

TEC First- Stockton on Tees

Catherine Buller

A BOLD, BRAVE & INNOVATIVE COUNCIL



Stockton-on-Tees
BOROUGH COUNCIL



THE STOCKTON-ON-TEES PLAN

THE BEST START IN LIFE TO ACHIEVE BIG AMBITIONS

A safe and inclusive community where everyone can thrive. Working hard to prevent the impact of poverty, creating a bright and healthy future with a shared sense of belonging. Supporting children in our care and creating equality of opportunity

HEALTHY AND RESILIENT COMMUNITIES

Building happy and healthy lives, supporting those who are experiencing poverty. Ensuring that our residents are resilient, independent

A GREAT PLACE TO LIVE, WORK AND VISIT

A vibrant and diverse place with an environment that is well looked after and outdoor spaces to enjoy that residents can be proud of

AN INCLUSIVE ECONOMY

Growing the local economy and cementing our role as the well-connected, economic heart of Tees Valley. Ensuring that all residents can benefit from secure and sustainable jobs

SUSTAINABLE COUNCIL

A well-run financially sustainable Council that improves outcomes for communities



A Vibrant & Diverse borough...



One-third

of the Tees Valley economy is in Stockton-on-Tees



72.8%

Overall employment rate (aged 16-64)
Eng avg: 75.8%



5.2%

of residents are economically inactive: Long-term sick or disabled.
Eng avg: 4.1%



41.7%

gave unpaid help to clubs, groups, charities or organisations in the last 12 months
Eng avg: 33.3%



21%

of residents said they have difficulty managing their finances
Eng avg: 6.5%



£43.15

GVA per hour worked
Eng avg: £42.39

LEAST DEPRIVED WARD: NORTHERN PARISHES



Life Expectancy

81.4



Child Poverty

1.9%



Unemployment

1.4%



ASB Crime Rate

112

67.4

Life Expectancy

45.1%

Child Poverty

14.1%

Unemployment

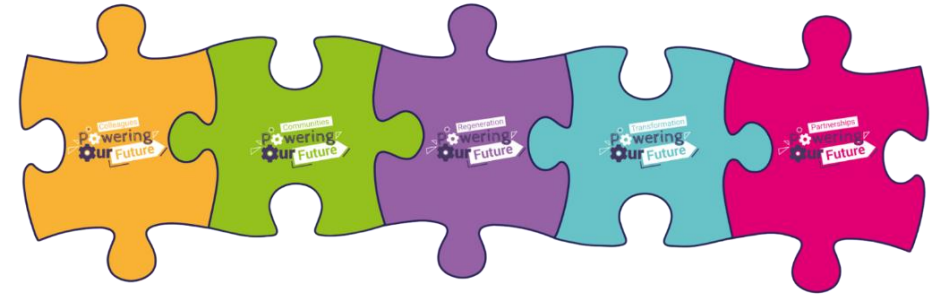
2,259

ASB Crime Rate

MOST DEPRIVED WARD: STOCKTON TOWN CENTRE

TEC First

Powering our Future



Stockton's Vision for Supporting Independence

Powering Our Future

- Prevention first: reduce inequalities and support independence.
- Empower people, families and communities to do more for themselves.
- Transform services through innovation, technology and partnership working.

Underpinned by Stockton on Tees Plan and the Health and wellbeing strategy

TEC is a key enabler of Stockton's Powering Our Future mission, helping residents live independently for longer through preventative, strength-based and community-focused support.



TEC First

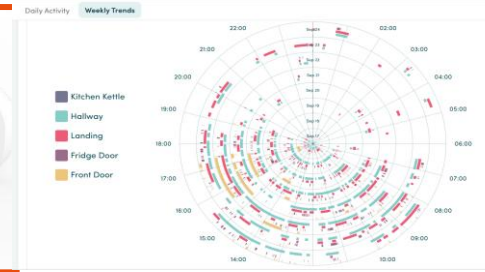
OneCall



Well established service supporting Independence and safety at Home
24/7 CQC Registered Service

- Monitoring
- Response
- Personal care during response
- Overnight Support (Care at Home Partnership)
- Offers a range of TEC solutions- Pendants

GPS trackers, Falls detectors, Environmental sensors



2024: Pilot Phase

Activity Monitoring Pilot launched and ran between **August and December 2024**.

August to October 2024

- Pilot delivered within Reablement and Rosedale services- 1 referral.

October to December 2024

- Pilot expanded to a wider ASC teams, 20 additional referrals installed for 9 individuals.

Key Outcomes

- Prevention of assessment bed admissions.
- Reduced care package of care.
- Prevention of a Package of care
- Increased independence.
- Greater reassurance for families and carers.
- Positive feedback from Social workers/ people accessing care and support and informal carers.

Benefits Realised

- £9,301 identified benefits from a £6,050 investment in Activity Monitoring.

Next Steps

- Evaluation completed.
- Feb 2025 approval secured to progress to the next phase of implementation.



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TEC First

Consultation



2025: Review and Development

During Summer 2025, Channel 3 completed an independent review in consultation with Adult Social Care staff, senior management and wider organisational system partners. Completed through a series of workshops and case reviews - staff were ready and prepped “Your guys are really up for it”.

Recommendations from the review informed the development of a wider TEC offer, including the introduction of a TEC First approach.

Key Achievements

- Independent review and staff consultation completed.
- Recommendations codesigned by staff.
- Clear message from the Leadership team of the direction of travel
- TEC embedded within the Front Door Programme.

In November 2025, Adult Social Care formally adopted **TEC First** as part of the Front Door Programme, embedding consideration of technology-enabled solutions at the earliest stage of support planning.

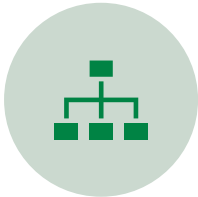
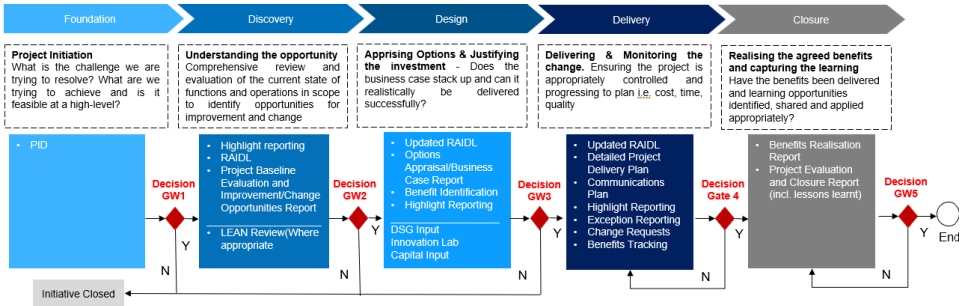
TEC First

Strategic intent

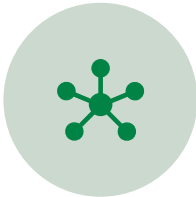
- **Strong senior leadership commitment** with clear strategic intent for prevention, independence and TEC.
- **TEC embedded within Front Door Transformation** as a core element of service redesign, not a standalone initiative.
- **Significant investment made** in both technology and workforce capacity to support implementation.
- **Leadership support backed by action**, providing both financial investment and dedicated staff time.



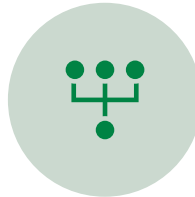
TEC First Governance



Steering group was established- Assistant Director as the project sponsor, Strategic commissioning lead as the Project Delivery Manager.



Project was broken down into 3 strands-



ASC Front door redesign- Calum Titley-Revised team structure, Front door operations-from the community and hospital.



Digitally enabled front Door- Corrine Moore, SBC website, Stockton information Directory, self assessment tools, automated response to queries, AI enabled tools .



TEC First- Catherine Buller- Increase uptake of TEC, Roll out Activity Monitoring across ASC/hospital discharge.



Steering group also included: Project management office, Finance, I&I, Digital & Systems, HR, Information Governance, Digital service group.

TEC First

Coproduction

💛 Co-production could have been stronger. Time constraints meant we moved at pace to deliver the project.

🧠 We engaged with people with lived experience throughout the journey, gathering feedback and insights that helped shape the approach, but we did not fully co-produce the project from the outset.

💡 Our learning: Co-production is essential to achieving truly person-centred innovation and sustainable change.

🚀 Our next step: As we explore the use of TEC within Mental Health Services, we are starting with a group of people with lived experience to ensure co-production sits at the heart of design, development and decision-making from day one.



TEC First

Operational Deployment

Infrastructure and Governance

- TEC policies, procedures and referral pathways introduced.
- TEC provisions integrated within LAS to support consistent recording and decision-making.
- TEC dashboard implemented to monitor activity, outcomes and performance.
- Financial benefits tracking introduced to evidence impact and value.

Referral and Access

- TEC First referral and Outcome form implemented within LAS.
- Referral pathway established for both OneCall services and TEC activity tracking.
- **Free six-week TEC trial introduced through OneCall for all Adult Social Care and Hospital referrals.**

Workforce Development

- TEC Champions Network established across Adult Social Care.
- Staff training delivered in partnership with Access Assure and OneCall.
- Ongoing support provided to increase confidence and capability in identifying TEC opportunities.
- TEC embedded within frontline conversations, assessments and support planning.



TEC First

Finance- Benefits Realisation

What's being tracked formally:

- Prevention and discharge: assessment beds, admissions to long term residential and nursing care
- Prevention and reduction of packages of care

What's being tracked outside of savings:

- Support for hospital discharge
- Self funders

How?

- TEC First Forms
- Social worker narratives

Held on a spreadsheet that is updated monthly by finance and reported to steering group via dashboard.

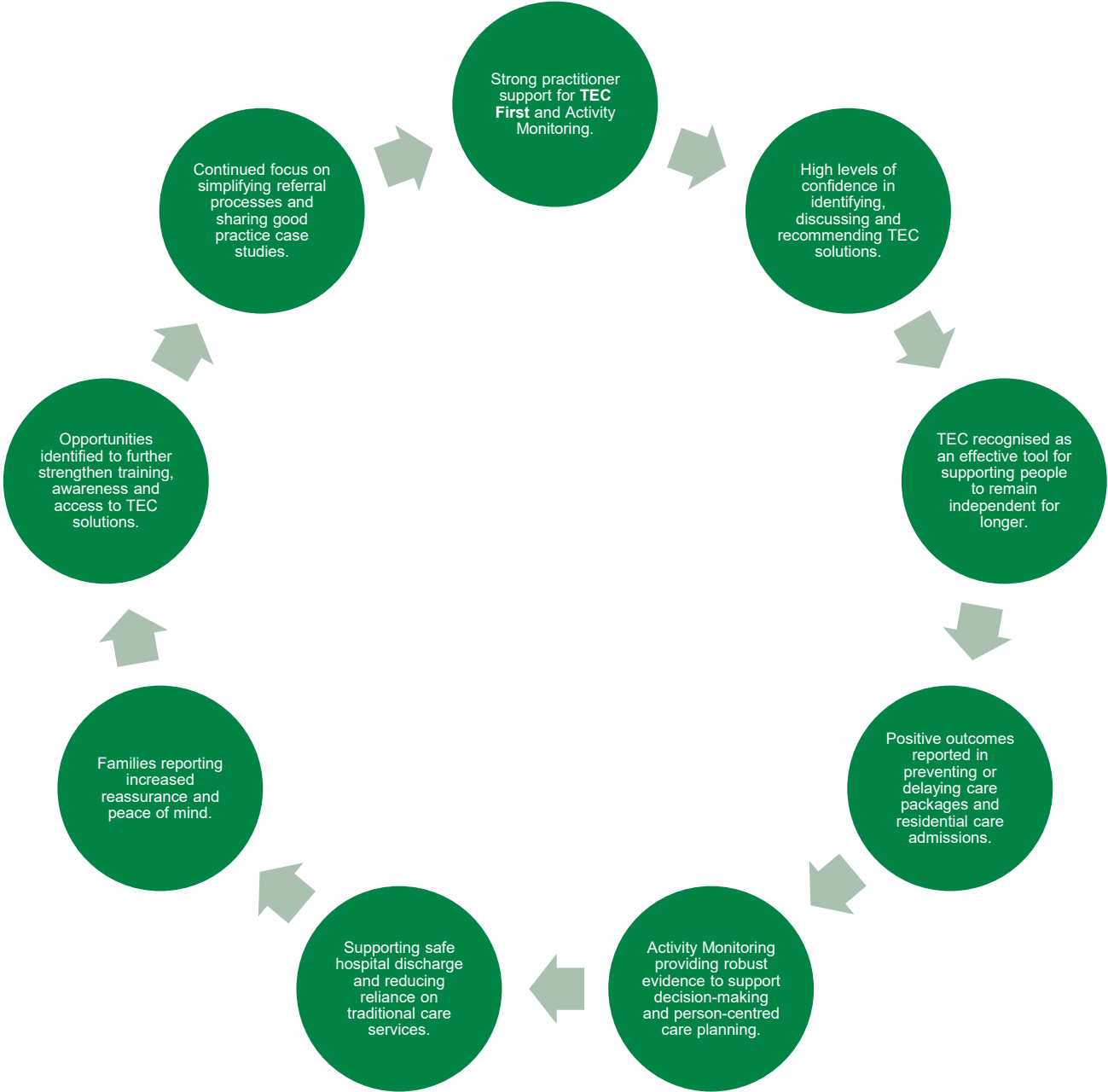
Scrutinised- self funders and Health funding and client's contributions taken off savings totals/ Real time savings

Q1- April-June- reviewed Sept- savings of £32,000 across 11 "savings" eligible people (36 referral's in this quarter)





Staff survey August 2026



“ Activity monitoring is great to identify patterns and changes in behaviour. ”

“ My client has been able to remain at home for longer with the use of activity monitoring, falls pendants and door sensors. ”

“ It provides thorough information for assessments. ”

“ It prevents long-term residential care. ”

“ Allows people to live at home longer and maintains their independence. ”

“ People have been discharged home from hospital rather than go into an assessment bed. ”

“ Quick response of OneCall following a fall, making sure that the client is safe. ”

“ Promotes the individual's safety and wellbeing at home whilst providing family with reassurance. ”

“ Keeping people safe in their own homes. ”

“ Great service and good for vulnerable clients in the community. ”

“ The enhanced OneCall service enabled the person to remain at home, preventing the need for a respite care home admission. ”

“ Activity monitoring has been a good tool for risk management and risk planning with family. ”

Voices of Staff

Real experience. Real impact.



Whole-system approach established: Front Door, OneCall, hospital discharge and reablement pathways, Assessment beds and home support



Front door goes live November 2026-TEC deployed at the Front Door and as part of waiting well.



Hospital discharge Front Door- ASC staff assessing and deploying TEC in a home first approach.



Digital Front Door- ASC Triage tool- all roads lead to TEC to support self referral from the community



Assessment beds- Recommissioned assessment beds- support people back home with TEC



Reablement, overnight service and health support- supporting independence with TEC as a key component



Virtual House- Mandatory training for all ASC staff- part of ASC triage tool.

Next steps- system consolidation



TEC First

Key Takeaways

- **Secure leadership commitment early and maintain visible sponsorship throughout the journey.**
- **Understand the challenges you are trying to solve before selecting the technology.**
- **Start with co-production and place people at the centre of design and decision-making.**
- **Build a multidisciplinary team. Sustainable change cannot be delivered by one person alone.**
- **Establish strong governance, clear accountability and meaningful performance reporting.**
- **Focus on outcomes, celebrate successes and learn from setbacks.**
- **Be patient and persistent. Transformation takes time, but the impact is worth the investment.**



