
Adult Social Care Improvement Plan

Attachment 3

Social Care Institute for Excellence Report – Working Well and Recommendations

April 2026

Bath & North East
Somerset Council

Improving People's Lives



What is working well

- There is a strong and widespread understanding of co-production as a fundamental shift in power towards equality, underpinned by honesty, transparency, respect, empowerment and diversity. Staff consistently reference Think Local Act Personal (TLAP) and Making It Real principles within practice frameworks, emphasising dignity and human connection in their engagement
- Co-production is starting to be embedded in the directorate's approach, with requirements written into contracts and key performance indicators (KPIs) and procurement processes scoring tenders on co-production. This commitment is reflected in practice through initiatives such as the Carers Strategy, the development of the Dementia Strategy, peer-led quality assurance reviews and advocacy, and community support contracts that specify co-production methods
- Trust and engagement were reported to have improved, with communities feeling powerful and genuinely heard. B&NES has recently appointed a service user development and engagement lead to ensure residents have a stronger and more influential voice in shaping ASC by developing effective and inclusive mechanisms for gathering feedback. The service user development and engagement lead attends established groups and forums across the community, building on existing engagement work, particularly with people whose voices are often under-represented, to understand their experiences of services and to expand the feedback mechanisms available to residents
- There is a strong and active focus on engaging under-represented groups, including rural communities and the boating community, using interpreters, flexible methods and community champions to ensure accessibility
- There is clear aspiration to embed lived experience at every level. Some projects and initiatives are currently supported by the Better Care Fund, and there are emerging remuneration approaches that enable engagement

Recommendations

- Embed lived experience in governance by formalising roles, establishing co-chairs and ensuring people with lived experience are part of strategic decision-making, not only engagement activities
- Strengthen the policy framework, establishing a clear co-production policy, shared terminology and practical tools to ensure consistency across teams
- Expand training and skill development, including facilitation skills, inclusive engagement and practical application of co-production in commissioning and service improvement
- Standardise feedback and evaluation, introducing clear metrics, reporting mechanisms and systematic “We said/We did” processes across all services
- Increase capacity and resourcing, including time, tools, consistent remuneration and support from the Service User Development and Engagement Lead
- Promote inclusive practice, ensuring that under-represented voices are actively supported and removing structural barriers to participation