

<b>Classification:</b> Open	<b>Decision Type:</b> Non-Key
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<b>Report to:</b>	Cabinet	<b>Date:</b> 11 March 2026
<b>Subject:</b>	Adult Social Care Performance Quarter Three Report 2025/26	
<b>Report of</b>	Cabinet Member for Adult Care, Health and Public Service Reform	

### Summary

1. This is the Adult Social Care Department Quarter 3 Report for 2025-26. The report outlines delivery of the Adult Social Care Strategic Plan, preparation for the new CQC Assessment regime for local authorities and provides an illustration and report on the department's performance framework.

### Recommendation(s)

2. To note the report.

### Reasons for recommendation(s)

3. N/A.

### Alternative options considered and rejected.

4. N/A.

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### Background

5. This is the Adult Social Care Department Performance Report covering Quarter 3 of 2025-26.

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### Links with the Corporate Priorities:

6. The Adult Social Care is Department is committed to delivering the Bury 'LETS' (Local, Enterprising, Together, Strengths) strategy for our citizens and our workforce.  
  
Our mission is to work in the heart of our communities providing high-quality, person-centred advice and information to prevent, reduce and delay the need for reliance on

local council support by connecting people with universal services in their local communities.

For those eligible to access social care services, we provide assessment and support planning and where required provide services close to home delivered by local care providers.

We aim to have effective and innovative services and are enterprising in the commissioning and delivery of care and support services.

We work together with our partners but most importantly together with our residents where our intervention emphasises building on individual's strengths and promoting independence.

We ensure that local people have choice and control over the care and support they receive, and that they are encouraged to consider creative and innovative ways to meet their needs. We also undertake our statutory duties to safeguard the most vulnerable members of our communities and minimise the risks of abuse and exploitation.

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#### **Equality Impact and Considerations:**

7. In delivering their Care Act functions, local authorities should take action to achieve equity of experience and outcomes for all individuals, groups and communities in their areas; they are required to have regard to the Public Sector Equality Duty (Equalities Act 2010) in the way they do carry out their work. The Directorate intends to drive forward its approach to equality, diversity and inclusion, ensuring that equality monitoring information is routinely gathered, and consider how a realistic set of S/M/L-term objectives may help to focus effort and capacity.

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#### **Environmental Impact and Considerations:**

8. N/A

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#### **Assessment and Mitigation of Risk:**

<b>Risk / opportunity</b>	<b>Mitigation</b>
N/A.	N/A.

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#### **Legal Implications:**

9. This report demonstrates the Council’s adherence to the law, its preparation for the new CQC inspection regime, its Care Act 2014 statutory duties and the strategic plan for Adult Social Care.

**Financial Implications:**

10. There are no financial implications arising directly from this report.

**Appendices:**

*Data sources and what good looks like.*

**Background papers:**

*Adult Social Care Strategic Plan 2023-2026*

**Please include a glossary of terms, abbreviations and acronyms used in this report.**

Term	Meaning	
CQC	Care Quality Commission	

**Adult Social Care Performance Report for Quarter Three, 2025/26**

**1.0 Executive Summary**

Welcome to our third report of 2025/26. This quarter spans the period we had our CQC assessment visit and the following 2 months. At the time of writing this report we remain waiting for the outcome of our assessment and have been told it might be as late as March.

The CQC inspectors visited our borough the week commencing 6<sup>th</sup> October bringing 6 of their staff. 2 arrived on Monday and conducted several interviews with the remaining 4 arriving Tuesday and having full days of interviews on Tuesday and Wednesday leaving 2 to finalise the assessment visit on Thursday. By lunch time they were all gone and we were back to normal.

During their time with us in Bury they conducted 125 individual and group interviews, spoke to over 200 people and a further 75 staff joined drop in sessions. This means in effect they almost spoke to everyone in the department involved in delivering our adult social care functions that relate to the Care Act. Only care staff in our other services were not included as they are subject to a different CQC assessment regime.

To say the process was rigorous, probing and deep would be an understatement and whilst it left the staff involved elated, emerging from their interviews literally buzzing

at being able to tell their story it left the management team exhausted and feeling like they had gone 10 rounds in a boxing match.

And despite us having our onsite inspection for Care Act functions they didn't let us rest, as they also chose to visit and inspect Falcon and Griffin Extra Care Housing Service and later in November our Intermediate Care Unit, Killelea.

The result for Falcon and Griffin was received in October and can be seen here [Bury Council - Falcon & Griffin Extra Care Scheme - Care Quality Commission](#) with us achieving **GOOD** in all domains and in fact a very good, **GOOD**, with 75 out of 100 being scored in the majority of the domains.

The report stated amongst many other comments.

- "We were told, "[Manager] is very approachable and if we have any problems she sorts it for us. It is well run here, nothing to improve," and "It's well organised."
- "The staff know me and understand my needs" and "I find them to be friendly and respectful to [person] and were there at the times they were expected."
- The provider always treated people with kindness, empathy, and compassion and respected their privacy and dignity. Staff treated colleagues from other organisations with kindness and respect.
- Staff knew people well, and interactions with people were seen to be warm and friendly. People said their privacy and dignity were respected. We were told, "They [staff] treat me with respect and dignity," "I can't fault them [staff], they are definitely kind and good."
- People's relatives were also complimentary of the staff and the kindness shown to their family member. One relative told us, "[Person] received truly outstanding care that upheld his dignity at every stage. The staff consistently treated him with respect and patience, ensuring he felt valued and comfortable."

Which I think you will agree is exactly how we want our vulnerable residents to feel.

A huge thanks goes to the registered manager Naomi Smith and the management team Dill Hawley and Andy Crawford for achieving this.

We await the final publication of our report on Killelea at the time of writing this report but hope to have some outstanding news to share with you soon on this result.

Regarding other performance whilst we saw continued achievements of milestones in the business plan there was a noticeable drop off in some indicators relating to the throughput of work through our department. The number of social work assessments dropped in November along with the number of people benefiting from some of our

intermediate care services, this did see waiting lists and outstanding reviews rise slightly along with waiting times for an assessment. This can only be explained by the department taking a breath after a grueling inspection process but now warrants ongoing attention to restore performance to previous levels and this can be seen to be taking effect in December where these indicators begin to return to more normal levels, further work though will be required during Q4.

You may notice some of the illustrations of our charts have changed from what you are used to, this is because the Greater Manchester system we use for comparing ourselves has been updated.

This report also contains an update on the delivery of our new carers strategy for you and the annual report of our Principal Social Worker is also appended.

## 2.0 Delivery of the Adult Social Care Strategic Plan

- 2.1 Adult Social Care are committed to delivering the Bury 'LETS' (Local, Enterprising, Together, Strengths) strategy for our citizens and our workforce. Our mission is to work in the heart of our communities providing high-quality, person-centred advice and information to prevent, reduce and delay the need for reliance on local council support.
- 2.2 The Adult Social Care Strategic Plan 2023-26 sets out the Department's roles and responsibilities on behalf of Bury Council. It explains who we are, what we do, how we work as an equal partner in our integrated health and social care system and identifies our priorities:



- 2.3 The 2023-26 Strategic Plan was refreshed in April 2025 supported by an updated annual improvement delivery plan which is monitored on a quarterly basis. 2025/26 delivery highlights include:

### Priority 1 – Transforming Learning Disabilities

- We have commissioned a charity, “Respect for All” to work with us to develop an autism coproduction network for Bury autistic adults and people who know them well.
- Our draft autism strategy 2025-2028 has been delivered.
- 41 Social Care Operations staff have been trained in Autism awareness (Oliver McGowan).

### Priority 2 – Excellent Social Work

- The workforce plan is being implemented, including a review of ‘All Routes into Social Work’ and the Assessed and Supported Year in Employment (ASYE). Exit interviews process in place and vacancy tracker for managerial oversight. The Social work mandatory training dashboard is now available to all managers to support attendance and supervision of all staff.
- Managers and Heads of Service continue to conduct audits and moderation, with reports provided to the Quality Board. Thematic areas identified for improvement include Mental Capacity, Support Planning, and Case Recording, with corresponding action plans developed collaboratively with managers.
- A legal gateway has been established to manage adult social care legal casework, with a review scheduled for January 2026.
- Safeguarding teams are streamlining pathways and aim to implement a new pathway by January 2026. They also participate in forums with VCFA colleagues to communicate safeguarding information.
- Mental health social work teams are collaborating with Impower on strength-based reviews and hold weekly meetings to share practice and monitor outcomes for oversight of progress.
- The user-led group for mental health continues to expand with support from GADAM, focusing on reviewing the referral pathway for social care mental health over the next three months.
- Older people’s mental health teams have initiated collaborative work to enhance the intermediate care offer, involving IMC, Pennine Care, and the Older People Mental Health Team.
- Within the neighbourhoods, the East Team is participating in a hoarding project and conducting quality assurance work in Prestwich related to high intensity users, aiming to bring these individuals into Active Case Management to reduce demand on health and public services.
- Social work managers meet regularly to improve oversight and quality of support planning through peer verification.

### Priority 3 – Superb Intermediate Care

- Training and implementation of the electronic care record system in Falcon and Griffin has been completed. We are now progressing with the work for the broader Intermediate Tier aiming to commence with Killelea House following upgrade of the WIFI system.
- Commencement of Reablement and IMC@Home MDTs to improve the customer journey has started. These meetings are designed to enhance the customer journey by providing more comprehensive and coordinated care.
- Service planning, team engagement and dashboard preliminary work for the Disability Service to reduce occupational therapy waiting times is underway. The team have made significant progress in reducing waiting list times to provide a better service to our customers.
- The Intermediate Tier workforce strategy has been refreshed for 2025-27. The strategy will play a crucial role in shaping the workforce ensuring the team are well-equipped to meet the increasing challenges and create opportunities.
- We continue to prepare for likely CQC inspection of our care services

### Priority 4– Making Safeguarding Everybody’s Business

- We continue to move forward with reforming our safeguarding pathway and process. All documentation is now complete and uploaded for staff. We now have all safeguarding referrals coming through the new system except for the Hospital Social Team which is planned for February 2026
- Work has commenced on implementation of a new learning review electronic system. The process has been drafted and signed off by senior leadership team and the electronic system is being tested to ensure it is fit for purpose.
- We are close to completing our renewed safeguarding awareness offer for council staff and third sector/voluntary sector which should give a more coherent message around safeguarding under the Care Act 2014.
- We now have direct digital channels with many of our partner and internal colleagues, including Greater Manchester Police, Achieve, Housing, Mental Health services and Learning Disability services. This has been a real success story as it is showing much better (and faster) communication to support people with safeguarding.

### Priority 5– A Local and Enterprising Care Market

- Our Independent Provider Workforce Support Programme has been launched and is being delivered by the Bury Care Academy; supporting providers with their recruitment and retention challenges as well as learning, development, succession planning and career progression.
- Together Towards Outstanding Care Strategy has been launched. This encompasses all the Council approaches and programmes of support available to providers. These all work together to drive improvements and deliver outstanding care in the borough.
- Prevention and Wellbeing, Extra Care, Dementia and Ageing Well strategies were approved and published.

- The Young People Supported Accommodation tender has been approved.

### Priority 6 – Connect Unpaid Carers to Quality Support Services

- The new Carers service went live in June 2025 following tender assessment and approval.
- A Carers Co-production Network service specification and budget is in development.
- Training programme established by Carers to develop skills, helping them in their role. This will be delivered by the Carers Hub over the next 12 months.
- Carers Emergency Card now introduced to reassure Carers that there is a plan in place to support them and their loved ones. There have been 19 Carers registered during this period.
- The Carers Hub delivered 38 in person coffee and chat sessions. Two sessions were held for Carers from ethnic minority communities in the borough.

## 3.0 Update on Care Quality Commission (CQC) Assessment of Local Authorities

- 3.1 Bury Council is awaiting receipt of its draft Assessment Report from the Care Quality Commission following the site visit in October 2025.

## 4.0 Highlight Report for Quarter 3, 2025/26

Adult Social Care - Quarterly Highlight Report - Quarter 3									
Obsessions	Performance Measures	Frequency	Polarity	Sparkline	Latest Data	Direction of Travel	Rank (higher is better)		
							Peers (16) 24/25	NW (22) Q2 25/26	GM (10) M9 25/26
<i>Reduce the number of people waiting for a social work needs assessment</i>	Number of people on waiting list for ASC needs assessment	Q	L		83 ❌	-	-	5th	
	Median number of days waiting for an ASC needs assessment	Q	L		42 ✅	-	-	6th	
<i>Increase the number of people who have their safeguarding outcomes partially or fully met</i>	Proportion of people that were asked about their outcomes	Q	H		89% ✅	-	13th	-	
	Of those who expressed outcomes the proportion of people who have their safeguarding outcomes fully or partially met	Q	H		100% ✅	-	12th	-	
<i>Increase the number of people leaving intermediate care services independently</i>	The proportion of people who received short-term services during the year where no further request was made for ongoing support	Q	H		92% ⚠️	3rd	5th	-	
	The proportion of older people (65+) who were still at home 91 days after discharge from hospital	A	H		92% ✅	7th	-	-	
<i>Increase the number of people with a learning disability who are provided with the opportunity to live more independently</i>	Number of people trained in the progression model	A	H		58	-	-	-	
	Number of customers who have had an assessment or review using the progression model	A	H		275	-	-	-	
<i>Increase the number of people accessing care and support information and advice that promotes people's wellbeing and independence.</i>	The proportion of people and carers who use services who have found it easy to find information about services and/or support	A	H		65% ❌	10th	-	-	
	The proportion of people who use services, who reported that they had as much social contact as they would like	A	H		47% ✅	5th	-	-	
<i>Increase the number of people with lived experience who provide feedback</i>	Number of feedback provided	Q	H		243 ✅	-	-	-	
<i>Increase the number of unpaid carers identified</i>	Total number of new carers registered with Bury Carers' Hub	Q	H		101 ✅	-	-	-	

Annual Measures: ASCOF 24/25  
Quarterly Measures: updated Q3 25/26

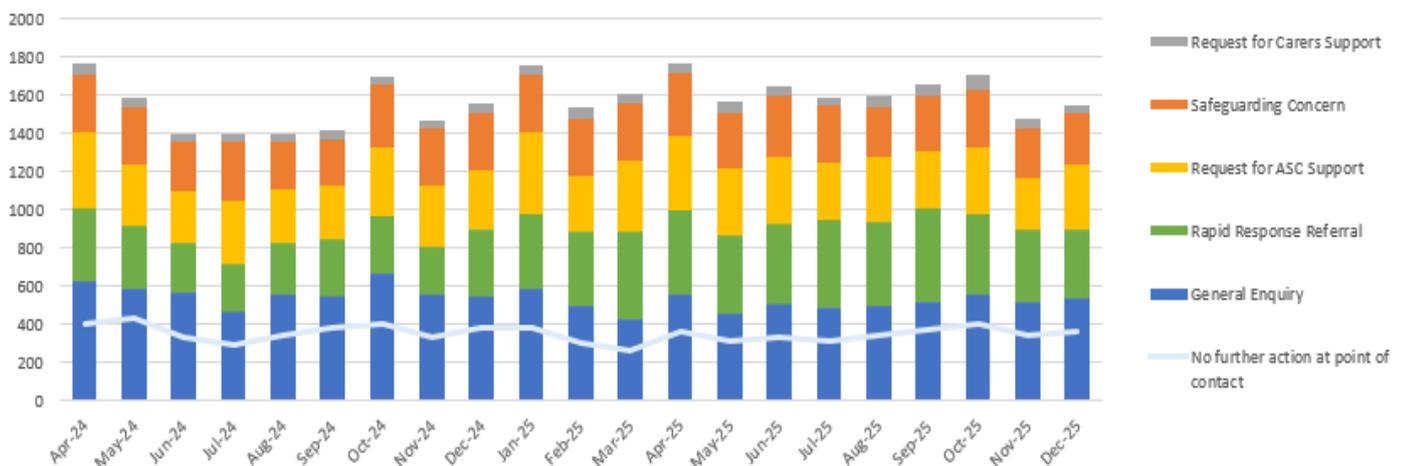
The Department has adopted an outcome-based accountability framework to monitor performance and drive improvement. Several outcomes have been chosen that will change if the objectives of our strategic plan are met, we call these our obsessions. An obsession is a key part of an outcome-based accountability framework where focus on these areas have positive knock-on effects right across our areas of work.

Most outcomes show a positive direction of travel but the latest adult social care survey does indicate we have more to do on providing information and advice, this will require more work on our website and digital channels, much has been improved recently in this area but we have much much more to do still.

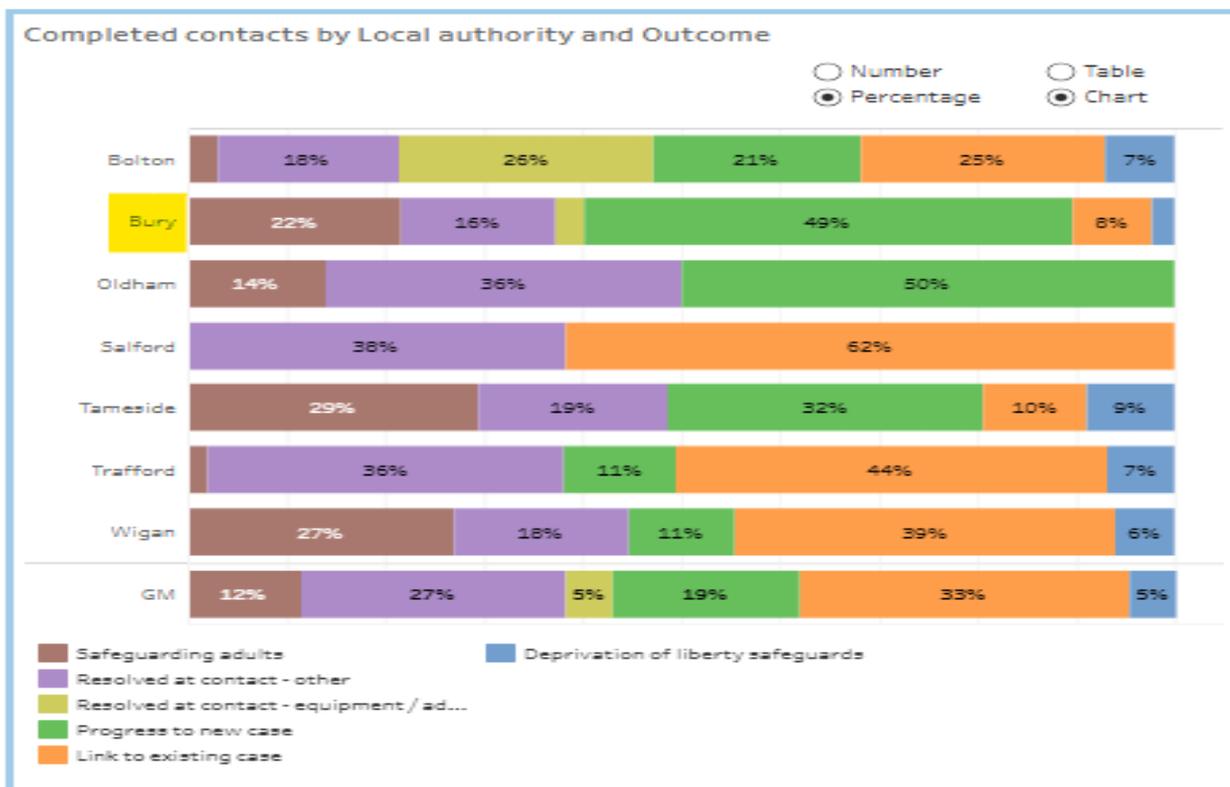
## 4.1 Contacts

The primary means of public contact to request support, information and advice is through our care, connect and direct office (CAD). A higher proportion of contacts resolved by CAD means that people’s enquiries are being dealt with straightaway and not passed on to other teams.

### Number of Adult Social Care (ASC) Contact Forms recorded each month.



### Contacts by outcome - how does Bury Compare?



### Contacts – Q3 commentary

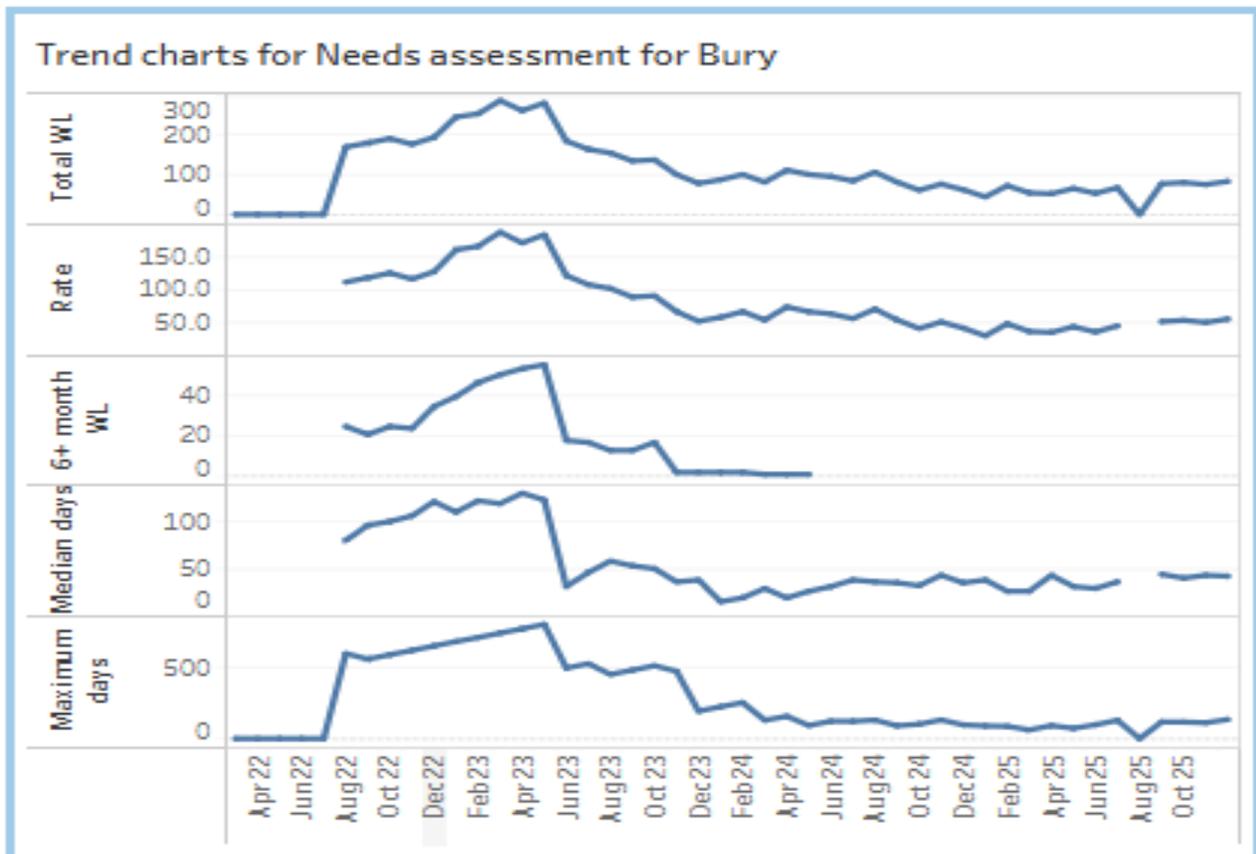
This section outlines the monthly contact volumes received by the department, including the reasons for contact and the proportion resolved by the Contact Centre.

Contact volumes in Q3 were consistent with expected seasonal patterns. The number of referrals and enquiries handled across October, November, and December closely aligned with the same period last year. As anticipated, volumes dipped in November and December in the lead- up to and during the Christmas holiday period. Overall, the Contact Centre maintained stable performance levels, successfully resolving a significant proportion of incoming queries throughout the quarter.

### 4.2 Assessments - Waiting

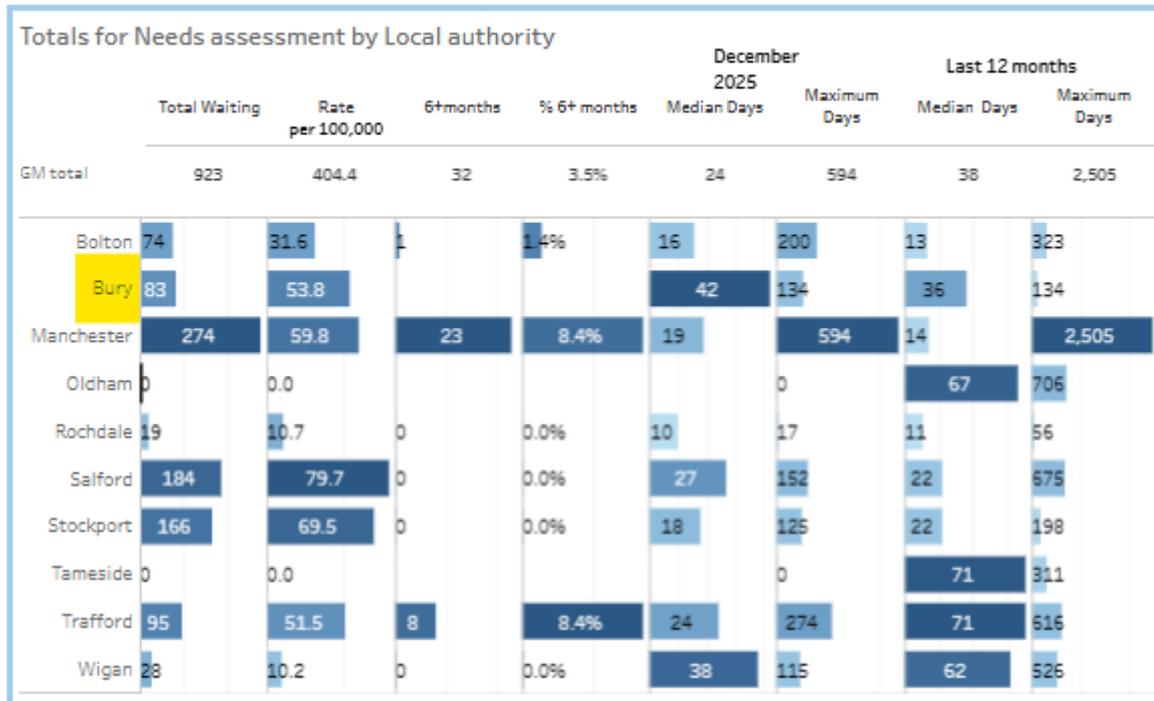
People awaiting an assessment (needs and carers assessments) by social workers, occupational therapists, or deprivation of liberty safeguards assessors. Reduced waiting times lead to improved outcomes for people because they are receiving a timelier intervention.

**Number of people awaiting an Adult Social Care assessment each month.**



## How does Bury Compare – Needs Assessments?

### Waiting lists - December 2025



### Assessments waiting – Q3 commentary

During Quarter 3 Adult Social Care continued to experience significant demand for Adult Social Care assessments, contributing to increased waiting lists with a slight increase of 83 people from 77 in the previous quarter. This aligns with wider GM trends in demand and system pressures. Targeted interventions under the oversight of ASC Performance Board have been put in place focussing on median and maximum days waiting time for assessment alongside monitoring of caseload throughput to ensure prompt allocation and completion of assessments to ensure waiting times can be reduced.

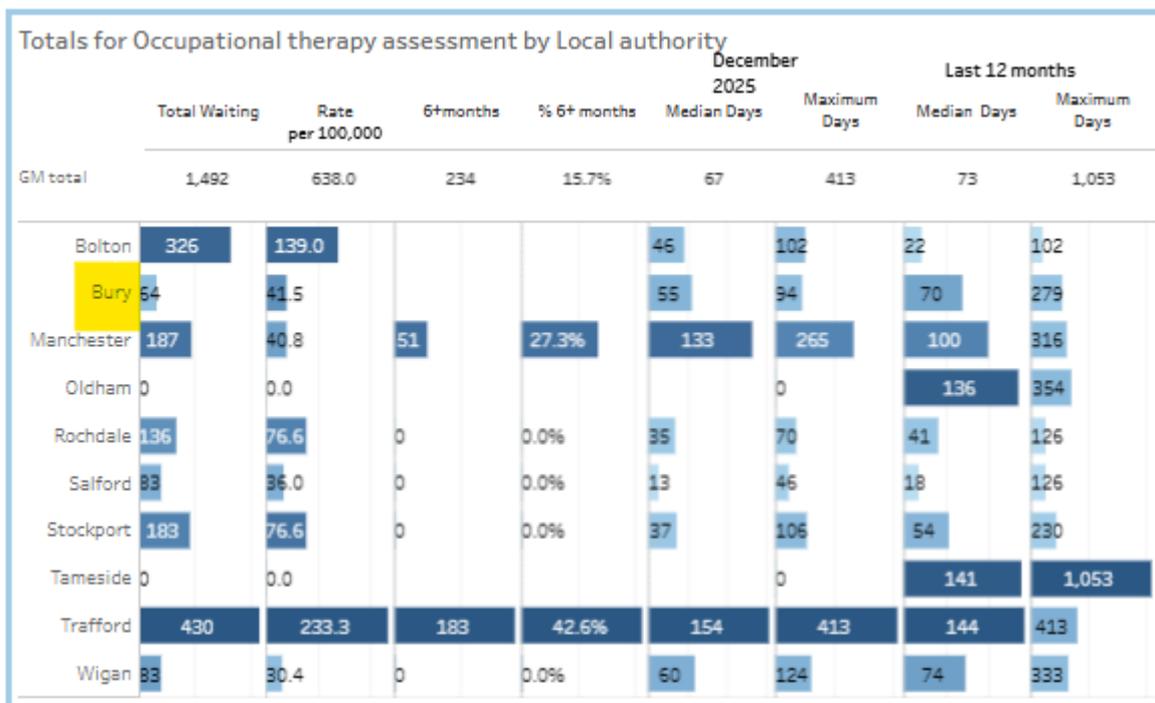
Waiting Well protocol is adhered to ensuring those awaiting allocation are regular reviewed and risks mitigated. The current position will also have been impacted by the onsite CQC inspection which involved a large proportion of our operational staff and seasonal reductions in activity in December which are consistent with annual trends due to leave and sickness at this time of year. A Performance Workshop to review progress and activity is scheduled for early 2026 with all operational managers with the aim of reducing the number of people waiting and increase the number of assessments completed in the next quarter.

Reducing waiting times for an Occupational Therapy assessment remains a key area of focus, with work ongoing to maintain timely access to support with a focus

on people maintaining independence and wellbeing. As of the end of December 2025, the number of people waiting has risen to 41.5 per 100,000 of our population, following an improved position in the previous quarter.

This change is being monitored closely, and the OT service continues its focus on strengthening its triage and prioritisation processes, to ensure that those with the most urgent needs are seen first, while others are supported through waiting well approaches. Alongside this, work remains ongoing to improve performance oversight and inform resource planning to support further improvement into Quarter 4.

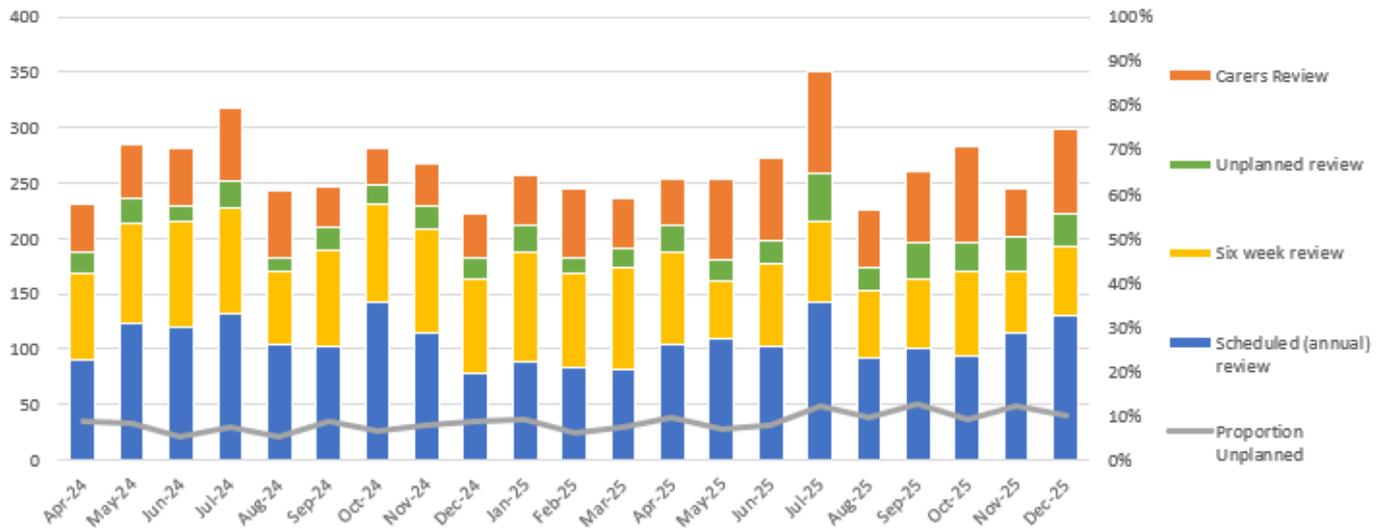
### OT assessment - how does Bury Compare?



### 4.3 Reviews

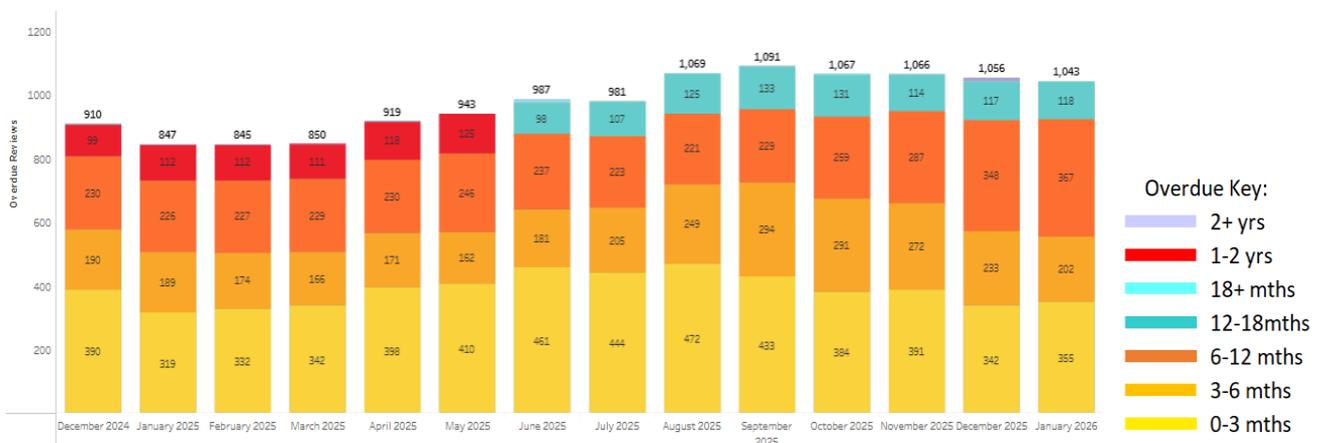
Adult Social Care reviews are a re-assessment of a person’s support needs to make sure that they are getting the right support to meet their needs. Needs may change over time, and new services and technology may give someone more independence and improve their wellbeing. A lower proportion of unplanned reviews means that people are supported through scheduled reviews of their support needs rather than when a significant event has occurred requiring a change in support. Support packages should be reviewed every 12 months. It is important to note that it is not just the adult social care reviewing team who undertake reviews, however, most of the planned review activity is completed by this team.

### Number of Adult Social Care Reviews Completed each month.



Note - the % axis references the grey line which is the proportion of unplanned reviews.

### Number of Overdue Adult Social Care Reviews on the last day of each month



### Reviews – Q3 commentary

At the end of November 2025, 1,066 people were overdue their Adult Social Care review across the department and this figure comprises both annual reviews as well as initial reviews. This figure has decreased by a small margin (25) since Q2. Whilst it is positive that this figure has not increased and there has been a decrease, across the department, efforts will be made to target overdue reviews and ensure that these are given the appropriate focus.

Now that the CQC visit has finished, this is an area which has been subject to heightened improvement and will also be subject to scrutiny by managers across Adult Social Care. Measures include:

- Continued monthly reminder to all staff on the importance of data quality, as some of the 1065 reviews will have had their review, however, this has not been recorded on the system, therefore incorrectly showing as an overdue review.
- An increased push across the department on reminding practitioners to progress the administrative side of the role and reassigning cases quicker, once the intervention has been concluded.
- Increased use of data, and increased onus on management to identify cases which have been held on individual workers caseloads for some time and having targeted discussions on these cases, thus freeing up capacity within social work teams.
- Adult Social Care reviewing team to have undertaken a targeted piece of work in January 2026 to look at the overdue reviews currently allocated within their team and ensuring that each case has a clear plan of action with regards to the overdue review.
- Adult Social Care Reviewing Team ensuring that at least the 20 most overdue annual reviews are allocated across the team at the end of each week.

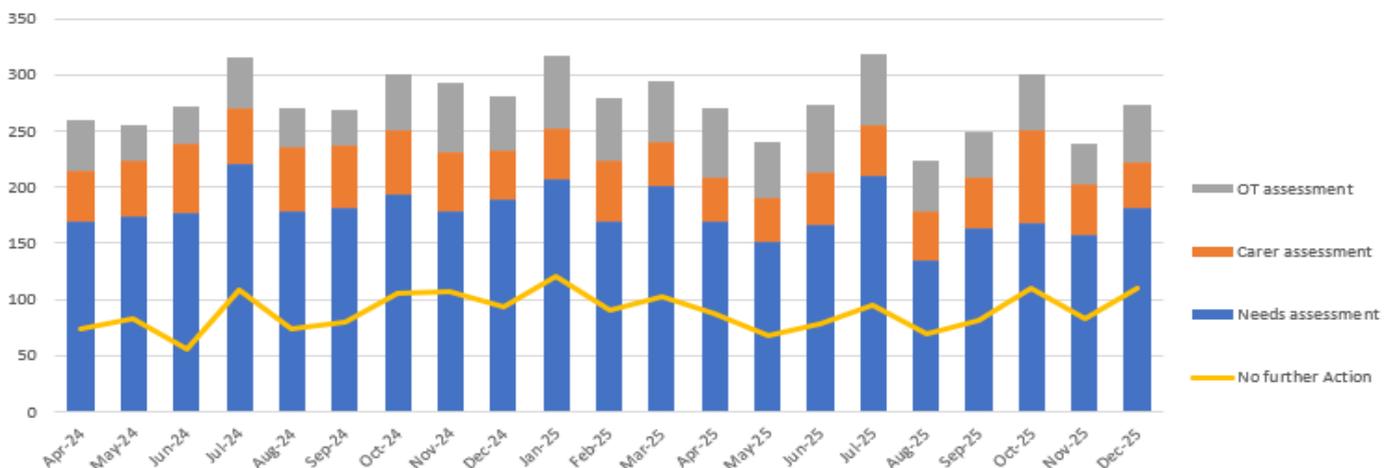
At time of writing, there are no reviews more than 2 years overdue and there is only 1 review which is 18+ months overdue, and this annual review is booked in.

Reviews across the department continue to be strengths based and outcome focussed which require an investment of additional time from practitioners, however, these reviews yield much better outcomes for the customer and the department.

#### 4.4 Assessments - Completion

Local Authorities have a duty to assess anyone who appears to have needs for care and support, regardless of whether those needs are likely to be eligible. The focus of the assessment is on the person’s needs, how they impact on their wellbeing, and the outcomes they want to achieve. Assessments where there was no further action are where there were no eligible needs identified or a person with eligible needs declined services. A lower number means that operation teams can focus their time on those people with identified needs.

#### Number of Adult Social Care (ASC) Assessments Completed each month.



### Assessments – Q3 commentary

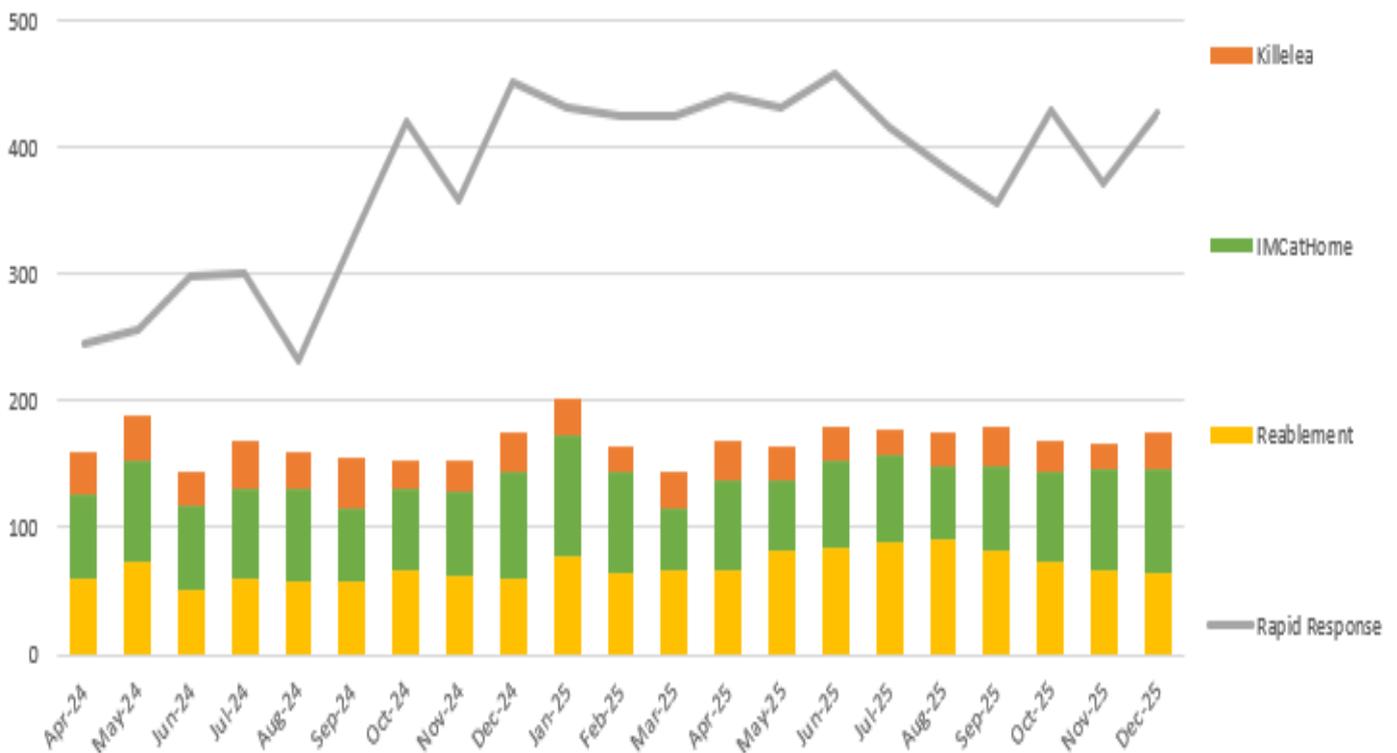
In Quarter 3 the number of assessments completed has dropped. This will be in part due to the summer holiday effect but is greater than last year's drop at the same time. We believe this is because of the time being dedicated to preparation for our forthcoming CQC inspection. This drop in assessments is the cause of the corresponding increase in the waiting list and overdue reviews.

This has been subject to a performance improvement plan delivered in our performance board throughout Q3 following the departure of CQC in the middle of October and some increases in performance are noted towards the end of this quarter.

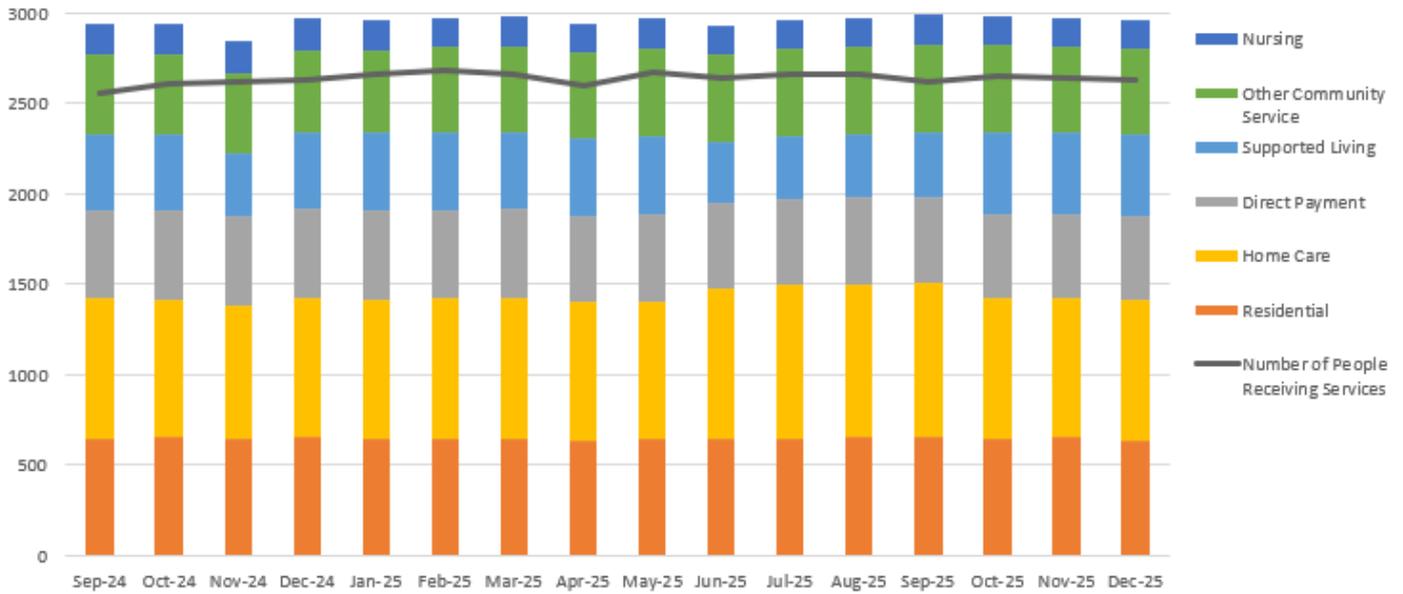
### 4.5 Services

Adult Social Care services may be short-term or long-term. Short-term care refers to support that is time-limited with the intention of regaining or maximising the independence of the individual so there is no need for ongoing support. Long-term care is provided for people with complex and ongoing needs either in the community or accommodation such as a nursing home. It is preferable to support people in their own homes for as long as it is safe to do so.

#### Number of Intermediate Care (short-term) services completed each month.



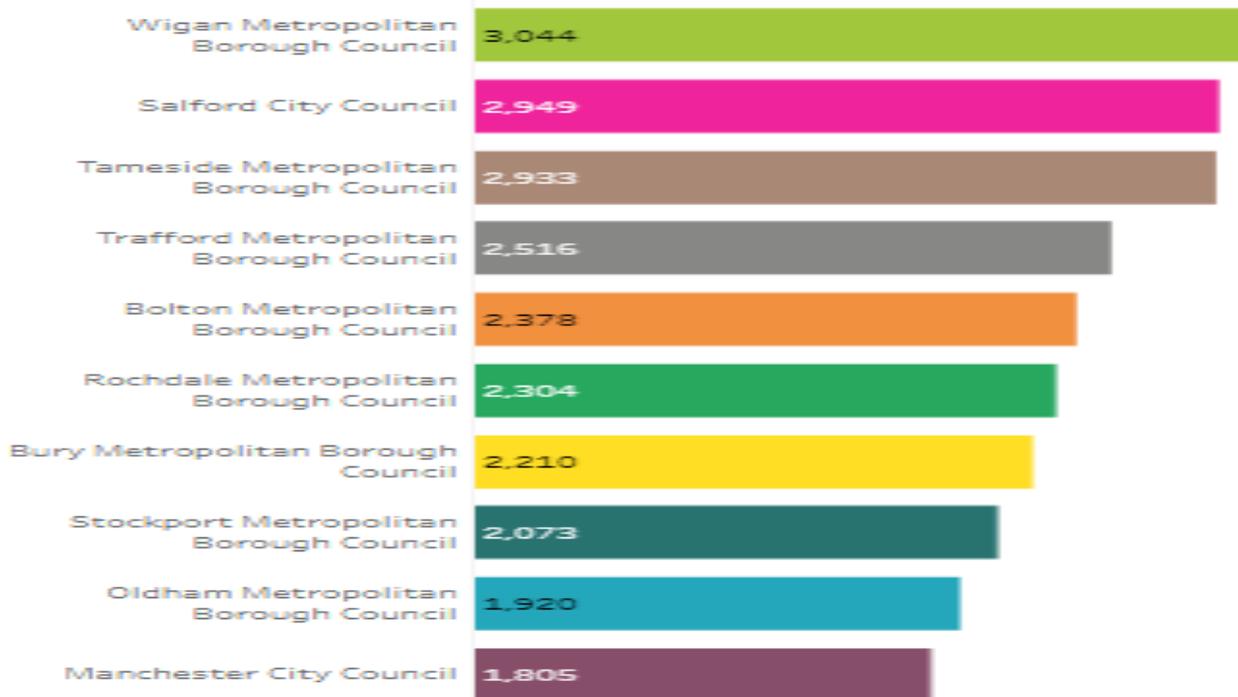
**Number of Long-term Adult Social Care services open on the 1<sup>st</sup> of each month.**



	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Residential	644	658	650	656	649	648	648	640	645	647	651	654	656	650	652	641
Nursing	169	172	174	173	166	161	163	161	160	163	159	158	165	162	161	161
Home Care	779	760	737	769	766	776	775	762	761	831	844	850	855	775	774	777
Direct Payment	488	488	495	491	490	489	492	475	485	471	479	476	474	467	463	459
Supported Living	419	424	341	429	432	431	428	433	432	343	345	355	359	448	450	448
Other Community Service	438	440	444	451	453	468	471	470	485	476	482	478	479	482	474	478
Residential Placement	644	658	650	656	649	648	648	640	645	647	651	654	656	650	652	641
Supported at Home	1745	1774	1800	1799	1844	1876	1847	1794	1872	1835	1852	1849	1796	1838	1827	1823
Number of People Receiving Services	2558	2604	2624	2628	2659	2685	2658	2595	2677	2645	2662	2661	2617	2650	2640	2625

## People receiving services - how does Bury Compare?

People receiving services per 100,000 population  
November 2025 - All



### Services – Q3 commentary

This shows the number of people we support in our various service types.

The first chart shows the number of people supported in our intermediate care services. These services aim to prevent, reduce, and delay the need for long term care and support so the busier they are the better.

For intermediate Care after Q1 performance not being as strong as expected Q2 returned to normal but dropped again in Q3 during October and November recovering in December.

It continues to be a focus of our attention and work is underway to optimise length of stay, including a Geriatrician joining the board round 2-3 times per week, this has shown a some improvement in Q3, however, Quality Improvement methodology has now commenced to improve this further. There is ongoing work on risk management, for people to return home earlier and continue therapy within their own environment, this is dependent on the reablement service having capacity to accommodate these people. The transformation work surrounding reablement commences in Q4 and this aims to improve flow by fully understanding the capacity and demand.

Our Rapid Response and Hospital at Home service continues to perform beyond all our expectations. The Falcon and Griffin, extra care service, underwent a CQC inspection and have received a good rating, which shows the good work carried out by the team and the commitment to ensure Bury people can live well in a safe environment. The bed-based service, Killelea House, also underwent a CQC inspection, and the team await the outcome.

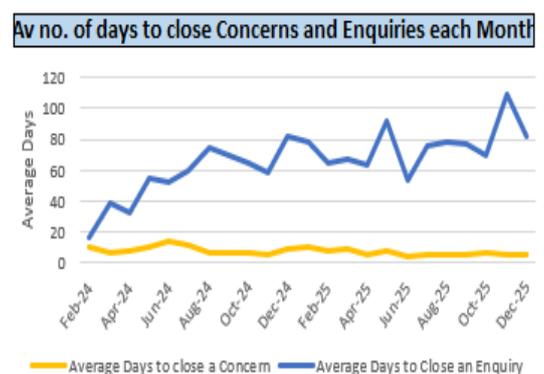
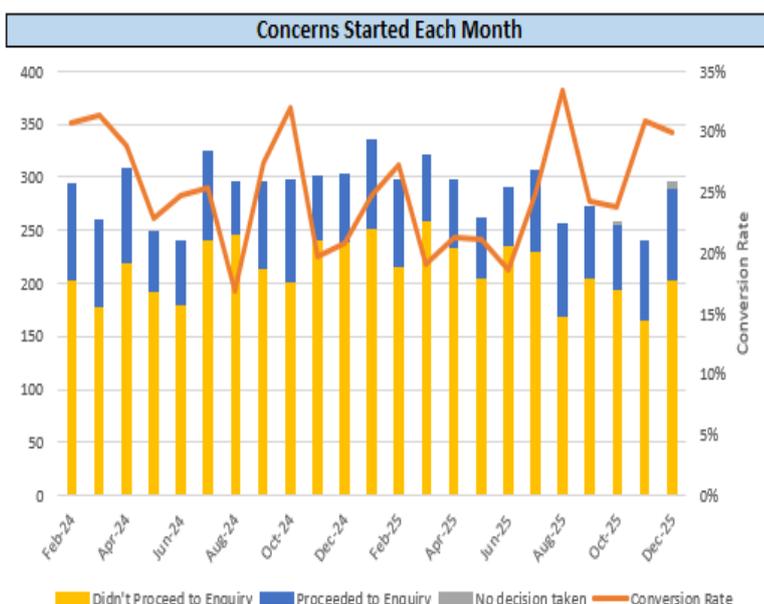
## 6 Adult Safeguarding

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working **together** to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

### Safeguarding and DoLS Activity Summary

Increase the number of people who have their safeguarding outcomes met		Dec-25
O b j e c t i v e	Percentage of people who were asked what outcome they would like	89%
	Of the people that expressed outcomes, were the outcomes achieved?	Not Achieved
		Partially Achieved
Fully Achieved	72%	

Open Safeguarding Enquiries			
	Number	Av. Days	Max Days
ACS Safeguarding Team	152	100	557
Hospital Social Work Team	1	13	13
Learning Disability Team	7	138	461
OPMHT	5	82	187
Community Mental Health Team			
Strategic Adults Safeguarding Team			
<b>Total</b>	<b>165</b>	<b>99</b>	<b>557</b>



Active DoLS Requests			
	Urgent	Standard	Total
Assessment in progress		95	95
Processing	2	11	13
<b>Total</b>	<b>2</b>	<b>106</b>	<b>108</b>

Standard Authorisations in Place

662

## Adult Safeguarding - how does Bury Compare?

Metric	Bury	Rank in Northwest (out of 22)
Conversion Rate	30%	-
Making Safeguarding Personal – Asked	89%	-
Making Safeguarding Personal - Outcomes	100%	-

*Last Updated: Q3 2025/26*

### Safeguarding – Q3 commentary

Regionally Bury are still performing strongly in asking people their outcomes and either partially or fully meeting those outcomes, and we have returned to our usual rate of around 89%. We expect this to continue now we are coming to the end of ensuring all safeguarding concerns are screened by the safeguarding team. The conversation rate has risen from 24% to 30% which remains a good rate of conversion to S.42 as we are receiving enough safeguarding concerns that it is felt people are raising appropriate but not so many concerns that do not convert as to overwhelm the system. However, we continue to review this at the Safeguarding Operational Group and check against the appropriateness of referrals coming through our front door.

We continue to see good practice in most safeguarding concerns, enquiries within the safeguarding service. We continue to work with the frontline on the importance of education and giving referrers feedback when they raise safeguarding and whilst this has been improved it continues to be picked up in supervision on an individual level. We will continue to monitor this in Safeguarding Operations Group to inform future practice.

We will be committing in our new service plan to reduce the number of days a s.42 enquiry is open to <85 days. Although there is no duty or statutory time-frame under the Care Act to complete a S.42 enquiry it is important that we progress the outcomes of safeguarding in a timely manner.

Key Achievements this quarter:

We have now embedded the learning disability service safeguarding referrals into our safeguarding team. This has gone well with no major impact on staff or services.

Our safeguarding service is now fully staffed with permanent members of staff, and they are reporting that they are enjoying their work. Our audit work shows that they are performing well, and asking the right questions, focusing on outcomes and the person being at the centre of their safeguarding.

We are continuing to develop and hold continuing professional development sessions and peer supervision sessions that are open to the whole adult care system. We are promoting these through our share point site.

Our Head of Safeguarding has been completing safeguarding awareness sessions over the last quarter with the voluntary, community and faith alliance, drug and alcohol services and housing colleagues. It has been reported that all attendees have found these useful.

## 4.7 Complaints and Compliments

### Complaints

Period 2025/26	Number of complaints received	Decision			20 working day timescale	
		Upheld	Partially Upheld	Not Upheld	Within	Outside
Q3	13	0	9	3	4	9

\*1 complaint ongoing\*

### Compliments

Period 2024/25	Number of compliments received	Source		
		Person receiving or had received services	Relative of person receiving or had received services	Other (incl. various survey responses/thank you cards)
Q3	238	9	14	215

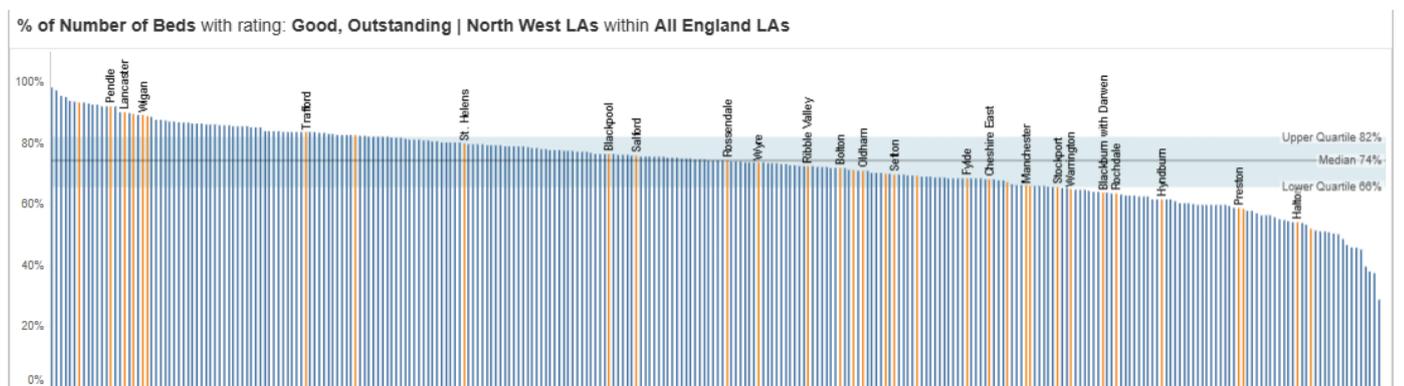
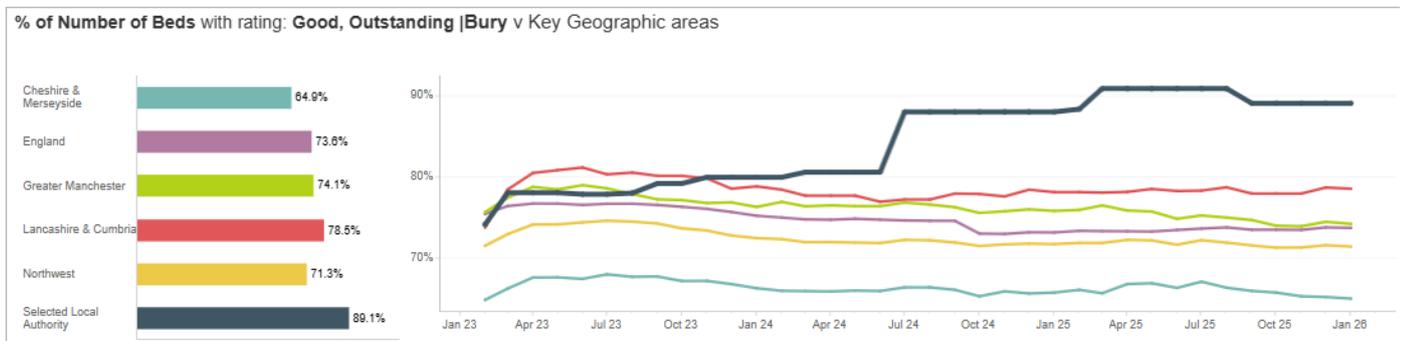
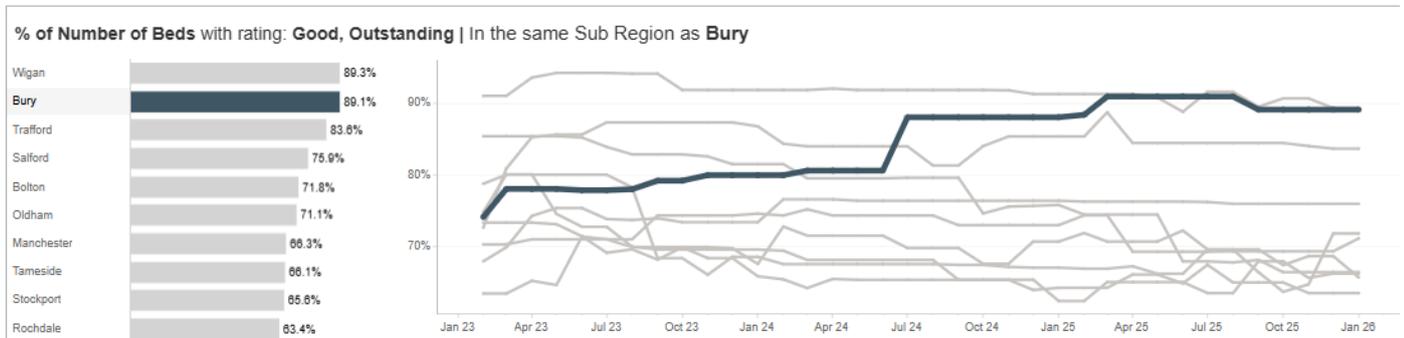
### **Complaints and Compliments – Q3 Commentary**

The 13 complaints received in Q3 shows a reduction from the previous year when 19 complaints were received in Q3 2024-25.

However, Q3 has highlighted an increase in complaints receiving a response outside of timescales. 69% of complaints were responded outside of timescale compared with 42% in Q3 2024-25.

## 4.8 State of the Care Market

Number of care home beds rated good or outstanding.



## Quality Ratings of Bury's Home Care Agencies



### State of the Care Market – Q3 commentary

The top charts show the quality ratings of care homes in Bury compared to the rest of Greater Manchester showing the % of beds rated good or outstanding. The second chart shows Bury, and in turn Great Manchester compared to the other regions in England and the Northwest.

The final chart shows the rating of home care agencies operating in Bury. For both charts the nearer to 100% the better.

Bury is ranked 1<sup>st</sup> in GM for learning disability supported living as well as 1<sup>st</sup> in GM for care at home, outperforming the Northwest and England averages.

Bury remains 2<sup>nd</sup> amongst its GM Neighbours for care homes and continues to perform well above the England average and the average of all Northwest regions. Bury is ranked in the top 20 in England for the quality of its care home beds. The annual review of our quality assurance review process and implementation of an Outstanding Provider Program is all designed to continue to push for improvements in the quality of care and support provided to the people of Bury.

### 4.9 Workforce Development Q3

Vacancies Tracker					Staffing			
Total Vacancies	Social Workers	SCO	Others	Vacancy Rate	Current Agency Staff	Current Students		
14	10	1	3	3%	8	6		
Progression Tracker					Apprenticeship Route Progression Q1 2025			
Required Vacancies					Apprentices on the Programme			
Apr-25	Apr-26	Jul-26	Sep-26	Apr-27	Year 1	Year 2	Year 3	Graduated
0	1	4	5	1	4	1	2	5
Other Routes								
Apprenticeship (PGDip)	Think Ahead							
1	4							

The chart above illustrates the favourable workforce position. Currently, we have a low level of vacancies within the operational department, which enhances team performance, practice consistency, and overall service stability.

We continue to provide support for our eight social work apprentices and four 'Think Ahead' trainees as they advance through their respective programs. Currently, half of our operational teams host a social work student, and we have practice educators available to

mentor additional students from the four Greater Manchester universities. We are committed to fostering a learning culture by actively supporting the development of future social workers.

The pilot of Magic Notes, an AI-driven tool designed to enhance social work practice and supervision documentation, is underway within two teams and has received positive preliminary feedback. Efforts are ongoing to refine our mandatory Training Dashboard, ensuring that all practitioners possess the requisite skills to empower Bury residents to live independently.

Team managers have undertaken a review of staff well-being plans, and peer supervision (Intervision) has been introduced across all teams. Additionally, the social work job description is being updated to promote consistency. Preparations are progressing for the upcoming Skills for Care quality assurance visit associated with the Assisted Support Year in Employment programme, which provides structured support to newly qualified social workers.

## ASC Users Survey 2024/25

The ASC Users survey was conducted in January to March 2025 and Published on 30<sup>th</sup> October 2025. The Adult Social Care Outcomes Framework (ASCOF) metrics from the survey show that 4 out of 7 are above or the same as the England Average. There has been a very slight decrease to 5 of the 7 metrics from the 23/24 survey, but 3 of these are still above the England average.

	2024/25			2023/2024
	Bury	Eng Avg.	DoT	Bury
(1A) Social care-related quality of life	19.1	19.0	↓ -0.57%	19.1
(3A) The proportion of people who use services who have control over their daily life	77.3%	77.3%	↓ -2.3%	79.6%
(5A1) The proportion of people who use services who reported that they had as much social contact as they would like	46.9%	45.4%	↑ 0.7%	46.2%
(1B) Adjusted Social care-related quality of life – impact of Adult Social Care services	0.392	0.419	↓ -0.009	0.401
(1D) Overall satisfaction of people who use service with their care and support	64.3%	65.1%	↑ 0.5%	63.8%
(3C1) The proportion of people who use services who find it easy to find information about services	64.8%	67.8%	↓ -1.0%	65.8%
(4A) The proportion of people who use services who feel safe	70.7%	70.1%	↓ -2.0%	72.7%

### Key Findings

Below are the Key Findings for England. Select a council on the right (by scrolling through the councils) to see the comparative figures for the selected council.



65.1% of service users were very or extremely satisfied with the care and support they received. 2.1% of service users were very or extremely dissatisfied. The percentages were not statistically different to 2023-24.



11.4% of service users reported that they often or always felt lonely. A question on loneliness was first added to the survey in 2022-23, when 12.3% of service users reported feeling lonely often or always. 18.4% of service users reported never feeling lonely



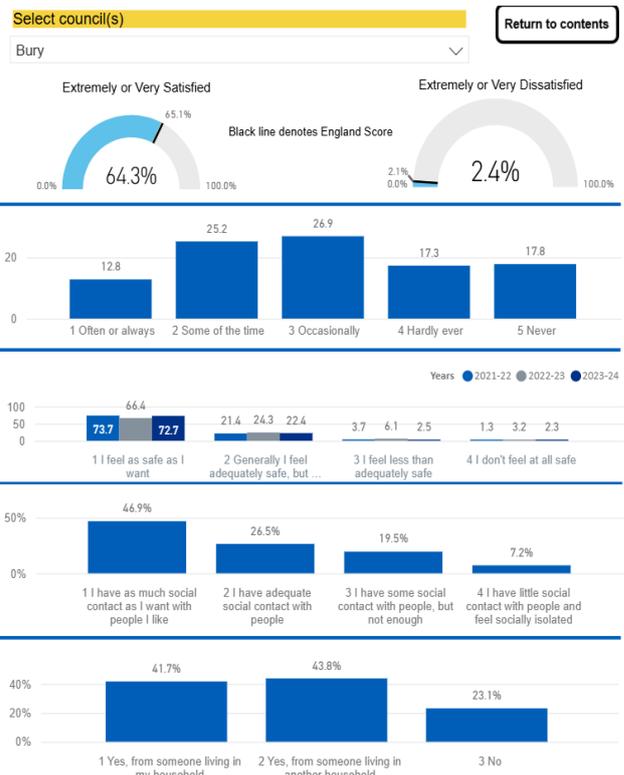
The percentage of service users that felt as safe as they wanted decreased to 70.1% in 2024-25 from 71.7% in 2023-24. 3.9% of service users reported that they felt less than adequately safe, a slight increase from 3.7% in 2023-24.



45.4% of service users report that they have as much social contact as they would like, a slight decrease from 45.6% in 2023-24.



When asked if they received any practical help on a regular basis from their husband/wife, partner, friends, neighbours or family members, 39.6% of service users reported receiving help from someone living in their household. Service users that report that they receive help from someone living in another household has decreased to 46.7%, from 47.5% in 2023-24.



## Progress Report on Bury Carers Strategy

This Progress Report provides the first six-month update on key areas of progress against the Bury Carers Strategy and Action Plan 2025-2029. It also highlights examples of how the Bury Carers Strategy group is working towards the commitments set out in the Strategy.

### Introduction

The Adult Bury Carers Strategy reflects carers experiences, recommendations and feedback and was approved by Cabinet on 12<sup>TH</sup> February 2025. Oversight is provided by the Bury Carers Strategy Group which includes representatives from health, social care, public health, council colleagues, carers, Bury VCFA, the Bury Carers' Hub, Healthwatch and providers. The group meets bi-monthly and is chaired by the Strategic Lead for Carers.

This report provides the first six-month update; highlights progress against the year-one strategic themes identified in the Bury Carers Strategy.

### Our Commitments:

- ✓ To identify and support carers as soon as possible.
- ✓ Carers can access the right support and information when they need it, in the way that works best for them.
- ✓ To raise the profile of carers. Carers will be encouraged to recognise their role and have their rights championed and protected.
- ✓ To reduce inequalities by improving identification and support to carers from under-represented groups.

### The Universal Carer Support Service

- The adult carers support service was recommissioned and the existing provider, N-Compass, (locally branded as the Bury Carers Hub) successfully secured the contract to deliver the new specification from 1<sup>st</sup> June 2025.
- The new contract specification was shaped by the key priorities identified in the Adult Bury Carers Strategy. An overview of the service is available on SharePoint [SERVICE-OVERVIEW-BCH-AUG-2025-AMENDED-.pptx](#)
- The service aims to provide a blended offer of face-to-face support across the Bury neighbourhoods and a digital online option, ensuring carers receive a tailored package of support that meets their needs at the right time.
- Performance monitoring is outcome focused, incorporating case studies that demonstrate alignment to the Strategy commitments, alongside detailed

quantitative data. The demographic information will help identify which groups are providing care and highlight trends across Bury.

### **What is the offer to carers?**

- Specialist 1-2-1 and group support, including information.
- Magazines twice a year detailing local groups, activities and useful contacts.
- Carers holistic assessment and outcome tools.
- A closed Carers Facebook page for registered carers offering tools, information and peer support.
- Coffee & Chat /drop-in sessions for carers and former carers boroughwide, 2-3 each week.
- Weekly coffee morning for carers and their cared for and as requested by carers, held in the centre of Bury on a market day.
- Wellbeing activities – in person and on-line.
- A monthly events calendar.
- Access to Carers UK Digital Resource
- Refer and signpost carers to relevant services.
- Support for former carers, including volunteering opportunities.
- Support to access community and health and wellbeing services.
- The Carers Community Network Platform.
- A Penpal scheme.
- Training for carers.
- Carers Emergency Card.
- Outgoing Chatline.
- Bespoke support for young adult carers and carers from ethnic minority communities.
- Informal advocacy for working carers.

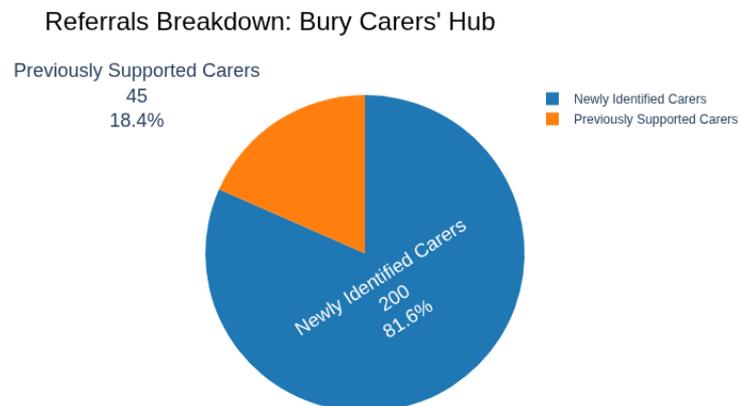
**Relates to the Bury Carers Strategy Commitments:**

- **To identify and support carers as soon as possible.**
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## Identification - Key Activity

### New Referrals

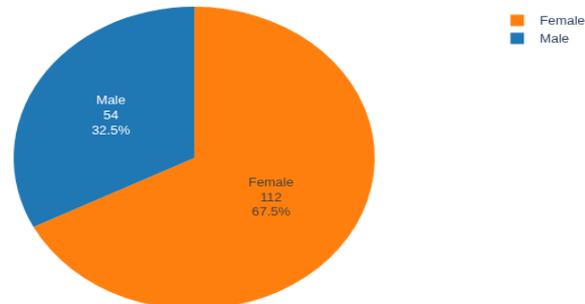
During the period June to November 2025, the Bury Carers' Hub received 245 referrals, of these 200 were newly identified carers and 45 carers were supported by the hub previously.



### Gender Distribution of Newly Identified Carers

This chart shows the gender distribution among newly identified carers: approximately 32.5% are male and 67.5% are female, highlighting a significantly higher proportion of female carers. This gender disparity aligns with patterns reported in the 2021 Census Across the UK.

Proportion of Newly Identified Carers by Gender



Of the 200 newly identified carers:

- 29 were working carers
- 4 were young carers in education
- 64 carers had a new assessment to assess the impact of their caring role.
- 4 young carers completed a transition review between the Young Carers Team and the Bury Carers' Hub
- Of those carers whose support plan came to a planned end, 100% of carers improved their Get the Most Out of Life and Short Warwick-Edinburgh Mental Wellbeing Scale Outcome scores.

### Relates to the Bury Carers Strategy Commitments:

- **To identify and support carers as soon as possible.**
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- **To reduce inequalities by improving identification and support to carers from under-represented groups.**

### **Wellbeing, Training, and Social Connection**

Carers have told us that one of their priorities is to be able to take a break from their caring role and reduce the impact caring can have on their own health and wellbeing.

A monthly calendar of events is available, featuring activities such as:

- Weekly online **Reiki and yoga sessions**
- **Wellness Walks and Talk** with Manchester & Salford Ramblers, including lunch and free transport for carers.
- Carer-led **Art sessions**.

- **Drop-ins/coffee & chat sessions.**

Alongside this, a new initiative developed in collaboration with carers introduces a fresh calendar of activities designed to support carers in a more holistic way. This program strikes a balance between learning, wellbeing, mental resilience and social connection. It goes beyond our regular monthly events for carers and offers broader learning opportunities based on collective, emerging, and diverse needs.

Carers and professionals can download a copy of the calendars from the Bury Directory. [Carers Information and Support in Bury | Bury Directory](#)

### Monthly calendar of events:

	MON	TUE	WED	THU	FRI
<b>December 2025</b>	1	2 <b>RADCLIFFE DROP IN</b> UNITED REFORMED CHURCH 10.30AM - 12.00PM	3 <b>WEEKLY COFFEE MORNING</b> BURY MASONIC HALL 10.30AM - 12.00PM	4 <b>ART GROUP</b> COSALEA CAFE, WALSHAW 11.00AM - 2.00PM	5
	8 <b>WHITEFIELD DROP-IN</b> SIR ROBERT PEEL 1.00PM - 2.30PM	9 <b>PRESTWICH DROP-IN</b> CHURCH LANE COMMUNITY CENTRE 1.00PM - 2.30PM <b>JINNAH WOMEN'S WELLBEING GROUP</b> 10.30AM-11.30AM JINNAH CENTRE, BURY	10 <b>WEEKLY COFFEE MORNING</b> BURY MASONIC HALL <b>CANCELLED FOR STAFF TRAINING</b>	11 <b>ART GROUP</b> COSALEA CAFE, WALSHAW 11.00AM - 2.00PM	12
	15	16 <b>RADCLIFFE DROP IN</b> UNITED REFORMED CHURCH 10.30AM - 12.00PM	17 <b>WEEKLY COFFEE MORNING</b> BURY MASONIC HALL 10.30AM - 1.00PM	18 <b>ART GROUP</b> COSALEA CAFE, WALSHAW 11.00AM - 2.00PM	19 <b>Bury Carers' HUB</b>
	22 <b>No session</b>	23 <b>No session</b>	24 <b>No session</b>	25 <b>No session</b>	26 <b>No session</b>
	29 <b>No sessions closed for the holidays</b>	31 <b>No sessions closed for the holidays</b>	31 <b>No sessions closed for the holidays</b>		
<b>WEEKLY ONLINE LINKS ON FB</b>	Please note the last online session will be 18 <sup>th</sup> December with all online sessions returning 7th January		<b>REIKI</b> 2.00PM - 3.00PM <b>YOGA FLOW</b> 6.15pm - 7.30PM	<b>YOGA NIDRA</b> 7.00pm (Guided meditation)	

<b>Training Calendar - December 2025-April 2026</b>					
	DATE & TIME	TRAINING	VENUE	TRAINER	OTHER
<b>Bury Carers' HUB</b> <b>ncompass</b> <small>improving a brighter future</small>	Thursday 4th December 10.30am-12.30pm	Art for Wellness	Radcliffe Reform Church	Jacqui Byron/Angela Halliwell	<b>Refreshments Provided</b> jacqui.byron@burycarershub.org.uk
	Monday 8th December 11.00am-1.00pm	Understanding Reflexology	Sir Robert Peel, Sunnybank Road	Christopher Jones	<b>Refreshments Provided</b> jayne.harrison@burycarershub.org.uk
	Thursday 11th December 10.45am-1.30pm	Mindful Miles	Manchester City Centre	BCH/ Stepping Out/ Salford and Manchester Ramblers	<b>Booking Required and Lunch Provided</b> jacqui.byron@burycarershub.org.uk
	Wednesday 17 <sup>th</sup> December 10.30am-1.00pm	Music to Lift the Mood	Bury Masonic Hall	Team/Pams People	<b>Booking Required and Lunch Provided</b> jayne.harrison@burycarershub.org.uk jacqui.byron@burycarershub.org.uk
	Friday 23 <sup>rd</sup> January 1.00pm-3.00pm	First Aid for Carers	Bury Adult Learning	Sarah Tumock	<b>Booking Required</b> jayne.harrison@burycarershub.org.uk
	Tuesday 10th February 12.30am-1.30pm	Carers Emergency Card	Radcliffe Reform Church	Team	<b>Booking Required and Lunch Provided</b> jayne.harrison@burycarershub.org.uk
	Thursday 26th February 10.45am-1.30pm	Pathways to Wellbeing	Heaton Park	BCH/ Stepping Out/ Salford and Manchester Ramblers	<b>Booking Required and Lunch Provided</b> jacqui.byron@burycarershub.org.uk
	Thursday 12th March 10.30am-12.30pm	Art as Medicine	Sir Robert Peel, Sunnybank Road	Team	<b>Booking Required, Refreshments Provided</b> jacqui.byron@burycarershub.org.uk
	Friday 17 <sup>th</sup> April 10.00am-12.00noon	First Aid for Carers	Bury Adult Learning	Sarah Tumock	<b>Booking Required</b> jayne.harrison@burycarershub.org.uk

N-Compass have a partnership with [Carefree](#) an organisation who offer **an annual one or two-night short break away for unpaid carers** registered with the Bury Carers Hub. The breaks are in hotels throughout the UK. The total cost for the break to carers is £33.

**30 carers** were referred to Carefree and supported to take a break from their caring role. Below are testimonials we received from two of our carers:

*'This helped me to relax and take care of myself a little bit more. I enjoyed the walk around the golf course and stunning environment. The hotel was amazing, very clean and hospitable staff. The room was cosy, comfortable, all I could have asked for. One of the best hotels I have stayed in''*

*"I was at breaking point, and this break give me some space to myself to rest and reset. The hotel was good the views were amazing just what I needed"*

**The Carers Help and Talk (CHAT) Line** the CHAT Line gives carers the opportunity to speak with an understanding and supportive volunteer about their caring role, feelings, interests, or everyday events. Carers are matched with trained volunteers who listen and offer reassurance. Volunteers are drawn from the local community, receive specialist training, and have access to information about local groups and wider support.

**Carers Coffee and Chat sessions and drop-in sessions** Carers Coffee and Chat sessions, along with drop-in sessions, provide opportunities for carers and former carers to meet, share experiences, and enjoy brief respite over a free tea or coffee. Carers can also speak to a Carer Information and Support Officer for advice or to discuss concerns.

**The Carers Community Network** is an online social platform for carers, offering 24/7 peer and professional support, social activities and information. Hosts share updates and reminders, while moderators ensure safety and provide additional support.

The **Pen Pals Project** is a monthly letter exchange project for those carers who enjoy traditional correspondence.

The **Carers Emergency Card**: provides peace of mind if carers are unable to provide care due to an unforeseen circumstance or emergency. **36 carers** registered for a Carers Emergency Card during the 6-month period.

The **Carers UK Digital Resource**. The Carers UK Digital Resource is a suite of online tools, including e-learning modules, factsheets, carers rights information, interactive guides and personalised support.

**Jigsaw Club** is a new initiative started following a conversation at a coffee morning. A Blog on the club from the founder can be found within the appendices.

#### **June–November 2025 Highlights:**

- Delivered **104 carer activities** to **1301 individuals**, including **4 sessions for ethnic minority communities** (175 attendees).

- Members of the Bury Carers Strategy Group regularly attend the weekly coffee morning to share information and guidance.
- Some sessions co-hosted with Social Prescribers.
- Drop-ins delivered by Citizens Advice Bureau.
- **26 online evening sessions** provided.
- **1 training course** delivered with **13 carers attending**.
- Additional activities during Carers Week and Carers Rights Day.

## **Tailored Support for Under-Represented Groups**

We are focusing on under-represented carer groups to expand equitable access. The new contract includes:

- A Young Adult Carer Transition Carer Lead.
- A Carer Lead for Ethnic Minority backgrounds.

## **June - November Highlights:**

- Two Hub staff interviewed by That's TV Manchester about under-represented groups, as part of our Carers Week celebrations.
- Four joint sessions with the Jinnah Centre (175 attendees).
- Supported Jinnah Centre's funding bid for Carers Awareness Wellbeing sessions.
- Women's crochet/knitting sessions.
- Monthly visits and promotional opportunities with the Jinnah Centre.
- Carer Lead invited to Pakistani Independence Day celebrations.
- Building partnerships with BAME, ADAB, Care Your Way, and BAWC.
- Worked with Pakistani Resource Centre on a PIP application.
- Launch of the Bury Young Carers Strategy 2025-28.
- All young carers will receive tailored assessments by the Young Carers Team.
- Partnership working with the Bury Young Carers team to ensure smooth transition to adults.
- 4 young carers completed a transition review between the Young Carers Team and the Bury Carers Hub.
- 11 carers were supported to access/maintain employment or education.

### **Relates to the Bury Carers Strategy Commitments:**

- **To identify and support carers as soon as possible.**
- **Carers can access the right support and information when they need it, in the way that works best for them.**
- **To raise the profile of carers. Carers will be encouraged to recognise their role and have their rights championed and protected.**
- **To reduce inequalities by improving identification and support to carers from under-represented groups.**

National events are ways to raise the profile of carers and promote carer rights. Carers Week and Carers Rights Day was supported by the Council’s inclusion events calendar and the Council’s Comms Team played a significant role in delivering a campaign, both internally and externally.

### Carers Week – 9<sup>th</sup> – 15<sup>th</sup> June 2025

The following activities were delivered during Carers Week.

Event	Number of carers attending	Number of professionals attending	Key outcomes
Information Session	18	SWT x 2 + BCH staff	Information Sharing, break from caring
Human Factor Event	Professional Information MH specific	BCH x2	Networking with 20 + organisations
Carers drop in	5	Social prescribers Prestwich & Whitefield. BCH x1	Information Sharing, break from caring, socialising with others.
Carers coffee morning and lunch	38	Scope, Achieve, SWT x2, Bury Lions x2 BCH x4	Celebration of all carers. Information provided. Peer support
Carers Walk & Talk	11	BCH x3, Manchester & Salford ramblers x5	Improved wellbeing, reducing isolation, improving wellbeing
Primary Care visits to GP practices	Professional	2x BCH	Garden City, Green mount, Huntley Mount, Moorgate Medical, The Elms, Greylands. Information shared,

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			Carer boards updated, training offered.
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Working alongside hospital volunteers at Fairfield Hospital, a range of activities ran to celebrate and support carers. An estimated 200 participants took part across the hospital.

- Information stands
- AMU Wards 6 & 7 – coffee morning
- Ward 24 – hosted an informal afternoon tea for carers
- Ward 18 – delivered a music dance session
- Wards 1 & 2 – wellness activities



## **Carers Rights Day – 20th November 2025**

Our Carers Rights Day event was a collaboration with several services in Bury. The theme was 'Know your Rights, Use your Rights'. The day was celebrated with pastries and cake, not forgetting our vegan, gluten free and kosher carers. A flyer was developed outlining Carer Rights and these were available for all carers to take away. One of the team created a serious but fun quiz and both carers and professionals participated working in teams. A narrative of the event from the Bury Carers' Hub can be found within the appendices.

The following day the Bury Carers Hub team targeted several GP practices and created links within their teams and provided updated information for their carer boards.



### **Winning Team**



#### **Relates to the Bury Carers Strategy Commitments:**

- **To raise the profile of carers. Carers will be encouraged to recognise their role and have their rights championed and protected.**

### **Information and Advice**

The Bury Carers Strategy Group agreed the group needed dedicated time and space outside of the core meetings to plan partnership approaches on the Strategy Action Plan. A workshop took place in July 2025 which was led by a carer representative who wanted to focus on information and advice.

### **Work to date:**

#### **Printed & Digital Materials**

- Twice-yearly carer newsletters, posters, leaflets. The materials represent hidden carers in the materials, to support marginalised groups in self-identifying and engaging.
- 1791 newsletters distributed (email and hard copy).
- Key information is available on the Adult Carers Channel (Bury Directory).
- The Young Carer Team leaflet and the Young Carers Strategy published on the Adult Carers Channel.
- Testing of the Adult Carers Channel by new carers for feedback and suggested improvements.

- Downloadable newsletter, activities and training timetables (Adult Carers Channel).

## **Online & Social Media**

- Two Facebook pages: the main BCH page (managed by N-Compass) and private group for registered carers.
- Weekly social media updates & campaigns.
- Carers UK Digital Resource & Carers Community Network platforms.

## **Community Engagement**

- Drop-in sessions in Ramsbottom, Prestwich, Radcliffe & Whitefield, along with monthly visits to the Jinnah Centre.
- Weekly carers' coffee morning updates.
- Worked with partners on targeted campaigns, Carers Week, Carers Rights Day, Information stands and sessions.

## **Professional**

- Carer information hosted on PCN & Adult Social Care SharePoint.
- Carers Service leaflets and posters distributed to GP practices and community settings.
- Working with the Bury Young Carers with a focus on the need for young adult carers to have an awareness of support available as they move into adulthood.
- 16 system-wide carer awareness training delivered, attended by 80 people - key to not only providing information and advice, but to identifying carers, and facilitating referrals.

## **Media & Outreach**

- Interview with That's T.V. Manchester.
- Radio interview on Crescent Radio on the Hospital Discharge Project.

### **Relates to the Bury Carers Strategy Commitments:**

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- **To reduce inequalities by improving identification and support to carers from under-represented groups.**

## **Carers Champions**

The Bury Carer's Hub offer free Carer Champions training to equip people with the knowledge and skills to identify and effectively support carers, promote the rights and entitlements of carers and to create more carer-friendly environments.

## Key Highlights:

- During June – November 2025, **38 individuals** completed the Carers Champions training.
- The Bury Carers Hub supported Cygnet in achieving Carers UK 'Triangle of Care',

### Relates to the Bury Carers Strategy Commitments:

- **To identify and support carers as soon as possible.**
- **Carers can access the right support and information when they need it, in the way that works best for them.**
- **To raise the profile of carers. Carers will be encouraged to recognise their role and have their rights championed and protected.**

enhancing staff awareness of carers' essential role/needs.

## Accelerating Reform Fund (ARF)

National investment for carers by the Department of Health and Social Care through the Accelerated Reform Fund has enabled Bury to work alongside Rochdale and Oldham Councils across the Northern Care Alliance hospital footprint on a project to identify and support unpaid carers not only at the point of discharge from hospital, but also within the departments where carers attend appointments with the person they are caring for.

## Key Highlights:

- **40** newly identified Bury carers, along with several referrals across Fairfield, Royal Oldham and Rochdale hospitals.
- A range of activities delivered across Fairfield Hospital to celebrate Carers Week and Carer Rights Day. Approximately **200 participants** took part.
- Bury KPI's – April to September 2025:
  - Number of public-facing outreach and engagement events/sessions delivered: **86**
  - Number of conversations with members of the public about being a carer/carer support services as part of outreach and engagement activity (not discharge conversations): **837**
  - Number of staff/volunteers trained/upskilled in carer awareness: **125**
- Radio Interview – Accelerated Reform Fund, Rochdale Carers Hub, and Bury Carers Hub -The team had the exciting opportunity to join Crescent Radio, a Rochdale-based station representing the Accelerated Reform Fund, they took to

the airwaves to share their experiences working in hospitals, the challenges carers face every day, and why it's so vital to identify and support all carers.



### **Relates to the Bury Carers Strategy Commitments:**

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### **Carer Voice and Representation**

One of the key priorities is to strengthen and formalise our commitment to co-production. To support this, we will be creating a carers network and a process for consolidating carer feedback into one place. This will provide a valuable resource to scrutinise policies and inform policy considerations from a carers perspective and ensuring all aspects of Bury's carers delivery will be co-produce. Recruitment for a

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dedicated staff member is currently underway.

## **Piece by Piece: The Joy of Jigsaws at Bury Carers Hub**

When the rain pours down in Bury and the chill sets in, many of us swap our gardening gloves for puzzle pieces. At Bury Carers Hub, we've embraced this seasonal shift by launching our very own **Jigsaw Swap**—and the response has been nothing short of amazing!

It all began with a simple idea. I spend most of my warmer months outdoors tending to my vegetable garden, but when winter arrives, jigsaws become my go-to pastime. I knew that Rita, one of our regular volunteers, shared this love, and soon discovered that many of our carers did too. So, at the end of November, we introduced the **Official Bury Carers Hub Jigsaw Swap**.

The rules are simple: you don't have to contribute a puzzle to take one home, but when you've completed it, we ask that you bring it back. There's no time limit—whether you're a member of the 500-piece club or a dedicated 1,000-piece puzzler, the joy is in the journey.

What started as a small initiative has sparked countless conversations. Carers and volunteers chat about the images and locations featured on the puzzles, share tips for tricky sections, and bond over the satisfaction of finding that elusive missing piece. But beyond the fun, jigsaws offer real benefits for wellbeing:

- **Physical Health:** Working on puzzles can lower heart rate, blood pressure, and breathing rate. They also improve fine motor skills, which are vital for everyday tasks.
- **Cognitive Function:** Jigsaws challenge memory, problem-solving, and visual perception, helping to keep the mind active and resilient.
- **Mental Sharpness:** By engaging multiple areas of the brain, puzzles help maintain mental agility, especially as we age.
- **Stress Reduction:** The focus required creates a meditative state, easing stress and promoting relaxation.
- **Emotional Well-being:** Completing a puzzle brings a sense of accomplishment and fulfilment, lifting mood and reducing anxiety.

At Bury Carers Hub, the Jigsaw Swap is more than just a pastime—it's an additional way to connect, unwind, and nurture both body and mind. Piece by piece, we're building not just puzzles, but stronger bonds within our Carer's community

## Carers Rights Day – Working Together Case Study – The Bury Carers Hub

As part of our Carers Rights Day event, the Bury Carers Hub team invited partner agencies who are committed to ensuring carers are identified, referred to and supported. They understand the impact caring can have on a carer's health and wellbeing and how timely interventions can be crucial.

The theme for Carers Rights Day 2025 '**Know your rights, use your rights**'

Those that joined us on the day:

**Bury Hospice** - Amy works in the Hospice outreach team and Rachel on the inpatient unit. We refer to Bury Hospice as they offer several services that carers can access including:

- Complimentary therapies
- Group support
- Outreach for cared for person
- Bathing Service for cared for if a carer is struggling with this.

**Bury Council Commissioner** - Caroline Malvern joined our Carers event and this is appreciated by carers and the team.

**Healthwatch** - Bury Carers Hub and Healthwatch work together on campaigns and surveys that can potentially influence and guide services. Beverley joined us and spoke with carers about what matters to them

**Staying Well Team** - Austin joined us. We frequently refer to each other's service. The SWT can often help with the cared for person which helps the carer.

**Achieve** - Bury Carers Hub & Ross Derbyshire from Achieve have strong collaborative relationship supporting and championing each service. Ross offers group support for carers who are caring for anyone (or themselves) affected by alcohol or drug use.

**Older Peoples Mental Health Team** - We were joined on Carers Rights Day by a representative from The Older Peoples Mental Health Team. Rahima Khatun is a student Occupational Therapist on placement and doing a piece of work around supporting carers.

**GP Federation** - Diane and Alison joined us. Diane is attached to the Learning Disability Team and Alison is a breast cancer coordinator. They found the group supportive and left service information for our carers.

**Stroke Association** Tracey joined our Carers Rights Day event. Tracey and her colleague offer specific support to carers if there is a stroke related condition. They have access to small grants etc. Bury Carers Hub

**Bury Adult Carers Strategy:  
Bi-Yearly Action Plan Progress Report  
June – December 2025 Summary for Year One Commitments**

**Delivery against the plan  
- status definitions**

-  Action not started
-  Action on track
-  Action on track with some minor issues\*
-  Action not on track with key issues\*
-  Action complete

\* Mitigating activities identified below.

<b>Commitment 1: To identify and support carers as soon as possible.</b>		
<b>'We Will'</b>	<b>Progress</b>	<b>Status</b>
Provide Carer Awareness briefings	16 system-wide carer awareness training delivered, attended by 80 people. Feedback positive.	
Use communication and marketing to raise awareness and promote the role of the commissioned carers service	<ul style="list-style-type: none"> <li>The Council's Comms Team delivered marketing campaigns during Carers Week &amp; Carers Rights Day</li> <li>Updated materials delivered to GP Practices for carer boards.</li> <li>Printed &amp; digital materials, including 1791 newsletters distributed.</li> <li>Weekly social media updates &amp; campaigns.</li> <li>Information stands and sessions.</li> <li>Interview with That's T.V. Manchester.</li> <li>Radio interview with Crescent Radio.</li> <li>Carer information hosted on PCN &amp; ASC SharePoint.</li> <li>ASC weekly briefing spotlight on carers and support available.</li> <li>Safeguarding Roadshow.</li> <li>Key information is available on the Adult Carers Channel (Bury Directory).</li> <li>A host of activities delivered during Carers Week at Fairfield Hospital.</li> </ul>	

<p>Closer working with Primary Care to increase GP recognition of carers and improve signposting.</p>	<ul style="list-style-type: none"> <li>• Visits to 6 GP Practices, information shared, carer boards updated to improve visibility in GP settings, training offered.</li> <li>• 2 service overview sessions delivered to Radcliffe Primary Care &amp; Garden City practice.</li> <li>• Carer information hosted on PCN SharePoint.</li> <li>• Hosting carer drop-in sessions with Prestwich Social Prescribers.</li> <li>• N-Compass contributed to the NHS 9<sup>th</sup> annual Commitment to Carers Conference.</li> <li>• 2 colleagues from the GP Federation attending the Carers Rights Day.</li> </ul>	
<p>Further develop and strengthen the Bury Carers Strategy Group.</p>	<ul style="list-style-type: none"> <li>• Members refresh undertaken.</li> </ul>	
<p><b>Commitment 2:</b> <b>Carers can access the right support &amp; information when they need it, in the way that works best for them.</b></p>		
<p><b>'We Will'</b></p>	<p><b>Progress</b></p>	<p><b>Status</b></p>
<p>Ensure carers service is available in all Bury neighbourhoods.</p>	<p>Carer support embedded in Ramsbottom, Radcliffe, West, Prestwich and Whitefield. Calendar published monthly, downloadable copy available on the Carers Information Channel, hosted on the Bury Directory.</p> <ul style="list-style-type: none"> <li>• 5 drop-in's /coffee &amp; chats delivered in Ramsbottom.</li> <li>• 12 drop-in's/coffee &amp; chats delivered in Radcliffe.</li> <li>• 25 drop-in's/coffee &amp; chats delivered in West.</li> <li>• 12 drop-in's/coffee &amp; chats delivered in Prestwich.</li> <li>• 13 drop-in's/coffee &amp; chats delivered in Whitefield</li> </ul>	
<p>The commissioned carers services will be the gateway for carers to access information, advice, signposting and lower-level needs of support.</p>	<p>Over the last two quarters:</p> <ul style="list-style-type: none"> <li>• 200 new carers supported.</li> <li>• 45 re referrals into the Bury Carers Hub</li> <li>• 104 carer activities to 1301 individuals</li> <li>• 64 carers had a new holistic assessment, resulting in information/referral for a statutory carers assessment/care assessment.</li> <li>• 70 carers had a new support plan put in place.</li> <li>• 36 carers registered for an Emergency Card.</li> <li>• 4 young adult carers transition assessments/reviews conducted.</li> <li>• 854 carer 1:2:1 sessions (over and above a new assessment).</li> <li>• 43 outgoing referrals made.</li> <li>• 26 online evening sessions delivered.</li> <li>• 1791 newsletters distributed.</li> </ul>	

	<ul style="list-style-type: none"> <li>• A closed Carers Facebook page for registered carers, offering information and peer support.</li> </ul>	
Ensure that a wellbeing proposal is part of the carer offer	<ul style="list-style-type: none"> <li>• Carers can undertake a holistic assessment to evaluate their well-being. (64 undertaken).</li> <li>• Of those carers whose support plan came to a planned end, 100% of carers improved their Get the Most Out of Life and Short Warwick-Edinburgh Mental Wellbeing Scale Outcome scores.</li> <li>• A monthly calendar of events available to download.</li> <li>• Support to formal carers, including volunteering opportunities.</li> <li>• A PenPal scheme – a monthly letter exchange.</li> <li>• Weekly evening online Reiki &amp; yoga sessions (26 sessions delivered).</li> <li>• Carefree short break for carers (30 carers referred to access a break).</li> <li>• Wellness Walks &amp; Talk, including lunch and free transport.</li> <li>• Carer-led art sessions.</li> <li>• Drop-ins/coffee &amp; chats sessions.</li> <li>• A closed Carers Facebook page for registered carers, offering information and peer support.</li> <li>• Wellness activities.</li> <li>• Crochet/knitting activity at the Jinnah.</li> <li>• Jigsaw club established.</li> <li>• The Carers Community Network platform. (73 Bury Carers registered).</li> <li>• The Carers ChatLine. (18 Bury carers supported).</li> <li>• The Carers Emergency Card (36 carers registered).</li> </ul>	
Encourage registration with GP practices.	<p>Data on the number of carers registered with GP practices in Bury as of 31/12/25:</p> <p>Carers Register: 6085  Carers 18+: 6029  Carers under 18: 56</p>	
Add carers training to contract.	<ul style="list-style-type: none"> <li>• 1 training session delivered (13 carers attending).</li> <li>• A calendar of activities has been designed alongside carers to support carers in a more holistic way. This program strikes a balance between learning, wellbeing, mental resilience, and social connection. It goes beyond our regular monthly events for carers and offers broader learning opportunities based on what carers wanted.</li> </ul>	
Develop respite provider framework.	<ul style="list-style-type: none"> <li>• Being developed by the Provider Development, Contract Monitoring and Complaints team.</li> </ul>	

<b>Commitment 3: We will raise the profile of carers across Bury. Carers will be encouraged to recognise their role and have their rights championed and promoted.</b>		
<b>'We Will'</b>	<b>Progress</b>	<b>Status</b>
Ensure carers remain a priority in ASC objectives.	<ul style="list-style-type: none"> <li>The ASC Strategy Plan runs until 2026 and identifies carers as a priority.</li> </ul>	
Promote rights under Care Act 2014.	<ul style="list-style-type: none"> <li>125 staff/volunteers at Fairfield Hospital trained/upskilled in Carer Awareness.</li> <li>38 individuals completed Carers Champions Training</li> <li>Carers Rights Day – the theme 'Know Your Rights, Use your Rights' event and flyer developed outlining carers rights.</li> <li>The Bury Carers Hub supported Cygnet in achieving Carers UK 'Triangle of Care,' enhancing staff awareness of carers' essential role/needs.</li> </ul>	
Continue carer engagement to improve services.	<ul style="list-style-type: none"> <li>Waves Suites Carers Dementia group.</li> <li>Supported carer representation for Bury Dementia Symposium.</li> <li>Carers testimonials &amp; feedback collected.</li> <li>Bury Carers Hub annual carer survey undertaken.</li> <li>Testing of the Adult Carers Information channel by new carers for feedback and suggested improvements.</li> <li>A calendar of activities has been designed alongside carers.</li> <li>We will be creating a carers network and a process for consolidating carer feedback into one place. Recruitment for a dedicated staff member is currently underway.</li> </ul>	
Review the carers pathway, carer assessments support plan; co-produce improvements.	<ul style="list-style-type: none"> <li>Not yet started.</li> </ul>	
<b>Commitment 4: To reduce inequalities by improving identification of and support to Carers from under-represented groups</b>		
<b>'We Will'</b>	<b>Progress</b>	<b>Status</b>
Use VCFA insight to understand gaps.	Working together/networked: <ul style="list-style-type: none"> <li>The Jinnah Centre</li> <li>BAME,</li> <li>ADAB,</li> </ul>	

	<ul style="list-style-type: none"> <li>• Care Your Way,</li> <li>• BAWC</li> <li>• The Pakistani Resource Centre,</li> <li>• Bury Active Asian Women's centre.</li> <li>• D-CaFF,</li> <li>• Bury Hospice,</li> <li>• Healthwatch,</li> <li>• Staying Well Team,</li> <li>• Achieve.</li> <li>• Stroke association</li> <li>• Bury VCFA</li> </ul>	
Use demographics for targeted support.	<ul style="list-style-type: none"> <li>• 4 sessions for carers from ethnic minorities.</li> <li>• 4 targeted intervention/campaign to identify young adult carers – 7 young adult carers identified.</li> <li>• 4 young adult carers completed a transition review.</li> </ul>	
Continue to develop data collection.	<ul style="list-style-type: none"> <li>• The Bury Carers Hub performance monitoring is outcome focused, incorporating case studies that demonstrate alignment to the Strategy commitments, alongside detailed quantitative data.</li> <li>• The demographic information will help identify which groups are providing care and highlight trends across Bury.</li> </ul>	
Promote the rights of working carers.	<ul style="list-style-type: none"> <li>• 29 new working carers.</li> <li>• Free access to the Carers UK Digital Resource</li> <li>• 11 carers were supported to access/maintain employment or education.</li> <li>• Carers Rights Day/Carers Week activities incl. carers awareness across Bury Council &amp; Fairfield Hospital employees.</li> <li>• N-Compass attended the annual Equality &amp; Work Conference with Carers UK, focusing on supporting working carers and the practical steps employers can take.</li> </ul>	

<b>Action on track with some minor issues/ Action not on track with key issues</b>		
<b>'We Will'</b>	<b>Risk/Issue</b>	<b>Mitigating actions</b>
Further develop and strengthen the Bury Carers Strategy Group.	<p>Difficulty maintaining carer representatives.</p> <p>Continuity of attendance among members.</p>	<p>Partner with members and use networks to identify carer reps. Establish a wider pool of carers who can rotate attendance.</p> <p>Continue to offer hybrid or virtual attendance options. Track attendance and flag early signs of disengagement. Follow up with individuals who miss multiple meetings.</p>
Closer working with Primary Care to increase GP recognition of carers and improve signposting	<p>Low of Carer referrals from practices, reducing identification and early support.</p> <p>Pressure on GP capacity reduces ability to priorities referrals into carer support.</p>	<p>Continue to deliver practice-facing comms and materials and offer of brief training sessions. Monitor over the next 6-months.</p> <p>Encourage referrals by social prescribers, practice nurses, and staff.</p>

## Appendix - Data sources and what good looks like

Section	Chart	Data Source	What does good look like?		
Contacts	Number of Adult Social Care (ASC) Contact Forms recorded each month.	Contact Records in LiquidLogic: Contact Type Contact Outcome	Six Steps to Managing Demand in Adult Social Care: ≈ 25% of contacts go on to receive a full social care assessment.		
	GM Comparison				
Waiting Lists	Waiting List Summary	Professional Involvement in LiquidLogic: Awaiting allocation work trays Brokerage Work trays Overdue Review Tasks DoLS data from the database.	Lower is better		
	Needs and Carers Assessments: No of Cases Waiting for Allocation				
	GM Regional Comparison				
Assessments	Number of Adult Social Care (ASC) Assessments Completed each month	Assessment forms in LiquidLogic			
	GM Regional Comparison	Av. number of days from the contact start date to the assessment end date	Lower is better		
Services	Number of Intermediate Care (short-term) services completed each month	All IMC Service data from four data sources			
	Number of Long-term Adult Social Care services open on the 1 <sup>st</sup> of each month.				
	Proportion of Home Care vs Nursing and Residential Care Services compared against 2 years ago			Service data from Controcc Grouped by Service Type Count of service types, not people	Lower Residential & Nursing Care is better
	Northwest Regional Comparison				
Reviews	Number of Adult Social Care Reviews Completed each month	Review forms completed in LiquidLogic	Higher number of completed reviews. Lower proportion of Unplanned reviews.		
	Number of Overdue Adult Social Care Reviews on the last day of each month	Review Tasks in LiquidLogic past the due date	Lower is better		

	Regional Comparison	As above	
Safeguarding	Percentage of people who have their safeguarding outcomes met	Completed safeguarding enquiries: Making Safeguarding Personal questions	Higher is better
	Outcomes were achieved		
	Open Safeguarding Enquiries	Safeguarding enquiry forms on LiquidLogic and CMHT/EIT spreadsheets	Target: Enquiries closed in 56 days or less
	Concerns Started Each Month	Contact Forms on LiquidLogic: form type safeguarding concerns	
	Average number of days to close Concerns and Enquiries each month	As above	Targets: Concerns closed in 3 days or less. Enquiries closed in 56 days or less
	Regional Comparison	As above	Higher is better