



South Tyneside Council

Care Quality Commission Assessment

Adult Social Care and Commissioning

HWBB 22nd July 2026



Care Quality Commission Assessment - Baselining



South Tyneside Council

- CQC commenced a baseline assessment period in December 2023 for all local authorities. These assessments focused on how well the Local Authority is delivering its duties under part 1 of the Care Act. CQC has now finished its baselining activity for Local Authorities.
- The Commission acknowledged that the timescales they were working to were challenging.
- During the two-year baselining period, CQC have experienced challenges as it was a new process.
- Stakeholder engagement has provided an opportunity for concerns about the process to be shared with the Commission.
- Areas highlighted have included consistency of approach and scoring, quality assurance processes, transparency in respect of the methodology and triangulation of all data and information.
- Local authorities have raised concerns about an overreliance on anecdotal information within report narratives and scoring.
- Overall quality of reports has identified as an issue with many containing several factual inaccuracies.
- The Commission has acknowledged these issues when developing the next phase of assessment.

South Tyneside Assessment Report



South Tyneside Council

- South Tyneside has been given an overall rating of **Requires Improvement** with a score of **59%**
- **Requires Improvement** falls into a scoring range of between **39-62%**
- **Good** is **63-87%**
- From the baselining period, most authorities are within the High Requires Improvement, Lower Good

Scoring is derived across **9 Quality Statements**; each quality statement is also given a rating.

South Tyneside scored **Good** for **Safeguarding, Partnerships** and **Learning and Innovation**.

For the others; Assessing needs,
Supporting people to live healthier lives,
Equity in outcomes and experience,
Care provision, integration and continuity,
Safe pathways, systems and transitions,
Governance, management and sustainability – the score was **Requires Improvement**.

South Tyneside Report Findings (1)



South Tyneside Council

- The Commission acknowledged there had been a period of leadership transition.
- A committed workforce who are working in challenges circumstances linked to local deprivation and need.
- The recognised **positives** within the report include:
 - Working well with voluntary organisations to support people who were experiencing drug and alcohol issues. This was having a positive impact on people's wellbeing.
 - Learning from people's feedback about their experiences of care and support and using that to help to drive improvements.
 - Staff had access to ongoing learning and support, including specialist training to help care and support people.
 - A commitment to early intervention and prevention. For example, people could access urgent basic equipment the same day due to the See and Solve team.

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TO WORK FOR SOUTH TYNESIDE

- The areas identified for improvement are similar to those which have been identified nationally including improving

South Tyneside Report Findings (2)



South Tyneside Council

- Areas for **improvement** included;
- Gaps in support when moving from children to adults' services people feeling that accommodation options were limited and a change in approach from adult services.
- Mixed feedback about direct payments with some being very positives, whilst others found the process complicated.
- Some people with complex needs were placed out of the area, as their specialist care and support needs couldn't be met in South Tyneside. Appropriate systems and oversight are in place.
- Improvement needed for all staff to demonstrate a good understanding of the range of cultural diversity within the area. However, work was being carried out to engage with different communities to improve this.
- The Commission acknowledged **improvement plans were in place** and actively in progress.
- The areas identified for improvement are like the **national themes** that have come from the baselining work.

Key Messages



South Tyneside Council

- The report was at a point in time and is not reflective of the current position.
- An improvement plan was already in place and there has been a vast amount of work undertaken.
- Continuous learning and improvement is a must for the service, not just part of inspection.
- We are **PROUD** of our staff and the work they undertake in very challenging circumstances.
- People are **safe**.
- This has been a newly developing process for the Commission with many staff new to their roles.
- The Commission has acknowledged the feedback from the Sector and has been working to implement a revised approach considering the concerns raised.
- National themes identified from the baselining, including the need to improve support to carers, improvement to transitions, a continued focus on reducing waiting lists and the challenges across the workforce, are not dissimilar to the areas being worked on in South Tyneside.

Phase 2 – Local Authority Assessment



South Tyneside Council

CQC have carried out engagement with the Sector to identify learning.

They have now developed a revised approach to local authority assessment which is set out below:

- **Self Assessment for every Local Authority**
- **Assurance meeting with every Local Authority**
- **Options for Comprehensive Assessment** – includes onsite visit, stakeholder feedback, data and information return. Quality statements with evidence characteristics - Overall Rating.
- Process for Comprehensive Assessment should be no longer than **19 weeks** from information return to publication of report.
- **Focused Assessment**- scope limited to specific areas/certain quality statements. May involve a site visit. Rating doesn't change.
- **Independent Voice Thematic Assessment** - Theme across some LAs to inform independent voice publication. May or may not involve a site visit.