



**Adult Social Care**

# **ADULT SOCIAL CARE COMMISSIONING STRATEGY**

**2024 - 2029**



**HARTLEPOOL  
BOROUGH COUNCIL**

Review Date: July 2029

# 1. PURPOSE OF COMMISSIONING STRATEGY

This document outlines the five year Adult Social Care Commissioning Strategy for Hartlepool Borough Council.

To deliver this strategy we need to work collaboratively with people who receive support, providers, other partners and the wider community to understand our population and to commission services that meet need and help people to achieve their goals. This will help us develop the local provider market in Hartlepool.

## 2. Local Needs

Hartlepool Market Position Statement sets out information about the local population and the current market and can be found at

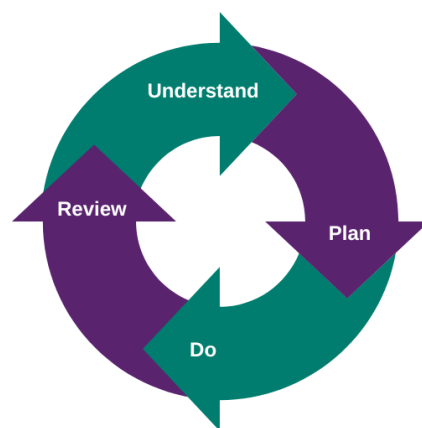
<https://northeastmarketpositionstatement.co.uk/intro/#panel-hartlepool>

The Market Position Statement is used to understand the current market for adult social care services and to identify future demand. It is our intention that this acts as a starting point for meaningful discussions between the council and providers as well as potential providers of services to ensure that we can collectively meet need.

## 3. Commissioning Cycle

Commissioning is the process for deciding how to use the total resource available in order to improve outcomes in the most efficient, effective, equitable and sustainable way.

We follow the cycle to the right to ensure that the services we “buy” meet the needs of our residents. This includes understanding the need, looking at what options there are to meet these needs, working with the market for them to understand our needs, a tendering process to procure services and a review process to understand if the provider is meeting the needs.



## 4. Our Commissioning Principles

### Co-production

- We will work to build co-productive approaches into all elements of commissioning and quality.
- We will ensure that people who use services, carers and families are involved in the review, design and delivery of our work.
- We will ensure that the language we use and how we communicate with people is inclusive and accessible.
- We will make sure we have the right skills and access to resources within our team to properly embed co-production.
- We will listen and learn, improving the way we work and ensuring we tell people about the difference their contribution has made.

### Promoting Equality and Inclusion

- We will design, commission and deliver services that are accessible, inclusive and responsive to the needs of people and communities within Hartlepool.
- We will work to improve the scope and quality to equalities data across all protected characteristics, and use it to inform how we identify need.
- We will complete meaningful Equality Impact Assessments that inform the way we work.

### Choice and Outcome Focused Services

- We will commission services that take strength-based approaches.
- We will work with people who use services, carers and families to design services that focus on outcomes, rather than outputs - ensuring that people get the right amount of care and support to meet need and achieve their ambitions.
- We will commission services that are flexible, and work when and where people need and want them.
- We will work with the adult social care workforce to ensure the range of services on offer are understood, accessible and respond to the needs and outcomes identified in assessments and reviews.
- We will review how we use outcome-based reporting so we better understand performance.

### **Prevention and Promoting Independence**

- We will commission services that offer support at the right time to help people build confidence and live as independently as possible.
- We will actively consider ways to prevent or delay the need for further care and support across all service areas.

### **Improving Quality**

- We will continuously review our quality monitoring systems, processes and intelligence to support a proactive approach to improving quality and identifying early warning signs of concerns.
- We will provide on-going support to providers to build effective relationships and support sustainability provision.
- When concerns are identified we will respond quickly and work with providers to make improvements.

### **Working in partnership**

- We will continue to foster open and positive relationships and communication with our providers.
- We will actively engage with the market throughout the commissioning process and encourage the development of new and innovative services.
- We recognise our role in the wider Health and Social Care system and are committed to working in partnership with our colleagues in health services.
- We will continue to develop opportunities for genuinely integrated commissioning, lead provider arrangements and pooled budgets.
- We will work collaboratively to improve quality and performance in services.

## **5. Commissioning Priorities**

Our priorities over the next five years support the delivery of the adult social care vision:

Working with the people of Hartlepool, community organisations and providers to support people to get the right support at the right time.

- Understanding the needs of our community now and in the future through development of a corporate intelligence hub that will use information from across the Council to predict need.
- Commissioning online offers that develop help-seeking behaviour, empowering people to engage online if this is their need or preference.

- Enabling people to make connections in their communities so they are not lonely through looking for opportunities to further develop the Community Led Support offer in our commissioning activity.

#### Enabling people to have more choice in how they live independently.

- Effective use of supported living and extra care housing.
- Broadening our community offer for people living with dementia and family carers.
- Exploring how we develop alternatives to residential care, such as Shared Lives.
- Considering different ways of supporting people with learning or physical disabilities or mental health needs, such as specialist home care support.
- Developing technology enabled care that builds on our preventative assistive technology offer and has a focus on the management of long term conditions.
- Exploring opportunities for further collaborative working to support unpaid carers, including improved collaboration and communication with primary care.

#### Ensuring people are supported by excellent providers when they need care and support:

- Working with providers and the new Health and Social Care Academy to promote adult social care careers and tackle recruitment and retention challenges.
- Working alongside providers to improve and sustain quality of services.
- Maximising opportunities to support provider sustainability through the Market Sustainability Plan and effective use of available resources.
- Working with NHS partners to ensure there is sufficient capacity to support safe and timely discharges from hospital.

#### Collaborative working to ensure that needs are met:

- Exploring opportunities for the council to provide support (including residential care) when the market is not responding to need.
- Explore opportunities to jointly commission with partners when it's in the best interests of Hartlepool residents.
- Working with partners to deliver a new mental health community-based offer which allows for collaborative pathways across the system.