

Market Position Statement 2024 - 2029

Messages to the market

In this Market Position Statement, we set out our current understanding of demand for support, how that demand may change over time, and our commissioning intentions to develop the market explaining where we want to be. We outline current supply issues and some of the challenges, including the financial challenges facing our borough.

We acknowledge there are some gaps where we need to work with partners and providers to develop a better understanding of future demand and need. We want to work differently with partners and providers generating market opportunities to deliver flexible and responsive services, encouraging creativity and innovation, sharing ideas and best practice, and engaging with our communities to better understand what local people want.

We want Redcar & Cleveland to be a place where people can live their lives as successfully, independently, and safely as possible, where, regardless of age or ability, people can determine the help they need. Looking to the future, we will continue to work closely with our health partners and providers, focusing on models of prevention and early intervention utilising the latest digital technology and aids and adaptations. As a provider of care, the council will be actively reviewing its own provision and role in the market.

We will strengthen our work with the Voluntary, Community, Faith and Social Enterprise sector (VCFSE) to ensure there are a range of good quality services to better promote independence and wellbeing across Redcar & Cleveland, reducing dependence on support services and developing alternative models of care within the community.

We expect to continue to support people through more individually tailored community packages of care and support fewer residential home placements as people choose to remain in their own homes for longer or move into extra care or other accommodation which promotes their independence. We are keen to address the fact that adults living in Redcar & Cleveland are more likely to be drawn into long-term care when needs in other parts of the country are met with smaller community-based packages of care.

We will continue to build on the strong relationships we have built together with our valued care providers through a programme of engagement that will allow us to shape the care market together, sharing experience and learning from each other on a continuous basis.

Ensuring suitable housing options for people with support needs remains an important element and whilst we note progress has been made, there is more to do.

Introduction

This Market Position Statement is part of a five-year strategy and provides information for care providers to inform your business and service development plans. It draws upon evidence from many sources including our Local Joint Strategic Needs Assessment (JSNA), local population data, population projection data, evidence from various local strategies and plans, and national policy, guidance and best practice.

This Market Position Statement gives an overview of the care and support market in Redcar & Cleveland and how well it meets current needs and levels of demand for support. It outlines how the care market may need to develop to meet future anticipated need and demand; and sets out where there are current or anticipated gaps in supply. Whilst the information is often presented with general references to 'populations' and 'groups' we recognise that every person that currently uses services or may do so in the future will have very personal expectations, needs and requirements.

We want providers operating in, or local to Redcar & Cleveland to have a clear view on the council's aims, ambitions, commitment to partnership and the joint challenges and opportunities for joint work. This Market Position Statement is designed to be part of a continuing constructive and creative dialogue between the council and all its partners including the NHS North East & Cumbria Integrated Care Board and public, private and VCSFE providers.

Our vision

Our Corporate Plan 2024-2027 sets out our priorities for the borough where people start life well, live and age well, prosper and flourish in a borough that is clean and tidy. The work we do in Adult Social Care directly links to the Live and Age Well corporate priority.

Our Adult Social Care vision is inspired by the #SocialCareFuture people-led movement and its vision for 'A Brighter Future', reimagining social care to deliver on our duties under the Care Act 2014 and aligned to the white paper People at the Heart of Care, whilst prioritising what local people tell us is important to them. Our commitments are values led, supporting people and those they care about to live their lives their own way, while contributing and feeling part of their communities.

Our vision is:

We will help you live safe and well, in the place you call home, with the people and things you love, connected to your community, doing the things that matter to you.

Our commitments to adults and unpaid carers are:

We will:

- *Listen to you, so you shape your own support.*
- *Provide you with information and advice when you need it.*
- *Enable you to regain your wellbeing and independence.*
- *Ensure you have quality care that is value for money.*

The purpose of our Market Position Statement

What is the purpose of a Market Position Statement?

The requirement for Local Authorities to develop Market Position Statements emerged from the 2014 Care Act. In the Care Act, duties were placed on Local Authorities to ensure that there is a dynamic and effective Adult Social Care sector which can provide Adult Social Care support that meet the needs of residents in their area.

Guidance produced to support the implementation of the Care Act states:

“A Market Position Statement is a document which summarises supply and demand in a local authority area...and signals business opportunities within the Care market in that area.”

Who is the Market Position Statement for?

The primary audience for this document is providers of Adult Social Care services who already have or would like to develop services to meet the needs of Redcar & Cleveland residents.

Much of the document describes the services that Redcar & Cleveland Borough Council currently purchases and commissions on behalf of residents, whilst also providing insight into the wider sector and services that are purchased directly by residents, for example those who wholly self-fund their own care. The document also identifies where new business opportunities may exist to assist providers to develop effective business plans that positively contribute to the Adult Social Care provision in Redcar & Cleveland.

An introduction to Redcar & Cleveland

Location

Redcar & Cleveland is situated on the coast in the North East of England, and is the southernmost North East local authority area bordering North Yorkshire. The borough benefits from good connectivity and transport infrastructure. There are good road and rail connections to London via Darlington, and to Manchester with the extension of the TransPennine Express direct service to Redcar and Saltburn-by-the-sea.

Similarly, there is good proximity and access to airports with Teesside Airport based locally, and Newcastle and Leeds airports both just over an hour away. Redcar & Cleveland is also part of the Tees Valley Combined Authority. This is one of the few regions to have secured a Devolution Agreement with the Government, meaning decision making and resources around key priorities are managed locally.

Population & population growth

The latest 2021 Census results indicate that the borough has a population of approximately 136,500 inhabitants. The population of the borough has been steadily declining over the last three decades, with Redcar and Cleveland amongst a small group of local authorities that lost population during the last Census period between 2001 and 2011.

Since the early 1980s, the overall population of the borough fell by almost 16,000 (10.5%) although, due to increasing life expectancy and the associated reduction in average household size, the total number

of households still increased by nearly 7,500 (14.3%). Throughout this period, there has been a growing imbalance between an increasing elderly population reliant on public services, and a diminishing working-age population to service those needs. Outward migration has been concentrated in the younger working age groups, with many people leaving to pursue higher education or employment opportunities in northern cities, whilst others have moved within Tees Valley or North Yorkshire to secure a higher quality housing offer.

The Office for National Statistics sub-national population projections suggest that, for the next 15 years or so, the overall population is likely to remain relatively stable. However, there will continue to be a significant change to the demographic profile of the borough, with approximately 8,800 (30.2%) additional people aged 65 and over, and approximately 8,900 (8.4%) fewer aged 64 and under.

Ageing population

By 2032, 1 in 3.5 of the population of Redcar and Cleveland is projected to be aged 65+. The considerable increase seen in the number of over-65s is projected to continue by an average of 500 per annum, reaching 38,100 in 2032. While the changing age profile is affected by several different components, a major factor is the size of each age cohort as they move through the human lifespan, i.e., there are more people at some ages than others.



This is influenced by both recent and historical levels of births, migration, and deaths. As such, key drivers for the much larger numbers of older people in future in the borough will be improvements in life expectancy and the large cohort born in the 1950s and '60s (the post-war baby boomers) moving up into this age group. Conversely, there is projected to be a large reduction in those aged 45-60 by 2032, partly due to the baby boomers moving out of this age group. Over the next 15 years, the over-65 age group is projected to increase by 10,700 (36%), with the sharpest increases predicted to take place from 2023.

This age group would represent 29% of the population by 2032, rather than 21% currently. Whilst the ageing population is a national phenomenon, the issue is particularly acute in Redcar and Cleveland.

The proportion of the borough's population projected to be over-65 years of age by 2032 is the highest in the Tees Valley, and higher than both the North East and national averages. The median age of our residents is expected to be almost 9 years older than that of our neighbouring borough, Middlesbrough, by that point in time. The number of over-85s is projected to more than double by 2032, to reach 7,200 with an average increase of 200 per annum.

Deprivation

Redcar & Cleveland is a deprived borough, relative to England as a whole (ranked 33 amongst 152 authorities on the Index of Multiple Deprivation). Redcar & Cleveland has the highest level of deprivation in Teesside, with 34.2% of households classified as deprived in one dimension.

Life expectancy

The average life expectancy at birth in Redcar & Cleveland is lower than the England average. People have a healthy life expectancy of 60.2 years for males and 60.3 years for females, compared with national figures of 63.2 years for males and 63.5 years for females respectively.

Ethnicity

In 2021, 0.4% of Redcar and Cleveland residents identified their ethnic group within the "Other" category ("Arab" or "Any other ethnic group"), up from 0.1% in 2011. The 0.3 percentage-point change was the largest increase among high-level ethnic groups in this area. In the same census, 97.7% of people in Redcar and Cleveland identified their ethnic group within the "White" category (compared with 98.5% in 2011), while 0.9% identified their ethnic group within the "Mixed or Multiple" category (compared with 0.6% the previous decade). The percentage of people who identified their ethnic group within the "Asian, Asian British or Asian Welsh" category increased from 0.6% in 2011 to 0.8% in 2021.

Employment

Redcar & Cleveland has a smaller proportion of its population who are economically active (75.0%), compared to England (79.5%) and the North East (77.6%).

Market demand and supply

Over the five-year life span of our Market Position Statement, it is expected that there will be an increase in demand for care and support in Redcar & Cleveland because of changing local demographics. The greatest increases in need are anticipated to be related to:

- Older people with multiple care and support needs, including a significant increase in those with dementia and those needing advanced dementia care
- People living with one or more long term health conditions
- People with mental health needs, people with a learning disability, and autistic and neurodivergent people with increasingly complex needs, including those who are ageing
- People inappropriately housed or at risk of homelessness
- Young people and adults with caring responsibilities
- People who are managing and funding their own care
- People who manage their own care through a direct payment or personal budget

Direction of travel and sustainable change

We recognise that we cannot continue to support people in the same way as we do now, as existing models of care are simply not sustainable. We need to work in partnership with the aim of preventing, reducing and delaying the need for care. To do that, our local Health and Social Care market requires transformational change and how we use our collective available resources is critical to developing our transformation plans. Sustainable change will require greater multi-disciplinary working via multi-skilled health and social care teams working together. Care will need to become more person-centred and will be delivered on an independence and home-first approach.

Through our transformation plans, we are aiming to:

- Support a lower proportion of the population through formal care for less of their life
- Meet more needs locally
- Alter the balance of support away from traditional models of care e.g. residential and acute care to community support models
- Innovate to lower the cost of long-term care e.g. use of technology and strengths and community asset-based approaches
- Embed prevention and early intervention models of care which prevent, reduce or delay the need for services and support individuals to remain living independently for longer, e.g. Community Alarm, Assistive technology, Befriending, Rapid Response including reablement

All providers working in Redcar & Cleveland will need to contribute to this transformation. Our commissioning activity will reflect our transformational plans as we move forward, and providers will have the opportunity to significantly contribute to the development of the local care market and in developing new and innovative models of care.

Our Market Position Statement aims to encourage a dialogue between Redcar & Cleveland Borough Council and service providers about the development of the local Adult Social Care sector in Redcar & Cleveland. This Market Position Statement may not hold answers to all the questions you may have about the sector, but it is intended to encourage a continuous dialogue so that we explore the sector's opportunities better together.

Over the next five years, we are looking forward to working with many of our current providers to maintain and build on the services that are already provided in Redcar & Cleveland. We are also looking forward to working alongside providers who may be new to Redcar & Cleveland, and who share our aims for improving Adult Social Care services. We have identified several areas for development which are explained in more detail in the main body of this document.

What do we spend?

Local authorities are funded by the taxpayer, they receive income from services they deliver and have a duty to ensure that any income is spent in the most beneficial way for the local population.

In 2024/25 the cost of providing adult social care support in Redcar & Cleveland will be £45.3m.

- 43.3% of our budget is spent on care home places, of which 72.5% (£14.2m) will be required to meet the cost of residential care for older people.
- 27.8% of the budget is spent on care at home.
- Overall adult social care costs account for approximately 34.2% of the council's total 2024/25 revenue budget of £132.5m

The care market in Redcar & Cleveland

The current care market in Redcar & Cleveland is a mix of local authority, NHS, VCSFE and independent sector providers. The independent market is established and well performing, which is in most sectors stable with a mix of local and larger providers.

However, there are market challenges including:

- Workforce capacity skills, recruitment, and retention, particularly in relation to home care workers, personal assistants and nurses.
- The local economy and opportunities in the services and retail sectors are attractive alternatives to working in care.
- Maintaining and improving quality, for both regulated and non-regulated provision the focus on quality is a key priority.
- Financial and business stability, establishing realistic, sustainable costs and prices for both providers and Commissioning bodies.
- Parts of the borough are well served with good local choice, however some areas need greater choice of support options.
- A focus on prevention and reablement, there is a need to increase the availability of short-term services that provide intermediate or transitional care that focuses on reablement to assist individuals to return home and maintain their independence.
- The use of technology, and ensuring latest technology is used to maximise independence, choice and control.

Adult social care workforce

Our local care sector workforce has approximately 3,060 employees providing support to adults across the borough. Of the 3500 employees:

- 71 % are working in roles providing direct care and support
- 29% are on zero hour contracts; with under half (43%) working full time hours
- 91% of the workforce are female
- 26% of the workforce are over 55
- 98% of the workforce identified as British; significantly higher than regional and national averages.
- 80% of those who are providing direct care have completed the care certificate with 68% holding a relevant Adult Social Care qualification.
- The demographic makeup of the workforce suggests that by 2033, 900 employees will be reaching retirement age.
- There has been a significant reduction in the number of agency nurses being employed in the sector and an increase in directly employed care home staff over the last 3 years

How do we support market quality?

In 2021 we reviewed our care quality assurance processes and invested in a robust structure to implement a new care quality framework; to ensure our Care Quality Team can effectively and jointly assess, support and manage quality. The framework comprises of robust monitoring and compliance tools in addition to good contract management, professional review, and quality assurance audits.

In response to feedback from providers, we have developed a new quality assessment tool, and providers tell us it is less onerous whilst meeting the same requirements to robustly assure care quality.

We have a member visits programme to our residential care homes; for elected members to gain insight into the lived experience of adults who reside in these homes, and to understand the challenges and opportunities faced by our care providers.

Central to our care quality framework are the views and experiences of the adults who receive support along with their unpaid carers and families. This provides us with a proactive approach and broad perspective to care quality management.

Our care quality approach is underpinned by the principle that quality assurance is the responsibility of all professionals and needs to reflect a multi-agency approach that values multiple perspectives. Our monthly Provider Review Meetings facilitate the multi-disciplinary management of provider quality. The meetings are attended by internal professionals, and our partners including Tees Esk and Wear Valleys NHS Trust, the Integrated Care Board, NHS North of England Commissioning Support Unit, and the Care Quality Commission. This enables us to share information on provider performance, quality, and any arising concerns to formulate a proactive multi-agency support response.

Across Tees there is a consistent approach to managing serious concerns about care quality through the Teeswide Safeguarding Adults Board 'Responding to and Addressing Serious Concerns about a Care Provider' (RASC) procedure. Through the adoption of a multi-agency, data driven preventative approach and effective contract management we have seen a reduction in the number of providers entering the RASC process in recent years and we continue to raise awareness of quality expectations across the sector.

The quality of care in our borough is above the national average, with low numbers of providers rated Requires Improvement by the CQC and no providers currently subject to RASC, which is remarkable given our market challenges and health inequalities. This is testament to the hard work and passion of our local care sector and the strength of relationships with our valued partners and providers.

Demand for adult social care

Our Market Position Statement focuses on two key population groups – Older People aged 65+ and Adults aged 18 - 65. In this next section, you will find information about demand and supply, including gaps and market opportunities for each of these two groups.

In 2023/24 Redcar & Cleveland Adult Social Care provided:

- 8,039 individual provisioned services
- 29% of all services were provided for support in the person's own home, which is in line with our 'Home First' policy

- 22% of services were direct payments enabling adults to have more choice and control over their support
- 9% of adults 18+ were receiving care in nursing and or residential homes (737 adults)
- Long term support accounts for 68% of all services
- Short term support accounts for 32% of all services

In 2022/23 we received 6120 new requests for support (26% from adults aged 18-64 and 74% aged 65+).

- 2.8% of adults aged 18-64 and 8.8% of adults aged 65+ received short term care to maximise their independence.
- 18.9% of all requests resulted in long term support.

Self-funders

Based on provider information returns submitted to the Care Quality Commission by community-based services, in July 2023 the ONS estimated the size of the self-funding population in the community in England. Although the date submitted does not give a complete picture as the provider returns are completed on a voluntary basis, it is likely the best information available regarding self-funders.

The ONS estimated that between 1 March 2022 and 28 February 2023, 23.0% of people using social care services in England were self-funders (83,844) and 77.0% were state-funded (279,916), which is not a significant change in the proportion of self-funders from the previous year. The North East has the lowest proportion of self-funders (16.2%), and it is estimated that Redcar & Cleveland has around of 4.2%, which is one of the lowest in the country overall.

There remains an important role for local authorities to promote the health and well-being of their entire population including self-funders. This includes improving the provision of information and advice to self-funders, leading to greater opportunities for local authorities to direct people towards a range of services which they may not have been previously aware of, and to promote better early intervention, prevention and reablement services.

By providing better information and advice we can reduce the likelihood of self-funding individuals or families choosing inappropriate, high-cost care packages which could deplete their capital assets to the extent that they fall back on local authority resources.

Information about the borough's self-funding population is one of the most difficult areas for us to be confident in the data we collect. Moreover, we struggle to engage with self-funders as they often may not come into to contact with the council at all, and we have no right to their information.

We currently arrange home care for 193 adults who are self-funding. In the future we want to be more creative about how we can engage with self-funders and will develop information specifically for self-funders on our council website.

Current market overview

Residential care market

We have 41 residential and nursing care homes in the borough. Of the 41, 85% are rated Good by the Care Quality Commission, and 15% rated as Requires Improvement. Our 2024/25 weekly residential rates are as follows:

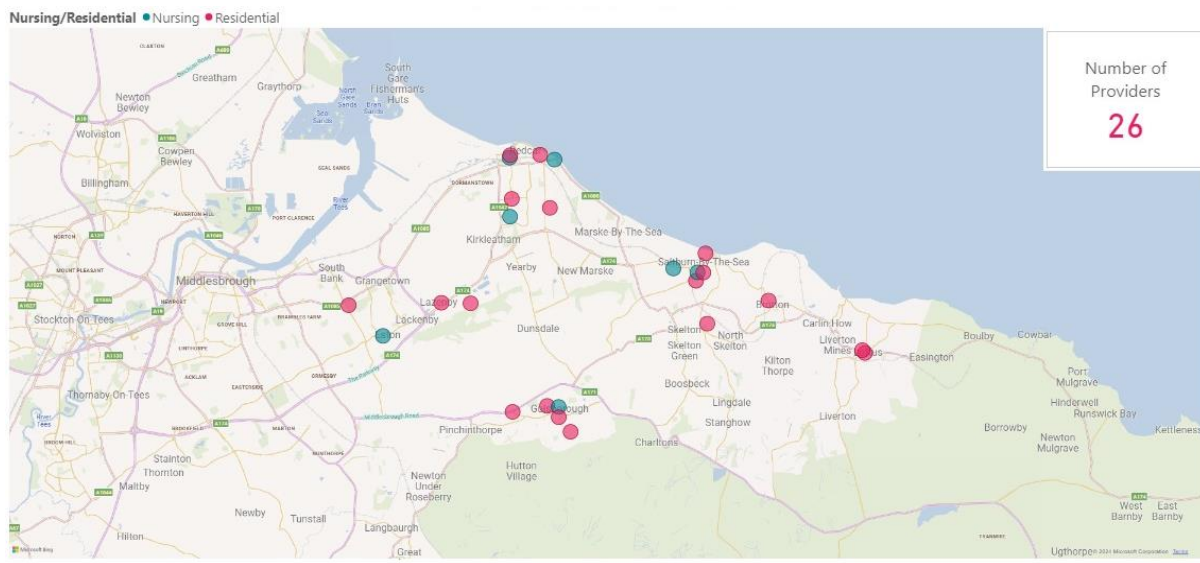
- Residential: £787.73
- Residential dementia care: £819.39
- Nursing care £819.39 plus Funded Nursing Care supplement of £235.88.

Demand

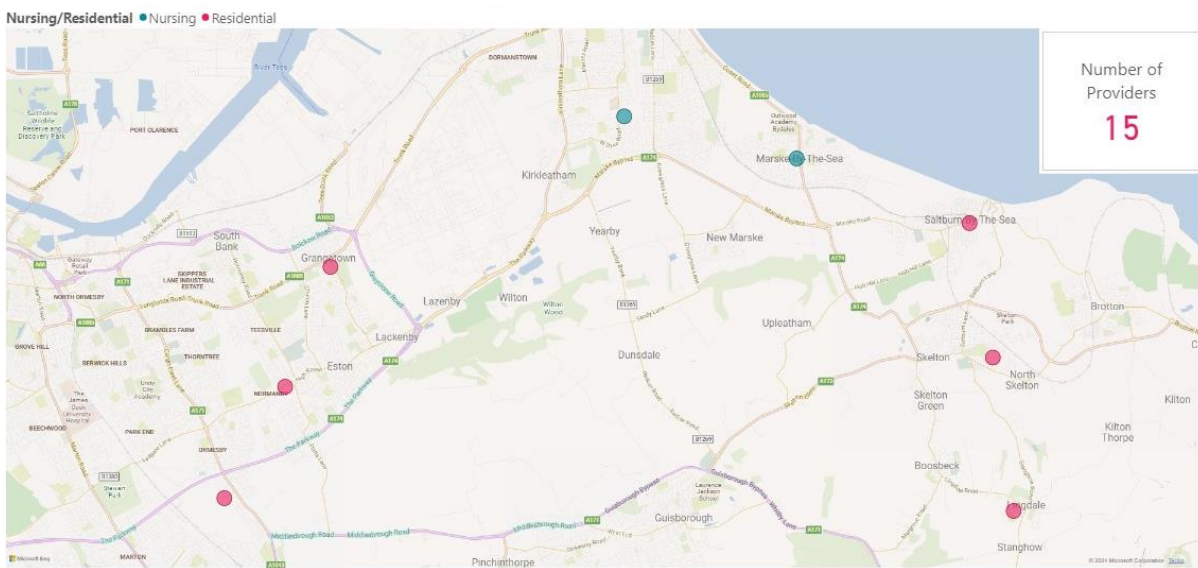
We have 26 older persons (65+) residential and nursing homes and 15 homes for residents aged 18-64 with a physical or cognitive disability. Overall capacity in our older persons care homes is 1,105 with a current occupancy of 892 (80%). Of those 1,105 ‘beds’ we have 918 for residential care with occupancy of 730 (79%). Nursing care makes up the remaining 187 ‘beds’, with an occupancy of 162 (89%). We have 7 respite beds available in our 18-64 provision offering support to unpaid carers needing a break.

The council funds just under 800 adults living in residential and nursing care homes, including around 135 adults in out of authority care homes, although many of these are within the Tees Valley area.

Map: care homes – over 65s:



Map: working age adults care homes – learning disability and mental health:



There is currently an adequate geographical spread of residential care homes in the borough, however, there is limited nursing care provision in the more rural east of the borough. Currently there are 7 settings delivering nursing care for older people, 6 of these are dual registered, delivering both residential and nursing care. A new purpose-built development which opens in June 2024 has increased nursing beds for adults who need advanced dementia care by 11, which will add resilience to the sector moving forward.

Conversely, there is a surplus of capacity in the 65+ residential care home market for both adults with general residential care needs and adults who need residential dementia care, with 14 of 25 older persons care homes with an occupancy below 86%. The average time an adult will wait to move into a care home in our borough from point of referral is just over 3 days. This would indicate we have sufficient capacity and choice within the local market to meet current demand from both community and discharge from hospital.

What is the council doing to support the care home sector?

We recently developed a new all-age residential care home contract in collaboration with the local Integrated Care Board which commenced on 1st April 2024.

We have worked in partnership with our colleagues in the Integrated Care Board to commission support to residential care homes including Infection Prevention & Control (IPC), Managing Undernutrition (MUST), Medication Management, Primary Care support (CHERS), and a postural support scheme for care homes to assist with improving outcomes for people discharged from hospital to residential settings on a bed-managed pathway.

We have actively promoted international recruitment funding opportunities from central government and launched local recruitment and retention campaigns such as The Caring Kind and Proud to Care to help with recruitment issues being experienced in the care sector.

Where we want to be

Feedback from our engagement activity has informed us that people would generally consider residential care as a last resort, and that they would prefer to receive their care at home or in independent living settings. However, we know that residential care often becomes a necessity for many people who cannot be cared for at home any longer. For this reason, we must ensure we residential care settings are an attractive option and are equipped for meeting more advanced care needs.

We will continue to support providers to sustain a suitably trained and experienced workforce. We plan to support care homes to develop specialist training for complex care needs including advanced dementia care, in line with what the market is telling us about increased complexity of permanent admissions.

We anticipate an increase in short term admissions for people aged 65+ to support unpaid carers and facilitate hospital discharge and an increase in permanent admissions with complex nursing and care needs. We know we do not require any more general residential care homes, and we will work with our current providers to ensure existing provision remains fit for purpose.

We will work with providers to ensure self-funding adults are fully aware of the processes and legalities surrounding third party top up arrangements and funding arrangements are clear. We have reflected our expectations of our providers in relation to self-funding adults in our new residential care contract, which commenced on 1st April 2024.

Overall capacity in care homes for working age adults with a learning disability and mental health needs remains relatively stable with 160 of 187 beds currently occupied. However, we need to work with the local market to develop suitable provision that appeals to younger adults, as we currently find choice is limited and most younger adults do not wish to move into a home where most residents are much older. We must work on developing a care pathway where we can support adults with a learning disability or mental health needs through their life course in residential care where required. We would also welcome further nursing provision in this area.

We need to work with stakeholders in the NHS to advocate for appropriate fee levels for nursing care providers to ensure sustainability of nursing care homes in our borough.

Home care market

Home care is the critical component of delivering Redcar & Cleveland's priority to live and age well, as it supports adults to continue to live as independently as possible within their own homes and in the community. Adults may require home care services for a short period to recover from an illness or injury, or for a longer period to help keep them safe, cater for their assessed needs and living in their own home.

Most home care services in Redcar & Cleveland are delivered through the Community Care and Support Framework (CC&S), this contract ends on 31st October 2024 and will be superseded by the Home Care Support Framework from 1st November 2024. This new framework will run until 31st October 2028.

The current CC&S Framework has 7 active providers, however due to capacity issues during the Covid-19 pandemic, Redcar & Cleveland required additional capacity to meet market demand. Additional

Capacity Contracts were awarded to a further 13 providers, resulting in greater use of off-framework provision. The home care market has now stabilised, and these contracts will end on 31st October 2024 in line with the start of the current CC&S Framework.

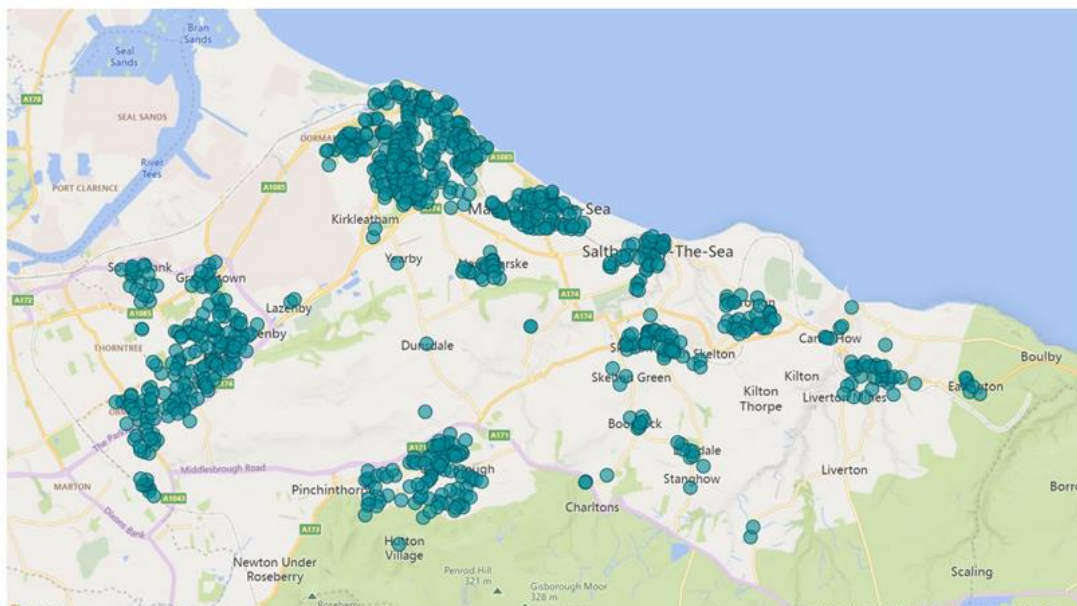
Demand

As of April 2024, 1,412 Adults are being supported to remain in their own home with 41,257 hours of care being delivered. This demand has fluctuated slightly over the last 3 years. The decrease can be attributed to the reduced number of referrals for home care support, which has averaged at 72 referrals per month over the last 3 years but referrals between January and March 2024 averaged at 46 per month.

Date	No. of Adults Supported	% change	No. of hours delivered	% change
April 22	1,467		42,159	
April 23	1,515	+3.3%	43,681	+3.6%
April 24	1,412	-6.8%	41,257	-5.6%

Each year the hourly rates are uplifted to account for economic changes such as increases in national living wage and pensions. In 2023/2024, the uplift averaged at 10.02%, with a higher uplift being applied to all short call of under 2 hours. In 2024/2025 the average uplift for home care was 9.63%.

Map: current home care packages:



Current home care activity

As of week commencing 3rd June 2024, 14 adults are awaiting an allocation of a package of care requiring a total of 43.75 hours per week, 4 of those adults had been waiting more than 7 days due to the complexity or location of the package. This is an indication that provision in Redcar and Cleveland is about right. Many of the framework providers offer home care services privately alongside other non-commissioned providers.

Working relationships with care and support providers have been generally very positive and collaborative, both individually and collectively, this has supported the development of the new Home Care Support Framework and is based on a culture of shared understanding of the issues and mutual support to face the challenges.

The three main pressures identified as impacting on the delivery of home care in Redcar & Cleveland are:

- Workforce recruitment and retention
- Capacity in the semi-rural east of the borough
- Market share and sustainability of provider capacity

What we are doing now

We will continue to work with home care providers on our Community Care & Support Framework to develop innovative ways of work to support adults to maintain or regain independence and live as ordinary life as possible within their community. We are implementing an electronic billing system to improve the speed and accuracy of payments to providers.

Following significant consultation with stakeholders, changes have been made to the allocation of a package of care on the new framework, moving from a quality ranking to a geographically based allocation. Allocating new packages of care to the provider currently delivering the closest existing package of care, should support a reduction in travel time, travel costs, potentially develop more efficient runs for care workers, support the sustainability of providers and care workers, and reduce the environmental impact of travel.

The Community Care & Support Framework will be limited to 8 providers to support the sustainability of businesses, reduce the risk of market failure, and enable close working relationships with providers. A further 3 providers will be offered a reserve contract to be used in circumstances such as framework provider failure, over 50 adults awaiting a package of care or other unforeseen capacity issues.

Where we want to be

Adults tell us they want to remain in their own home; our aim is to support this where possible. We will do this by:

- Home first - supporting people at home or in a setting which provides accommodation and care e.g. extra care or supported living, rather than residential care if appropriate.
- Growing the use of assistive technology to improve independence and reduce the need for 15-minute calls.
- Supporting family carers with respite home care to enable us to keep families together.
- Supporting social workers after assessment and support planning, Brokerage will provision support on our care management system and allocate to the most appropriate provider.
- Continuing to support providers to ensure we have sustainable businesses in the borough throughout the current and new framework (these are both closed frameworks).
- Building on strengths within our communities by collaboratively working with the voluntary sector to utilise community assets.
- Supporting residents to access universal services or self-serve to enable us to focus on those in greater need.

Supported housing

Supported housing can be defined as any housing which provides support for people who need help to live independently. As well as on-site care and warden-controlled housing this can include accommodation that attracts an intensive housing management charge, accommodation that has been adapted to meet the needs of the individual, age-related accommodation, and shared lives schemes.

The content of this section should be considered alongside Redcar and Cleveland Borough Council's Supported Housing Needs Assessment 2024 which provides up to date evidence at a ward level to inform decisions made by the council and its partners.

Demand

Projected population growth amongst the older population will impact on most services and naturally increase the demand on supported accommodation. The decline in the younger population does not necessarily indicate lesser demand as we strive to support younger adults with more complex needs to live more independently in supported accommodation rather than traditional models of residential care.

The number of adults in supported living in Redcar and Cleveland has increased by 17% from August 2022 to May 2024. New tenancies per month fluctuate from 1-10 dependent upon new schemes opening.

- 63% of all adults in supported living have a learning disability recorded as their primary support reason, a further 28% have mental health supported recorded, the remainder have a physical disability.
- 80% of adults living in supported living are aged 18-64 with the average age being 44. The remaining 20% are 65+ of those adults the average age is 74.
- 21 adults are on the waiting list for supported housing. The longest waiting time is 6 months due to complexity of needs.

Current market overview

Supported housing provision within the borough has developed over time and includes decommissioned residential care settings alongside new developments offering a mixture of accommodation and support models to enable adults to live as independently as possible in the community, this includes:

- 22 supported living schemes with core staff on site 24/7 providing circa 170 units of accommodation, including 6 dispersed properties across the borough with a current occupancy level of 90%. A further supported living scheme offering 10 units of accommodation for adults with complex needs is mobilising in summer 2024 in East Cleveland.
- A further 55 units of supported housing accommodation are available across the borough of which 97% are occupied. There are a further two supported housing developments opening in 2024, in the Kirkleatham area of Redcar and in central Guisborough offering further units of accommodation.

We only have 2 adults residing in shared lives schemes within our borough.

What we are doing now

Over the last 10 years we have encouraged growth in this sector and are proud of our immensely successful longstanding partnerships with local Registered Social Landlords who provide a range of independent living opportunities for older adults, adults with learning disabilities and adults with mental health needs.

We have supported 6 learning disability and mental health residential homes to deregister and set up as supported living facilities to promote further community integration and independence. This has resulted in good outcomes for most adults who are enjoying living more independently with proportionate support.

We continue to explore alternative models of care such as bringing online 6 dispersed supported living properties which has brought positive outcomes for adults who previously lived in more traditional settings.

We have recently completed detailed analysis and assessment to revise our Supported Housing Needs Assessment and we are currently developing a renewed housing strategy through an interdepartmental working group with housing and homelessness colleagues in the council.

We are actively working with partners to identify and decommission supported living schemes with long standing voids where accommodation is no longer suitable for adults with multiple complex care and support needs.

Where adults from Redcar and Cleveland are placed in supported living schemes out of borough, we will continue to review these placements through assessment of individual needs to determine if suitable placements become available within borough.

We have actively engaged with adults and unpaid carers to understand lived experience through focus groups, surveys, and questions to inform new contract specifications. Family meetings at supported living schemes have helped us shape questionnaires used in procurement exercises.

Where we want to be

We will continue to explore innovative models in supported living to enhance the quality of life, independence and well-being of individuals who require support due to disabilities, mental health conditions, or age-related issues, including:

- Expanding our shared lives offer with an aim to reduce reliance on long term residential care settings particularly for adults aged 18-64 with complex care and support needs. This model supports adults to live with host families who provide care and support in a family setting, fostering a sense of belonging, inclusion and community.
- Exploring co-housing and collaborative living whereby individuals live in private homes within a shared community setting that includes common areas for socialising and support.
- Considering the benefits of providing Individual Service Funds (ISFs) to promote person centred care and support, where budgets are allocated to adults to directly purchase the support they need, giving them control, choice and flexibility over their care and lives.

Extra care housing

Extra care housing is purpose-built accommodation for people of 55 years and over who have combined housing and support needs. Each scheme in our borough has a variety of private apartments for rent which are designed to be suitable for wheelchair users and people with mobility difficulties. There are also communal spaces for residents to socialise and other on-site facilities such as a restaurant and hair salon.

The 'extra' in extra care housing is reflected through the access to care within the scheme that can respond quickly to an adult's changing needs. The scheme manager, along with care staff are on site during the day to provide planned care, in addition to emergency care response as required through the onsite call system. Overnight, the scheme has dedicated carers on site providing an emergency care response should this be needed.

Demand

The number of adults in extra care housing in Redcar and Cleveland has increased by 4% from April 2022 to April 2024.

- New tenancies per month fluctuate from 1-6 over all four schemes. Data Source: LAS 1.5.2024
- 82% of all adults in extra care have physical support recorded as their primary support reason, a further 8% have mental health support recorded, 4% have a learning disability, and the remaining 6% have support recorded due to dementia, social isolation/other, and sensory support. Data Source: LAS 1.5.2024
- 87% of adults residing in extra care are 65+ with the average age of 83. The remaining 13% are between 55 and 64. Data Source: LAS 1.5.2024.
- Between March 24 – May 24, 83% of all applications were accepted on to the extra care housing waiting list, 16 adults are currently on the waiting list, with 5 vacancies across all four schemes. Data Source: Brokerage records 31.05.2024
- Extra care housing in Redcar & Cleveland remains popular, with all schemes currently at 98% capacity with an average of 15 residents on a monitored waiting list. Data source Brokerage records October – December 2023

Current market overview

Extra care housing is the basis of our approach to keeping people healthy and able to live at home in supportive local communities, reducing the demand for more intensive services such as residential care, which, as the people of the borough have indicated, are not their preferred option in later life.

There are currently 4 extra care schemes in Redcar and Cleveland with 209 units of accommodation. Extra care housing provides high quality accommodation enabling people to live independently, in their own home, with access to care and support 24 hours a day, 7 days a week.

The onsite support in extra care housing is generally recognised to be access to care services that can:

- Respond quickly to residents changing needs.
- Provide unplanned care as and when required in addition to planned care.
- Provide an emergency response.

Example of hours delivered across all four current schemes:

Period	Average Hours	Units	Low level needs 0-5	Med level needs 5 -10	High level needs 10+
October – March 2022/23	49,943	209	98	37	74
October – March 2023/24	42,410	209	95	35	79

Average no. contracted hours per person:	Low	Medium	High
05/06/2023 – 23/02/2024	2.97	7.29	17.99

Data source – care provider 06.06.2024

On average hours across all schemes remains static with only a slight increase where tenants require higher levels of support.

What are we doing now?

We are working with both housing and care providers to further develop our extra care schemes in Redcar & Cleveland to meet the requirements for their tenants current and future changing needs. We continue to work with the market, partners, and stakeholders to consider how extra care housing schemes can contribute to the challenges faced by the council and other public sector partners for example integrated service delivery with the NHS. Partnership working is strong, with all schemes, acting as a ‘Hub’ with good links between Beyond Housing, Thirteen and Anchor Hanover Registered Social Landlords, making the transition for new and existing residents a smooth process.

We are investing in consultation with adults to understand their lived experience through tenant’s meetings and engage directly with the work force through attendance at scheme team meetings.

We are working with a new extra care housing landlord who is currently developing an extra care housing scheme in Guisborough. The development is being built at risk and will offer 71 apartments, 50 one-bedroom and 21 two-bedroom apartments for rent, plus 12 two-bedroom bungalows (shared ownership), for people over the age of 55 with housing and care needs.

Where we want to be

Extra care housing is a vital part of our programme of prevention, as defined in the Care Act Guidance 2016. By addressing the need of more suitable housing for an ageing population, Redcar & Cleveland is actively working with housing partners, and care providers to prevent, delay and reduce the need for higher cost services. The focus being to empower adults and their carers by putting them in control of their care and support. Bringing employment opportunities, resilience, and regeneration to our communities.

We are always keen to hear from housing providers to discuss new and innovative models of service provision which can meet our current demands. Housing providers should be registered with the

Regulator of Social Housing and should be able to evidence their inclusion on the list, found on GOV.UK.

Locations of supported living and extra care housing schemes in Redcar & Cleveland:



Prevention

The council has a duty under the Care Act to provide services that will contribute towards preventing, reducing or delaying the need for care and support. As such, the council must consider how the market in its area and the services it commissions build community capital, skills and resources to understand and prevent the need for care and support arising.

In-house provider services

The council delivers the following inhouse services to support adults to regain or maintain their independence.

Housing adaptations and handyperson service

Our in-house Housing Adaptations Team place an emphasis on same day activity to support hospital discharge and keep adults and unpaid carers safe and independent in their own homes. We continue to receive positive feedback and compliments for this service showing the difference we are making to the way adults choose to live.

There is strong evidence about the impact of handyperson type intervention on improved wellbeing, independent living, and easier access to services. Small repairs reducing the risk of falls can result in savings in relation to hospital admissions and ongoing care.

Over the last 12 months a total of 2599 minor housing adaptations and 178 major housing adaptations (DFGs) were completed; 80% of these were for adults aged 65+. Additionally, 290 handyperson jobs were completed.

Intermediate care – community reablement

Our Community Reablement Team provides short term community reablement and a rapid response service across the borough to support people regain the necessary skills to continue living at home following illness or a hospital stay. The team supported over 500 adults to regain skills, confidence and independence after serious illness or a hospital stay in 2022/23. This integrated service is jointly funded by the council and the NHS through the Better Care Fund.

The service has experienced a rise in the complexity of needs and frailty of the adults that are discharged from hospital. Despite this, the team has been able to achieve good outcomes for the adults they supported. The majority of adults discharged from the service were either discharged home independently, with some family support or with a package of care at the same or reduced level.

- 85.3% of over 65's who were discharged from hospital and re-abled in 2022/23 remained at home 91 days after discharge in 2022/23 ASCOF DATA 22/23 (23/24 not yet validated)
- We are performing over the regional average of 83.1% and the England average of 82.3% for 2022/23 ASCOF DATA 22/23 (23/24 not yet validated)

Intermediate care – residential reablement

The Meadowgate Intermediate Care Centre provides therapy-led residential reablement for up to 40 adults. This integrated service is jointly funded by the council and the NHS through the Better Care Fund and provides active reablement through a multi-disciplinary team for adults discharged from a hospital stay, or who have had a serious illness and need support to prevent hospital admission, to maximise recovery potential and regain independence so they can return home.

'Meadowgate' admitted 490 adults during 2022/23. The service provided high-quality care and rehabilitation support, and delivered excellent outcomes.

- 89.5% of adults who received short term services during the year went on to receive no ongoing support or a lower level of support in 2022/23 ASCOF DATA 22/23 (23/24 not yet validated)
- We are performing over the regional average of 81.7% and the England average of 77.5% for 2022/23 ASCOF DATA 22/23 (23/24 not yet validated)

Activity and wellbeing services (in-house day services)

Our in-house day opportunities provide support for older adults or those with a learning disability. From four sites we provide a range of therapy-led support, as well as providing crucial short breaks to families, relatives and carers.

Current capacity with our in-house activity and wellbeing services:

		Weekly maximum session capacity	Current available capacity	Available capacity
The Dunes	Over 55s	90	58	64%
St Germain's	Over 55s	72	43	59%
Guisborough Central	Learning disabilities	125	49	39%
Tuned In!	Learning disabilities	150	58	39%

Where we want to be

The council will actively review its own provision and role in the market. Our residential, reablement and day opportunities services will be subjected to the same level of scrutiny and challenge as other care providers and we will expect such services to deliver the same level of high-quality care at the most affordable price.

- We will aim to maintain high occupancy levels at Meadowgate, ensuring as many people as possible can benefit from reablement to regain their independence.
- We will continue to prioritise independent living for people where possible, including making use of technological solutions to support people where this is suitable.
- We will review our in-house intermediate care services to further develop our community and bed-based services, based on feedback from adults and unpaid carers.
- We will continue to promote a range of minor home adaptations to adults, such as grabrails, and produce a guide outlining the types of adaptation, indicative costs and funding sources. We will also be clearer on our criteria to fund major adaptations such as stair lifts.

Voluntary, community, faith and social enterprise sector (VCSFE)

We recognise the VCSFE sector plays a vital role in addressing health, wellbeing, and care needs within the community and provide preventative support to reduce, delay or avoid the need for intervention from statutory services.

Currently services provided by the VCSFE sector range from information and advice to more targeted support for specific groups, such as unpaid carers, individuals living with dementia, those on the discharge from hospital pathway and those who need low level support for their mental health.

Current market overview

Some examples of services commissioned from local VCSFE organisations include:

- Age UK: The Befriending Service is aimed at reducing loneliness and isolation in people aged 50 and over who are living in the Redcar & Cleveland area. An Ageing Well Partnership brings together adults, their representatives, the public, and VCS organizations to ensure everyone's voices are heard and their views are considered when planning services.
- Teesside Mind: Community Health and Wellbeing Service provides a mental health prevention and recovery support service. The Dementia Advisory Outreach Service provides dementia support for adults and their carers/families through the life-course of living with dementia.
- Home Group: Home from Hospital Service supports the discharge of Redcar & Cleveland residents aged 55+ on pathway 0 from a hospital setting, where low-level support provision has been identified as a primary barrier to being discharged home.
- Healthwatch South Tees: Healthwatch is an independent consumer voice ensuring the views of children, young people and adults influence improvements in health and social care.
- Tees Advocacy Service: The current contract is in partnership between Redcar & Cleveland, Middlesbrough and Stockton Borough Councils to provide access to IMHA, IMCA, paid RPR, Care Act and general advocacy advice.
- Skills for People: We are piloting a new service called 'Getting a job' from the market, to support and increase opportunities for adults with learning disabilities to gain meaningful and paid employment.

This exciting new service will start in July 2024 for 3 years and will involve people with lived experience sitting on the steering group for the service, and getting paid for their time.

- Dementia Advisory Service: is focused on providing information and advice to people living with dementia and their families, unpaid carers, and the wider community.

Where we want to be

We fully recognise the value of our VCSFE sector which has struggled in recent years due to funding uncertainties and other challenges. We are actively working in partnership with Public Health, The Woodsmith Foundation, Lloyds Bank Foundation and Tees Valley Rural Authority to jointly invest in a properly funded, comprehensive VCSFE infrastructure organisation.

This new approach will support and grow our local sector, enabling it to flourish and meet the needs of local people within their communities, preventing, reducing, and delaying the need for formal support services. Our tender goes out in July 2024 and the new contract will start in November 2024.

The steering group will support the infrastructure organisation to develop a vibrant and innovative VCSFE market over a 3-year period, and we will meet with the infrastructure organisation in advance of any new contracts going out to tender so there is an opportunity for support to stimulate growth and innovation to ensure our VCSFE is strong and sustainable for the long term. We will raise awareness internally once the new organisation is in place, so our workforce is kept up to date with available community services and initiatives.

Concurrently, we will continue to explore innovative solutions to grow the VCSFE market and actively seek to support hard to reach communities. We plan to do this by:

- Developing our public information to include a directory of community services and assets.
- Exploring innovative services to provide support for adults to reduce social isolation and reliance on traditional day services; for example, utilising existing social or micro enterprises to match socially isolated adults who are autistic, neurodivergent or have a learning disability with a volunteer who shares the same musical and cultural interests.

Community opportunities (day services)

Day services in Redcar & Cleveland are currently provided by both the council and external providers and are predominantly funded through direct payments or self-funding arrangements.

Following engagement with providers in June 2023, the council introduced a community opportunities framework to support the delivery, quality, and payments of community provision. There are now 10 providers on the framework offering capacity of up to 300 places. In addition to this, 17 non framework providers and 26 out of area providers which provide day services for adults who live in Redcar & Cleveland.

Demand

At the time of writing, 74 adults receive support through the community opportunities framework, whilst there are 200 adults attending the same services via a direct payment. Adults have a choice, to move from a direct payment to a commissioned service if their provider of choice is on our framework.

Current market overview

Geographically, our community opportunities provision is spread throughout the borough and we plan to map this alongside our community assets to support social workers when completing assessments. Most services operate a traditional day service with little available on evenings and weekends. Our framework currently has:

- 5 providers supporting adults with learning disabilities
- 1 provider supporting adults with mental health needs
- 1 provider supporting adults with neurological conditions
- 1 provider supports older people
- 1 provider supports autistic and neurodivergent adults.

What we are doing now

The new community opportunities framework has provided an approved list of quality assured and compliant providers to work within the borough to better support adults to achieve their outcomes. The framework opens every 3 months to encourage new and existing providers to improve choice and opportunities for adults.

Where we want to be

We have held market engagement sessions with providers as we recognise there are gaps in the market to provide meaningful community activities for young people in transition, adults with mental health needs, and autistic and neurodivergent adults. We want to encourage providers to develop innovative approaches to delivery for people with these needs.

We want to ensure that there is a broad range of opportunities for adults to make social connections, engage in meaningful activities and take part in community life in local inclusive settings wherever possible, with these opportunities taking place during the day, on an evening and during the weekends.

We will continue to work with providers to embrace more creative ways of providing meaningful activities that are person centred and outcome focused, whilst supporting a move away from a reliance on building-based traditional day services where appropriate. We will provide support to our existing providers who are interested in diversifying their current provision.

Community alarm and telecare

The role of technology in supporting the independence of vulnerable people in the community is well established. When offered alongside other low level support mechanisms such as aids and adaptations and community services it can prevent, reduce or delay the need for formal care.

Current market overview

Telecare services have the dual role of supporting adults with frailty or cognitive impairment to remain independent for longer and support unpaid carers in our borough by providing vital peace of mind that their cared for person is safe in their own home. Our current telecare provision is delivered and monitored by a local registered social landlord Beyond Housing, who independently operate an established community alarm service called Reach and Respond.

Our spend on telecare has increased significantly in recent years, placing financial pressure on the council.

Demand

Around 2,100 people use telecare in Redcar & Cleveland and referrals into telecare and installations of new devices have increased exponentially in recent years.

The Reach and Respond Service complements the telecare service by delivering a rapid response when sensors and alarms have been activated, significantly reducing the need for ambulance response and avoidable hospital admissions.

On average, the Reach and Response Service responds to around 100 call-outs related to telecare equipment, the vast majority of which relate to falls. The potential saving to the health and social care system far outweighs any annual expenditure on newly installed devices and it reduces the prevalence of long stays.

Where we want to be

Technology needs to play a bigger role within our prevention offer. As a local authority we will aim to take a more proactive approach in becoming a market leader in digital innovation within care. We have a digital vision and are exploring the use of additional technology enabled support and funding opportunities through the Regional Technology Network.

In the short-term our priority must be to ensure we have complied fully with the industry-led and government-backed analogue to digital switch, which will affect most telecare users.

We need to ensure continuity of this vital service during the digital switchover, and we have initiated an agreement with the incumbent telecare provider to ensure all telecare analogue customers are successfully migrated to digitally compatible telecare devices by 31st March 2025.

Running concurrently with our digital switch in 2024/25 we will be reviewing our current service with current users, and internal and external partners. This is with a view to commencing a competitive procurement exercise for a new telecare service in October 2024 to begin 1st April 2025. A key component of the service review will be to establish which digital technology devices are most beneficial to our adults and whether emerging technology can be more cost effective.

Support for unpaid carers

Unpaid carers play a fundamental role within the adult social care system and we aim to put carers at the heart of everything we do. We understand that socio-economic deprivation and the high proportion of people over 65 years of age in our borough impacts on people's ability to provide unpaid care.

The 2021 census provides the best insight into the number of carers in England and in our area, asking respondents whether they provided any unpaid care and the hours per week if so.

- In Redcar & Cleveland there are 13,840 (10.4% of population) residents aged 5 and over that provide unpaid care with 36% providing care for over 50 hours per week. *Census data 2021 – Provision of unpaid care*
- 851 carers received carer specific services or support from the council during the last 12 months (this figure does not capture those unpaid carers accessing universal services). Data Source: LAS 1.5.2024
- Across England, 9% of the population (above age 5) reported providing care. Caring was highest in the North East, at 10.1% of the population.

These figures indicate that there are a significant number of carers in the borough, including those providing intensive support who are not known to us or accessing support. This may be because they are not seeing adverse impacts on their life but could also be the result of poor awareness of the services available to them or beliefs they would not help. Cultural and religious practices can further obfuscate the number of carers.

Current market overview

The South Tees Carers Strategy 2021-2026 produced jointly between Redcar & Cleveland Borough Council, Middlesbrough Council and Tees Valley Clinical Commissioning Group sets out the priorities across the South Tees region for the identification and support of unpaid carers of all ages. The vision is to improve services, support, recognition and outcomes for unpaid carers of all ages and backgrounds in South Tees. A collaborative approach to services aligns with the priorities of the South Tees Health and Wellbeing Board and the strategic vision for joining up health and social care. The South Tees Carers Forum acts as an advisory body and supports the South Tees Carers' Strategy and Action Plan.

South Tees All Age Carers Support Services were launched in April 2022. These services complement our statutory support for unpaid carers, attract carers not currently known to us and offer an alternative to a more formal or assessment-based approach. Through a tiered level of advice, support and assessment we hope that our carers offer is inclusive and there are opportunities for a range of different carers with different needs. The services provided are outlined below:

- Adult Carers Information and Support Service - Carers Together: Provision of information, advice and practical support to unpaid carers aged 18+ across South Tees. Also includes specialist provision for parent carers of disabled children, working carers or those in education and transitions groups aged 15 to 25 working collaboratively with the Junction Foundation.
- Secondary Care Hospital Liaison Service - Carers Together: Providing hospital-based service for unpaid carers of adults who are in hospital, information and support around discharge on preparing for caring role in community.
- Young Carers Information and Support Service (YCISS) - The Junction Foundation: Provision of information, advice, support and age-appropriate development activities to any child or young person under the age of 18 who are caring for adults or siblings.
- Mental Health Community Outreach Service and Primary Care Outreach Support Service - Teesside Mind: Providing specialist support to unpaid carers of mentally ill adults and for unpaid carers who experience mental ill health themselves. Our primary care outreach service also delivers upon NHS targets to support unpaid carers. We have worked collaboratively with regional NHS England colleagues to embed standardised processes for identifying carers on GP systems.

In addition to the above we also commission:

- Carers Emergency Card - Beyond Housing: Working in conjunction with Carers Together who provide and administer carers cards offering peace of mind for the carer and cared for adult in the event of an emergency involving the unpaid Carer. Beyond Housing provide the emergency response service.
- We Care You Care and Mobilise: Websites providing information on services and guidance. We Care Your Care lead on all unpaid carer support information on behalf of the South Tees All Age Carers Support Service, sharing on a community level and to lead on coordinating carer events such as Carers Week.

What are we doing?

Throughout the year we have collaborated with our partners to support a number of initiatives, including:

- GP Registration: we encourage unpaid carers to officially inform their GP of their role. This will ensure they receive support including invitations to relevant vaccinations, help with repeat prescriptions, offering an annual health check and help arranging appointments around their caring role.
- NHS Carers Passport: this provides a number of benefits when the cared for adult is in hospital including discounted parking, visits outside of normal hours and regular drinks on the hospital round.
- Adult Social Care Carers Working Group: An operational working group is in its infancy; led by the local authority operational carers lead we have developed an action plan to ensure we continually strive to develop our approach to providing support and identifying hidden carers.

Where we want to be

We will continue to build on our existing offer for unpaid carers and through our South Tees partnerships and council working group work to identify hidden carers and deliver flexible and holistic support to all.

Young people in transition to adulthood

The pathway to adulthood is sometimes referred to as 'transitions' to adult life or preparing for adulthood. Part of this includes transitioning from children social care services into adult social care, which can result in significant changes to the person's care and support arrangements. The planning within preparing for adulthood includes focusing on the young person's strengths and capabilities and the outcomes that they want to achieve. To plan this successfully all services and professionals involved with the young person need to be involved in the planning process.

Not all young people will require support from the council when they turn 18. Upon transitioning to adulthood, what an individual receives will depend on their needs.

Current market overview

There are some services locally which offer services to young adults, including colleges. However, most services are not registered with Ofsted and so are only able to offer support to over 18s.

There is a shortage of 'dual registered' residential and respite services within Redcar & Cleveland which provide accommodation and support opportunities to both children and adults. All services of this nature must be registered with both the CQC and Ofsted and this can be a significant barrier for providers.

Where we want to be

The council's aim for all young people is to maximise their independence, build on their strengths and networks of support, promote individual wellbeing, and enable them to maximise choice and control over their own lives.

Supporting young people in transition to live fulfilled lives and engage in meaningful activities can be done in a variety of ways extending beyond traditional services provision, including:

- Directly commissioning services
- Promoting Direct Payments
- Developing options for supported living
- Developing flexible community opportunities

We will continue to work across children's and adult social care via strategic commissioners and operational teams. We will work with a variety of providers to ensure sustainability of provision and to ensure that young people are supported within their transition across services. We will engage with people, families, carers and organisations in order to develop our approach further building on existing good practice. There will be better early planning and ongoing assessment to reflect changing needs as young people approach 18 and beyond.

We will continue to implement the progression model to maximise independence for young people as they enter adult services, and work is underway to explore opportunities for young people going through the transition process to have a route into supported living.

Our data

We know that key information about current and future care demand will assist providers with service development and design, and we recognise the current gap in future forecasting of activity.

We will continue to invest in and improve our data so we can more easily undertake longer term forecasting and planning to help us be more specific with our future commissioning intentions, so we can support the market to respond to and meet the future needs of our population.

Co-production and a focus on outcomes

The council is committed to including local people who use adult social care services in the shaping of support services fit for the future. This is known as 'co-production'. Co-production will ensure that commissioned support in Redcar & Cleveland meets the needs of local people, aligned to their preferences and gives people more control and choice about the support they receive.

In Redcar & Cleveland we have recently invested our commissioning service, increasing resources to focus on and deliver the things that matter most. To ensure this happens, we have invested in training for our commissioners which will be delivered in summer 2024 by the Institute of Public Care.

We plan to strengthen our commissioning expertise to develop innovative support options, improve the effectiveness of our purchasing of services, recognise the importance of social value, deliver more personalised services through the ambition of co-production, support intelligent decommissioning where services are no longer used, and improve market sustainability.

Planned procurement 2024 - 2029

We plan to carry out the following procurement activity during 2024-2029. The council reserves the right to not tender for such services or change the tender start date if required.

Current service	Anticipated contract end date
Telecare services	31.03.2025
Learning Disability Support service	05.05.2025
Home Adaptation Works (Disabled Facilities Grant)	31.10.2025
Provision of Extra Care support	06.11.2025
Home from Hospital service	21.01.2026
We Care You Care unpaid carers online support service	31.03.2026
Community Mental Health & Wellbeing Service	31.03.2026
Direct Payment Support Service	31.03.2026
Prepaid cards	19.09.2026
South Tees All Age Carers Support Service	31.03.2027
Community Opportunities Framework (opens quarterly)	30.06.2027
Supported Living Framework	14.08.2027
Dementia Advisory Service	31.03.2028
Healthwatch South Tees	31.03.2028
Independent complaints advocacy (NHS)	30.06.2028
Community Care & Support	31.10.2028
Tees Valley Complex Care and Support Framework	31.03.2029
Residential and Nursing Care Accommodation	31.03.2029

Contact us

If you would like to contact us about market opportunities or have any queries about the planned procurement, Redcar and Cleveland Adult Social Care Commissioning can be contacted as below:

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