



South Tyneside Council

Adult Social Care & Commissioning Progress Update





Quality Statement 1: Assessing Needs

What We Achieved in 2025

- Significant improvement in front door performance:
 - Abandoned calls reduced from 29.1% to 7.6%
 - Calls answered within 60 seconds increased to 71%
- Strengths-based 3 Conversations model across all teams
- 865 Conversation 3 assessments completed, alongside strong early intervention activity
- Continued use of ASK Sara, Mobilise and digital platforms to support prevention
- New Allocation Policy implemented – clearer, fairer caseload management
- Waiting Safe and Well approach reinforced to protect people awaiting services
- Co-produced carers assessment implemented with increased carer engagement
- New coproduced independent advocacy service mobilised
- Revised charging policy implemented with strengthened equality monitoring
- Workforce development; average caseloads below 18

Priorities for 2026

- Ensure consistent application of eligibility informing resource allocation – supporting greater choice and control
- Continued focus on strengths-based practice and standards – Lets Talk Practice Framework
- Continued focus on carer support, early intervention and prevention
- Implement Citizen and Provider Portals including financial assessment
- Ongoing focus for timeliness strengths-based assessment
- Ongoing focus on reviews ensuring dynamic review
- Evaluate impact of advocacy and strengthen routine consideration
- Continue to strengthen lived experience reporting through Voice of the Person insight
- Sustain and evaluate information and advice offer
- Ongoing monitoring of charging fairness and equality impact



Quality Statement 2: Supporting People to Live Healthier Lives

What We Achieved in 2025

- Early Intervention and Prevention Strategy
- Continued investment in Local Area Coordination
- 843 people supported through assistive technology and equipment
- Strengthened reablement pathways and reduced short-term placements
- Partnership working with Let's Talk, Occupational Therapy (OT) and Care Coordination Hub
- Long-term residential admission rates reduced significantly
- Co-produced information and advice suite published
- Strengthened carers support – new carers assessment and skills programme
- Mobilise platform delivered over 2,000 preventative interactions
- Revised charging policy implemented transparently
- Commenced external review of direct payments offer, coproducing with people with lived experience

Priorities for 2026

- Intensify action on health inequalities
- Sustain Guiding You Home programme delivery
- Implement citizen and provider portals
- Strengthen evaluation of preventative interventions
- Further embed our Guiding You Home transformation work
- Continue to build upon the Foundations assessment and adaptations
- Expand technology-enabled care equitably, implement Technology and Digital Strategy
- Embed new model for Direct Payments
- Maintain fairness and sustainability of charging arrangements
- Continue to embed Local Area Coordination, supporting people before access to statutory services, highlighting systemic issues and inequalities to inform strategic planning



Quality Statement 3: Equity in Experience & Outcomes

What We Achieved in 2025

- Training to staff in respect of equity of need
- Cultural and Religious Best Practice Guidance introduced
- Strengthened equality data capture in Liquidlogic
- Workforce Race Equality Standard adopted
- Expanded co-production activity (70+ participants engaged)
- Strengthened outreach with faith and multicultural networks
- Accessible Information Standard embedded across pathways
- Poverty Strategy
- Digital Strategy
- Multiple and Complex Disadvantages System Work

Priorities for 2026

- Develop and implement anti-racist practice policy
- Strengthen intersectional data and reporting
- Seek to broaden representation in co-production networks (including younger adults)
- Embed cultural competency tools into supervision and audit
- Establish clear governance ownership with Service Lead for this area of work
- Launch sustained community dialogue sessions
- Council Evidence and Engagement Strategy – Directorate to ensure decision making and strategic planning is data and evidence led.
- Embed new ways of working across the system recognising the needs of those with multiple and complex disadvantage.



Quality Statement 4: Care Provision, Integration & Continuity

What We Achieved in 2025

- Annual refresh of Market Position Statement and shaping plans
- Coproduced Commissioning Strategy aligned to outcomes
- Expansion of extra care and supported living provision
- Strengthening step-down and intermediate care capacity
- System change supporting timely discharge and improved outcomes
- Provider Quality Assurance Framework reset
- Contracts Register implemented
- Reduced reliance on institutional placements
- Strengthened oversight of out-of-area placements
- Coproduced accommodation strategy
- Developing Landlord Framework

Priorities for 2026

- Accelerate Older Persons' Residential Care Remodel
- Review Community Support and Home Care Provision
- Embed Accommodation Strategy
- Implementation of Landlord Framework
- Expand extra care and supported living pipeline
- Strengthen outcome measurement in contracts
- Deepen integration with health and housing
- Build on partnership working across Neighbourhood Health and Mental Health Transformation
- Strengthen Voluntary Sector contribution and sustainability
- Maintain robust oversight of provider risk and continuity



South Tyneside Council

Quality Statement 5: Partnerships & Communities

What We Achieved in 2025

- Joint Health and Wellbeing Strategy delivery strengthened
- Partnership Early Intervention & Prevention Strategy System Integration Care & Support Work
- Improved mental health and learning disability pathway alignment
- Better Care Fund (BCF) delivery maintained
- Strengthening discharge pathways
- Reviewed and strengthen equipment processes
- Co-produced Carers' Strategy developed

Priorities for 2026

- Strengthen sustainability of Voluntary Sector partnerships
- Improve system integration and shared care records
- Embed strengths-based prevention across partners
- Strengthen governance and shared accountability
- Expand community-based preventative provision
- Deliver Better Care Fund Plan and Section 75 commitments
- Develop Neighbourhood Plans and Executive Governance
- Commission Local Infrastructure Organisation



Quality Statement 6: Safe Systems, Pathways & Transitions

What We Achieved in 2025

- Preparation for Adulthood planning strengthened
- Multi-agency Transition Forum oversight embedded
- Specialist supported living schemes opened
- Improved hospital discharge data and readmission monitoring
- Updated reablement templates to capture outcomes
- Risk Management Forum guidance refreshed
- Provider escalation and contingency guidance strengthened
- Business continuity plans updated

Priorities for 2026

- Evaluate preparation for adulthood pathway guidance
- Work with Partners in Care and Health to further enhance transition planning
- Continue to reduce avoidable discharge delays
- Continue to improve reablement outcome reporting
- Sustainment of Guiding You Home Programme
- Test provider resilience and contingency plans
- Strengthen oversight of accommodation transitions
- Work with system partners to understand and implement Mental Health Act Reform



Quality Statement 7: Safeguarding

What We Achieved in 2025

- Robust safeguarding practices, 89% of people asked about desired safeguarding outcomes, 99% of outcomes fully or partially achieved, 71% risk reduced; 25% risk removed
- Safeguarding audit and peer review embedded
- Refreshed safeguarding training
- Guidance separating provider quality and safeguarding concerns
- Strengthened Safeguarding Adults Board Governance
- Performance Information
- Coproduction arrangements in place for Safeguarding Adults Board
- Review of system processes for Safeguarding Adult Reviews
- Learning and evaluation of recommendations from Safeguarding Adult Reviews – informing training and partnership learning events
- Strong Multi-Agency Safeguarding Training Offer
- Strengthened safeguarding communications plan

Priorities for 2026

- Strengthen thematic analysis and learning loops
- Target prevention around neglect and organisational abuse
- Strengthen equity analysis of safeguarding outcomes
- Embed advocacy duties consistently
- Test and evaluate provider-related escalation routes
- Work with partners to support with understanding of thresholds
- Continuing to refine safeguarding data and how this is used to inform strategic planning and effectiveness
- Continued focus on early intervention and prevention
- Respond to changes in Deprivation of Liberty Safeguards Case Law



Quality Statement 8: Governance, Management & Sustainability

What We Achieved in 2025

- Strengthened Improvement & Assurance Board oversight
- Living Better Lives Board overseeing transformation
- Directorate risk register embedded
- Robust service planning within Directorate
- Quality and Performance Framework embedded with evaluation
- Monthly performance clinics operational
- Live Power BI dashboards implemented
- Coproduced Workforce Strategy completed
- Caseloads monitored to ensure manageable workloads
- Revised charging policy implemented
- Leadership visibility increased through Directorate Communication and Engagement Plan - 9 strands to this including Time with Team, Moving Forward Together face to face sessions, Practice to be Proud of, Golden Thread Bulletin, Your Voice Matters

Priorities for 2026

- Embed single line of sight across performance, risk and finance
- Strengthen outcome-focused reporting
- Continued focus on reducing waiting lists and backlog pressures
- Deliver Workforce Strategy priorities
- Implement Progression Policy
- Maintain financial sustainability and evaluate transformation impact
- Continued use of digital and technology systems to enable staff as part of the operating model

Quality Statement 9: Learning, Improvement & Innovation



South Tyneside Council

What We Achieved in 2025

- Learning Needs Analysis completed
- Leadership Development Programme launched
- Organisational Development support for teams
- Standardised induction framework implemented
- Strengthened audit tools across services
- Managers' complaints procedure introduced
- Coproduction embedded with measurable outputs
- Voice of the Person recording strengthened
- System Guiding You Home Programme
- Focus on reablement – Borrowdale House
- Local Area Coordination and Community Recruitment
- Community Hubs
- External Review of Audits and Practice
- External Review of Direct Payments
- Specialist Accommodation Development
- Extra Care Development
- Review and investment in Assistive Technology Service
- External engagement with regional and national groups
- Use of digital and technology approaches including Magic Notes – Modern Workplace Programme

Priorities for 2026

- Strengthen evaluation of learning impact
- Embed disciplined improvement cycle
- Develop leadership improvement capability
- Broaden co-production participation sustainably
- Improve visibility and transparency of improvement outcomes
- Workforce Group Established – focus on system barriers to sustained change
- Development of Technology and Digital Strategy
- Implement Citizen and Provider Portal
- Health and Care Partnership to support Neighbourhood Health Plan and delivery



South Tyneside Council

Questions