

# County Durham Integrated Market Position Statement 2023/25: Adult and Children's Social Care and Health Services





County Durham

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# 1. Welcome to County Durham's Integrated Market Position Statement

Hello and welcome to Durham County Council's fourth Market Position Statement (MPS), this latest edition is an integrated social care and health MPS which is an exciting development for our local system. This document sets out the direction of travel for Children's and Adult Social Care, Health, Public Health and Housing during 2023/2025.

## What is the Market Position Statement for?

The aim of the MPS is to bring together information and analysis about the local market so that current and prospective providers understand the local context, what is likely to change and where opportunities might arise in the future.

The MPS will support both existing and prospective providers to shape their business plans to support the vision of the council and the wider County Durham Care Partnership for the future of local public health, social care and housing markets. It will help providers to:

- Identify opportunities that they may tender for
- Develop their services to meet local need and demand

## Key messages for providers

### Services in County Durham in the future should:

- Be flexible, person centred and developed with input from service users and carers, using a co-production approach where possible;
- Be co-produced with service users and their unpaid carers / family;
- Be preventative so that people can maintain / regain independence, delaying the need for care; or moving away from support or on to less intensive support;
- Be delivered in a more integrated way, with priorities aligned to improved service delivery and outcomes across the health and social care system;
- Encourage personal and community resilience;
- Offer short term interventions where appropriate;
- Identify and achieve outcomes for service users and unpaid carers and promote wellbeing;
- Be developed in partnership with the council and other commissioners and providers of service, for example health colleagues and the voluntary, community and social enterprise sector;
- Offer value for money services;
- Be innovative in their approach to service delivery.



I hope that you find this document accessible and useful. We plan to refresh the 'Upcoming Tender Opportunities' appendix on a regular basis to ensure that providers are as up to date as they can be about future opportunities.

**Sarah Burns,**  
Joint Head of Integrated Strategic Commissioning / Director of Place.

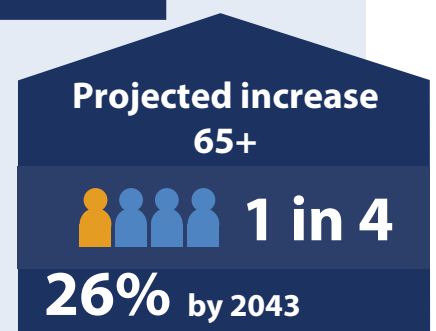
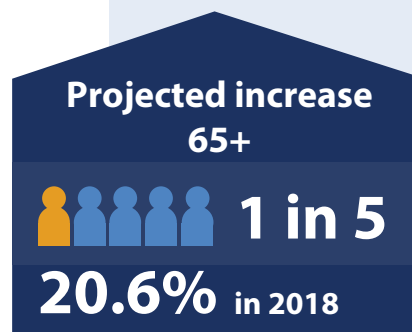
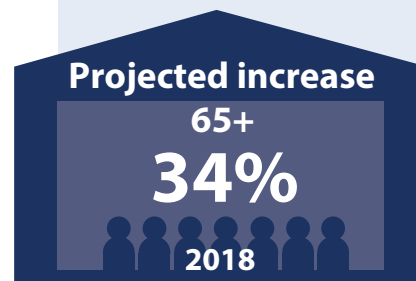
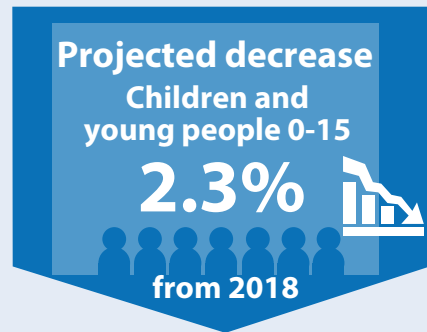
## 2. Introduction

### About County Durham

County Durham is a socially, economically and physically diverse area, home to over 0.5m people in 12 main towns with over 300 smaller settlements, many of which are former colliery villages. The county plays an important role in the economic success and stability of the North East, with key transport links (A1M) and the East Coast main line railway running through it, providing infrastructure vital to local employment and the regional economy. Around 90% of the population lives in the east of the county, predominantly the former Durham coalfield. The more sparsely populated western dales form part of the North Pennines Area of Outstanding Natural Beauty.

Our population is changing, meaning that County Durham will see significant demographic changes in the future. The most recent ONS projections suggest that by 2043 the number of children and young people aged 0-15 will decrease by 2.3% (from 2018). Conversely, these projections also suggest significant growth in our 65+ and 85+ populations. By 2043 our 65+ population is projected to have grown by 34% (from the 2018 baseline), with our 85+ population rising by 93% over the same period. The number of people aged over 65 is projected to increase from one in five people in 2018 (20.6%) to over one in four people (26%) by 2043.

It is important to be clear that such demographic projections are one important factor in our future service planning, as set out in more detail in this document. However, we also recognise that advances in care delivery, technology, healthcare etc. mean that demand for social care services will not necessarily grow in the same way or to the same timeframes. This is likely to be less linear, meaning that our plans should be based on flexible service delivery models, including the ability to innovate and further integrate with system partners.



# 3. National developments and local context

For national developments and local context please explore the links below:

## National developments

[Care Act 2014](#)

[Children and Families Act 2014](#)

[Prevention Concordat for Better Mental Health](#)

[NHS Five Year Forward View](#)

[NHS Long Term Plan](#)

## Local Context

[County Durham Joint Strategic Needs and Assets Assessment](#)

[County Durham Joint Health and Wellbeing Strategy](#)

[County Durham Vision 2035](#)

[Durham County Council's Market Sustainability Plan](#)

[County Durham Sufficiency and Commissioning Strategy for Children Looked After and Care Leavers](#)

If you would like to view all the Council's strategies, plans and documents please visit: [www.durham.gov.uk/StrategiesPlansAndDocuments](http://www.durham.gov.uk/StrategiesPlansAndDocuments)



## Durham Insight

Durham Insight is a shared intelligence, research and knowledge base for County Durham, informing strategic planning across the council and its partners. The aim is to provide users with an easy way to access and share information, intelligence, research and knowledge for deeper insights about their local area or communities.

[www.durhaminsight.info](http://www.durhaminsight.info)

## Joint Strategic Needs and Asset Assessment (JSNAA)

The JSNAA in County Durham is an evidence base that builds a picture of the health, care and wellbeing needs of local people and communities, based on a range of data and analysis. It's a suite of resources locally that helps to inform our plans and strategies, which allows the council and partners to plan and buy services to meet the needs that have been identified. Our JSNAA is not just about health and social care, but reflects the many factors that can influence people's health and wellbeing (known as the Wider Determinants of Health).

### Our JSNAA includes intelligence on:

- The current and future health and wellbeing needs of local people;
- Wider social factors that have an impact on people's health and wellbeing, such as housing, poverty and employment;
- The inequalities between County Durham and elsewhere, and also inequalities between communities in County Durham;
- What is strong and good in our communities to support good health.



# What has the biggest influence on lives being cut short?



**Health & Social Care**

LE and HLE are significantly lower in County Durham than England for Men and Women (2018-20)

Both spend more years in poor health than England

There is LE inequality within County Durham  
It is lower in the more deprived areas:

**Women: 7.6 years lower**  
**Men: 9.3 years lower**

Prevalence of **Depression** and **Serious Mental Illness** put County Durham in the top 20% of LAs nationally for each (2022)  
... with >5,500 patients registered with SMI

<b>Depression</b> 15% England 12.7%	<b>Both</b> ↑ locally and nationally	<b>SMI</b> 1% England 1%
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Prevalence of many LTCs is high locally  
**4 out of 5 LAs** have lower levels of CHD, stroke and diabetes than County Durham

**Over 1 in 2** Patients aged 65+ locally with 1+ Long Term Conditions - projected to rise over time

**Healthy behaviours**

**15.4%** **Smoking prevalence** (2022)  
...a reduction of almost 6 percentage points since 2013...or around **23,300** smokers

... around **2 in 10** adults in County Durham still smoke...around **65,100** smokers

**39.8%** **Excess Weight (Y6)** (2022)  
...that's around 2,300 11 year olds

or **2 in 5** Year 6 children  
...higher in the more deprived areas

**52.5/100K** **Admission episodes for alcohol-specific conditions - Under 18s** 2018/19-20/21  
...that's around 160 admission episodes in under 18s in the time period

Locally there is no significant difference between young men and young women

**Wider determinants**

**24.3%** **Economically Inactive**  
North East 26%  
England 21.3% (Dec 22)  
...that's around 78,600 people  
... or **1 in 4** aged 16-64

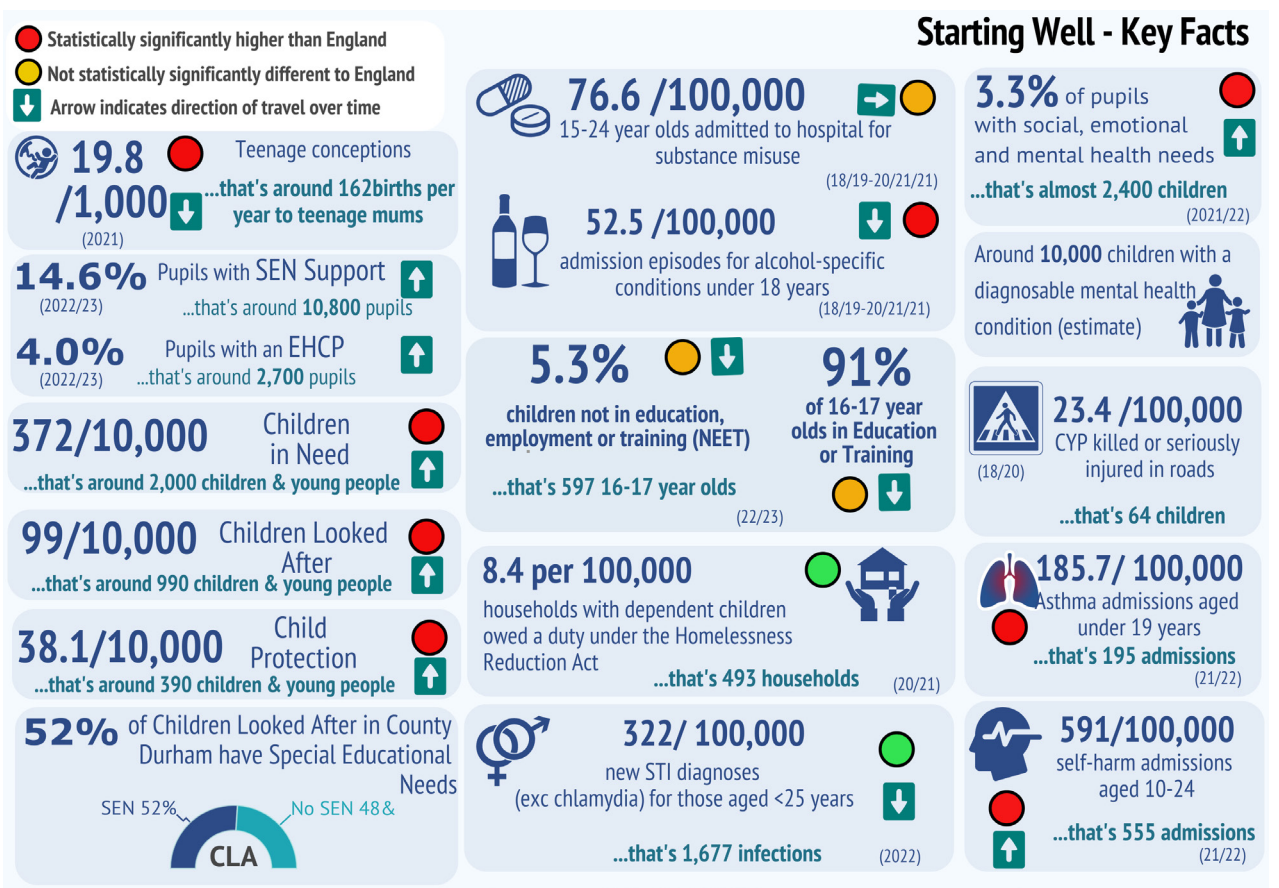
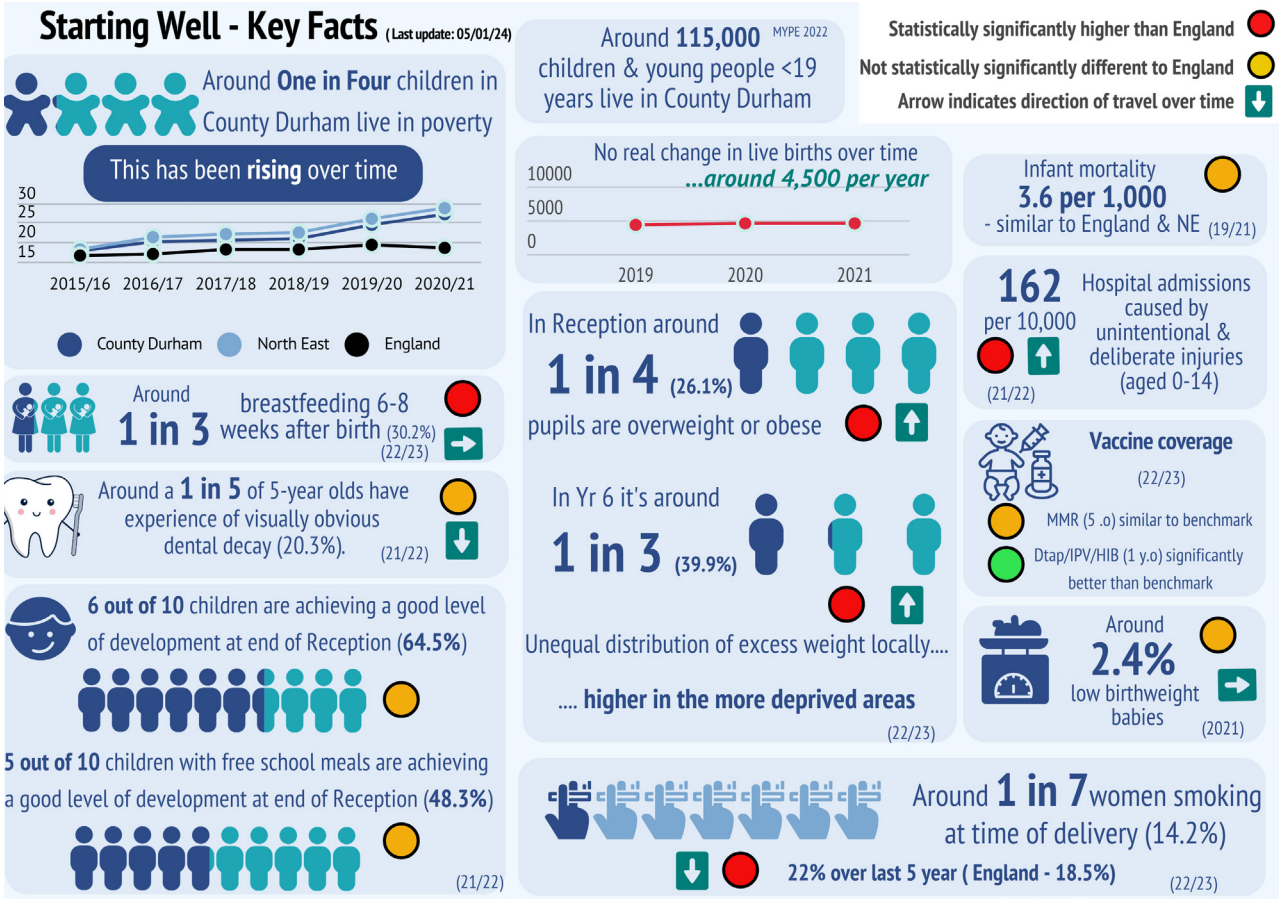
**24%** ↑ **Children in Low Income Families - relative poverty in Durham** (2021/22)  
...that's around 27,200 children (estimated)

**Free School Meal eligibility is rising locally**  
**31%** ↑ **Spring Term 2023** ...that's around 22,200 children

**6.5 in 10** children are achieving a good level of development at end of Reception (65%)

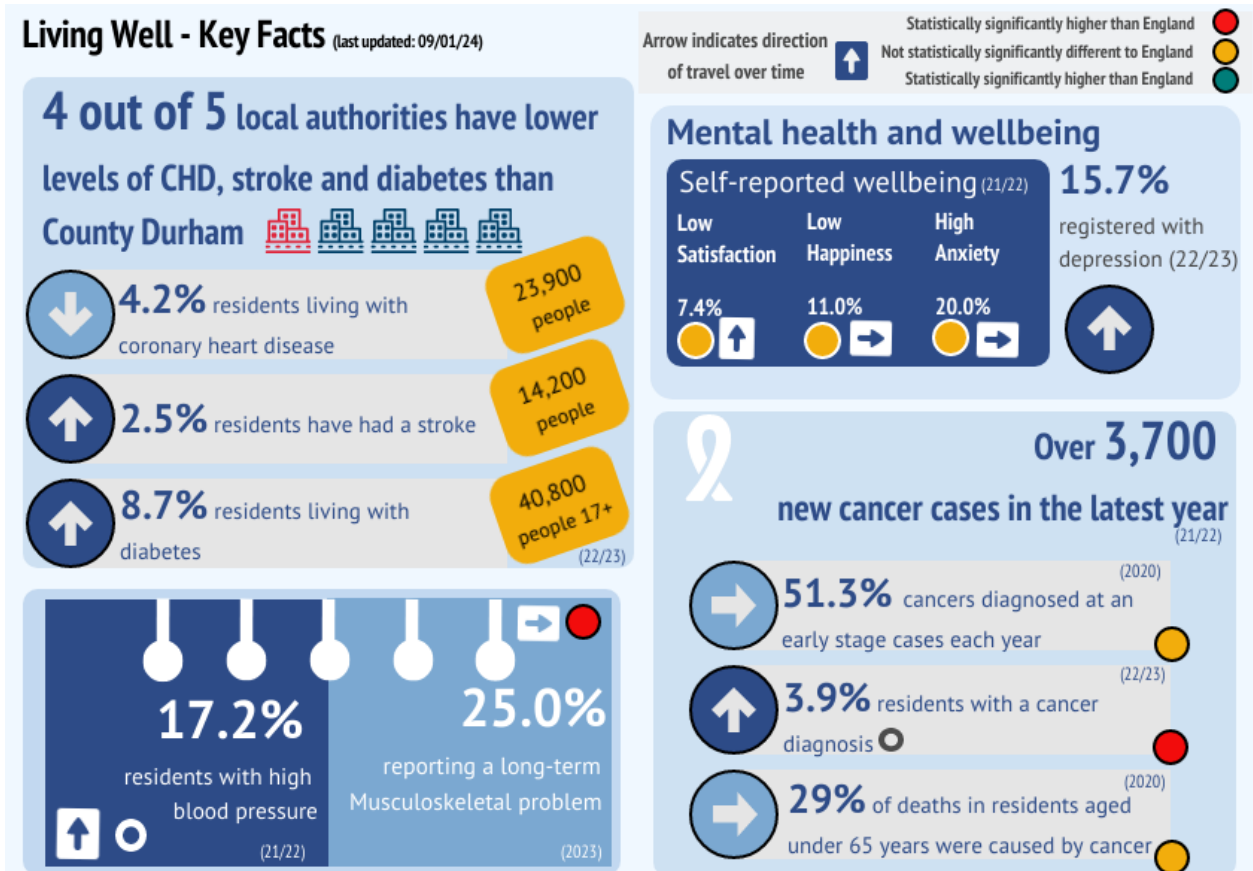
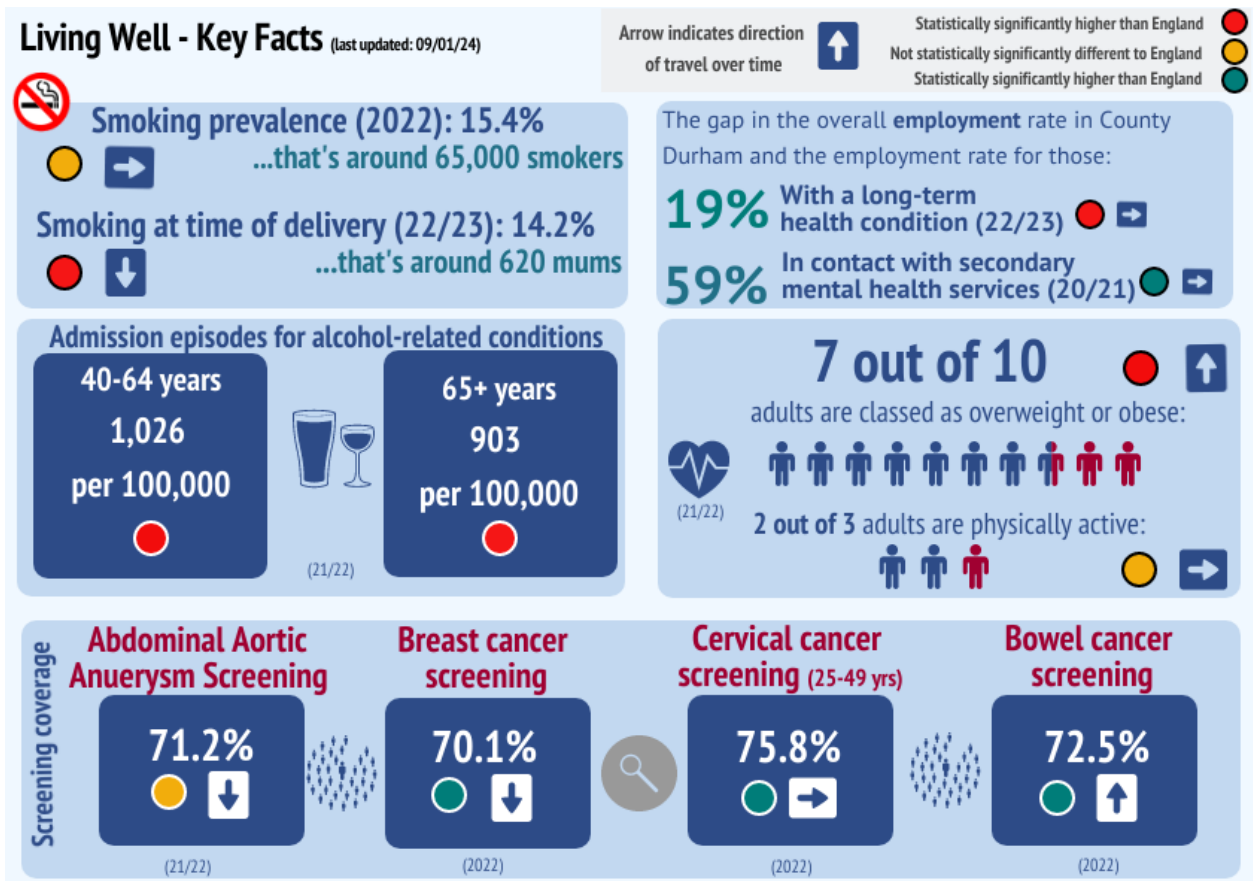
For children receiving Free School Meals this falls to around 48%  
**5 in 10**

## Starting Well





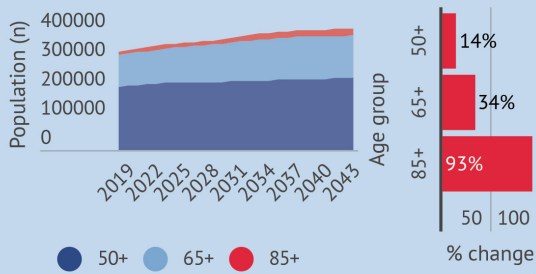
# Living Well



# Ageing Well

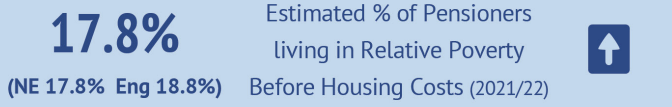
## Ageing Well - Key Facts

ONS 2018 population projections suggest significant change over time...  
...with proportionally the largest increase coming aged 85+

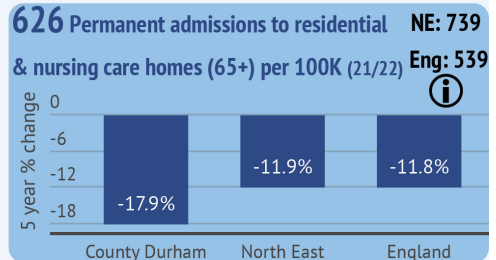
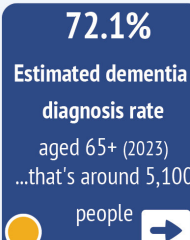
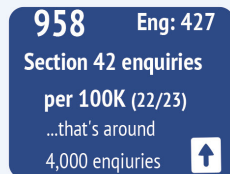
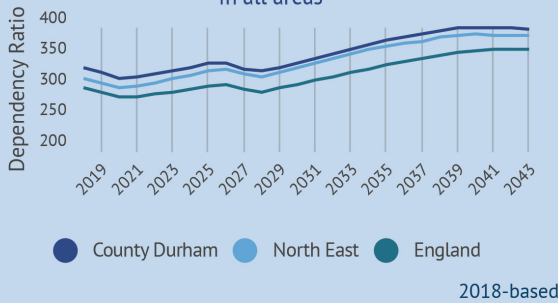


Arrow indicates direction of travel over time

Statistically significantly lower than England (Green circle)  
Not statistically significantly different to England (Yellow circle)



The Old Age Dependency Ratio is higher in County Durham than the NE and England...and projected to rise in all areas

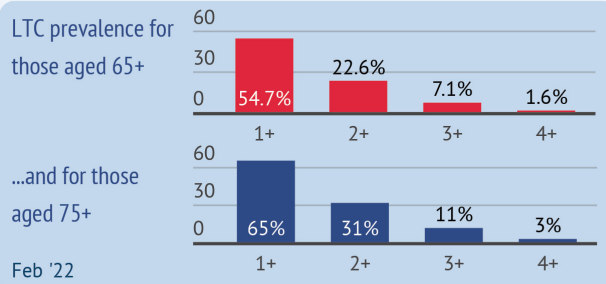


Statistically significantly higher than England (Red circle)  
Not statistically significantly different to England (Yellow circle)

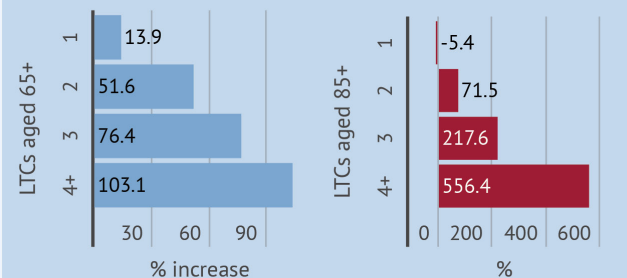
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## Ageing Well - Key Facts

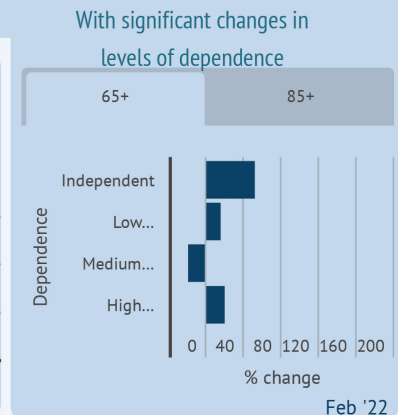
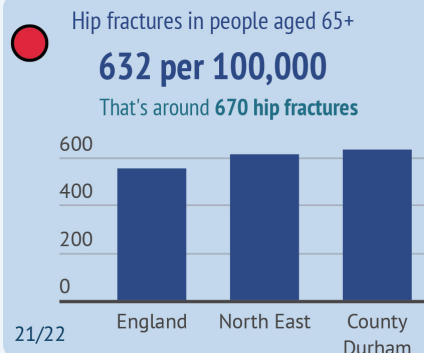
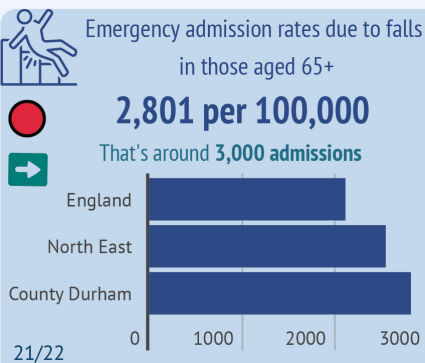
Around **63,000** patients aged 65+ in County Durham have 1+ LTCs  
Feb '22  
...that's around **5 in 10**  
...with around 1,800 having 4 or more (1.6%)



Pre-pandemic projections to 2035 suggest a significant increase in multi-morbidity and dependency in County Durham's older population



With almost 18,000 aged 65+ having 4 or more LTCs (around 14%) and almost 4,000 aged 85+



## Life Expectancy and Healthy Life Expectancy

Life Expectancy and Healthy Life Expectancy (2018-20) in County Durham and the number of years living in ill-health, women and men, County Durham.

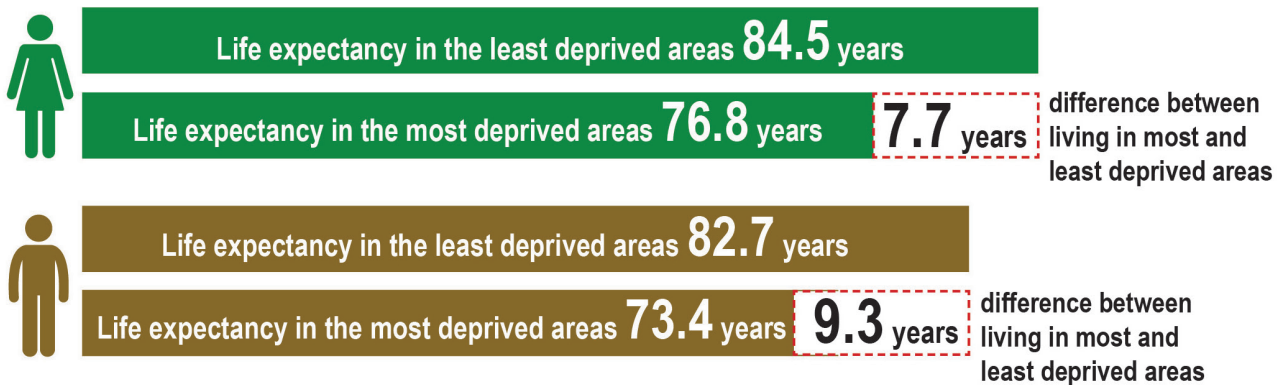
### Life Expectancy and Healthy Life Expectancy 2018-20



For the period 2018-20 Male and female life expectancy (LE) and Healthy Life Expectancy (HLE) in County Durham was statistically significantly lower than England.

- In County Durham male LE was 77.7 years (compared to 79.4 years in England). For females it was 81.2 years (compared to 83.1 years in England).
- In County Durham male HLE was 58.8 years, compared to 63.1 years for England. For females it was 59.9 years, compared to 63.9 years for England.
- Locally, HLE is consistently below retirement age, indicating levels of ill health among the working-age population and suggesting many residents are not able to enjoy their retirement in good health. The key point is that, compared to England, not only do people in County Durham live shorter lives, but also spend a smaller proportion of their life in good health and without disability.

### Inequality in Life Expectancy 2018-20



There are inequalities in life expectancy within County Durham. It is shorter in the more deprived areas.

Locally the difference in male LE between the most and least deprived areas



## Long Term Conditions

- 18.6% of County Durham school children have Special Educational Needs and Disabilities (SEND). That's around 14,200 young people of school age in County Durham. This is similar to England (16.5%) and the North East (17.6%).
- Prevalence of many long-term conditions (such as diabetes, coronary heart disease and stroke) is significantly higher than the England average.
- Estimates suggest that nearly 7,000 people in County Durham aged 65+ have dementia. Projections suggest that this number will rise to nearly 12,000 by 2035. As this population will experience increasing levels of morbidity this will present a significant challenge to health and social care services.
- Estimates suggest there are around 10,000 children with a diagnosable mental health condition in County Durham, that's one in ten people
- Estimates suggest that 1 in 4 adults will experience mental health problems at any one time (25%). For County Durham, this represents over 100,000 people aged 18+.

## Care Home Admissions

- The rate of permanent admissions to residential and nursing care homes per 100,000 in County Durham for 2021/22 (626.4) was higher than the rate for England (538.5) and lower than the North East (738.6).
- Our data shows that people are being admitted to permanent residential care later in life, the average age over the last 3 years is 84. Whilst the number of admissions remains lower than pre-covid the average age of admission has remained constant. This is likely to be indicative of our strategic approach to support people to remain at home with an appropriate care and support package where this is safe to do so.
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## Incidence of Falls

- The rate of emergency hospital admissions due to falls in people aged 65+ (2021/22) was statistically significantly higher in County Durham (2,801 per 100,000) than England (2,100 per 100,000) and the North East (2,531 [per 100,000).
- Falls are the largest cause of emergency hospital admissions for older people, and have a significant impact on long term outcomes (e.g. being a major factor of people moving from their own home to long-term nursing or residential care).



## Unpaid Carers

- According to Census 2021 there were almost 52,700 carers providing unpaid care in County Durham. This is a decrease of around 13% from the previous Census (a reduction of over 7,800 carers).
- The proportion of people aged 65+ and providing unpaid care who described themselves as 'in poor health' in Census 2021 has increased to 52% from 17% in Census 2011 (an increase of 35 percentage points).

## Durham Locate

[www.durhamlocate.org.uk](http://www.durhamlocate.org.uk)

Durham Locate is the Council's online adult social care information service, which we continue to improve and extend. Providers are encouraged to promote their care and support services through Durham Locate.

Durham Locate is a valuable resource, however the Council are currently reviewing our approach to information provision to ensure it is fit for purpose and meets the changing requirements for the people of County Durham. Providers will be notified of any changes regarding Durham Locate.

## County Durham Integrated Strategic Commissioning

The County Durham Integrated Strategic Commissioning Team was established in April 2020 and in addition to the social care commissioning responsibilities the team also leads on the commissioning of health services for children and adults across the County. This arrangement has provided opportunities at a local level for integration of services and we will continue to explore further opportunities as part of the County Durham Care Partnership.

The County Durham Integrated Strategic Commissioning team works closely with providers with regular forums and other opportunities for provider engagement.

Some acute (hospital based) and other health care commissioning is delivered by the North East and North Cumbria Integrated Care Board (NENC ICB) at a regional Integrated Care System / sub-regional level.



## 4. Messages to the Whole Market

### Finance and Funding

In 2022/23 the council spent over £190 million on adult social care and over £59 million on children's social care in both the independent sector and voluntary, community and social enterprise (VCSE) sector. This figure excludes Direct Payments, where the expenditure in this area for 2022/23 was over £11 million for adults and over £475,000 for children. Over £34 million has been spent on Public Health and over £15 million on housing related services in 2022/23.

It is a very challenging period financially for local authorities and further significant savings requirements are highlighted in the Durham County Council Medium Term Financial Plan (MTFP).

The Council's Integrated Strategic Commissioning Team continue to achieve significant savings through service remodelling; negotiation with existing providers; and some decommissioning and, where appropriate, reinvestment in more efficient services to better fit future needs.

Continued support for a wide range of preventative services and a transformation approach in front line Children and Young People's services and Adult and Health Services are helping to ensure that the Council's higher cost social care resources are targeted at those most in need.

This approach will continue with the council seeking further opportunities to commission services more efficiently whilst improving quality standards and an increased front line focus on the development of local community resources, alternatives to traditional services and supporting the further growth of the current reablement, rehabilitation and recovery approach.

The council is committed to stimulating a diverse market, where innovation and more efficient and effective ways of working are encouraged, and inadequate practice is addressed. We will therefore continue to involve and engage existing and prospective providers and stakeholders to ensure we look for different approaches to meet diverse and developing needs.



## Integration and Commissioning at a Regional Level

The North East and North Cumbria Integrated Care System (ICS) is a partnership of organisations including local councils, voluntary and community services that provide health and care across our region. Led by the NHS Integrated Care Board (ICB), the ICS are working collectively, joining up resources and expertise to provide the best health and care for our local communities. An Integrated Care Partnership (ICP) is a committee of the ICB and the 14 local authorities from across the North East and North Cumbria.

Relevant County Durham senior commissioning managers are part of the North East Association of Directors of Adult Social Services (NE ADASS) Strategic Commissioning Leads Network for Adults which helps:

- To improve effective co-ordination and collaboration across the region.
- To be a forum for sharing issues and concerns as well as developing best practice.
- To agree and oversee a programme of work based upon regional priorities and direction from NE ADASS in line with the regional sector led improvement priorities.
- To support the work of Directors of Adult Social Services across the North East including on improving joint commissioning with health/other partners.
- To provide a forum and network to support development of innovation, improvement and efficiency in social care practice and commissioning.



## Integration at Place

Social care and health organisations across County Durham agreed a plan to further integrate services in the future and significant progress has been made including the formation of an Integrated Strategic Commissioning Team. Revised management structures have also been established. Provider forums, panels and networks ensure that provider issues and market factors are considered throughout the social care and health system and the commissioning cycle.

Providers should be aware that partner organisations will continue to seek opportunities to jointly commission services in the future, reducing duplication of work and allowing providers more opportunity to deliver services across the whole market. Service users or unpaid carers should not experience different approaches to services because they are being commissioned by different organisations and this integrated approach will ensure that resources in County Durham are delivered in the most efficient and cost-effective way.





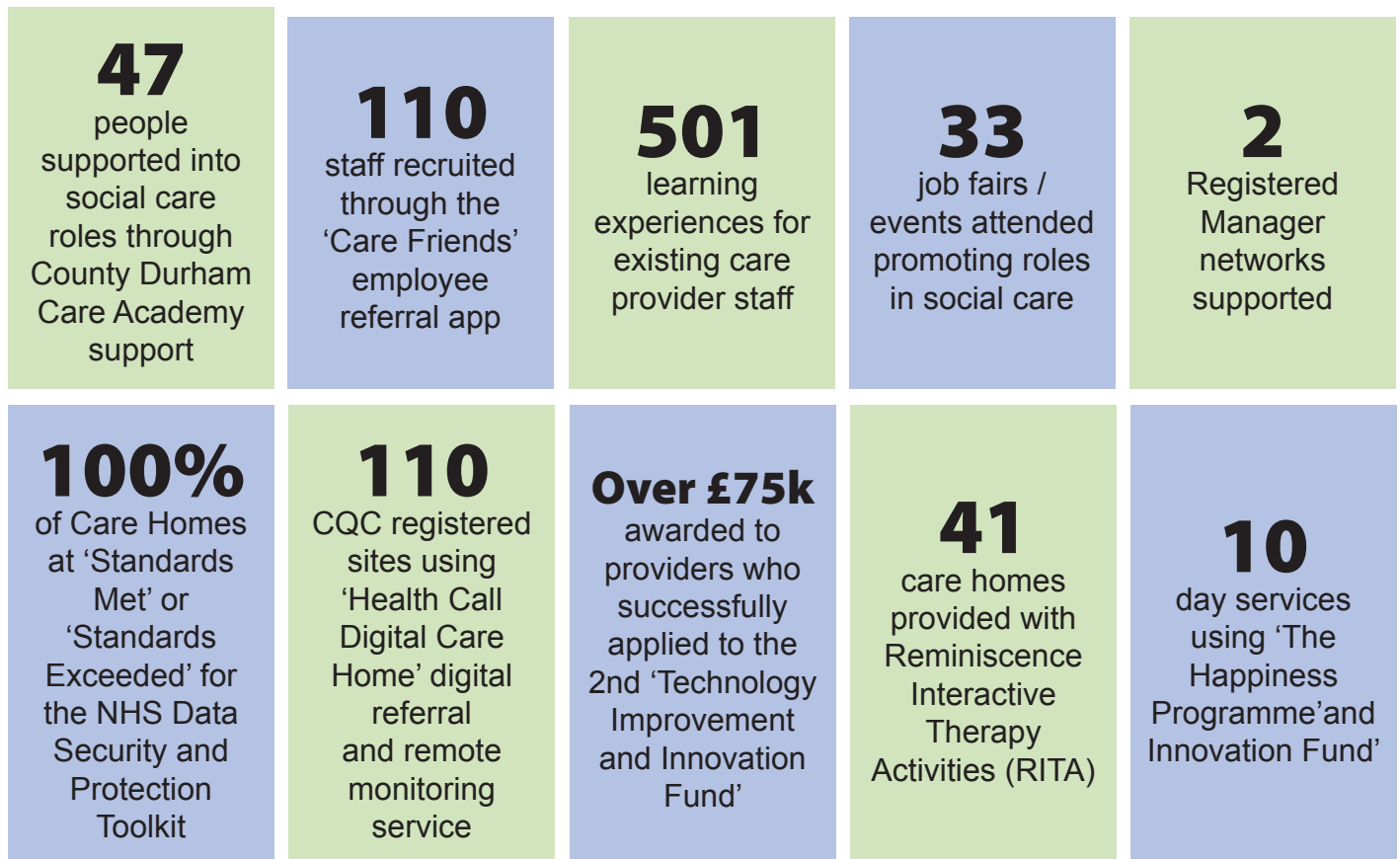
## Supporting the Provider Market

The Council established the Supporting the Provider Market Team (STPM) in 2018 as a transformative service, leading on a programme of work to support providers with:

- Value based recruitment and retention
- Staff training and workforce development
- Proactive Interventions
- Digital and Innovative approaches to service delivery
- Provider Interfaces with the health and social care system

This provider support covers both children's and adult social care provider markets and the development of the STPM support offer is co-produced with both local providers and stakeholders across the health and social care system. The STPM work includes the County Durham Care Academy which focuses on the recruitment, retention, training and development work for our local care and health workforce. For more information on the Care Academy please visit [www.durham.gov.uk/CareAcademy](http://www.durham.gov.uk/CareAcademy)

### Key successes of the STPM work in 2022/23 include:





## 5. Market Opportunities

The following approaches are the ways in which it is suggested providers can improve the quality of the services they deliver:

### Adopting a Person-centred approach

We want all our services to treat each person according to their individual care and support needs and preferences. It is important that providers adapt their service to deliver flexible options and tailored support, particularly as it is expected that more people will be making their own choices in purchasing care utilising their Personal Budgets and Direct Payments, or as self-funders.

#### A person-centred approach to care and support, will support people to:

- live independent lives in the way they have chosen, based on information about the options available, and as much involvement as they want in decisions about what care and support they need and how it should be delivered.
- maintain relationships with family and friends and provide opportunities to take part in community life, including engaging in activities which match their interests, skills and abilities.
- live without fear of harm or abuse and support them to manage any risks which might arise and to avoid unnecessary risks.
- experience the provision of care positively, through relationships based on mutual respect and consideration, and where care – designed around their needs – is both consistently delivered and well co-ordinated with other agencies.

There is no reason, in principle, why these elements cannot apply to all groups of people needing care and support regardless of the setting in which they live, be it a care home, extra care, supported living setting or their own home. Indeed, it is important that such elements are present for all people in all circumstances. That is the essence of personalisation, tailoring care and support to what individuals choose as a means of helping them to live their normal life. People don't want

to be defined by their condition, they are not suffering from dementia or autistic or subject to multiple co-morbidities. They are, first and foremost, individuals with very personal hopes, fears, aspirations and relationships.

The Personalised Care Institute provides a wide range of resources and training relevant to both health and social care providers [www.personalisedcareinstitute.org.uk](http://www.personalisedcareinstitute.org.uk)

The Social Care Institute for Excellence (SCIE) is another useful source on information on Personalised and person-centred care <https://www.scie.org.uk/providing-care/personalised-and-person-centred-care/>

### Improving outcomes for people through co-production

As part of the increased focus on quality for service users and their unpaid carers, there continues to be an emphasis by commissioners in ensuring good quality outcomes for people. We are looking for providers who can deliver innovative, flexible person-centred services and, from a broader point of view, we will expect good providers to recognise that the people using their services and their unpaid carers are experts in their own lives and are therefore essential partners in the design and development of services.

SCIE has developed co-production training and resources for health and social care managers commissioners, frontline practitioners, people who use services and Carers. These have been developed to improve participation and co-production with people who use services and Carers to develop and deliver better social care and health provision.

<https://www.scie.org.uk/co-production/>

### Working with stakeholders

Providers should involve relevant council and NHS staff, in the design and development of any services, their feedback is key to improving the quality of services. Providers need to consider how feedback can be applied practically to develop new services or improve existing services.

## Delivering more joined up services

We encourage independent sector providers to collaborate with local NHS services to identify opportunities to deliver joined up services across the system for the benefit of Service Users and their Unpaid Carers. This has been shown to have the potential to benefit all Service User groups. Examples of successful initiatives to date include Health Call Digital Care Home for both electronic referrals and remote monitoring and also Delegated Healthcare Activities for Blood Sugar Monitoring.

## Monitoring and reviewing performance

Tracking performance and auditing of key areas of service delivery ensures areas for improvement can be identified. This helps to improve quality, identify best practice and benchmark with others ensures learning can be applied, leading to service improvement. Clear standards, consistency and compliance to service delivery expectations ensures quality assurance. A cycle of plan-do-check-act ensures improvement is monitored and can be demonstrated.

## Undertaking quality assurance

The Council Safeguarding Practice Development Team, Commissioners, Integrated Care Board (ICB) Infection Prevention and Control (IPC) nurses and CQC work closely together and with providers, having regular information sharing meetings to discuss the quality of locally registered services, agree ways to improve this where required and plan how to respond to developing problems.

The council's Integrated Strategic Commissioning Team will continue to monitor contracted providers to assess the quality of service provision using relevant evidence-based measures and to ensure contractual compliance. We will continue to further develop effective processes for ensuring the quality of services, whether or not they are registered with CQC. We will ensure that Durham Locate continues to indicate where a service is CQC registered or accredited with the council to help Service Users make informed choices when

they are choosing a care home, community or other service, funding their own care or in receipt of Direct Payments.

Skills for Care have developed support and guidance for 'Quality Matters' which aims to achieve a shared understanding of what high-quality care is, more effective and aligned support for quality in adult social care, and improved quality that we can measure. Providers can explore this and other useful information at the Skills for Care website: <https://www.skillsforcare.org.uk/home.aspx>

## Focusing on workforce development

Appropriately qualified, trained and competent staff who are valued and well managed improve the quality of services delivered. Providers are particularly encouraged to adopt both a values-based and ethical approach in their recruitment and retention. The County Durham Care Academy offers support with recruitment, including resources and support with international recruitment. The County Durham Care Academy offers support with training and development for provider staff and managers both through its direct offer and by promoting national and local partner training. There are also Registered Manager networks in place for both Care Home managers and Domiciliary Care Provider managers for peer support and opportunities to talk to a range of professionals including Care Quality Commission (CQC) representatives.

To find out more about the work of the Care Academy and how it can support your service delivery visit:

[www.durham.gov.uk/CareAcademy](http://www.durham.gov.uk/CareAcademy)

## Prioritising workforce wellbeing

Workplace Health aims to highlight the importance of good employer health & wellbeing practice. Their website [www.yourworkplacehealth.co.uk](http://www.yourworkplacehealth.co.uk) provides a resource that can be used to boost and improve health and wellbeing for employers and employees in the workplace and also information on how to apply for the Better Health at Work Award.

## Working in a more digital way

Local CQC registered care providers are both encouraged and supported by the Council to achieve 'Standards Met' or 'Standards Exceeded' on their NHS Data Security and Protection Toolkit (DSPT) each year. The NHS DSPT is an important self-assessment that demonstrates how providers meet the 10 data and security standards for health and social care organisations. CQC registered providers are expected to use their NHSmail (or NHS accredited secure email) to share confidential information when appropriate. Opportunities for digital funding through the NHS, national organisations or non-recurrent STPM funding will be promoted to the market when available and will help to support providers to integrate digital approaches in their service delivery.

The Digitising Social Care website is a valuable tool for providers seeking resources and support with digital developments in their service delivery

<https://beta.digitisingsocialcare.co.uk/>



## Self-funders

The council remains committed to assisting people paying for their own care who seek our advice as outlined in the Care Act 2014, which updates Local Authority responsibilities for such individuals. National funding reforms, now re-scheduled by the Government for late 2025, will also impact on the number of local self-funders and enquiries to the Council regarding care and support. Plans are being made to address these issues. The council has a duty to support those people who choose to fund some or all of their care and support, regardless of whether they require residential or non-residential services. In limited circumstances, the council may also choose to exercise its discretion under the Care Act to arrange care for self-funders who need residential or nursing care. Typically, this is because the individual lacks capacity and has no suitable representative to act on their behalf.

We will continue to develop information and improve support and advice on the options available to self-funders and people who pay for their own care. An example is the Brokerage Service for long term care home placements for people being discharged from hospital which supports self-funders as well as placements being made by the Council or NHS. The council also continues to improve and expand its online Durham Locate adult social care information service, which is an important tool for self-funders looking for information and guidance on care services in the County.





Better for everyone

## Voluntary, Community and Social Enterprise (VCSE)

The council recognises the need to holistically support people with any level of need. The council will continue to introduce people to organisations who can support them in their community. We recognise the important role VCSE organisations can play in supporting people's wellbeing and quality of life, preventing poor or worsening health and supporting social inclusion.

VCSE organisations play a key role in the delivery of agile, local and tailored support, are well placed to take advantage of opportunities and identify new ways of working. The council will seek to develop and strengthen our ethos of partnership working with VCSE organisations through embodying the County Durham Together ambition of developing a more sustainable VCSE sector.

County Durham Together is about working with communities, especially those most in need, making sure they are at the heart of decision making, building on their existing skills, knowledge, experience and resources to support everyone to thrive and to live happy, healthy and connected lives.

## Reviewing marketing tools used

Providers should promote their service in the most effective places (e.g. Durham Locate) and consider whether information provided to people regarding services is accessible and easy to understand.



## Business Durham

[www.businessdurham.co.uk](http://www.businessdurham.co.uk)

Business Durham is the business support service for the Council, helping to deliver more and better jobs and a strong competitive economy. Business Durham has the knowledge, experience and programmes to guide businesses of any shape, size and age. They have access to funding, premises and a large network of partners that can add to their offer. They will tailor their package of support to enable businesses to get the right guidance and practical help for a business to thrive in County Durham.

## 6. Working with Durham County Council and NENC ICB



### Council corporate procurement

As a contracting authority the council must adhere to procurement legislation, currently the Public Contracts Regulations 2015. During 2024 there will however be new national legislation that allows further flexibility in procurement. As a contracting authority and commissioner, we are likely to be more able to tailor procurement to take into account the specific needs of Service User groups and the involvement and empowerment of Service Users. The Procurement Act is expected to be introduced during 2024, with updated procurement rules allowing further flexibility in procurement for certain service contracts in social care, health, and education.

Further to the new Procurement Act, health care services will sit within new provider selection rules, called the Health Care Services (Provider Selection Regime) Regulations 2022 which came into force in January 2024.

The Provider Selection Regime is a new set of bespoke rules which commissioners of healthcare services in the NHS and Local Government will follow when procuring or arranging such services. These regulations are designed to give commissioners of healthcare services more flexibility when selecting providers. This will empower decision-makers to design and deliver well-coordinated systems with more joined up care and unlock

opportunities to innovate through increased collaboration and integration of services. More details on what constitutes healthcare services in the definition of the regime will follow with the legislation, but the new regulations are expected to apply to some of our integrated commissioned services including some of those which may be Council-led, such as certain Public Health services.

**Further information on how to do business with the council is available:**

[www.durham.gov.uk/article/29409/Guide-on-how-to-become-a-supplier-of-goods-works-and-or-services](http://www.durham.gov.uk/article/29409/Guide-on-how-to-become-a-supplier-of-goods-works-and-or-services)

Support in using the NEPO ProContract portal and more information on public procurement legislation is available from [corporate.procurement@durham.gov.uk](mailto:corporate.procurement@durham.gov.uk)

Information on the procurement process and tips for completing a bid, as well as details of supplier engagement events for large procurements, see [www.nepo.org](http://www.nepo.org)

Integrated commissioning opportunities at place will be advertised through the NEPO Portal where the Council is the organisational lead and through the Health Family Single eCommercial System: <https://atamis-1928.my.site.com/s/Welcome> where the NHS is the organisational lead.

## Social value

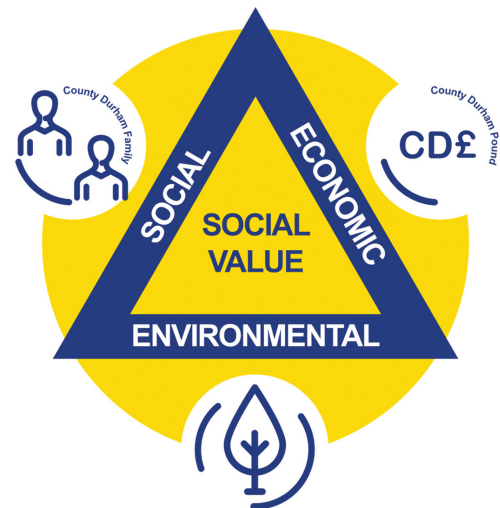
Social Value (Social, Economic and Environmental outcomes) is a key priority for the council in consideration of our strong asset base, future development opportunities and our annual £580 million procurement spend.

We aim to maximise the value of every pound we spend, and we need to work with developers, suppliers, our partners and the local community to create and develop opportunities for the local economy, local wealth building and retention to help to achieve our social value requirements.

We now include a minimum of 10% weighting in the decision-making award criteria for our procurement projects, and in 2020, Government issued a National Procurement Policy Statement (PPN06/20) which legally requires Contracting Authorities such as the council to have regard to social value and national priority outcomes:

- creating new businesses, new jobs and new skills
- tackling climate change and reducing waste
- improving supplier diversity, innovation and resilience

This policy and the legislative requirements, necessitate our consideration of social value at the earliest possible opportunity in our projects, and ensure we meet our obligations as well as achieving our objectives.



## The County Durham Pound Project

During 2021, the council was instrumental in the initiation of the County Durham Pound Project – this brings together local institutions for the benefit of the local communities within County Durham; to drive social, economic and environmental improvements and wellbeing for the future.

The initiative won 'Best Public Sector Project' at the Social Value Awards 2023 and is often cited as best practise as a place-based approach to Social Value.

More information about the project can be found at [www.countydurhampound.co.uk](http://www.countydurhampound.co.uk)



# 7. Starting Well: Messages to providers for children's services

County Durham supports all children, young people and their families to achieve their goals in life, in an environment that is safe, happy and healthy.

## Our four strategic aims are:

1. Making sure every child has the best start in life – even before they are born;
2. Making sure that all children are supported to be happy, healthy and safe to achieve their potential, and provide additional help when it is needed;
3. Making sure that children and young people with additional needs are supported throughout their childhood, teenage years and as they move into adulthood;
4. Making sure the services we provide are joined up, with children, young people and families/carers at the centre.

Independent sector providers and the VCSEs continue to play a key role in helping the council deliver on these aims for individual children, young people and their families. We will be seeking interest from providers across a range of commissioning priorities during 2023/2024 which are detailed below.

## Family Hubs

Having secured funding from the Department of Health and Social Care and Department for Education Family Hub and Start for Life programme, the council are leading on the development of 15 Family Hubs across the county. Family Hubs provide us with the opportunity to transform support at a community level for families from pregnancy, through the child's early years and later childhood, and into early adulthood until they reach the age of 19 (or up to 25 for young people with special educational needs and disabilities). This development will generate opportunities to commission additional services for families based upon our ongoing needs and gap analysis.

## Community Inclusion and Positive Activities

Our vision for children and young people with special educational needs and disabilities (SEND) is the same as it is for all children and young people in County Durham: that they are safe and part of their community, have the best start in life, have good physical and mental health, and gain the education, skills and experiences to prepare them for adulthood.

We are working together to understand the needs of families to access community activities and barriers to access. We will be working to empower communities to be able to provide the right support. We have secured Holidays Activities with Food (HAF) funding and will be working with local providers to develop a SEND specific offer of holiday activities with food.



## Short Breaks and Respite Services

Where families care for children with special educational needs and disabilities (SEND) and / or complex health needs, the council recognise that this can be exhausting at times for families and carers. To ensure that parents / carers can receive a break from their caring responsibilities the council will be seeking to work with community-based activity / leisure providers to secure greater access to opportunities in the community for children with SEND. In addition, the council will be seeking to recommission local Short Break and Respite services to enable us to meet a further growth in demand for these provisions. In particular, we will be seeking to further develop opportunities and services for families who care for children with autism / neurodiversity.

Furthermore, the council will be seeking to recommission a support offer that can provide a graduated approach for families to be able to access the right support at the right time where there are gaps in meeting their needs. This will include development of local services that can support children and young people with a range of additional needs. The aim is for children and young people to access their community to secure help at the earliest opportunity and support transition into universal activities with the right support. There will be services that can support children with more complex needs to access the community, to allow regular short breaks opportunities for parent / carers. This can also provide more intensive support and crisis intervention when needed, to ensure children and young people can remain at home. In particular, we will be seeking to further develop opportunities and services for families who care for children with autism / neurodiversity and whose behaviours can challenge services.



## Family Support

Durham County Council work collaboratively with families and our partners to offer family support to enable children subject to a Child Protection Plan to be cared for within their own families wherever possible and prevent entry into care. Children and Young People's Services undertake robust assessment, planning and case review to ensure that we only look after children for whom being in care is the only way of ensuring their safety, protection and development.

In 2023/24, the council will be seeking to work in partnership with providers to further develop temporary day to day care and support services for children (0-17 years) identified by operational teams. Such children are likely to have experienced highly stressful, and potentially traumatic, events or situations and will have specific needs linked to (but not limited to) one of more of the following:

- Social communication needs, including learning disability and / or autism;
- Severe and enduring mental health needs incorporating self-harming and self-injurious behaviour;
- Risk of offending and anti-social behaviour;
- Risk of criminal exploitation, sexual exploitation and / or radicalisation;
- Risk of neglectful parenting that fails to promote the child's wellbeing and day to day safety.





## Accommodation Sufficiency for Children Looked After and Care Leavers

When it is not possible for a child or young person to remain with their family, we seek to provide high quality care and education which meets their individual needs as near as possible to the child or young person's home. This is designed to maintain links with birth parents, relatives and their communities (where appropriate). Durham County Council will work in partnership with the independent accommodation and independent special schools and colleges provider markets to develop solutions relating to specific challenges i.e., accommodation options for unaccompanied asylum-seeking children alongside teenagers with complex needs who require emergency accommodation solutions.

In addition, children's commissioners will continue to work with the Supported Living provider market to support provider readiness for the forthcoming Ofsted regulatory requirements for accommodation of 16/17 year olds.

## Provider Forums

Durham County Council hold local Children's Provider Forums for which are helping to further develop relationships with providers, secure updates from regulatory bodies and promote best practice. We will be hosting further events throughout 2023/24 for providers who have registered with: **AHSCommissioningchildrenservices@durham.gov.uk**

### Contact:



**Mark Smith**, Strategic Commissioning  
Manager Children Services

telephone on 03000 267 395

## 8. Living Well and Ageing Well: Messages for providers of care and support to adults

The work of the County Durham Integrated Strategic Commissioning Team in relation to adult social care and health services and support will focus on a number of key areas.

### Integration of health and social care

Integration has been a key policy driver for many years within health and social care. The Five-Year Forward View and the Care Act 2014 outlined the need to design and implement services around individuals and their communities, to further enhance pathways and joint service provision across health and social care.

### Durham and Tees Valley Mental Health, Learning Disability and Autism Partnership

The Durham and Tees Valley Mental Health, Learning Disability and Autism Partnership is a collaboration between the ICB, Tees Esk and Wear Valleys NHS Foundation Trust and Local Authority partners across the geography which integrates the commissioning of mental health, learning disability and autism. Partners work together as one responsive system to plan, buy and deliver high quality, best value health services for those living with learning disability, autism or mental health needs. This more integrated way of working makes best use of resources, of the skills and expertise of staff and allows any savings made to be reinvested into front line service user / patient care.

### Teams Around Patients (TAPs)

The model reinforces the principle that more care should be delivered in community settings and at home, through better integration of provision by empowering staff to deliver health and care in a multi-disciplinary way to those people / patients who are most vulnerable and are at risk of deterioration in their health and wellbeing. The TAPs model also has a focus on prevention and promoting independence by coordinating care across the whole range of a person's health and care needs.

TAPs have been operational across County Durham since 2018, principal outcomes include reducing avoidable hospital admissions, improved out of hospital services, less presentation at Accident and Emergency departments, improving rehabilitation and reablement services, reducing the need for permanent residential or nursing care home placements and connecting and supporting people better in their own communities. A review of the TAPs model has been completed and used to inform local systems plans for the implementation of Integrated Neighbourhood Teams across County Durham.

County Durham has considered the recommendations of the Fuller report on the future of primary care and integrated services. Six locality areas have been identified and their Primary Care Networks will work together, with integrated system partners such as Durham County Council, CDDFT, TEWV and the third sector, through locality leadership teams. The leadership teams will set the strategic direction of each locality, based on the health needs of their population.



## Prevention

We will continue the work with stakeholders on reviewing preventative services to reduce or delay the need for statutory care and support in order to make social and health care services more sustainable in the future. This aligns with the feedback that we have received from individuals about wanting to remain in their own homes for longer. In 2024/25 we will be recommissioning a number of preventative, housing related services.

## Learning Disability Services

In 2023/24, the council finalised a Specialist Accommodation Plan to set out our intentions to review current commissioned services and plan for future provision for individuals with a learning disability to enable them to live in a place of their choice with the support they need to live their lives.

This plan is the result of a needs led accommodation review in 2021/22 and sets out the local and national context, the issues that have been identified for service provision in County Durham and a plan for how the outcomes will be achieved. The plan also identifies our future intentions over the next 5 years and supports the following:

- County Durham Joint Health and Social Care Commissioning Strategy for People with Learning Disabilities (Adults and Young People aged 14+) for 2019/22 (to be refreshed)
- Think Autism in County Durham Strategy (refreshed for 2023/26)
- Mental Health and Wellbeing Strategic Plan
- Joint Health and Wellbeing Strategy 2023/28
- County Durham Place Plan.



### The strategic outcomes of the Specialist Accommodation Plan are:

1. People are supported to remain independent, for as long as possible;
2. People are supported to access high quality and varied services;
3. People's choice and control over how they are supported to live their lives is maximised while their needs are met;
4. To ensure Value for Money is achieved whilst meeting intended outcomes.

Following on from this we will be reviewing the Joint Commissioning Strategy for adults and young people (14-25) with learning disabilities, in collaboration with stakeholders. It will be underpinned by a strategic action plan, which will guide commissioning, planning and decision-making processes. Partners will work with local stakeholders to agree a shared vision and commissioning priorities for the future. Joint commissioning between the ICB and the council will be strengthened through the best use of resources; more integrated commissioning, contracting, monitoring and reviewing arrangements; and working together better with service users, unpaid carers and providers to develop and manage the market.

Supported Living services for individuals with learning disabilities are currently commissioned via framework contracts. The council currently has sufficient capacity for those individuals requiring 'standard' levels of service, including mixed tenancies. However, there is an emerging need for more supported living provision for those with more complex needs, including individuals with learning disabilities and/or autism leaving long-stay hospital placements. There are therefore likely to be further development opportunities for 'core and cluster' models, where individualised accommodation with separate community facilities is provided. Such models offer greater flexibility in delivering support to those with complex and challenging needs. The council with its partners is working through options appraisals for future developments to meet the objectives for Transforming Care, and further remodelling of supported living to address high-cost placements, out of area placements and improved services for young people making the transition to adulthood. The council intends to re-open the framework (Provider Panel for community services for people with learning disabilities and mental health issues) within 2024/25 alongside our specialist accommodation provider panel.

## Autism

The Think Autism in County Durham Strategy has been refreshed for 2023/26. This is the Autism Strategy for Children, Young People and Adults in County Durham and has been refreshed following the publication of the National Strategy for Autistic Children, Young People and Adults: 2021 to 2026.

A multi-agency Autism Steering Group, led by the council, will launch the revised strategy in Spring 2024 and is overseeing the strategy and the development of working groups to concentrate on the aims of the strategy which will be in relation to:

- Support for adults and their families, ensuring autistic people have a voice in the steering group and the strategy aims
- Understanding and assessment of need
- The education offer

- Enabling autistic people to be included in their local community
- Employment
- Ensuring autistic people are understood and supported within the Criminal and Youth Justice

An autism action plan supports the implementation of the strategy.

## Mental Health

The Specialist Accommodation Plan also covers mental health services and similarly sets out our intentions to review current commissioned services and plan for future provision. The plan also fits in with community mental health transformation work.

A social rehabilitation model is being developed, which will include council in-house services and independent sector housing providers to improve the pathways from hospital discharge through to independent living.

The Durham Mental Wellbeing Alliance model for people with mental health needs will deliver a whole system approach, where people are treated as individuals. People accessing the Alliance will no longer have to access multiple services, or have to repeat their story several times. Instead, they will receive a high quality comprehensive offer, with the people they chose alongside them in their support network. The alliance is based upon the principles of co-operation, shared responsibility, innovation and outstanding performance and all members work together as one team in a single contract and performance is judged on the overall outcomes of the system (succeed together or fail together). Within the alliance there is an accepted share of the risks and responsibilities and this changes the relationship from competitive to collaborative via a shared set of values, behaviours and a common vision.

Through the Community Mental Health Transformation programme, the Alliance is playing a key part in whole-system mental health service improvement, in particular, through its role as a Single Point of Access.

## In-house social care service provision

The council has an in-house service provider 'County Durham Care and Support' (CDCS), which delivers the following services:

- **Shared Lives** - A service that provides adults and young people, who are not able to live on their own, a safe, secure home with the love and stability that family life can offer.
- **Hawthorn House** - A short break care home service for people aged 16 and over with a learning disability who may have associated complex physical, sensory, medical and or behavioural needs.
- **Extra Care** – A housing and care service promoting care at home for longer and, for some individuals, an alternative to residential care which enables individuals to live independently in a purpose-built rented apartment, whilst receiving all aspects of care and support in their own home with the peace of mind of 24-hour on-site support.
- **Care and Support Pathways** - Vibrant and welcoming care hubs specialising in delivering therapeutic and multi-sensory activities to adults with profound and multiple learning disabilities and/or autism.
- **Support and Recovery** - A mental health service that supports individuals aged 18 and over to achieve improved mental wellbeing. This is a countywide community service, based on the recovery ethos which is underpinned by focussing on the individual's strengths and adopting a person-centred approach. This service will have a key role in the new social rehabilitation model.



## Unpaid Carer Support

The introduction of the Care Act 2014 has seen an increase in the number of carers asking for support, as carers now have a right to an assessment in their own right even if the person they care for does not have eligible needs.

Similarly, the Children and Families Act 2014 recognises children with caring responsibilities and their right to an assessment of need, as well as guarding young people from excessive or inappropriate caring responsibilities. This legislation also recognises parent carers (someone who is over 18 and provides care to a disabled child for whom they have parental responsibility) and requires local authorities to assess parent carers on the appearance of need or where an assessment is requested by the parent.

The council will continue to offer support to unpaid carers, including through its commissioned contracts with carer organisations.

## County Durham Care and Support



## Residential and nursing care

The council continues to work with residential and nursing care home providers as key services in our commissioning market. Though the overall emphasis continues to be on services delivered at home, including extra care and supported living, for some individuals 24-hour care remains the appropriate service to meet needs. This may be because of the stage they have reached in their care journey or because of the level of their requirements.

The council commissioned a specific older persons care home demand modelling exercise, which was designed to aid planning of future strategic commissioning intentions. Feedback from this modelling exercise suggests that demand for council older people care home placements is likely to reduce slightly in the coming years, though we anticipate that may at least partly be offset by increased demand from self-funders and NHS placements if trends towards higher acuity are confirmed. While the Council accounts for 60% plus of older people care home placements in County Durham, given these wider factors we are currently planning for a generally stable to small increase in overall older people care home bed days in the next 3 to 5 year period. Some growth will be demographically driven; however, some of the mitigation of demand growth will also be due to changes in the way that older people wish to access care and support if and when they need it in the future (i.e., a home-first approach with growth in technology enabled care support and services such as extra care). Commissioners do, however, anticipate that the needs of those requiring residential and nursing care in the future may be more complex in nature, requiring significant specialisms to be held by the care home provider market.

Two older persons care homes have closed in County Durham during early 2023. However, one new older persons care home opened in autumn 2023 and a further new care home is in the process of being built; both of these are reasonably close to the care homes that are no longer open. This is expected to therefore have a broadly neutral market impact overall.



The older persons care home contract is currently an open spot arrangement, allowing new homes to join if they are willing to accept the terms and conditions specified. However, it should be noted that we do not have a general need for more older persons care homes, as occupancy levels across the County are currently circa 86% (as of January 2024) but would welcome discussions with any providers considering delivering older persons care home provision in the more rural areas of County Durham.

Following successful negotiations on fee uplifts and a new integrated contract for 2023/25, we are undertaking market shaping work on older persons care homes, including engagement with providers. The aim is to develop services fit for the future, which is expected to include opportunities to further develop services for those with more complex needs such as dementia with challenging behaviours, bariatric requirements etc. Overall market capacity will also be assessed, with the potential for revised commissioning arrangements in future to ensure the correct span and mix of services across the county, including our more rural areas.

We also intend as part of this work to review our approach to nursing services in older persons care homes. We have seen some homes de-register their nursing services, which can be linked to availability of staff but has been more commonly due to a lack of nursing placements in County Durham. Alternative models to explore how we ensure equitable nursing coverage and the required capacity across County Durham will be a key part of our market shaping project.

There are three workstreams for the older persons care home market shaping work which will include local care home representatives:

Nursing provision

Quality of services

Occupancy optimisation and finance

The delay to adult social care charging reforms is not anticipated to have as significant an impact in County Durham as it will in other areas of the UK, given that the local care home market does not rely as significantly on self-funding placements. The council will continue to monitor the position regarding national policy ahead of the rescheduled reform date of late 2025 and comply with any national Government requirements that arise.

Care home placements for those with learning disabilities and mental health needs are also being reviewed, with a particular focus on high-cost packages for those with more complex needs. Fees for care homes who do not provide for people with complex needs have been uplifted in recent years to promote improved market equity with older persons care homes. Revised commissioning approaches are likely to follow the review activity for complex placements, and providers should also note that our focus on community services will lead to a continued prioritisation of supported living services, albeit we still see an important role for care homes for some individuals where needs, behaviours and lifestyle support this.

Intermediate care plus beds were re-procured during the 2022/23 financial year, with a significant increase in the number of block beds commissioned and continuing growth in spot bed providers. There are now 60 block beds across County Durham and all intermediate care plus beds, block and spot, play a crucial role in hospital discharge and admission avoidance. Intermediate care plus beds are dual functional, offering 'Time to Think' services alongside rehabilitation; this allows for individuals in the community to 'step up' to a temporary care home bed to avoid hospital admission and also means that those who need to 'step down' from acute services without rehabilitation needs can access a care

home placement, if required, before moving on to a longer-term care provision.

The intermediate care plus bed spot contract remains open, meaning that any nursing home is able to join the contract at any point in time. Since late 2022 and for the first time, residential only homes also have the opportunity to join the spot contract to offer residential Time to Think functionality only, as this does not have any nursing requirement. While a significant number of homes have already joined the spot bed contract, we would welcome any further interest from providers in the market.



## Extra Care

There are 9 Extra Care sites in County Durham:

Name	Address	Postcode	Type
Southfield Lodge	South End Villas, Crook	DL15 8NN	General Extra Care provision
Charles Dickens Lodge	Galgate, Barnard Castle	DL12 8GD	General Extra Care provision
Sycamore Lodge	Briar Close, Spennymoor	DL16 7ES	General Extra Care provision
The Orchards	Brandon, Beech Park, Durham	DH7 8GD	General Extra Care provision
Maple Court	Gloucester Road, Consett	DH8 7GD	General Extra Care provision
Chester View	Ouston Lane, Ouston, Chester-le-Street	DH2 1GD	General Extra Care provision
Harbour Lodge	Flamborough Walk, Seaham	SR7 7BF	General Extra Care provision
Appleton Lodge	Derwent Terrace, Spennymoor	DL16 6DL	Dementia Extra Care provision
Poppy Dene	19 Robson Avenue, Peterlee	SR8 5AS	General Extra Care provision

The council is interested in exploring new opportunities for extra care provision in County Durham. In particular, but not restricted to, those geographic areas / conurbations where such services are not currently located. We are also potentially interested in services / units in extra care catering for those with more specific needs, such as dementia, and / or the potential for appropriate extra care provision in the more rural areas of the County.

It is crucial that providers / developers discuss opportunities at the earliest possible stage with the relevant Strategic Commissioning Manager who will also provide links with relevant council planning representatives.





## Domiciliary care

Domiciliary care forms a critical part of our integrated care approach and our core commissioning aim of providing care at home and in the community. The majority of individuals accessing domiciliary home care services are older people, though the service is universal and also provides crucial support for those with learning disabilities, mental health needs etc. Children's domiciliary care is also part of the framework contracts in place in County Durham.

Along with many other Local Authorities, we have experienced significant pressures in domiciliary home care delivery during and in the period following the pandemic, however following further investment the market position is now stable.

The domiciliary home care market in County Durham is largely commissioned via a Main Framework which is lotted by geography, with 10 framework providers operating in 10 specific geographic zones. There are between 2 and 4 framework providers operating in each zone. The main domiciliary home care framework contracts are expected to be re-procured from April 2025 subject to the outcome of the strategic reablement review. A Spot Purchasing Framework supports the main contract, i.e. when main framework providers are unable to provide the services required, in the timescales needed, spot framework providers

are commissioned to provide care. The spot framework is currently closed but if it is identified that further spot framework providers are needed to secure additional capacity then it will be re-opened to receive new provider entrants. The facility exists to do this at any point in time, with procurement checks and balances in place to ensure quality of service provision.

Note that in recognition of the associated delivery / travel issues, a specific rural uplift payment per visit is also paid for qualifying care packages in some zones (currently £3 per visit).

Providers should note that as a result of the difficulties we have experienced regarding domiciliary home care capacity, a minimum care worker wage level has now been implemented and reinforced contractually in all provider contracts. This initiative was developed in partnership with the market and has proven to be a key element in recent market capacity improvements.

The spot domiciliary home care contract is currently arranged as an integrated model, with framework lots covering both social care and NHS Continuing Health Care packages. The intention is also to integrate the main Framework contract in the same way, and we will explore this during the 2024/25 financial year.



## Reablement services

Reablement is a key community service which plays a critical role in helping individuals to recover and regain independence following, for example, a stay in hospital.

The council currently has a dedicated, countywide, Reablement service and has recently commissioned an independent strategic review of this service in preparation for a re-procurement of the service. For the delivery of reablement services, we will continue to seek to increase the usage of this service and will also explore the potential of using reablement principles in the delivery of other provisions, either existing or new. As well as benefiting individuals in terms of their own wellbeing, the Reablement Service also generates efficiencies which can then support the wider commissioning activity of social care and health services. We will investigate alternative delivery models, including the potential to procure additional providers through the upcoming tender and modify the current countywide model.

Information from the recent Reablement Survey 2022/23 highlighted that the majority of Service Users (84.5%) said the service made them feel more confident. Most Service Users (80.3%) said they were able to do more things for themselves after their service ended. The majority of Service Users (82.6%) said the service helped them to have a better quality of life. Of the Service Users that have used the Reablement Service before 94.3% of them required no ongoing care or had a reduced care package going forward.

Comments such as *“They were great with me and helped me get back on my feet, built my confidence and helped me back to living independently”* and *“A great resource offered to people who need their confidence building up after being in hospital. Very pleasant carers. Good service”*, indicate that the service is working well.

## Day services

The Day Services Provider Panel sets commissioned rates for standard, specialist and 1:1 day care provision. The Panel remains open, allowing new providers to sign up to the day care approved framework at any time in order to encourage capacity and market diversity. The council intends to work with

day services providers to increase innovation in these services, including identifying service users with aspirations to move into volunteering or paid work in the future, in line with transforming care principles. Specific market opportunities may follow from this work, either in terms of procurement or refocusing existing service models.

## Voice of Adult Service Users and their Unpaid Carers

DCC Adult and Health Services is committed to encouraging and facilitating the participation of adults and their Unpaid Carers to influence decisions about their lives and the design and delivery of services that leads to change. The Integrated Strategic Commissioning Team will look to further develop our co-production work in all stages of the commissioning process.

## Provider Forums

For Adult Social Care providers who are commissioned by the Council there are a number of forums they can attend depending on the services they are commissioned to deliver:

- Domiciliary Care Provider Forum (10 Main Framework Providers)
- Care Home Strategic Provider Forum
- Intermediate Care Plus Beds Provider Forum
- Learning Disability Provider Forum
- Mental Health Provider Forum

If you would like more information on any of the above forums, please contact

**AHS.Commissioning@durham.gov.uk**

## Contact:



**Sarah Douglas**, Strategic Commissioning Manager Older People / Physical Disabilities / Sensory Impairment

telephone on 03000 265 684

**Tricia Reed**, Strategic Commissioning Manager Learning Disabilities / Mental Health

telephone on 03000 269 095

# 9. Key Messages from Public Health

**Public Health Vision 2021/2024: Improve and protect the health and wellbeing of the people of County Durham and reduce health inequalities.**

**The vision is supported by a strategic approach of:**

1. A positive community, place and family focused narrative with a clear sense of purpose;
2. Using our wellbeing approach to empower and build connected and resilient communities;
3. Based on intelligence, best evidence and evaluation;
4. Promoting prevention across the life-course;
5. Partnership working and delivery with others using an integrated local, regional and national approach;
6. Using proportionate universalism to commission population level outcomes;
7. Meeting our statutory duties and delivering our mandated services;
8. Promoting economic growth as inclusive growth ensuring that no-one is left behind.

Combining the needs identified in the Joint Strategic Needs and Assets Assessment; the requirements of the mandated services for local government; the data provided via the local Health Profiles; as well as local knowledge about services and assets in our communities; means that in order to achieve the Public Health Vision, we need to focus on the following three themed areas which are aligned to our wellbeing principles:

1. **Healthier:** Having and promoting a healthier population (both physical health and mental wellbeing).
2. **Fairer:** Improving health across the whole life course, access to good quality health services and those wider services that also have an impact on population health while reducing population health inequalities and inequities.
3. **Protected:** Protecting the health of our communities against communicable

disease, domestic abuse, tobacco, drugs and alcohol that cause severe harm and plan for future emergencies.

A number of strategic priorities sit under each of the themes and those relevant to services commissioned by Public Health include:

## Healthier

- Improve levels of physical activity and healthy weight across the life course;
- Reduce the morbidity and improve quality of life for those with long term conditions;
- Develop Public Health awareness in the wider workforce via Making Every Contact Count (MECC);
- Improve mental health and emotional wellbeing across the life course, building resilience and emotional literacy;
- Work towards a smoke free future for our children and families;
- Support people to be sexually healthy.

## Fairer

1. Give our children the best start in life by commissioning high quality healthy start programmes and 0-25 services, unintentional injuries, reducing smoking in pregnancy and childhood obesity, breastfeeding and infant feeding and mental health and emotional wellbeing;
2. Improve health and wellbeing (including financial wellbeing), and reduce inequalities in key vulnerable groups.

## Protected

1. Improve uptake and reduce unwarranted variation in screening and immunisation programmes;
2. Commissioning appropriate services to reduce the risks of domestic abuse, tobacco, drugs and alcohol.



## Approach to Wellbeing

The County Durham Approach to Wellbeing is a means of ensuring all organisations and services within the county consider wellbeing as a common currency, it includes everything that is important to people and their lives. It is designed to ensure we involve people in decisions that affect them and devolve power to people, and the act of doing so, then has an impact on people's wellbeing. This will invoke a culture where the wellbeing of the County's residents is considered in every decision that is made whether this be regarding decisions about people or places or the systems designed to support them.

**Using the wellbeing approach, we want to empower and build connected and resilient communities and we expect our commissioned services to support the implementation of the wellbeing principles:**



### Contact:



**Pauline Newby**, Strategic Commissioning Manager Public Health

telephone on 03000 265 764

# 10. Housing Services

## Housing Strategy

A new Housing Strategy is being prepared for County Durham. We consulted on a Principles and Priorities Paper over Summer 2023 with the outcome of the consultation informing the draft Housing Strategy which was consulted on over Autumn / Winter 2023. The Strategy will then be modified as necessary and presented to Cabinet and Full Council for adoption in Summer 2024. The Draft Housing Strategy includes a vision, eight principles and five priorities as set out below.

The vision sets out the overarching ambitions of the Housing Strategy to inform the principles and priorities. The proposed vision is:

“ By 2035, County Durham will be a place that has good quality homes that meet the needs of existing and future residents that they can afford. The provision and quality of housing will support economic growth, contribute to improved health, community safety and create and maintain sustainable, mixed and balanced communities. People will live long and independent lives within connected and safer communities. ”



The principles establish the foundation and rationale underpinning decisions and actions to deliver the vision. The Council sought views on the following core principles:

- **Principle 1:** Everyone has a right to a warm, safe, and decent home;
- **Principle 2:** Everyone should have access to a home that is affordable to them;
- **Principle 3:** Housing is the cornerstone of communities and should support improved health, educational attainment, and the local economy;
- **Principle 4:** The strategy will be for the County, not the council, and will promote local solutions underpinned by community engagement;
- **Principle 5:** All new homes should be accessible, tenure blind and provide flexible living for different stages in a person's life, always aiming to allow people to be independent, including remaining in their own home for as long as they desire;
- **Principle 6:** Existing and new communities should be physically, digitally, culturally, and economically connected to support the creation of mixed and balanced communities, including bringing empty homes back into use;
- **Principle 7:** The strategy will support energy efficiency and carbon reduction in existing and new housing and contribute towards the Council's Climate Emergency Response Plan.

The proposed priorities set out the key areas where we will focus activity to deliver the vision. The council sought views on the following priorities:



Increase the delivery of new homes, including secure, affordable housing to meet housing needs together with the infrastructure required;



Ensure that everyone has access to appropriate, safe and secure housing that supports health and wellbeing;



Ensure a comprehensive range of housing options for older and vulnerable people, disabled people and children and young people, including specialist accommodation and support;



Ensure a comprehensive range of housing options for older and vulnerable people, disabled people and children and young people, including specialist accommodation and support;



Ensure high quality placemaking, creating safe, accessible, prosperous and sustainable places to live.

## Housing Strategy

In support of the Housing Strategy, a Housing Market Position Statement (HMPS) is being developed. This is designed to contain information and analysis of benefit to providers of older people's housing, supported housing and support services in the County.

It is intended to help identify what the future demand for housing and support might look like and to act as a starting point for discussions between the local authority and those who provide services.

### It will contain information concerning:

- What Durham County looks like in terms of current and future demography and service provision;
  - The Council's intentions as a facilitator of care for older people and supported care provision;
  - The Council's vision for how services might respond to the changing needs for housing and support in the future.
- Market information can be pooled and shared;
  - The Council is transparent about the way it intends to strategically commission and influence services in the future and how it wishes to extend choice to consumers of accommodation / housing and care;
  - Services and workforce skills can be developed that older people need and want.

Developing social capital and strengthening social connectivity for older people and supported care will become more significant in commissioning intentions.

Four key service user groups have been identified as part of this work, these being:

- **Priority 1** – Prevent people from becoming homeless;
- **Priority 2** – Improve access to and supply of accommodation;
- **Priority 3** – Ensure the appropriate support is available for people who are homeless (work with partners to build resilience in people);
- **Priority 4** – Reduce Rough Sleeping.



## Older people

The aspirations of older people are changing. Many older people would prefer to stay living in their own home for as long as possible. There are, however, people who would like to move house and live in accommodation that is better located, more accessible and easier to maintain. One of the main issues has often been the lack of housing options for older people with sheltered housing or residential care services (for those with eligible needs) often being the only options widely available. The proportion of people needing support and potentially care services rises with age and it is the older age groups in particular which are set to increase. Appropriate housing can play a key role in supporting such groups. Due to the demographics of County Durham, older people are a particular Service User group which have been highlighted in the Housing Strategy and the County Durham Plan.

## Homelessness and Rough Sleeping

Being at risk of or losing a home can be the result of different structural or personal factors. To prevent homelessness a wider strategic approach needs to be taken to address inequalities and barriers in relation to education, employment and health, as well as housing. Personal circumstances should not be a barrier to accessing services or receiving additional support.

A recent review of homelessness within County Durham has been carried out to determine the current and future trends in relation to homelessness and rough sleeping, including the challenges that we face as a Council. Consultation has taken place to determine the priorities of the emerging revised strategy: -

The Homelessness Act 2002 brought about a more strategic approach to tackling and preventing homelessness in particular the requirement for the development and publication of a homelessness strategy for every housing authority.

A 5-year strategy and action plan is being developed, based on the findings from the review. This was out for consultation during November and December 2023. The strategy is currently being modified as necessary and presented to Cabinet for adoption in early summer 2024.

## People with mental health issues and people with learning disabilities

The council recognises the role played by good quality housing and support services in promoting independence and wellbeing. As a council, we are committed to improving access and availability of suitable accommodation and services to support care and support for people with a range of needs including learning disabilities, mental health problems and autism to enable them to live as independently as possible in the community. These latter three Service User groups are anticipated to see an increase in numbers coupled with a rise in funding requirements. Therefore, from both a demand and need point of view we would expect that these groups would potentially impact significantly upon service provision and future requirements.

**Contact:**



[hsstrategicsupport@durham.gov.uk](mailto:hsstrategicsupport@durham.gov.uk)

## 12. Abbreviations

Abbreviations used in the document	
ADASS	Association of Directors of Adult Social Services
CDDFT	County Durham and Darlington NHS Foundation Trust
CDCS	County Durham Care and Support
CQC	Care Quality Commission
DCC	Durham County Council
DSPT	Data Security and Protection Toolkit
HAF	Holidays Activities with Food
HLE	Healthy Life Expectancy
HMPS	Housing Market Position Statement
ICB	Integrated Care Board
IPC	Infection Prevention Control
JLHWS	Joint Local Health & Wellbeing Strategy
JSNAA	Joint Strategic Needs and Asset Assessment
LDMH	Learning Disabilities and Mental Health
LE	Life Expectancy
MECC	Making Every Contact Count
MPS	Market Position Statement
MSMEs	Micro, Small and Medium sized Enterprises
MTFP	Medium Term Financial Plan
NENC	North East and North Cumbria
NEPO	North East Procurement Organisation
NHS	National Health Service
OADR	Old Age Dependency Ratio
ONS	Office for National Statistics
OP	Older People
RITA	Reminiscence Interactive Therapy Activities
SCIE	Social Care Institute for Excellence
SEND	Special Educational Needs and Disabilities
STPM	Supporting the Provider Market
TAP	Team Around Patient
TEWV	Tees, Esk and Wear Valleys NHS Foundation Trust
VCSE	Voluntary, Community and Social Enterprise



# MPS Appendix 1: Upcoming Tender Opportunities in 2023/24 and 2024/25

Last updated February 2024.

Although the following procurements are planned, the council reserves the right not to tender for such services or change the tender start date if required. If you have any queries about these planned procurements, please contact the Integrated Strategic Commissioning Team on [ahs.commissioning@durham.gov.uk](mailto:ahs.commissioning@durham.gov.uk)

Service Area	Contract Description/Title	Procurement activity	New contract commencement
Commissioning - Children's Social Care	Supported Accommodation for Children and Young People	Spring 2024	September 2024
Commissioning - Adult Social Care	Non-assessed Preventative Services	Spring 2024	October 2024
Commissioning - Adult Social Care	Contract for the provision of Reablement Services in County Durham*	Autumn 2024	April 2025
Commissioning - Adult Social Care	Provision of Domiciliary Care Services for adults, children and young people in County Durham	Autumn 2024	April 2025
Commissioning - Adult Social Care	Handyperson and Minor Adaptations Service	Autumn 2024	April 2025
Commissioning - Adult Social Care	Provision of Hoists and Slings	Autumn 2024	April 2025
Commissioning - Adult Social Care	County Durham Brokerage Service (Hospital to Residential/ Nursing Care) & County Durham Trusted Assessor Service	Autumn 2024	April 2025
Commissioning - Adult Social Care	Healthwatch County Durham	Autumn 2024	April 2025
Commissioning - Children's Social Care	Regulation 44 Visits by an Independent Person	Spring 2025	September 2025

\* *subject to outcome of ongoing strategic review*

For further information please contact:  
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