

Service Plan Priorities

Attachment 1

November 2025

Bath & North East
Somerset Council

Improving People's Lives



Meeting Residents Needs	Workforce Strategy – Right People, Right Skills	Service Improvement Planning	Financial Performance
People receive personalised care that is tailored to their needs and what matters to them	Understanding our workforce – review data for age, diversity, skills gaps and workforce challenges	Update, modernise and future proof our homes and create centres of excellence	Deliver quality services within the allocated budget envelope (value for money) that meet the needs of B&NES population
Treat people as individuals and ensure their care, support and treatment meets their needs and preferences by taking account of their strengths, abilities, aspirations, culture, background and protected characteristics	Value workforce diversity by embedding an inclusive and fair culture with equality for our workforce	Create community provision by expanding the offer across service and collaborate with community partners	Robust financial monitoring and assurance reporting (revenue & capital)
Protecting people's right to live safely, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect	Robust recruitment, induction and staff development	Robust systems and processes across services	Accurate forecasting combined with contingencies for future requirements
Share concerns quickly and appropriately in line with legal requirements	A qualified, skilled and experienced workforce who receive effective support, supervision and development	Commitment to annual mock inspection and ongoing delivery of CQC action plans	
People supported to maximise their independence by placing the person at the heart of choice and control	A valued workforce who operate with accountability, passion and care about our residents' aspirations and personal successes		
Providing the right housing at the right time to support people to live how they choose			

Corporate Strategy – 3 Principles

Prepare for the future	Deliver for local residents	Focus on prevention
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