

EXECUTIVE MEMBER UPDATE TO COUNCIL

EXECUTIVE MEMBER: Councillor Julia Rostron - Executive Member for Adult Social Care

DATE OF MEETING: 15 October 2025

The purpose of this report is to provide an update to members on areas of activity within my portfolio including performance against strategic priorities.

COUNCIL PLAN PRIORITIES

Safe and Resilient Communities – Creating a safer environment where residents can live more independent lives

1. HIGHLIGHTS

Update:

1.1 On Friday 5 September, staff from across Adult Social Care came together to celebrate the fantastic work they do every day across the directorate. The event hosted at the Town Hall was a chance for teams to share examples and stories of how they make a real difference.

1.2 It was an excellent opportunity for teams to get to know each other better from across the broad spectrum of Adult Social Care, share best practices and outcomes and congratulate each other on the amazing work they do, often in difficult circumstances. As Executive Member for Adult Social Care, I had the pleasure of opening the event and experienced the enthusiasm and commitment on display. A highlight for me was the performance from the Impact drama group – support by staff from Middlesbrough Independent Living Services.

1.3 Louise Grabham, Director of Adult Social Care and Health Integration said: “We want to turn the tide of adult social care. People focus on the things that aren’t going well but there are so many positives and we want to start celebrating those. It’s been great to come together as one directorate especially in person.”

1.4 Rachel Jenkins, ACT Middlesbrough Lead Officer said: “I’m so proud of our teams. They often work with people who have complex needs, but they never give up.”

1.5 Linda Ford from Stay Included said: “Today has been great. Our services are constantly evolving and if we didn’t have events like these you’d never know.”

1.6 Dave Mallett, Assistant Manager at TCES said: "It's so important to raise awareness of all the things we do. I thought I knew all the services we have on offer, but it turns out I didn't. I can't believe how much is there – it must really make a difference to people's lives."

1.7 The Impact Drama Group's performance was a firm highlight of the day for all of those that attended. Their enthusiasm and joy in performing was a pleasure to see and it was a great way to celebrate.

1.8 A huge well done to the team who organised the event.

1.9 A series of video's showcasing the broad range of services were created for this event, you can view these by clicking the link : [Middlesbrough Independent Living Services](#)

2. Executive Member Site Visits

2.1 This month I visited Tees Community Equipment Service (TCES) - an integrated shared service across social care and the NHS, hosted by Middlesbrough Council.

2.2 The service delivers equipment to residents across Middlesbrough, Stockton, Redcar & Cleveland and Hartlepool. Equipment is ordered via an occupational therapist, community nurse or physiotherapist, and the service will deliver and fit the equipment in residents homes. They provide a significant range of equipment from hoists, slings, bath lifts, beds, mattress and mobility aids.

2.3 This both helps people (Adults & Children) to live independently at home for as long as possible and facilitate safe discharge from hospital.

2.4 The service deals with over 150,000 different pieces of equipment in a year, with a value of £20million. £6.6million of equipment is recycled, as the service will collect, refurbish and clean equipment ready for re-distribution.

2.5 The service has 2 large warehouses that are 14000sq ft, 20 vehicles and over 50 staff, and in addition to the core service they also operate a 24/7 breakdown service for vital equipment, in case of breakdowns outside of normal business hours.

2.6 Last year the service delivered 10,000 pieces of equipment that required same day delivery highlighting their commitment to residents across Teesside.

2.7 It was a pleasure to see the service in operation, walk around the stores and see the staff in action cleaning and recycling the equipment for re-distribution. Whilst the service is run by ourselves, it is governed through a partnership board of the four authorities across Tees and the NHS.

3. Achievement

3.1 Middlesbrough's Staying Put Agency has been recognised as one of the strongest performing services nationally following an independent review of Disabled facilities Grant (DFG) delivery.

3.2 The DFG Quality Standard Report, carried out by Foundations, the Government-appointed national body for Home Improvement Agencies, has rated Middlesbrough's service as exemplary in several key areas, **including:**

- Person-Centred Delivery - ensuring independence, dignity, and resident priorities are at the heart of our work.
- Housing Options - offering innovative pathways including rehousing support where appropriate.
- Value for Money - strong contractor relationships, equipment recycling, and support for local supply chains.
- Commissioning - alignment with wider Council priorities such as health, safety, and transformation.

3.3 The report also praised Middlesbrough for its Rekindle digital inclusion service and the Rekindle Co-Production Group, which have been nationally recognised for their commitment to making digital services accessible and inclusive for all.

3.4 The review forms part of a North East wide programme, with every local authority assessed to ensure residents receive the best possible outcomes from Disabled Facilities Grants. Middlesbrough's strong performance places it as a leader within the region and nationally.

4. THE TIME AHEAD

Update:

4.1 Information briefings

Adult Social Care will be running a series of information briefings regarding the Directorate work and support provided. The first session will be an information session regarding Blue Badges, including how to apply, eligibility and enforcement action. This information may support members when receiving queries from residents. Teams meeting invites will be sent for the all member briefing in due course.