

Date:

Tuesday 22 July 2025 at 4.30pm

Venue:

Council Chamber, Dunedin House, Columbia Drive, Thornaby, Stockton-on-Tees
TS17 6BJ

Cllr Marc Besford (Chair)

Cllr Nathan Gale (Vice-Chair)

Cllr Stefan Barnes, Cllr Carol Clark, Cllr John Coulson, Cllr Lynn Hall, Cllr Jack Miller,
Cllr Vanessa Sewell and Cllr Sylvia Walmsley

Agenda

1. **Evacuation Procedure** (Pages 7 - 10)
2. **Apologies for Absence**
3. **Declarations of Interest**
4. **Minutes** (Pages 11 - 18)
To approve the minutes of the last meeting held on 17 June 2025.
5. **Tees Valley Care and Health Innovation Zone** (Pages 19 - 30)
To receive an update on developments around this initiative.
6. **SBC Adult Social Care Strategy Refresh** (Pages 31 - 48)
To consider a report in relation to the ongoing refresh of the
Stockton-on-Tees Borough Council (SBC) Adult Social Care
Strategy.
7. **Scrutiny Review of Stockton-on-Tees Adult Carers Support Service** (Pages 49 - 54)
To consider and agree the scope and project plan for the review.
8. **Chair's Update and Select Committee Work Programme 2025-2026** (Pages 55 - 58)

Members of the Public - Rights to Attend Meeting

With the exception of any item identified above as containing exempt or confidential information under the Local Government Act 1972 Section 100A(4), members of the public are entitled to attend this meeting and/or have access to the agenda papers.

Persons wishing to obtain any further information on this meeting, including the opportunities available for any member of the public to speak at the meeting; or for details of access to the meeting for disabled people, please.

Contact: Senior Scrutiny Officer, Gary Woods on email gary.woods@stockton.gov.uk

Key – Declarable interests are :-

- Disclosable Pecuniary Interests (DPI's)
- Other Registerable Interests (ORI's)
- Non Registerable Interests (NRI's)

Members – Declaration of Interest Guidance

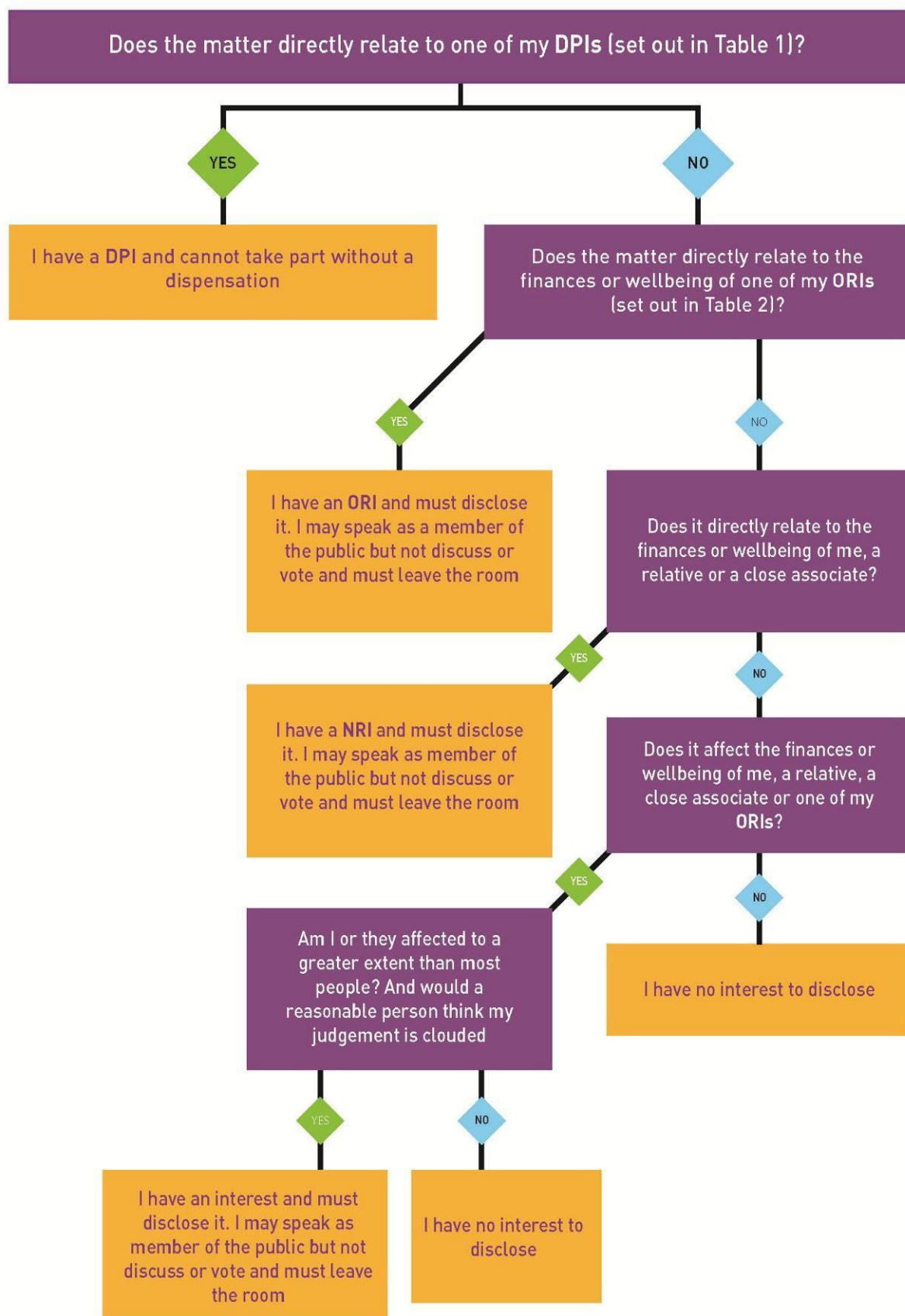


Table 1 - Disclosable Pecuniary Interests

Subject	Description
Employment, office, trade, profession or vocation	Any employment, office, trade, profession or vocation carried on for profit or gain
Sponsorship	Any payment or provision of any other financial benefit (other than from the council) made to the councillor during the previous 12-month period for expenses incurred by him/her in carrying out his/her duties as a councillor, or towards his/her election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract made between the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners (or a firm in which such person is a partner, or an incorporated body of which such person is a director* or a body that such person has a beneficial interest in the securities of*) and the council — (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
Land and property	Any beneficial interest in land which is within the area of the council. 'Land' excludes an easement, servitude, interest or right in or over land which does not give the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/ civil partners (alone or jointly with another) a right to occupy or to receive income.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the council for a month or longer.
Corporate tenancies	Any tenancy where (to the councillor's knowledge)— (a) the landlord is the council; and (b) the tenant is a body that the councillor, or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/ civil partners is a partner of or a director* of or has a beneficial interest in the securities* of.
Securities	Any beneficial interest in securities* of a body where— (a) that body (to the councillor's knowledge) has a place of business or land in the area of the council; and (b) either— (i) the total nominal value of the securities* exceeds £25,000 or one hundredth of the total issued share capital of that body; or (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the councillor, or his/ her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners have a beneficial interest exceeds one hundredth of the total issued share capital of that class.

* 'director' includes a member of the committee of management of an industrial and provident society.

* 'securities' means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

Table 2 – Other Registrable Interest

You must register as an Other Registrable Interest:

a) any unpaid directorships

b) any body of which you are a member or are in a position of general control or management and to which you are nominated or appointed by your authority

c) any body

(i) exercising functions of a public nature

(ii) directed to charitable purposes or

(iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union) of which you are a member or in a position of general control or management

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Council Chamber, Dunedin House Evacuation Procedure & Housekeeping

Entry

Entry to the Council Chamber is via the South Entrance, indicated on the map below.



In the event of an emergency alarm activation, everyone should immediately start to leave their workspace by the nearest available signed Exit route.

The emergency exits are located via the doors on either side of the raised seating area at the front of the Council Chamber.

Fires, explosions, and bomb threats are among the occurrences that may require the emergency evacuation of Dunedin House. Continuous sounding and flashing of the Fire Alarm is the signal to evacuate the building or upon instruction from a Fire Warden or a Manager.

The Emergency Evacuation Assembly Point is in the overflow car park located across the road from Dunedin House.

The allocated assembly point for the Council Chamber is: D2

Map of the Emergency Evacuation Assembly Point - the overflow car park:



All occupants must respond to the alarm signal by immediately initiating the evacuation procedure.

When the Alarm sounds:

1. **stop all activities immediately.** Even if you believe it is a false alarm or practice drill, you MUST follow procedures to evacuate the building fully.
2. **follow directional EXIT signs** to evacuate via the nearest safe exit in a calm and orderly manner.
 - do not stop to collect your belongings
 - close all doors as you leave
3. **steer clear of hazards.** If evacuation becomes difficult via a chosen route because of smoke, flames or a blockage, re-enter the Chamber (if safe to do so). Continue the evacuation via the nearest safe exit route.
4. **proceed to the Evacuation Assembly Point.** Move away from the building. Once you have exited the building, proceed to the main Evacuation Assembly Point immediately - located in the **East Overflow Car Park**.
 - do not assemble directly outside the building or on any main roadway, to ensure access for Emergency Services.

5. await further instructions.

- **do not re-enter the building under any circumstances without an “all clear”** which should only be given by the Incident Control Officer/Chief Fire Warden, Fire Warden or Manager.
- do not leave the area without permission.
- ensure all colleagues and visitors are accounted for. Notify a Fire Warden or Manager immediately if you have any concerns

Toilets

Toilets are located immediately outside the Council Chamber, accessed via the door at the back of the Chamber.

Water Cooler

A water cooler is available at the rear of the Council Chamber.

Microphones

During the meeting, members of the Committee, and officers in attendance, will have access to a microphone. Please use the microphones, when invited to speak by the Chair, to ensure you can be heard by the Committee and those in attendance at the meeting.

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Adult Social Care and Health Select Committee

A meeting of the Adult Social Care and Health Select Committee was held on Tuesday 17 June 2025.

Present: Cllr Marc Besford (Chair), Cllr Michelle Bendelow (sub for Cllr Nathan Gale (Vice-Chair)), Cllr Carol Clark, Cllr John Coulson, Cllr Lynn Hall, Cllr Vanessa Sewell, Cllr Sylvia Walmsley

Officers: Sarah Bowman-Abouna, Angela Connor, Calum Titley (A,H&W); Darren Boyd, Susan Taylor, Gary Woods (CS)

Also in attendance: None

Apologies: Cllr Nathan Gale (Vice-Chair)

ASCH/16/25 Evacuation Procedure

The evacuation procedure was noted.

ASCH/17/25 Declarations of Interest

There were no interests declared.

ASCH/18/25 Minutes

Consideration was given to the minutes from the Committee meeting held on 20 May 2025. Attention was drawn to the following:

- North Tees and Hartlepool NHS Foundation Trust - Quality Account 2024-2025: Following the May 2025 meeting, the Committee's statement of assurance for inclusion in the Trust's published Quality Account 2024-2025 document was prepared and agreed – this was submitted to the Trust on 3 June 2025.

AGREED that the minutes of the meeting on 20 May 2025 be approved as a correct record and signed by the Chair.

ASCH/19/25 CQC / PAMMS Inspection Results - Quarterly Summary (Q4 2024-2025)

Consideration was given to the latest quarterly summary regarding Care Quality Commission (CQC) inspections for services operating within the Borough (Appendix 1). Six inspection reports were published during this period (January to March 2025 (inclusive)), with attention drawn to the following Stockton-on-Tees Borough Council (SBC) contracted providers:

Providers rated 'Good' overall (2)

- Mandale Care Home had been upgraded to 'Good' overall (though rated 'Requires Improvement' for the 'Well-Led' domain) from its previous 'Requires Improvement' judgement in February 2023 – this followed a similar focused inspection which saw ratings for only the 'Safe' and 'Well-Led' domains. The latest assessment was undertaken to follow-up on past breaches of regulation, and it was found the

service was driving improvement and all breaches of regulation were now met. However, shortfalls were identified with records relating to the management of time-specific medicines; topical medicines, and medicines administered on a 'when required' basis.

Woodside Grange Care Home, meanwhile, maintained its overall 'Good' rating (deemed 'Good' across all five domains, with 'Well-Led' being upgraded from 'Requires Improvement') which it achieved following its previous inspection that was published in January 2021.

The remaining four reports were in relation to non-contracted providers. For primary medical care services, Myton Park Dental Centre was deemed to be meeting all regulations across the five CQC domains, whilst Norton Medical Centre received an overall rating of 'Requires Improvement' (with the 'Responsive' domain being judged 'Inadequate'), a downgrade on its overall rating of 'Good' following its previous inspection in 2022 which was published in January 2023 (prompting the Committee to invite the practice to the last meeting in May 2025 to respond to the CQC's findings and provide assurance on how it was addressing the concerns raised by the regulator). The final two reports were in relation to hospital and community health services, with Butterwick Hospice Stockton being upgraded to 'Good' overall following its previous 'Inadequate' judgement in 2021, and Tees, Esk and Wear Valleys NHS Foundation Trust – Mental Health Crisis Services & Health-Based Places of Safety retaining its overall 'Good' rating (though the 'Well-Led' domain was downgraded to 'Requires Improvement').

Focus turned to the section on Provider Assessment and Market Management Solutions (PAMMS) inspections (Appendix 2), of which there were 17 reports published during this period (January to March 2025 (inclusive)):

- Victoria House Nursing Home, Hadrian Park, Stockton Lodge Care Home, Churchview Nursing and Residential Home, Highfield (Stockton), The Poplars Care Home, Wellburn House, Allison House, and Elton Hall Care Home all maintained an overall rating of 'Good' – the same grading all nine services achieved following their previous inspections.
- The Beeches Care Home, Cherry Tree Care Centre, Mandale Care Home, Willow View Care Home, and Woodside Grange Care Home were all upgraded to 'Good' overall from their previous 'Requires Improvement' rating.

Given past issues highlighted to the Committee involving Willow View Care Home, the SBC Quality Assurance and Compliance (QuAC) Officer linked to that particular service was in attendance at this meeting to provide further details on the improvements it had made. Key reasons for its positive inspection outcome were the appointment of a new experienced manager and the inter-departmental work undertaken across the Council to support better practices within the setting. Before this, there were several changes in management (highlighting that handovers / procedures may not have been robust enough), deadlines for achieving required standards drifted, and there was a high number of safeguarding alerts (these had started to reduce to expected levels). The CQC subsequently inspected the service in light of these latest PAMMS outcomes.

The Committee asked when Willow View's admissions embargo was lifted and heard that this was conducted in a phased manner following the service's exit from the

Responding to and Addressing Serious Concerns (RASC) framework in August 2024. Admissions to the setting remained controlled so it was not overwhelmed, with 25 beds currently empty. Members commended the home and the hard work of staff for addressing concerns which had been prevalent since the emergence of the COVID pandemic, noting that this was particularly important given the Borough's limited dementia care provision.

- Three services received an overall rating of 'Requires Improvement'. Allington House was downgraded from the previous 'Good' judgement it received in 2022, with shortfalls identified in relation to personalised care / support and safeguarding / safety. Similarly, Roseville Care Centre was downgraded from its previous 'Good' rating in 2022, with the need for improvements found across all five PAMMS domains. Finally, Ingleby Care Home was no longer 'Good' overall (as it was deemed in 2024), with concerns raised in all but the safeguarding / safety domain.

As this was the final quarterly update of the 2024-2025 period, the Committee was informed that a total of 19 reports had been published by the CQC during the year following inspections of Stockton-on-Tees providers (10 adult services; seven primary medical care services; two hospital / other health care services) – this compared to 46 in 2019-2020. Members expressed concerns about this reduced output, as well as the fact that many CQC inspections in recent years only focused on two ('Safe' and 'Well-Led') of the well-established five domains. Allied to the reluctance of CQC representatives to attend the Committee to give an annual update on the national and local state of care, this was yet further evidence of a disappointing downward trend in the reliability of the regulator to supply intelligence on the performance of health and care providers. The Committee requested that a letter be sent by the Chair to relevant CQC representatives reflecting ongoing frustrations.

AGREED that:

- 1) the CQC / PAMMS Inspection Results – Quarterly Summary (Q4 2024-2025) report be noted.
- 2) a letter be sent by the Committee Chair to relevant Care Quality Commission (CQC) personnel reflecting the Committee's concerns around the visibility and output of the regulator.

ASCH/20/25 PAMMS Annual Report (Care Homes) - 2024-2025

The Committee was presented with the PAMMS Annual Report (Care Homes) for 2024-2025. Introduced by the SBC Quality Assurance and Compliance (QuAC) Manager, key content was relayed as follows:

- The Provider Assessment and Market Management Solutions (PAMMS) is an online assessment tool developed in collaboration with Association of Directors of Adult Social Services (ADASS) East and regional Local Authorities. It was designed to assist users in assessing the quality of care delivered by providers. The assessment was a requirement of the Framework Agreement (the 'Contract') with providers, and they were contractually obliged to engage with the process.
- Due to SBCs contractual commitment to the Framework Agreement, priorities for 2024-2025 were focused on homes that had a place on the 'Older Persons

Residential Framework Agreement 2024-2029'. Assessments were planned around priority of support / level of risk, taking into account factors including date and rating of last CQC / PAMMS assessment, outcomes from most recent CQC / PAMMS assessment report, other intelligence and data that increased the risk of service quality deterioration, and the number of PAMMS assessments that could be completed within current team resources.

- A summary table of assessments for contracted care homes (covering nursing, residential, learning disabilities, and mental health) undertaken by the SBC Quality Assurance and Compliance (QuAC) Team throughout 2024-2025 showed that, of the 29 inspections carried out, one service (Park House Rest Home) was rated 'Excellent' overall, 22 services had received a 'Good' overall PAMMS rating, and six services had been graded 'Requires Improvement' overall. None of the 16 learning disability-focused (14) or mental health-focused (2) services were assessed during 2024-2025.

Overall ratings following assessments published during both 2022-2023 and 2023-2024 were also included for comparison. 2024-2025 had seen a general improvement in ratings when set against the outcomes of inspections from the previous two years (2022-2023 results showed 14 services rated 'Good', and 14 receiving a 'Requires Improvement' judgement). Accompanying graphs illustrated ratings levels for 2022-2025 across services with a nursing, residential, learning disability, and mental health focus.

- Key themes from assessments that scored an 'Excellent' or 'Good' rating were listed, most of which echoed the content of previous Annual Reports – these included highly detailed and well-structured care plans, evidence of thorough and consistent monthly audits across all service areas, the operation of a robust Key Worker system, the safe and effective management of medication, strong recruitment procedures, the promotion of choice and independence, the quality and choice of resident meals, positive feedback from residents and their families, and a diverse and engaging programme of activities (tailored to meet individual and group needs).
- Key themes arising from those assessments that scored 'Requires Improvement' were outlined, again reflecting those highlighted in previous Annual Reports. However, the two overriding areas which impacted upon the quality of provision were the quality of management, and the management of medicines. Whilst a range of other shortfalls continued to present issues (e.g. lack of person-centred detail in care plans, lack of / insufficient management audits and checks, staff recruitment records incomplete, limited engagement with service-users / relatives / staff, infection prevention and control measures being inconsistent, home décor requiring attention), they were considered to pose a lower level of risk.
- An additional section to the report highlighted the 2022-2025 co-ordinated approach with North England Commissioning Support (NECS) Medicines Optimisation Team to assist providers with the medication elements of the PAMMS assessments. However, due to internal reorganisations of NHS England, the local Integrated Care Board (ICB) and NECS, it had been very recently confirmed that this joint working approach would no longer be able to continue (it was noted that NECS' work to support the PAMMS inspections was an 'extra' as opposed to a requirement). Assurance was given that the SBC QuAC Team had the

competency to ask the right questions and ensure the relevant information was evidenced for future inspections.

- The final element of the report ('Next Steps') documented what happened following a PAMMS inspection. As well as the formulation of an Action Plan to address any identified concerns (monitored regularly by the responsible QuAC Officer), inspection outcomes were shared with the CQC and ICB (via NECS) to help inform their own intelligence-gathering. Key themes were also communicated to the SBC Transformation Managers and Public Health so they could use the evidence to design projects and further interventions to support all care homes improve quality of care (a section summarising the work of the SBC Transformation Team during 2024-2025 was also included). Additionally, PAMMS ratings were provided to social workers who could share with families searching for a care home so they could access up-to-date information about the Council's view of quality, and PAMMS summary briefing reports were also available on the Stockton Information Directory (SID) (linked from the Older Persons Care Home Ranked List) for families and potential residents to access.

With reference to the report's concluding commentary, the Committee asked whether SBC or Catalyst (the co-ordinating organisation for the voluntary, community and social enterprise (VCSE) sector) was responsible for updating SID with PAMMS-related material – officers stated that it was the Council that did this.

Regarding the quality of management, Members drew attention to instances where some providers who owned multiple homes moved managers around in order to get an improved inspection rating at a setting which was experiencing challenges. The Committee was informed that this was not common practice within the Borough, though there had been occasions where an existing manager was drafted in from another home a provider owned. It was noted that, should this happen, the Council had previously increased monitoring of the service they had come from in case there was any deterioration in quality.

Focus turned to the developments involving NECS and the end of the joint approach to medication oversight, with the Committee questioning whether medicine processes were being led by pharmacists, and noting previous attempts to get a single GP linked to a care setting. Members wondered if this was an area of follow-up for the local Health and Wellbeing Board – SBC officers agreed to liaise with relevant colleagues to seek assurances for the Committee around medication provision within services.

Continuing with medication matters, the Committee asked if the available medication training was specifically promoted to all services or just those who were deemed to require improvement. Officers stated that those settings with medication shortfalls would have focused interventions, but that training support was open to all. Similarly, the Council's Well-Led Programme was accessible to all providers across the Borough.

Thanking the QuAC Team for another year of important and much valued work, the Committee welcomed the reduction in the number of services requiring improvement and the uptake of the Level 3 Medication Diploma. Officers were encouraged to promote the latter, particularly to services with identified medication issues.

AGREED that the PAMMS Annual Report (Care Homes) – 2024-2025 be noted.

ASCH/21/25 Regional Health Scrutiny Update

Consideration was given to the latest Regional Health Scrutiny Update report which summarised the work of regional health scrutiny committees and highlighted some recent health-related developments impacting on the Tees Valley and / or wider North East and North Cumbria footprint. Attention was drawn to the following:

- Tees Valley Joint Health Scrutiny Committee: As part of the previously agreed rotational arrangements, Redcar & Cleveland Borough Council was hosting the Committee in 2025-2026. The first meeting of the new municipal year was held on 8 May 2025 and focused on the Quality Accounts of both North Tees and Hartlepool NHS Foundation Trust (NTHFT) and South Tees Hospitals NHS Foundation Trust (STHFT). Following the meeting, the Committee agreed its third-party statements for inclusion in the two Trusts' final published Quality Account documents.

The next Committee meeting was scheduled for 17 July 2025 – anticipated agenda items included updates on Child and Adolescent Mental Health Services (CAMHS) and Tees Respite Care / Adult Learning Disability from Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV), an NHS Dentistry update from NHS North East and North Cumbria Integrated Care Board (NENC ICB), and a joint Community Mental Health Transformation update from NENC ICB / TEWV. Separately, a Committee visit to the new Community Diagnostic Centre in Stockton was also being considered.

- Sustainability and Transformation Plan (STP) / Integrated Care System (ICS) Joint Health Scrutiny Committee: No further developments regarding this Joint Committee since the previous update in April 2025. In related matters, regional developments highlighted included the ongoing promotion of the NHS '*Be wise, immunise*' campaign to vaccinate high-risk people against COVID-19, and the NENC ICB 'Here to help you' webpage providing information on choosing the right NHS service for an individuals' needs. Attention was also drawn to a 'think pharmacy first' article, the new NENC ICB medicines strategy, and a warning on the risks of using weight loss medicines bought from private clinics or online. More locally, some recent NTHFT-related news items were also noted.

AGREED that the Regional Health Scrutiny Update report be noted.

ASCH/22/25 Chair's Update and Select Committee Work Programme 2025-2026

CHAIR'S UPDATE

The Chair had no further updates.

WORK PROGRAMME 2024-2025

Consideration was given to the Committee's current work programme. The next meeting was due to take place on 22 July 2025 where the draft scope and plan for the Committee's next in-depth review of the local Adult Carers Support Service would be presented for approval. Other items were still to be confirmed, though the SBC Director of Public Health – Annual Report 2024-2025 would now not be considered until the September 2025 meeting at the earliest.

In other work programme matters, no further information had yet been provided in relation to the paused Reablement Service review, and an approach had been received by SBC officers regarding a forthcoming item on the SBC Adult Social Care Strategy refresh (discussions were ongoing about bringing this to the most appropriate meeting). The Committee also noted that it had received a presentation on the Tees Valley Care and Health Innovation Zone this time last year and agreed that an update on developments was required.

With reference to the minutes of the last Committee meeting in May 2025, Members were reminded of the offer from North Tees and Hartlepool NHS Foundation Trust (NTHFT) for the Committee to visit its discharge hub – it was agreed to accept this invitation.

AGREED that:

- 1) the Chair's Update and Adult Social Care and Health Select Committee Work Programme 2025-2026 be noted.
- 2) relevant officers be contacted for an update on the Tees Valley Care and Health Innovation Zone at a forthcoming Committee meeting.
- 3) a Committee visit to the North Tees and Hartlepool NHS Foundation Trust discharge hub be scheduled.

Chair:

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Adult Social Care and Health Select Committee

22 July 2025

TEES VALLEY CARE AND HEALTH INNOVATION ZONE

Summary

The Committee will receive an update on developments in relation to the Tees Valley Care and Health Innovation Zone.

Detail

1. In October 2023, proposals to develop a 'Care and Health Innovation Zone' in Stockton were considered by the Stockton-on-Tees Borough Council (SBC) Cabinet.
<https://www.stockton.gov.uk/article/11268/Vision-to-create-a-care-and-health-innovation-zone-in-Stockton-receives-green-light-from-Councillors>
2. An initial vision statement was collated and includes an overview of the vision, why it will be important to Stockton-on-Tees and the Tees Valley, key facts, and partnerships.
<https://moderngov.stockton.gov.uk/documents/s3168/Tees%20Valley%20Health%20and%20Social%20Care%20Innovation%20Zone%20-%20Initial%20Vision%20Statement%20-%20FINAL.pdf>
3. Further details about this initiative can be found on the Tees Valley Combined Authority website – see <https://teesvalley-ca.gov.uk/business/investees/tees-valley-care-and-health-innovation-zone/>.
4. The Committee received a briefing on this concept in June 2024. The presentation and ensuing discussion can be viewed at <https://moderngov.stockton.gov.uk/mgAi.aspx?ID=3335>.
5. A year on, the Committee has requested an update on developments, with specific information sought on the following elements:
 - *Who is actively involved with this initiative (internal departments and external partners) and to what extent?*
 - *Any significant changes to the plans (including financial commitments) since the June 2024 briefing to the Committee?*
 - *What has each workstream achieved in the last 12 months?*
 - *Engagement with Members and the public / community over the last 12 months in relation to this initiative.*
 - *The impact / potential impact of recent Government announcements.*
 - *What is the plan for the next 12 months? What are the current timescales for realising this initiative?*
6. A presentation has been prepared and is included within these meeting papers. SBC officers are scheduled to be in attendance to provide an overview and address any Member questions.

Name of Contact Officer: Gary Woods

Post Title: Senior Scrutiny Officer

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Stockton-on-Tees Borough Council

ASC&H Select Committee

The Zone

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Durham University's
strategic buildings

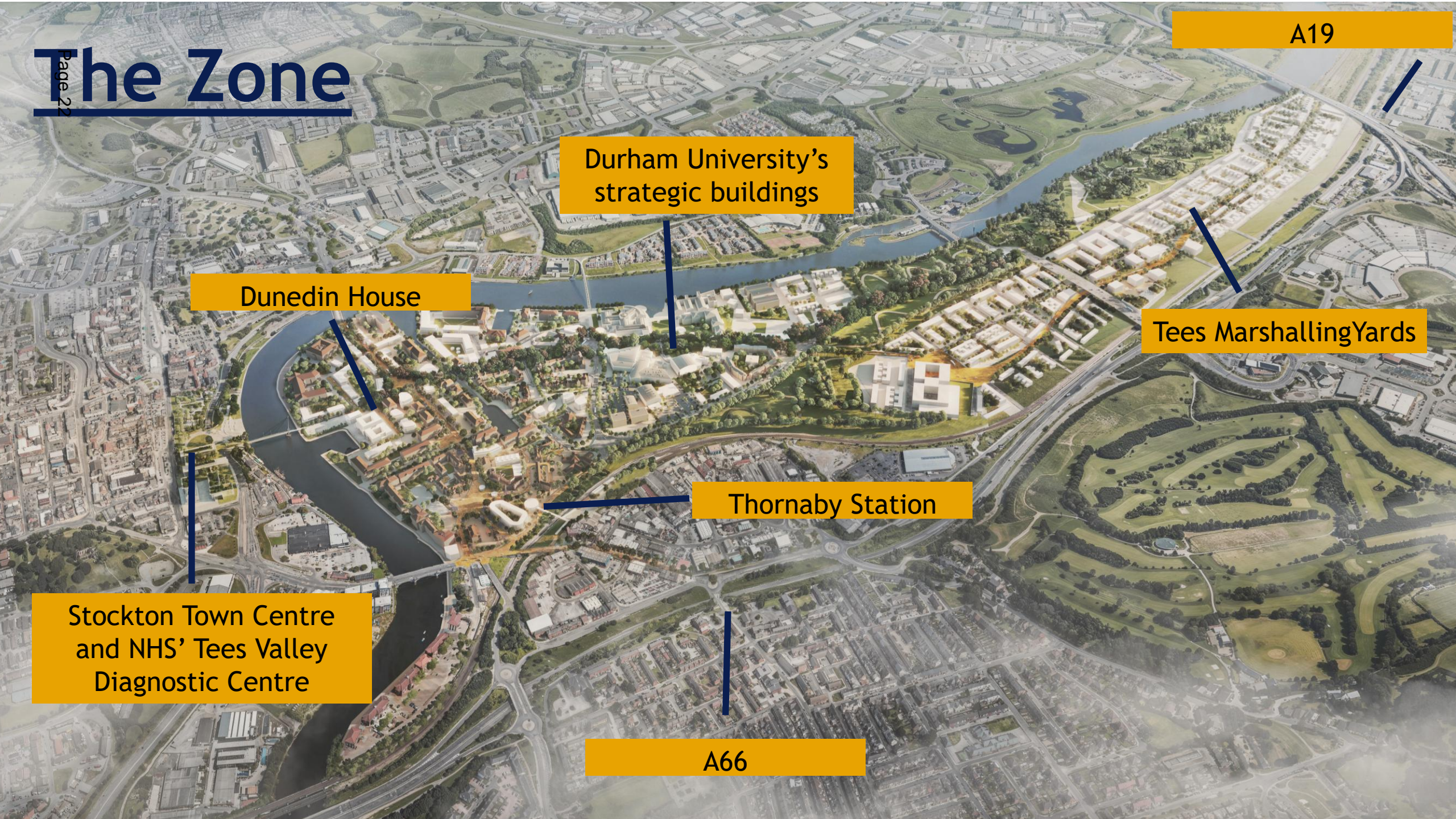
Dunedin House

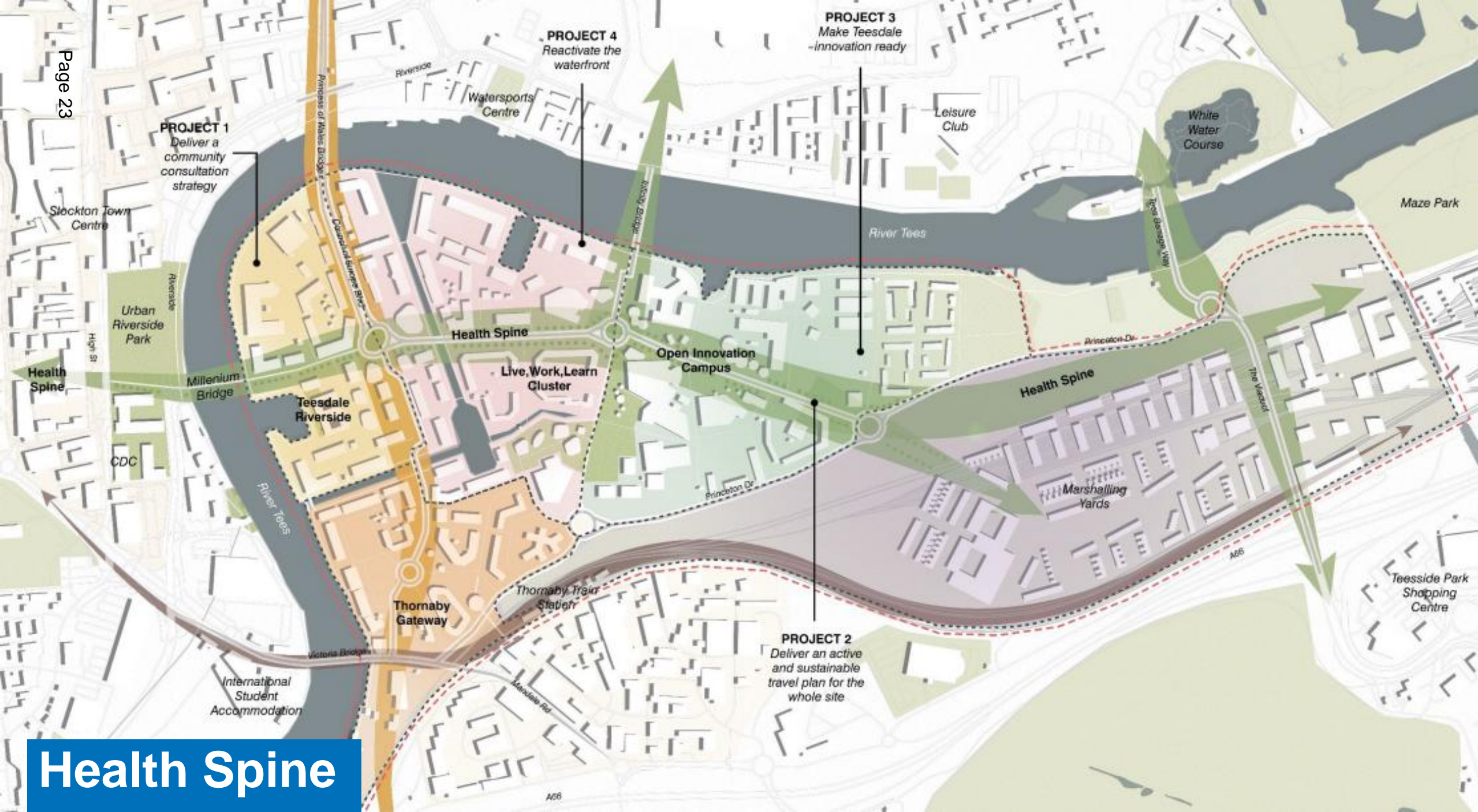
Tees Marshalling Yards

Thornaby Station

Stockton Town Centre
and NHS' Tees Valley
Diagnostic Centre

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PROJECT 1
Deliver a
community
consultation
strategy

PROJECT 4
Reactivate the
waterfront

PROJECT 3
Make Teesdale
innovation ready

PROJECT 2
Deliver an active
and sustainable
travel plan for the
whole site

Health Spine

Lees Central

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11/07/2025

From Concept to Delivery

Staged Outputs

Short/Medium Term (0-5years)

- Delivered TV Community Diagnostic Centre
- Exploration of further Community Health Facilities in Town Centre – can be delivered relatively quickly
- Interest from Private Health Providers in the area
- Delivery of Medical School

Medium/Longer term (5yrs+)

- Tees Central – unlocking Marshalling Yards site etc....

Governance

New Arrangements

As our approach has developed, it has been appropriate to re-consider governance arrangements, to ensure they are fit for purpose. As such, the previous Board and 5 workstreams were stood down. It is proposed they are replaced with:

Strategic Programme Board - to act as champions for the Care & Health Innovation Zone and engage in regional and national policy discussions that may impact the zone. They will have oversight of, and provide direction to:

- Skills Working Group - that will identify and implement innovative models for skills delivery. They will ensure alignment with regional and national approaches, including LSIP and Local Growth Plan, to ensure that current and future education and skills needs are identified and acted upon to deliver the ambitions of the Care and Health Innovation Zone.
- Research & Innovation Working Group will be responsible for ensuring that opportunities for research, development and innovation are at the forefront of programme delivery. They will identify the impact of policy change affecting provision of care and identify opportunities for innovation/R&D as part of a Stockton based approach to building a Care and Health cluster.
- Masterplanning & Infrastructure Working Group will drive forward the development of Tees Central and act as custodians of the site. The group will be responsible for developing a land assembly, site investigation and remediation strategy together with an action plan and delivery schedule.

Workstream Focus

Next 12 months

Skills Working Group

- Raising aspirations/ambitions campaign working with TVCA
- Consider barriers to entering training and identify potential solutions
- Develop and pilot some innovative models
- Obtain and analyse destination data from training providers

Workstream Focus

Next 12 months

Research and Innovation Working Group

- Consideration of the final Innovation Centre and associated support feasibility report.
- Make any recommendations for next steps to the Delivery Board and progress any agreed outcomes
- Pursue opportunities for care-tech and health-tech

Workstream Focus

Next 12 months

Masterplanning Working Group

- Further stakeholder engagement and building of strong relationships is required to ensure a clear programme of delivery and progression of ambitions for the site.
- Meetings have been taking place between SBC, DB Cargo and Network Rail to discuss the consolidation of assets. Baselining work needs to be completed before further works are undertaken.
- A separate Masterplan for Tees Central will likely be required.
- Homes England has offered financial support in the form of revenue funding for some development works yet to be determined.

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Adult Social Care and Health Select Committee

22 July 2025

SBC ADULT SOCIAL CARE STRATEGY REFRESH

Summary

The Committee is asked to consider a report in relation to the ongoing refresh of the Stockton-on-Tees Borough Council (SBC) Adult Social Care Strategy.

Detail

1. The current SBC Adult Social Care Strategy 2021-2025 outlines the vision and priorities for adult social care within the Borough.

https://www.stockton.gov.uk/media/2288/Adult-Social-Care-Strategy-2021-2025/pdf/Adult_Social_Care_Strategy_2021_-_2025_b8a5ta49ec4t.pdf?m=1718711186343
2. To inform the development of the new strategy, SBC asked the National Development Team for Inclusion (NDTi) to complete an engagement exercise with local communities to identify what was important to consider in relation to future provision. Feedback is summarised in the attached report and accompanying presentation slides.
3. The SBC Interim Director of Adult Social Care and the SBC Strategic Development Manager (Adults & Health) are scheduled to be in attendance to present the information and address any Member comments / questions.

Contact Officer: Gary Woods

Post: Senior Scrutiny Officer

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Agenda Item X

Report to	Adult Social Care and Health (ASCH) Select Committee
Date	22 July 2025
Report Title	New Adult Social Care Strategy – Feedback report from National Development Team for Inclusion and Next Steps
Report Status	Information

Purpose

To share the National Development Team for Inclusion (NDTi) report following engagement with our communities about what is important for our new Adult Social Care Strategy.

Recommendations

ASCH are asked to note the content of the report and to be aware of the next steps to co-produce the new Adult Social Care Strategy for Stockton-on-Tees.

Summary Detail

Stockton-on-Tees Borough Council (the Council) asked NDTi to complete an engagement exercise to inform the development of a new Adult Social Care Strategy for Stockton-on-Tees. This was completed between February and March 2025 and a report presenting the findings was completed in May 2025 and shared with the Making it Real Board (MIRB) in June 2025.

There were 177 responses in total: 81 conversations with people in community settings, 76 from a survey and a further 20 responses from providers.

The report showed that most people who took part in the engagement felt that our Adult Social Care services were average in helping people to live their best lives, and likewise with feeling that people were getting the early intervention and prevention they needed.

There was a just above average rating for how safe people felt where they lived, and a below average rating about the availability of housing for people with support needs or disabilities.

In summary, the report showed the following findings:

Theme	Rating (5 bar Likert scale)	Where we needed to improve.
Adult Social Care	2.93	<ul style="list-style-type: none"> • Support to live in own home and maintain independence • The importance of involving people themselves in service development • Support being personalised, and being about enabling people • Having well trained staff- and staff retention mentioned not far behind
Prevention and Early Intervention	2.5	<ul style="list-style-type: none"> • A lack of information about what is available, and how to get it • Services not coordinated/ working together- making accessing the right support difficult for people • Funding issues, such as people having to pay for their own care and support, care staff not being paid enough. • Support which is considerate of people's independence.

Agenda Item X

Community Wellbeing and Safety	3.30	<ul style="list-style-type: none"> Ensuring people are not isolated, and that there are groups or courses for people to join to meet each other. Better information about what is on, and access to local advice were mentioned a number of times. Some people are worried about drugs and antisocial behaviour. Lighting, transport and police presence to ensure public spaces are safe.
Housing	2.45	<ul style="list-style-type: none"> Older adults need help to stay in their homes and individuals with learning disabilities want more independence. There is a lack of accessible, supported, and trauma-informed housing for people with disabilities, mental health needs, and survivors of abuse. Adaptations to existing homes are not always available or easily accessible.

A summary documents of the high level findings from NDTi is included as an appendix in this report below.

This plan will be to work in partnership with the Making It Real Board to co-produce a new Adult Social Care Strategy for 2026-30 by November 2025.

Key Considerations

Financial Considerations

None at this stage

EPIA -Equality & Poverty Impact Assessment

EPIA is in draft (SEPIA ID 163) and will be completed once work starts on developing the strategy.

Appendices / Embedded Documents *(Include the detail to supplement the summary section)*

[Summary presentation from NDTi \(see Appendix 1\)](#)

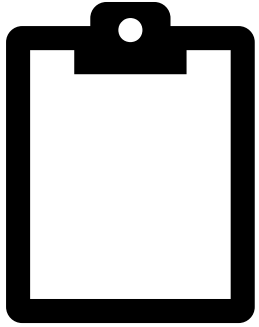


Stockton on Tees MIR
.pdf

Bulidng a community, asset-based approach in Stockton on Tees:

Hearing from local people to inform the Council's Adult Social Care strategy

February – March 2025



76



20



81

4 sections

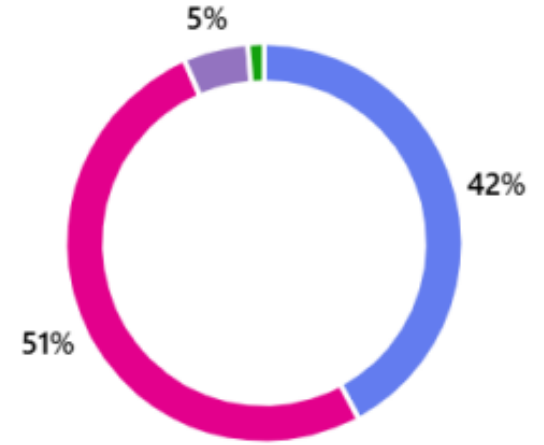
Adult Social
Care

Prevention
and Early
support

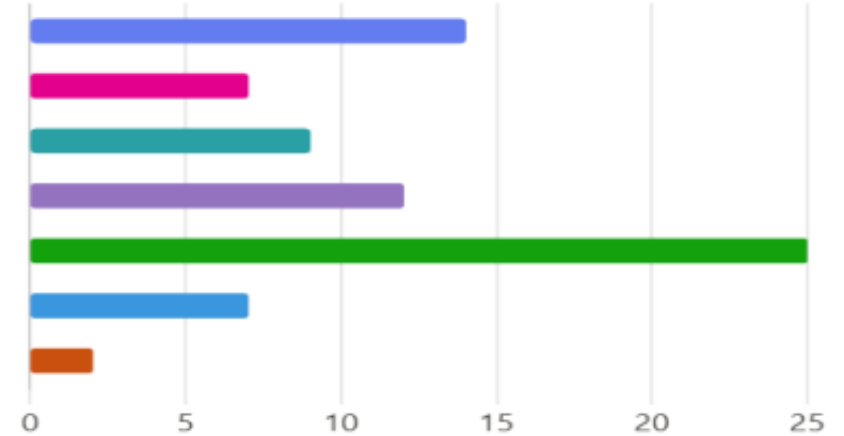
Community
Wellbeing
and Safety

Housing

Male	32
Female	39
Non-binary	0
Prefer not to say	4
Prefer to self-describe (please see next question)	1

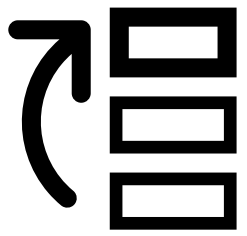
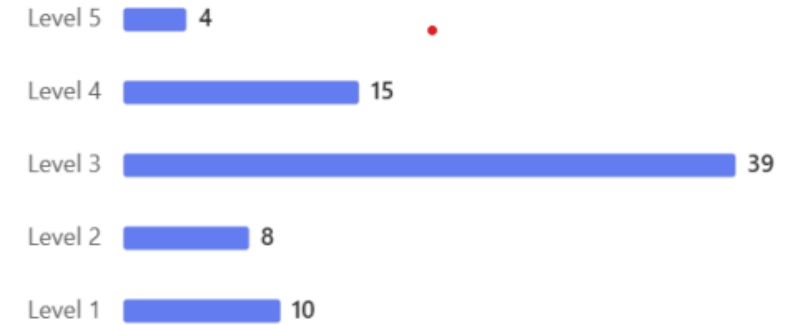
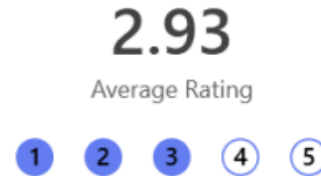


Billingham	14
Ingleby Barwick	7
Thornaby	9
Yarm	12
Stockton	25
Norton	7
Prefer not to say	2



Adult Social Care: Social Care helps people to live their best lives

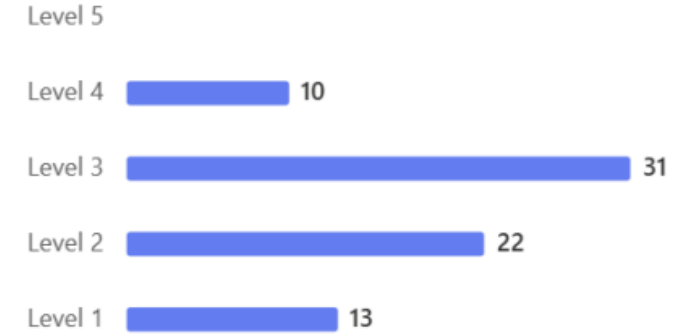
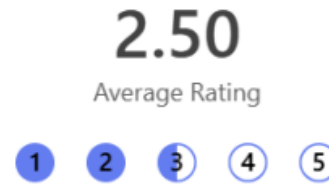
(Rated on a scale of 1-5, where 1 is terrible, not very good, 3 is OK, 4 is Good and 5 is fantastic)



Often mentioned as most important were

- Support to live in own home and maintain independence
- The importance of involving people themselves in service development
- Support being personalised, and being about enabling people
- Having well trained staff- and staff retention mentioned not far behind

Prevention and Early support :
We want people to get help as
soon as they start to struggle.
Do you think this is happening



**“Accessing services to
discuss possibilities is
difficult”**

From a local resident

"I can't access the support I need. I keep asking for things like a social care assessment and end up being fobbed off into another team. I still live with my parents and I have no hope of independence without the support I need. But that's so convenient. My parents do an expensive job for free. My quality of life is shocking. I keep knocking on doors that won't open. There's no way to access help."

The themes of things that are not working in Adult Social Care And similarly prevention, early support include:

- Not enough support available
- A lack of information about what is available, and how to get it
- Services not coordinated/ working together- making accessing the right support difficult for people
- Funding issues, such as people having to pay for their own care and support, care staff not being paid enough.
- Support that is poor or inflexible

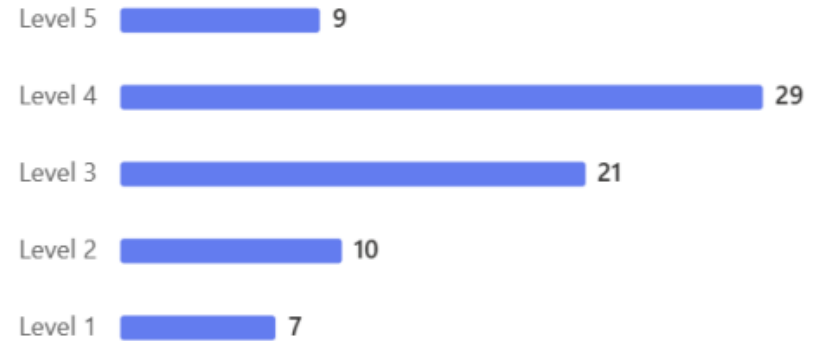
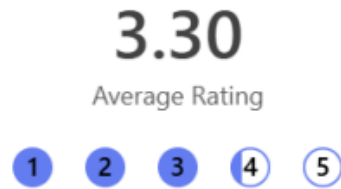
**“The help our
Parents and our
Family received
were first class”**

24 participants shared positive statements about Adult Social Care.

- Opportunities to come together with peers for support- be that carers groups or groups with other people with similar support needs.
- Support which is considerate and kind and supports people's independence
- Then a number of specific services were mentioned that people appreciate which included

Community Wellbeing and Safety:

Do you feel safe where you live?



The areas for improvement that were mentioned most:

- Ensuring people are not isolated, and that there are groups or courses for people to join to meet each other.
- Better information about what is on, and access to local advice were mentioned a number of times.
- Some people are worried about drugs and antisocial behaviour,
- Lighting transport and police presence to ensure public spaces are safe.

“Feeling safe when it’s dark. I don’t go out after 4pm because I feel like places are not lit up enough and there are characters that look unfriendly and don’t like seeing groups of youngsters hanging around I feel afraid where there are gatherings together of young men I like it when there are groups activities in the community but scared to get to them on dark evening”

“we know just about everyone in our road. plan events, volunteer on local projects together”

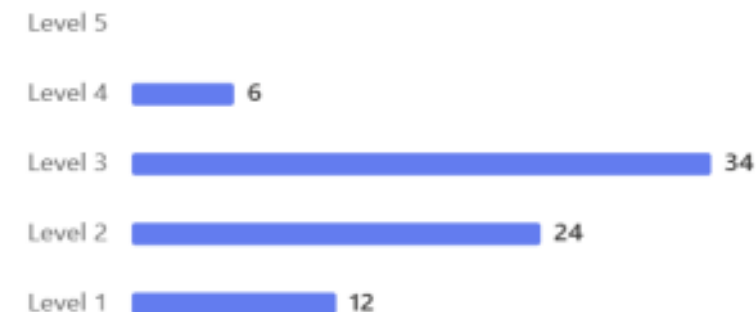
From the comments, we observed that people were very positive about:

- Green spaces in Thornby, Stockton and Yarm
- Positive about neighbours- Thornby Stockton, Yarm Ingleby Barwick and Norton
- Positive about community activities- local resources in community centres, churches etc. Thornby, Stockton, Norton, Yarm, Ingleby Berwick, Billingham

Good neighbours were mentioned by people in every area

Housing:

Are there enough homes for people with support needs or disabilities?



“People value their home and feel safe by being able to get around and feel comfortable, but sometimes improvements need to be made that can be seen by a different pair of eyes to help improve safety around the home”

“More wheelchair accessible accommodation is required”

“Gender and trauma informed accommodation for women experiencing multiple disadvantage”



Summary of findings

- To improve care and support, services should be personalised and flexible.
- Older adults need help to stay in their homes,
- individuals with learning disabilities want more independence,
- carers require adaptable support.
- Peer support is also valuable for connection and sharing information.
- Reducing delays and increasing awareness of available services will make a big difference.



To help people find and understand information more easily, we should make it available in different formats and improve how services work together.

This will ensure clearer communication and better access to support.

To improve support, services need to work better together.
Clear communication between health, social care, and housing is essential.

Strengthening partnerships, simplifying processes, and sharing knowledge will help create a more connected and effective system.



To improve services, and close gaps in some specialist areas we should

- Strengthen working together around shared goals.
- Knowledge-sharing, and training, especially in areas like understanding and respecting different cultures
- Knowledge and understanding surrounding autism ; Advocacy
- Helping people by recognizing the impact of past trauma
- Employment support for people with learning disabilities.

Adult Social Care and Health Select Committee
Review of Stockton-on-Tees Adult Carers Support Service
Outline Scope

Scrutiny Chair (Project Director): Cllr Marc Besford	Contact details: marc.besford@stockton.gov.uk
Scrutiny Officer (Project Manager): Gary Woods	Contact details: gary.woods@stockton.gov.uk 01642 526187
Departmental Link Officer: Graham Lyons (SBC Service Manager)	Contact details: graham.lyons2@stockton.gov.uk
Programme Management Office Link: Francesca Magog (SBC Project Manager)	Contact details: francesca.magog@stockton.gov.uk

Which of our strategic corporate objectives does this topic address?

The review will contribute to the following Stockton-on-Tees Plan 2024-2028 priorities:

- *Priority 2: Healthy & Resilient Communities:* We recognise the invaluable role that carers play to support their loved ones in communities, and we will ensure they receive the support they need to maintain their own independence and wellbeing.

The Carers Support Service has also had some initial involvement with the transitions programme as part of the Stockton-on-Tees Borough Council (SBC) *Powering Our Future* (POF) initiative.

What are the main issues and overall aim of this review?

The Care Act 2014 gave carers the same legal right to assessment and support as the person they care for. The most recent Census 2021 found that there were 5.8 million unpaid carers in the UK (an estimate of over 20,000 of those living within Stockton-on-Tees), with 1.7 million of these people providing 50 or more hours of care per week.

In 2019, Carers UK revealed that one in seven people within employment were also in a significant caring role, and that 2.6 million had quit their job to care. This created a significant cost to the UK economy from both the loss to the labour market, the cost of recruiting and training, and the impact on benefits claims. Elsewhere, it has been reported that carers were more than twice as likely to suffer from poor physical and mental health (as well as financial hardship) than their non-caring counterparts, with one third of people in a caring role report feeling often or always lonely ([Carers UK: State of Caring 2024](#)).

Carers play a substantial and vital role in meeting social care needs. The cost of replacement care locally for Stockton-on-Tees has previously been estimated to be around £464 million annually ([Stockton JSNA: Carers](#)). From an early intervention and prevention perspective,

addressing the needs of carers enables SBC to delay or possibly avert the need for complex and costly social care interventions, and by sustaining carers within their caring role, the stability of local adult health and social care services is supported. Identifying and providing support to these individuals is not just mandated by the Care Act 2014 but a sound economic and socially responsible decision (which may also prevent carers themselves needing services in their own right). By providing information, advice and support to carers we are able to ensure they promote their own wellbeing, prevent carer breakdown, and establish resilient communities.

The local Adult Carers Support Service was brought in-house to SBC in January 2018 and works with adults who are providing informal care and support for adults across the Borough. Since then, the service has developed significantly, with over 5,000 referrals during this time. As of June 2025, it was working with 3,200 unpaid carers within Stockton-on-Tees, offering ongoing advice, information and support alongside statutory carers assessments, support planning, carers personal budgets, and time-out support. SBC are also supporting nearly 2,000 carers with a direct payment which amounts to a projected spend of £550,000 for this provision in this financial year.

Whilst this offer is considered to be effective, it would be of benefit for the service to be scrutinised to provide assurance around its current delivery. It is also hoped that this review will help highlight any gaps in the service and, in turn, help shape future developments for local provision.

The Committee will undertake the following key lines of enquiry:

What support does the local Adult Carers Support Service offer / provide? How is it resourced (funded and staffed) and what does it cost per annum (including changes over time)? How did the pre-2018 arrangements differ from the current offer (what prompted it being brought in-house)?

How is the service promoted and how do individuals access it? Are there any restrictions (e.g. is it time-limited) and have there been any reports of barriers in receiving help?

How many individuals does the service support and what types of support do individuals receive? How has this changed over time, and what are the predicted future demands on the service (i.e. is it sustainable)?

How does the 'Time Out' service work?

How does the Council and its partners identify individuals who may be eligible for support? Is this effective / consistent?

Is feedback on the service sought from carers – if so, how / how often? What are those receiving support saying about their experience of the service and what plans are in place to develop the offer further?

What are the benefits to being a registered carer? How are these being promoted across the Borough?

What considerations are given to young carers transitioning into the adult carers service? How is this managed, communicated and promoted?

Who will the Committee be trying to influence as part of its work?

Council, Cabinet, carers (existing and potentially new) and service-users.

Expected duration of review and key milestones:	
5 months (report to Cabinet in February 2026)	
What information do we need?	
Existing information (background information, existing reports, legislation, central government documents, etc.):	
<ul style="list-style-type: none"> • SBC Adults, Health & Wellbeing: Self-Assessment (for CQC inspection undertaken in 2024) • SBC Support for Carers: https://www.stockton.gov.uk/support-for-carers • SBC Adult Carers Service – Specification • SBC Adult Carers Service – Team Structure 	
Who can provide us with further relevant evidence? (Cabinet Member, officer, service user, general public, expert witness, etc.)	What specific areas do we want them to cover when they give evidence?
SBC Adults, Health & Wellbeing	<ul style="list-style-type: none"> ➤ Overview of existing support service offer and how this has changed over time (inc. costs) ➤ Promotion of service (inc. Carers' Hub) ➤ Service capacity / usage; feedback received ➤ Young carers transitioning into adult service
NHS North East and North Cumbria Integrated Care Board	<ul style="list-style-type: none"> ➤ Strategic oversight of support for adult carers
North Tees and Hartlepool NHS Foundation Trust	<ul style="list-style-type: none"> ➤ Identifying carers and signposting to support ➤ Patient and Carer Experience Council (PCEC)
Carers consultation and feedback mechanisms	<ul style="list-style-type: none"> ➤ Views on current offer / areas for improvement
Eastern Ravens	<ul style="list-style-type: none"> ➤ Young carers transitioning into adult services
Care Quality Commission (CQC)	<ul style="list-style-type: none"> ➤ Final report following inspection of SBC adult social care services
Mobilise	<ul style="list-style-type: none"> ➤ Identifying carers from hard-to-reach areas
Other Local Authorities	<ul style="list-style-type: none"> ➤ Initiatives to support carers
How will this information be gathered? (eg. financial baselining and analysis, benchmarking, site visits, face-to-face questioning, telephone survey, survey)	
Committee meetings, reports, research, case studies, site visits (TBC).	
How will key partners and the public be involved in the review?	
Committee meetings, information submissions.	

How will the review help the Council meet the Public Sector Equality Duty?

The Public Sector Equality Duty requires that public bodies have due regard to the need to advance equality of opportunity and foster good relations between different people when carrying out their activities. This review will be mindful of these factors.

How will the review contribute towards the Joint Strategic Needs Assessment, or the implementation of the Health and Wellbeing Strategy?

Stockton Joint Strategic Needs Assessment (JSNA): Carers: Recognising carers and the contribution they make to society is important for raising their profile and identifying better ways of helping them to help others. Historically the needs of carers have been overlooked. Whilst this situation is improving, many carers remain socially excluded, suffer from caring-related ill-health and, once they have ceased caring, find themselves in a difficult economic position, often with little or no pension provision. This can lead to the carers needing to access health and social care services for themselves and may impair their ability to continue providing care to the cared for person.

Note: Carers will be acknowledged within the refreshed SBC Adult Social Care Strategy.

Provide an initial view as to how this review could lead to efficiencies, improvements and/or transformation:

- Primary: To understand the impact of the carers service on promoting the wellbeing and needs of unpaid carers. Identifying where the service is reaching its objective and where future focus needs to be concentrated to improve service delivery and satisfaction for carers
- Secondary: To understand and identify where partnership working can be improved to promote the rights and needs of carers, ensuring they are being treated as expert partners and identified for support when required.

Project Plan

Key Task	Details/Activities	Date	Responsibility
Scoping of Review	Information gathering	May 2025	Scrutiny Officer Link Officer
Tri-Partite Meeting	Meeting to discuss aims and objectives of review	01.07.25	Select Committee Chair and Vice Chair, Cabinet Member(s), Director(s), Scrutiny Officer, Link Officer
Agree Project Plan	Scope and Project Plan agreed by Committee	22.07.25	Select Committee
Publicity of Review	Determine whether Communications Plan needed	TBC	Link Officer, Scrutiny Officer
Obtaining Evidence		23.09.25 21.10.25 18.11.25	Select Committee
Members decide recommendations and findings	Review summary of findings and formulate draft recommendations	16.12.25	Select Committee
Circulate Draft Report to Stakeholders	Circulation of Report	January 2026	Scrutiny Officer
Tri-Partite Meeting	Meeting to discuss findings of review and draft recommendations	TBC	Select Committee Chair and Vice Chair, Cabinet Member(s), Director(s), Scrutiny Officer, Link Officer
Final Agreement of Report	Approval of final report by Committee	20.01.26	Select Committee, Cabinet Member, Director
Consideration of Report by Executive Scrutiny Committee	Consideration of report	[17.03.26]	Executive Scrutiny Committee
Report to Cabinet / Approving Body	Presentation of final report with recommendations for approval to Cabinet	12.02.26	Cabinet / Approving Body

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ADULT SOCIAL CARE AND HEALTH SELECT COMMITTEE
Work Programme 2025-2026

Date (4.30pm unless stated)	Topic	Attendance
22 April 2025	Review of Reablement Service <ul style="list-style-type: none"> (Draft) Final Report Monitoring: Progress Update – Care at Home Regional / Tees Valley Health Scrutiny Update Health and Wellbeing Board: Forward Plan & Previous Minutes (Sep, Oct & Nov 24)	Cllr Pauline Beall / Angela Connor / Rob Papworth Martin Skipsey / Rob Papworth
20 May	North Tees and Hartlepool NHS Foundation Trust (NTHFT): Quality Account 2024-2025 Norton Medical Centre: Response to latest CQC inspection Health and Wellbeing Board: Forward Plan & Previous Minutes (Jan & Feb 25)	Beth Swanson / Deepak Dwarakanath / Rugare Musekiwa / Venkat Kanakala / Diane Palmer / Ruth Dalton Dr Julie Neary / Susan Hood / Rebecca Warden
17 June	PAMMS Annual Report (Care Homes): 2024-2025 CQC / PAMMS Quarterly Update: Q4 2024-2025 Regional / Tees Valley Health Scrutiny Update	Darren Boyd Darren Boyd / Susan Taylor
22 July	Tees Valley Care and Health Innovation Zone SBC Adult Social Care Strategy Refresh Review of Adult Carers Support Service <ul style="list-style-type: none"> (Draft) Scope and Project Plan 	Geraldine Brown / Chris Renahan Angela Connor / Rob Papworth Graham Lyons
23 September	Healthwatch Stockton-on-Tees: Annual Report 2024-2025 Review of Reablement Service (TBC) SBC Director of Public Health: Annual Report 2024-2025 (TBC) Monitoring: Progress Update – Access to GPs and Primary Medical Care CQC / PAMMS Quarterly Update: Q1 2025-2026 Review of Adult Carers Support Service <ul style="list-style-type: none"> TBC 	Natasha Douglas Sarah Bowman-Abouna Sarah Bowman-Abouna / Emma Joyeux Darren Boyd

ADULT SOCIAL CARE AND HEALTH SELECT COMMITTEE

Work Programme 2025-2026

Date (4.30pm unless stated)	Topic	Attendance
21 October	Review of Adult Carers Support Service <ul style="list-style-type: none"> TBC Care and Health Winter Planning Update (TBC) Making it Real Board – Update (TBC) Regional / Tees Valley Health Scrutiny Update	
18 November	Review of Adult Carers Support Service <ul style="list-style-type: none"> TBC CQC / PAMMS Quarterly Update: Q2 2025-2026	
16 December	Review of Adult Carers Support Service <ul style="list-style-type: none"> TBC Stockton-on-Tees Independent Complaints Advocacy: Annual Report	Philip Kerr
20 January 2026	Review of Adult Carers Support Service <ul style="list-style-type: none"> TBC Teeswide Safeguarding Adults Board (TSAB): Annual Report 2024-2025 (TBC) Regional / Tees Valley Health Scrutiny Update	
17 February	Review of Adult Carers Support Service <ul style="list-style-type: none"> TBC CQC / PAMMS Quarterly Update: Q3 2025-2026	
17 March		

2025-2026 Scrutiny Reviews

- Adult Carers Support Service
- Adult Education and Skills

Monitoring Items

- Access to GPs and Primary Medical Care (Progress Update) – Sep 25

Performance and Quality of Care (standing Items)

- SBC Adults, Health and Wellbeing – Overview Report
- SBC Director of Public Health – Annual Report
- SBC PAMMS (Care Homes) – Annual Report
- Healthwatch Stockton-on-Tees – Annual Report
- Care Quality Commission (CQC) – State of Care Annual Report
- Teeswide Safeguarding Adults Board (TSAB) – Annual Report
- North Tees and Hartlepool NHS Foundation Trust (NTHFT) – Quality Account

ADULT SOCIAL CARE AND HEALTH SELECT COMMITTEE

Work Programme 2025-2026

Regular Reports

- 6-monthly Adult Care Performance Reports (including complaints/commendations) (new format tbc)
- 6-monthly Public Health Performance Reports (new format tbc)
- Regional / Tees Valley Health Scrutiny – Updates
- Care Quality Commission (CQC) / PAMMS – Quarterly Inspection Updates
- Health and Wellbeing Board – Minutes
- Care and Health Winter Planning – Update
- Quality Standards Framework (QSF) for Adult Services (new format tbc)

Other Reports (as required)

- Healthwatch Stockton-on-Tees – Enter and View Reports
- Care Quality Commission (CQC) – Inspection Reports (by email / by exception at Committee)

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