they need it. It involves working with people, not doing to people, or doing for people.

We will radically change the way we plan and deliver services, with the starting point being to ask our residents what matters most to them. We will put people at the heart of what we do and focus on what is strong in our communities as well their needs.

We will also improve access to services, whether in person, over the phone or through digital platforms so it is easier to find information, advice, and support. This will ensure that our communities and residents get the right help, at the right time and in the right place.

To create thriving places: Our physical environment has a huge impact on our health, wellbeing, and sense of community. We want to make the best use of public buildings and spaces, so that they are accessible, attractive, and safe so that our residents and visitors enjoy using them. We also want to ensure environmental sustainability and reducing our carbon footprint are at the heart of our plans. We will focus on:

- Making sure our public spaces are safe, clean, and attractive and support health and wellbeing in our communities.
- Making the most of public buildings by opening them up to communities and the VCFSE sector.
- Working with businesses and residents to improve our district centres and boost the local economy, animating spaces through events and activities to increase footfall.
- Working with communities to maintain and improve our amazing green spaces, as places where nature thrives and where people can be active and improve their health and wellbeing.
- Working with residents to make it easier for people to travel around Stockport and promoting greener travel such as public transport, cycling and walking.
- Delivering our Active Communities' Strategy, 'Stockport Moving Together', to encourage healthy, physically active lives and enjoyment of culture and green space and focus on residents who struggle to be active for whatever reason.





To support connected communities: Evidence shows that strong ties with family, friends and the local community provide people with happiness, security, support, and a sense of purpose. Being connected to others is important for our mental and physical wellbeing. We also know that when people face challenges in their life, they sometimes need help and support to thrive.

We want to make the most of what is strong in our communities. We will create the right conditions to ensure people living and working in communities have the opportunity to work together, share skills and resources to support resilience. This is especially for residents who need help, families and individuals who are struggling or have complexity in their lives and those feeling lonely or excluded. The key to this is:

- Improving access to the right information, advice, and help.
- Supporting better connections between residents, community and voluntary organisations and public services.
- Strengthening relationships and trust between people working and living in communities.

To achieve this, we will focus on making sure people get the help they need at the right time, in the right place in a way that promotes resilience and independence. We will:

- Co-create, implement, and embed the Family Hubs networks.
- Bring professionals and communities together to focus on what matters to our residents through Teams Around the Place and Family Hubs.
- Provide support for people to be financially, digitally, and socially included to prevent and reduce the impact of poverty and social isolation.
- Ensure professionals work together effectively to support people facing crisis.

We will also build on our transformational year as Greater Manchester Town of Culture in 2023/24 and will work with residents and our creative partners to deliver engaging cultural opportunities for people who live and work in Stockport.

We will further develop our libraries and leisure centres as community hubs with a range of activities and support on offer. We will continue to work with community groups to ensure high standards of cleanliness and maintenance of our green spaces and to increase the number of residents who benefit from them

Our vibrant Voluntary, Community, Faith, and Social Enterprise (VCFSE) Sector is integral to all our ambitions, and we will work with the sector to deliver their strategy using mechanisms like One Stockport Local Fund, training, and development. We will also collectively create opportunities for new and external investment, such as through support from local businesses.

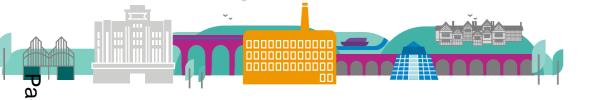
**To deliver collaborative health and care:** We will focus on preventing ill-health and promoting wellbeing and independence whilst also making sure that people who need access to health and care services get the help they need quickly. To do this well, our health and care professionals and VCFSE partners need to work together to put people at the heart of what they do. We will bring our health and care professionals together in neighbourhoods, to work as one team, with a focus on early intervention and joined up support.

To achieve this, we will focus on the following priorities:

- Improving the experience of care for residents who transition between services like moving from hospital to community care or receive more than one service.
- Improving support for people who are frail or at risk of frailty, have diabetes, suffer from alcohol-related harm, or have cardiovascular disease.
- Working collaboratively through multi-disciplinary teams and Team Around the Place in each of our neighbourhoods so that people stay healthy, well and independent in their own homes and communities for as long as possible.
- Targeting help and work with communities to reduce health inequalities.
- Improving out of hospital urgent care services.
- Work alongside the other pillars to ensure effective online information and advice through a community directory

### We know we have had an impact when we see:

- Reduction in health inequalities and health improvements for people who experience frailty, have diabetes, alcohol related harm and/or cardio-vascular disease.
- Reduction in hospital readmission rates and more people living well at home for longer.
- Better outcomes for children, young people and families with more children being ready for school at age 5.
- Reduction in the numbers of children in care.
  - More people tell us they feel safer in their community and reduced crime and anti-social behaviour.
- Our VCFSE sector is even more resilient and sustainable with more people involved in volunteering and more people participating in cultural activities in our communities.
  - More people report that they are able to get early advice and information and access to online information and community appointments has increased.

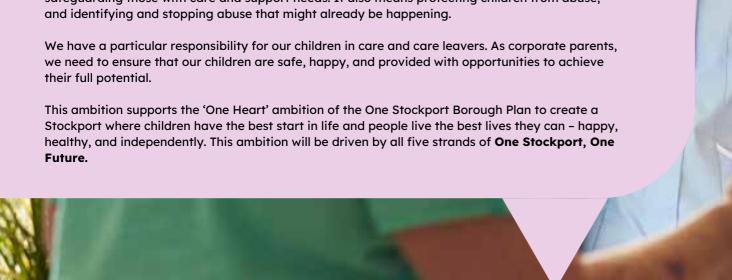


### Ambition 4

### Delivering for those who need it most

This ambition focuses on helping people to stay independent, safe, and well so they can live the lives they want. This includes people who are older, have disabilities or neurodiversity, mental health issues as well as the people who care for them.

It also means protecting everyone's right to live in safety, free from abuse and neglect. This could mean supporting people who have experienced domestic abuse or helping people who safeguarding those with care and support needs. It also means protecting children from abuse, and identifying and stopping abuse that might already be happening.



### Our key areas of focus over the next three years will be:

To protect, keep safe and support our residents with care and support needs: We will continue to work through our Safeguarding Boards to ensure residents and their families are able to report concerns relating to abuse, neglect or exploitation and feel confident that their concerns will be addressed appropriately and those affected offered the appropriate support or services.

To lead the borough's response to tackling poverty: We will continue to develop an understanding of the impact of the ongoing cost-of-living crisis in Stockport using data and intelligence. We will work together with partners to deliver against our six anti-poverty objectives. This means providing easy access to information and advice, supporting people to increase their income, and providing help in crisis.

To support residents with mental health, mental wellbeing, learning disabilities and autism: We will deliver our all-age Mental Health and Wellbeing, and Autism Strategies. We will also develop and deliver a Learning Disability Strategy. This involves work closely with local people and partner agencies including NHS services, housing, VCFSE organisations and groups, and wider partners, including schools and employers, as they all have a role to play. Our Autism Strategy supports our aim for Stockport to become a place where autistic people and their families are understood, valued, and supported to achieve their individual ambitions.

To support the children in our care and care leavers: The number of children in care and care leavers in Stockport is increasing, exacerbated by the increase in unaccompanied asylum-seeking children. As corporate parents, we will continue to explore innovative care models to ensure that all children are cared for in the borough within a family home wherever possible. We will focus on increasing the number of foster carers and acquire new properties to expand our current stock.

We continue to seek to embed our Care Leaver Covenant to optimise social value with local businesses and improve education, employment, and training opportunities for care leavers. In addition, we will widen our local offer to provide support with food, fuel, Wi-Fi, bus travel and warm winter packs.

We will treat care leavers as if they were a 'protected characteristic group' to help redress the inequalities care leavers face. We will work with colleagues across the council to measure the impact of service changes on carer leavers' lived experiences.

To have safe, effective, caring, responsive and well-led adult social care services: We will enable more people to live independently in their own home for longer and reduce the number of people who are supported in residential care. We will work with our partners towards having a range of housing options to meet the needs of our residents. Technology enabled care will become the first choice to maintain independence and wellbeing at home.

Residents will have easy access to a range of good information, advice, and guidance in their neighbourhood. When people with care and support needs require long term support there will be a diverse offer available, and they will experience seamless, integrated pathways and support. We will work with carers and partners to develop and deliver a Stockport Carers Strategy to ensure that they feel recognised, valued, and supported.

### We know will have had an impact when:



There is an increase in the percentage of care leavers in suitable accommodation and employment, education, and training.



There are improved outcomes for children in care e.g., education.



There is a reduction in the number of long-term care home placements which demonstrates that we are supporting people to stay in their own homes as long as possible.



We have achieved a positive outcome in our first Care Quality Commission inspection.



There is a reduction in the levels of unclaimed benefits, and a reduction in the number of people needing to access crisis support.



Mental health and wellbeing improved at all ages, and the inequality in premature mortality of people with serious mental illness has decreased.



#### **Fair and Inclusive Stockport**

#### **Climate Action Now**

Our Council Plan has reducing inequality and responding to climate change at its heart, recognising that these are our biggest challenges. These two cross-cutting themes are the lenses through which all of our activity will be developed, tested, and progressed.





### Our key areas of focus over the next 3 years will be:

To root our equalities and anti-poverty work in the lived experience of people and communities across Stockport: We will strengthen our community-based equity networks and support them to guide our priorities and design our services. We will develop an anti-poverty network of people with lived experience of poverty. We will work closely with VCFSE groups to achieve our vision of a fair and inclusive Stockport.

To deliver against our 4 Equality Objectives: We will deliver against our 4 equality objectives. We will continue to strengthen equality-based community networks and work together to create positive change. We will also focus on improving how we work as an organisation through more inclusive service delivery, supporting and empowering our workforce and increasing diversity across the council.

To embed best-practice on equalities and anti-poverty across the council: We will work with others to deliver programmes and projects which will have a direct impact on poverty and inequality, and which will act as examples of good practice. All services will complete Equality, Diversity and Inclusion self- assessments and will ensure that actions are built into business plans.

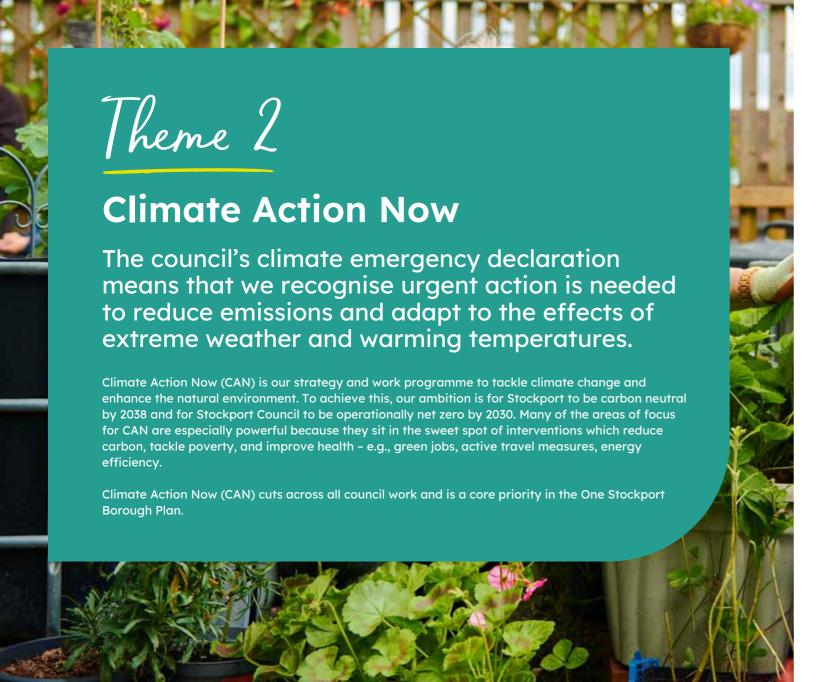
We will support all services to use equality and socio-economic data and qualitative intelligence as the basis of planning and decision making. We will consistently analyse existing service level data by protected characteristic groups and use the insight provided to reduce under or over representation of some communities in our services.

To work with partners and businesses across Stockport to have a visible commitment to a fair and inclusive approach: We will support businesses across Stockport to become supporters and members of the Greater Manchester Good Employment Charter, and work with them to increase the numbers of Real Living Wage Employers. We will also ensure our jobs fairs are inclusive and provide opportunities to people who are currently disadvantaged in the labour market.

To model good practice on a Fair and Inclusive approach as a significant employer and anchor institution in Stockport: We will maintain our current membership of the GM Good Employment Charter and accreditation as a Real Living Wage employer as well as promoting these to other Stockport employers. We will support the delivery of our People Plan to ensure a more diverse workforce at all levels which is reflective of the communities we serve, and that all staff have an equal opportunity to thrive and develop.

### We know we will have had an impact when:

- Health, educational and employment outcomes for disadvantaged groups including those living in less well-off neighbourhoods have improved.
- Increased numbers of businesses based in Stockport sign up to the Greater Manchester Employment Charter and the Real Living Wage.
- Council services regularly and routinely analyse their equalities and socio-economic data and make service changes as a result.
- A reduction in the numbers of people needing to access crisis support, and a reduction in the levels of unclaimed benefits.
- The council's gender and ethnicity pay gaps are reducing. The workforce reflects the local community.
  - The council's All Colleague Survey shows increasing numbers of colleagues who report that we respect differences, at both an organisational and team level, and are confident that policies are applied without bias.



#### Our key areas of focus over the next 3 years will be:

To embed and mainstream Climate Action across the council: We will work with teams across the council to put climate action at the heart of decision making. We will measure and monitor environmental data to allow for climate change impacts to be factored into future decision making, works undertaken by the council and to influence our supply chain to reduce their own emissions. We will continue to develop an engaging and inspiring Climate Action Now (CAN) programme to enable and support the transition to a climate-friendly borough, including our annual CAN summit; schools climate assembly project; Climate Action Business Forum; Stockport Green Network (VCFSE); CAN fund; climate change training for businesses; and the development of a green skills academy.

To improve energy efficiency and uptake of renewable energy sources across the council's estate and the borough more widely: To achieve our carbon reduction targets, we need to reduce the amount of energy from fossil fuels used in the borough. We will work in partnership, seek funding, and develop innovative, forward-thinking solutions to meeting the borough's retrofit and energy needs. We will seek new funding and finance models for solar photovoltaic (PV) in schools and explore opportunities for renewable energy infrastructure within the borough, including the use of solar farms and other forms of energy for a district heat network to heat buildings in the town centre A6 corridor via renewable energy sources.

To move to low-carbon and active transport options like walking, cycling and use of public transport: We will continue to develop new walking, cycling and wheeling routes and work with partners and regional bodies to improve public transport options to make sustainable transport options easier for everyone. We will continue our ongoing involvement in increasing electric vehicle (EV) charging infrastructure capacity across the borough, working in partnership with private investors and delivery partners. We are also seeking major investment in borough to strengthen Stockport as GM's southern gateway with modern connected railway station in the town and Metrolink line extended to Stockport both connected to brand new interchange with electric bus and will also continue work to develop the new train station in Cheadle.

To protect and enhance the natural environment: We will continue to accelerate our natural environment programme, including tree planting, grasslands, and orchard creation. We will proactively deliver on biodiversity net gain legislation through the creation of a task group to drive biodiversity enhancement programmes.

To read more about CAN actions and progress, go to our Climate Change webpages: www.stockport.gov.uk/climate-change

#### We will know we have had an impact when we see:



More energy efficient homes and buildings across the borough.



An increase in the amount of renewable energy generated in Stockport.



More residents benefitting from green skills and jobs programmes and being employed in high-quality green jobs.



A new orchard and wildflower meadow in every ward and 10 new woodlands across the borough.



A reduction in Stockport Council's organisational greenhouse gas emissions in line with our 2030 net zero target.



More active and public transport journeys.



# Four Enabling Programmes

To achieve our ambitions, it is vital that we have the right support in place. This means having an engaged workforce, robust finances, dynamic approach to change, good use of data and digital technology and strong communications. It is also about working in partnership – with other public services, businesses, voluntary, community, faith and social enterprise sector and local people.

- 1. Our Workforce
- 2. Working with others
- 3. Radically Digital Stockport
- 4. Delivering change and spending wisely

### Enabler 1

#### **Our workforce**

Our colleagues' passion, resilience and dedication to local people and places is central to our ability to deliver excellent services for residents as well as our ability to innovate and improve. It is also what makes Stockport council an amazing place to work, grow and thrive.

Our All-Colleague survey was completed for the second time in September 2023 which showed a significant increase in engagement, which shows a higher level of enthusiasm and dedication. The survey showed that there is a high level of passion for the people of Stockport and an even higher recognition of our values and Council Plan. It showed that people were working well as a team and the incredible job line managers do.

We are not complacent however and there is more to do. This includes a focus on **Equality**, **Diversity & Inclusion**, and review how we **lead change and transformation**, improving how colleagues are consulted and engaged in a meaningful way, both within and outside of formal processes. We need to keep track of employee wellbeing and continue to focus on reward and recognition.

Our 'One Team' People Plan is our workforce strategy showcasing the way we work in Stockport Council as a value driven organisation. It has five pillars that include measures to embed our values, think innovatively about recruitment, and becoming a more inclusive organisation.



#### **Our Five Pillar Plan**

#### **ONE TEAM**



#### Join Us

Stockport Council is employer of choice providing local employment for our communities.



#### **Grow and Thrive**

Everyone thrives, has access to learning and development and can reach their potential.



#### Feel Supported

Wellbeing is a priority and everyone feels supported and valued. People first, professional second.



#### **Belong Here**

There is an inclusive culture where all individuals are respected and treated fairly, where diversity is celebrated and where everyone can be themselves and thrive.



#### **Live Our Values**

Our values and behaviours are at the core of how we work to deliver our One Stockport Borough Plan.

### Our key areas of focus over the next three years will be:

To support more people to Join Us: We will continue to develop our Team Stockport showcasing Stockport Council as an employer of choice. We will further develop our outreach and engagement addressing recruitment gaps through our targeted recruitment initiatives, growing our offer for those who are at the beginning or early stages of their career or with barriers to recruitment and developing career pathways for people to develop within the organisation engaging untapped potential and increasing retention. We will continue to recognise our role as one of the borough's biggest employers to provide job opportunities for those who need it most and have a strong focus on inclusivity.

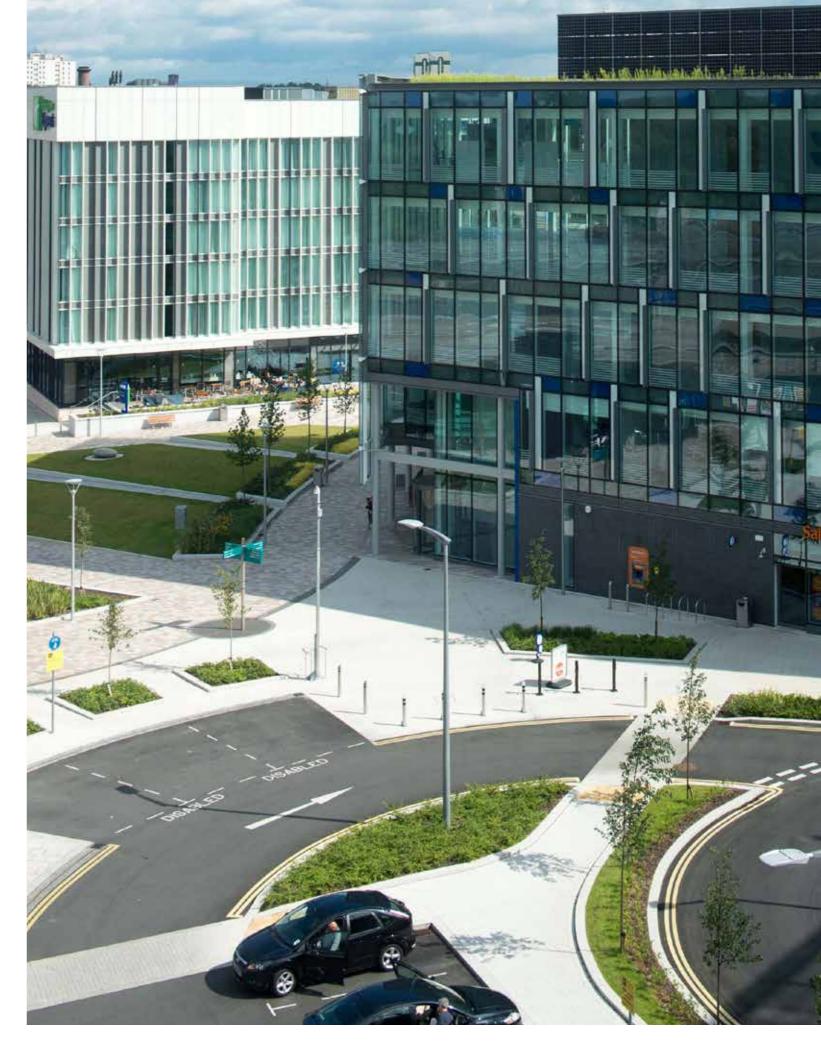
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To enable all colleagues to Grow and Thrive: We will continue our commitment to foster a culture of continuous development so that our colleagues have the tools and resources needed to reach their full potential. Over the next three years we will have embedded our new "My Conversation" approach to annual personal development reviews and will have further increased the number of successful apprenticeships completed. We will increase our pool of qualified internal coaches and delivered a data skills academy to improve our use of data and intelligence.

To ensure that everyone Feels Supported: Over the next three years we will continue to take a strategic approach to wellbeing so that we have a workplace where colleagues feel not only supported but also valued. We will continue to develop and strengthen our culture of recognition where our employees feel genuinely appreciated. We will continue to increase the number of Wellbeing champions and empower them with the knowledge and skills to support colleagues. We will take a targeted approach to managing sickness by using data and prioritising health, safety, and wellbeing. We will continue to add to our employee support offer and opportunities for people to connect, building on the success of the staff choir and wellbeing walks.

To have an organisation where everyone Belongs Here: Equality, Diversity, and Inclusion (EDI) is a big priority for us. We want to ensure that we have a diverse workforce at all levels of the organisation and will use targeted recruitment and leadership programmes to ensure there is a demonstrable improvement in the next three years. We want to foster an environment where everyone is respected and included so we will transform our approach to EDI training and development. We will advance our awareness campaigns and open forums to continually strengthen our inclusive culture.

To ensure that in everything we do, we Live Our Values: At the heart of our approach is our core values and we will continue to embed them in everything we do. Over the next three years, we will move to a values-based approach to recruitment to ensure colleagues values and behaviours align with our ambitions. We will work with partners as part of the neighbourhoods and prevention programmes to deliver cultural change that enabled joint working and puts the people of Stockport at the heart of what we do. We will continue to prioritise colleague engagement, ensuring that the voice of our colleagues actively shapes and influences organisational changes.





The One Stockport Borough Plan is shaped around three core pillars:



#### **ONE HEART**

At the heart of Stockport are its people and the communities in which they live.

- A caring and growing Stockport
   Stockport is a great place to grow where children have the best start in life.
- A healthy and happy Stockport
   People live the best lives they can
   – happy, healthy and independently.
- A strong and supportive Stockport Confident and empowered communities working together to make a difference.



#### **ONE HOME**

Stockport is a great place to live, where no one is left behind.

- A fair and inclusive Stockport
   A borough for everyone diversity and inclusion is celebrated and everyone has equity of opportunity.
- A flourishing and creative Stockport
   Stockport is an exciting place to live, where people are active and celebrate the culture.
- A climate friendly Stockport Stockport is a responsible and sustainable borough.

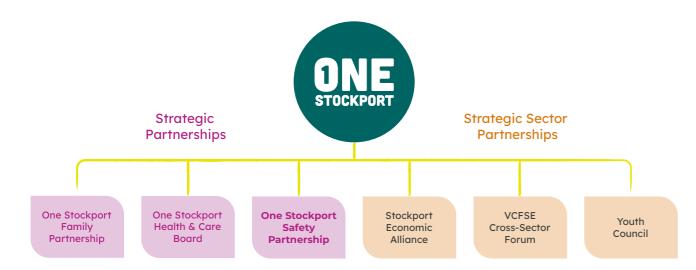


#### **ONE FUTURE**

Growing, creating and delivering a thriving future for Stockport.

- An enterprising and thriving Stockport
   A thriving economy which works for everyone.
- A skilled and confident Stockport
   Everyone has the opportunities and skills
   to successfully achieve their ambitions.
- 3. A radically digital Stockport
  A digitally inclusive and dynamic borough.

To support this work, there are six strategic partnerships in Stockport bringing together different partners to deliver the priorities in the Borough Plan. Over the next three years we will focus on strengthening and supporting the development of our key strategic partnerships.





To develop One Stockport: One Future: We want to build on the success of the Borough Plan, so we have been working with our partners to develop the next phase of our journey; One Stockport, One Future. It is future focused on change over the next 15 years and a call to action for us and our partners to do even more around the '5 big things' that will act as long-term catalysts for change. Over the next three years we will work with our partners to deliver the plan and attract external investment into the borough.

To strengthen our approach to communication: We will continue to promote Stockport, locally, regionally, and nationally as a fantastic place to live, work and invest. We will deliver a programme of targeted campaigns and strengthen our relationships with external media partners. We will communicate the council's work more widely focusing on clear and consistent language, so we are accessible to all. We will continue to improve our website and other communication channels as a vital source of information and advice.



To improve our approach to engagement and coproduction: We will put people at the heart of what we do by continuing to improve our approach to participation, engagement, and co-production. Over the next three years we will develop and deliver a strategy that builds on the best practice that exists across the council. We will continue to strengthen our Community Networks, including our Equity Networks. These bring people together to help collaboration on key issues. Our Equity networks have an important relationship with the Greater Manchester Equity panels providing vital advice, support, and challenge to tackle the discrimination and disadvantage.

To work collaboratively across Greater Manchester and beyond: We are proud of our collaborative relationships with the other nine local authorities within Greater Manchester (GM) and we work closely with them through our membership of the Greater Manchester Combined Authority. We will continue to foster and strengthen these relationships over the next three years through working together to deliver the priorities in the Greater Manchester Strategy and collaborating to make the most of the opportunity presented by the GM Trailblazer Deal commitment to a Single Funding Settlement from the next Spending Review period.

### Enabler 3

#### Radically digital Stockport

We have an award-winning approach to digital and data.

We launched our Radically Digital Strategy in 2022. Digital can help us to change the way we work and the way we engage with people. It opens up new opportunities for jobs and our local economy. It can provide better customer service more efficiently. We need to make the most of the possibilities that digital brings.

The Digital Strategy is set out into three key pillars: Digital Communities, Digital Place and Digital Council.



### Our key areas of focus over the next three years will be:

To continue our journey to be a radically Digital Council: We will continue to evolve our digital offer, using agile working practices and digital tools to improve our processes and user experience. We will deliver our data strategy to ensure that we use and share more of our data to improve planning and decision making and increase the interconnectivity of systems to improve services and collaborative working. We will use Artificial Intelligence (AI) and predictive analytics to support service delivery, understand both the risks and opportunities in doing so. Key workstreams include digital practice, digital data, digital architecture, and digital IT systems.

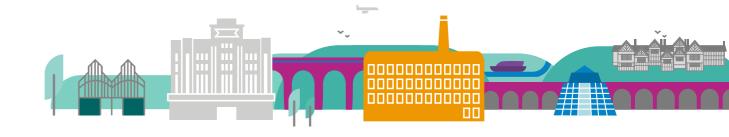
To support Digital Communities: We will improve the online experience for residents and professionals looking for help and support. We will deliver a redesign of our stockport.gov.uk website and a new online directory of support that provides comprehensive information in one place. We will expand our online portals to enable residents to track progress and reduce administration. We will also take this opportunity to reduce the number of websites we have, understanding the impact these have on the climate.

We will support people to live independently for longer through our Tech Enabled Living programme. Technology solutions will enable us to deliver personalised, cost-effective health, care, and support. Our "Virtual House" product will provide an interactive tour showing examples of Occupational Therapy, Assistive Technology and Sensory aids, equipment and solutions that will enable residents to live independently for longer.

We will continue to work with our Digi know partners to increase the number of Digital Champion volunteers in all of our communities and tackle digital exclusion.

To plan for the future so that Stockport is a Digital Place: Digital is a key enabler to our One Stockport Economic Plan. The plan outlines our shared approach to the economy over the next ten years. Key to this is ensuring Stockport has the infrastructure, skills and networks for digital start-ups, scale-ups, and established businesses to thrive and grow our local economy.

We will continue at pace to build on the successful Local Full Fibre Network (LFFN) programme that delivered hundreds of kilometres of high-speed low-latency fibre across the region to join up 140 sites. Stockport's GMOne Network (delivered via the LFFN fibre) will provide a cutting-edge network-enabling services to be proved more efficiently, securely, and flexibly. It will also create the foundation for future smart place initiatives. We will leverage our GMOne network infrastructure to deliver 5G advanced wireless/digital infrastructure to deliver smart energy, smart transport systems and a more resilient, connected, accessible and sustainable place for everyone.





### Our key areas of focus over the next three years will be:

To align our transformation programme with our financial planning: To focus on longer-term change and sustainability. Our work is shaped by our strategy, not the budget. We will continue to improve our approach to transformation and change. We will deliver our three-to-five-year transformation programmes and prioritise resources accordingly.

To deliver of a three-year savings programme and recovery plans: The financial context is likely to continue to be unstable and uncertain. Therefore, it is vital that we have a three-year savings plans that are delivered on time to meet the financial challenge. We also need to have robust recovery plans where the costs of services like social care placements or Information Technology system costs are increasing.

**To implement of our ambitious capital strategy:** This is helping to regenerate the borough by building homes, services, and infrastructure. This, in turn, grows the local economy, creates jobs, and develops strong communities. Our estates and assets strategy supports this work by ensuring the right property in the right locations at the same time as progressing against our plan to be carbon-neutral by 2030.

To ensure that every penny we spend benefits the people of Stockport: We want to take every opportunity to make a difference to the people of Stockport. Where possible, we will procure goods and services in a way that benefits local businesses the VCFSE sector and local supply chains. We will also step up our approach to social value to ensure that we get the most out of contracts. This includes implementing the "Match-my-project" portal that helps to connect businesses to community organisations.



# Delivery of our Council Plan

Our ambitions, cross-cutting themes and enabling programmes will be included in the Portfolio Performance and Resources Agreements. These agreements include clear measures that allow councillors and residents to monitor progress and performance. We will continue to report on measures and milestones on a regular basis to the council's scrutiny committees, ensuring clear and transparent accountability.

#### **Priority**

# Efficient and Effective Services Jobs and investment Education and skills Wellbeing, prevention, and neighbourhoods Supporting those who need it most Enabling programmes Cross-cutting themes

#### **Portfolio**

**All Cabinet Members** 

Economy, Regeneration & Housing / Communities and Transport / Parks, Highways & Transport Services

Economy, Regeneration & Housing / Children, Families & Education

Health and Adult Care / Communities, Culture & Sport / Children, Families & Education / Parks, Highways & transport Services

Health and Adult social Care / Children, Families & Education

Finance and Resources

Climate Change & Environment / Communities Culture & sport

### In Summary

The Stockport Council Plan 2024-2027 describes the key role the council plays in supporting the borough, through the provision and delivery of services that are essential to everyday life. The Plan also outlines our four big ambitions for the upcoming years, that will create opportunities for everyone within the borough.

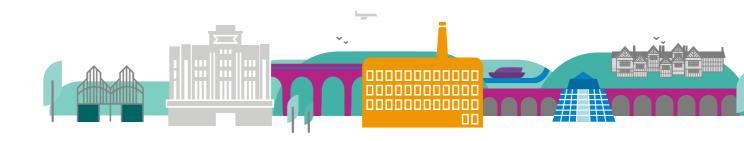
We recognise that we face challenges. Inequalities are increasing as residents are impacted by the cost of living crisis. As a council we are facing rising costs and increased demand on our services. However, we remain an ambitious council. We are ambitious for local people and ambitious for Stockport. This is even more important in the current landscape. We must keep striving for improvement and making positive change.

We have an extensive regeneration programme that is among the largest nationally, and we continue to attract even more inward investment. We are ambitious for our children and young people, and we want our schools to be even better. We recognise the importance of education, work, and skills at all points in life so that everyone can access good, fulfilling employment and careers. We understand that communities and neighbourhoods are our greatest strength and have placed our neighbourhoods and prevention programme front and centre of our transformation work in Stockport. We will continue to be there to catch people when they fall, by providing vital care and support when people need it the most.

All of our work with is underpinned by our aim to create a fairer and greener Stockport. In everything we do we will strive to address inequality and tackle climate change.

We will keep on supporting our workforce, ensuring they can do the best job they can and will carry on using our resources wisely, particularly considering the increasingly difficult financial climate, to drive forward transformation in the borough.

We are aware that we cannot achieve our ambitions alone and that working in partnership, is fundamental. We will build on our existing relationships and continue to work with other public sector organisations, businesses and the VCFSE sector to deliver positive change for the borough. This why over the past year, we have been busy working with our partners to develop the next phase of our borough plan, One Stockport, One Future – a call to action for us and our partners to do even more around the 'five 5 big things' we consider will act as long-term catalysts for change. Our '5 big things' do not cover all our activity but are the things that will have an amplifying effect across many other areas, making Stockport stand out as one the best places in the country to live a happy and healthy life. We will also continue to work collaboratively with the other nine boroughs in Greater Manchester, as we truly believe we are stronger when we work together. Most importantly of all we will continue to serve the people of the borough to ensure that Stockport is a place everyone is proud to call home.





Ambitious Stockport, creating opportunities for everyone