social care
institute for excellence

Collaborating and innovating in social care

to improve the lives of adults and children

Impact Report March 2026



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institute for excellence

About SCIE

The Social Care Institute for Excellence (SCIE) is an independent social care charity, collaborating and innovating with a wide range of partners and people with lived experience, to improve people's lives. Working across social care, health and related services such as housing, for adults, children and families, we contribute to the development and implementation of better care, support and safeguarding at local and national level.

As we are not-for-profit, our income goes towards improving social care, delivered through our four offers: innovative **consultancy**, expert **training**, extensive **resources** and information, and evidence-based **insights**. Co-production with people with lived experience underpins and informs what we do, and with over twenty years' experience we bring a wealth of trusted, evidence-based expertise to work together to help transform care.

> "... [SCIE's] approach to sit down with partners and engage through dialogue really sets the gold standard."

The Right Honourable Stephen Kinnock MP
Minister of State for Care

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Foreword

Our impact is your impact.

It has been another important year for the Social Care Institute for Excellence (SCIE). Social care plays a vital role in the wellbeing of our society, supporting millions of adults, children, families and carers every day. Yet it is also a system facing significant pressures and inequalities, and one that stands at a critical moment for reform.

At such a time, organisations like SCIE have an essential role to play. As an independent charity working across policy, practice and lived experience, we help bring people together to improve social care. Our purpose is to collaborate and innovate in social care to improve lives — supporting best practice, shaping policy and raising awareness of the importance of social care.

Across the past year we have continued to work with local authorities, providers, practitioners, policymakers and people with lived experience to strengthen services and support improvement across the sector. Through our consultancy, insights, training and resources we translate evidence and experience into practical tools, learning and support that can make a difference to people's lives.

A key focus this year has been supporting innovation across the sector. Our independent report 'Embracing change: scaling innovation in social care in practice' captured learning from more than 120 projects funded through the Department of Health and Social Care (DHSC)'s Accelerating Reform Fund (ARF). These initiatives highlight the creativity and commitment that exist across social care, particularly in developing new approaches to supporting unpaid carers and strengthening local systems.

We have also continued to contribute to the national conversation about the future of social care. Variation in access, experience and outcomes remains one of the defining challenges facing the system. In response to the Government's commitment to develop a National Care Service, SCIE convened a series of policy roundtables with support from The Access Group to explore how national standards of care might help address these challenges.

The resulting report, 'Towards a National Care Service: raising national standards of care', brought together insights from policymakers, commissioners, providers, researchers, charities, unpaid carers and people who draw on care and support. It sets out a practical framework for translating shared values into clear expectations for care and support, and we were pleased to launch the report in Parliament with strong cross-party engagement. As Sojan Joseph MP noted at the event, discussions about reform must ultimately be about improving people's lives.

Co-production remains central to everything we do. We believe meaningful change in social care can only be achieved when people who draw on care and support, unpaid carers, practitioners and policymakers work together as equal partners.

Foreword

This principle shapes our research, consultancy and resources, and is reflected throughout the examples of impact shared in this report. This year also marks an important moment for SCIE as I approach the end of my nine years as Chair. I am proud of the progress the organisation has made during this period.

Working with the Board, leadership team and staff, we have strengthened governance, modernised the organisation and secured the financial resilience needed to sustain long-term impact. These changes have enabled SCIE to deepen its role as a trusted partner across the sector.

I would like to thank our former Chief Executive, Kathryn Marsden OBE, for her exceptional leadership over the past six years, and wish her every success in her new role. I am also grateful to our trustees, staff and partners whose dedication makes SCIE's work possible. It was also a pleasure to see our Trustee Isaac Samuels receive an OBE in recognition of their contribution to improving lives through social care.

As the national conversation about reform continues, SCIE's Board and leadership team remain committed to supporting the sector through the challenges and opportunities ahead. Our impact is always collective, made possible through collaboration with organisations and individuals across social care and beyond.

We hope you enjoy reading this report and learning more about our work. If you would like to explore how we might work together, we would be delighted to hear from you.



The Rt. Hon. Paul Burstow
Chair, SCIE Board of Trustees



Gerard Crofton-Martin
Interim SCIE Chief Executive

Foreword

The power of the collective

In reflecting on the past year, I'm struck by the strength of the collective endeavour undertaken by people who are consolidating and developing co-production at SCIE, aiming to enable the organisation to identify and promote the best range of good practice. This is how we can maximise the possibility that social care support and services respond to the real rather than the imagined needs of people who access care and support.

Members of the SCIE Co-production Steering Group and other people with lived experience have worked with Board members and staff at all levels across the organisation to conduct a review and develop a co-production strategy that will be implemented in full over the coming years. The benefits of this collaboration have already been felt in terms of identifying more opportunities for people with lived experience, SCIE staff and other health and social care professionals to work together on an equal footing.

Personal highlights have included working with a fellow steering group member to develop and deliver a 'Big conversation on co-production: its role in innovation' as part of the last Co-production Week in July 2025. I think that events that are devised and facilitated by people with lived experience add something of value to other work conducted by SCIE, by constructing spaces for debate that allow the voices of people who access care and support to be amplified.

> "Our impact is your impact, and we are delighted to share this and other insights with you."

I've also thoroughly enjoyed working alongside members of the research team on SCIE's report on co-producing innovation, and as part of the Advisory Group on the next stage of the Care Equity Evidence Hub, which brings together evidence and analysis on inequities in access to, experience of, and outcomes from social care. Both of these projects have been exemplary in terms of ensuring that people with lived experience play a meaningful role in shaping their outcomes and final products.

The theme of equity in social care is guiding the thinking of the Co-production Week Planning Group which consists of SCIE staff and people with lived experience tasked with delivering the next Co-production Week later this year, and I look forward to seeing what emerges from the lively conversations that will undoubtedly emerge from that regular flagship event.

Externally members of the Steering Group continue to be part of SCIE's work with local authorities. making telling contributions to projects being delivered in Thurrock, Brent, Bath and North-East Somerset, Cumberland, Norfolk, Lewisham and elsewhere.



It is through working both nationally and locally that co-production can truly help SCIE's vision for everyone drawing on social care to live fulfilling lives.

Patrick Wood
Chair, SCIE Co-production Steering Group

Who we are and what we do

We are an independent social care charity working with a wide range of partners and people with lived experience, to improve people's lives.

Our purpose

We collaborate and innovate in social care to improve lives

Our vision

A society which enables people who draw on social care to live fulfilling lives

Our mission

To support best practice, shape policy and raise awareness of the importance of social care, working together

Our strategic objectives

- Embed co-production and the voice of people with lived experience in the design and delivery of care and support services, policy and research
- Drive innovation and improvement in social care
- Influence and support implementation and delivery of better policy
- Improve safeguarding skills, knowledge and practice

From over 20 years' experience, we bring a wealth of trusted, evidence-based expertise to work collaboratively to help transform care. Our staff – former practitioners in social care, researchers, experts in training – bring immense depth of expertise and passion for the cause, based on frontline work, using the best available knowledge and evidence about what works in practice.

We translate this into expert advice, guidance and resources, that we share through support, partnerships and collaboration across social care, health and housing. As we are not-for-profit, our income goes towards improving social care.

Our four main offers are:

scie consultancy

Your not-for-profit partner, working with you to identify and implement improvements

scie insights

Research, evidence and policy insights to drive improvements and innovation, and influence national policy and practice

scie training

Bespoke online or face-to-face learning and development including safeguarding, co-production, and strengths-based approaches

scie resources

Guidance and tools to support best practice, co-production and innovation

Our 2025/26 impact at a glance

As a charity it is our mission to support best practice, shape policy and raise awareness of the importance of social care. We measure the impact of our work in a number of ways linked to our mission. Here is a snapshot from the past 12 months:

Insight Improvement Survey

In December 2025 we ran our survey, generating over 1,800 responses, to gather valuable insights from across social care to shape our services, ensuring we help you improve social care and people's lives as effectively as possible.



93%

respondents said SCIE gave them a clearer understanding of best practice

89%

respondents said SCIE improved my confidence and skills

84%

respondents said SCIE improved our services or practice

92%

respondents said SCIE understand and care about the need to make a difference to the lives of people who draw on care

88%

respondents said our guidance helps them see the bigger picture of their work

89%

respondents agreed that our collaboration with a wide range of partners brings useful experience and connections

80%

respondents strongly agreed or agreed they trusted SCIE because we reinvest our funding to improve social care rather than make profit

Our 2025/26 impact at a glance

Sector reach

Through our consultancy, insights, training, and resources we support all those who work in social care, from local authorities to care providers, government departments and NHS bodies to a wide range of social care practitioners.

3,400,000
website visits

117,000
subscribers to our newsletter SCIELine

3,500
training delegates across all courses

2,900
e-learning course delegates

310
media mentions

67,000
social media followers

354,500
sector contacts

> "[SCIE] have been such a wonderful help to the project. [They have] gone above and beyond in the support and reassurance given, no question has been too much. [They have] provided such knowledge and been able to provide excellent practical resources to help with the running of the project... I couldn't have asked for better support."
>
> **Person with lived experience**

Our reflections and learning

Across the year SCIE has been providing innovative consultancy, expert training, extensive resources and information and evidence-based insights for the continual improvement of social care.

Reflecting on the past 12 months gives us the opportunity to review what we have learnt and what has worked best and most effectively.

Key moments: digital innovation

The publication of SCIE's independent 'Embracing change: scaling innovation in social care in practice' report highlighted key learnings and best practice so far from the over 120 innovative projects funded by the ARF, for which we provided hands-on support.

With lessons that can hasten sector-wide advancement and help integrate innovation as a fundamental component of business-as-usual, the report showcases projects offering a diverse and exciting evolution of innovation in adult social care, with particular potential to support unpaid carers, who are so urgently in need. It includes recommendations for policymakers and social care leaders, from local to national.

Longer term, we will continue to consider what a good innovation system should look like, working with other interested parties to map out innovation journeys, share learnings and develop support to help make innovation part of business as usual.

To find out more about SCIE's ongoing scaling innovations work please read 'The Accelerating Reform Fund: what's next?' an article by SCIE's Lauren Westerman, Practice Development Consultant.

Key moments: co-production

Innovation is essential to the reform and sustainability of social care, but it only works when built in partnership with those who draw on, provide and support care. SCIE's report 'Shaping change together: co-producing innovation in social care' shows that co-production (working in equal partnership with people who draw on care and support, carers and frontline staff) is vital to making new ideas work in practice.

The report shares findings from SCIE's 2025 Co-producing Innovation in Social Care Survey, which explored how co-production supports innovation, how collaboration works best in practice and what helps, what barriers persist, and how, done well, it can deliver genuine improvement for people's lives.

We hope this report informs not just reflection, but action. Its findings are for commissioners, service leaders, policymakers and others working to reform and improve social care.

Our reflections and learning



Key moments: policy roundtables and national standards of care report

Social care in England is characterised by marked variation in access, experience and quality. Despite a strong statutory framework, people's access to support, the quality of care they experience and the outcomes they achieve continue to vary significantly depending on where they live and how local systems operate.

For many people who draw on care and support, this results in inconsistency, insecurity and unmet need, while unpaid carers often shoulder the financial, emotional, social and physical costs. As such, the Government's commitment to reform adult social care through the creation of a National Care Service underpinned by national standards of care comes at a critical moment. While there is widespread recognition of the need for greater consistency, fairness and quality, there remains a lack of shared, operational expectations that consistently translate established values and statutory principles into people's day-to-day experiences of care and support.

In response, and following the launch of the Casey Commission, SCIE, with support from The Access Group, convened a series of policy roundtables to explore how national standards of care could form the basis for system reform. Bringing together over 80 policymakers, commissioners, providers, people who draw on care and support, unpaid carers and researchers, the roundtables examined what national standards can realistically achieve, the problems they are best placed to address and the conditions under which they are most likely to support meaningful improvement.

Our reflections and learning

Drawing on these discussions and wider evidence, we published our report 'Towards a National Care Service: raising national standards of care' in January 2026, which was launched in Parliament, where we were joined by key parliamentarians, including the Minister for Care, Stephen Kinnock MP, decision-makers and sector stakeholders.

The report sets out a phased approach to developing national standards of care, with an initial focus on priority challenges in social care and areas of interface with health, where variation in access, experience and outcomes is most acute. It proposes starting with a small number of high-impact touchpoints, while supporting a shift towards prevention and early intervention and strengthening data and system intelligence.

> "I welcome SCIE's contribution to the debate."
>
> **The Right Honourable Stephen Kinnock MP,**
> Minister of State for Care

These early standards would be developed, tested and refined over time, working alongside government and the Casey Commission as thinking progresses, aligned with its expected timelines.

Key moments: SCIE's first Social Care Impact Awards

You care, we care

The social care sector is a collective of all shapes and sizes but one thing that is common to us all is that we care. Consequently, as a charity SCIE was privileged to be able to launch its very first Social Care Impact Awards in 2025. Targeted at small and micro social care charities and not-for-profits, this was an opportunity for SCIE to proudly promote a part of the care sector that is often under-recognised for the amazing work it does in our communities.

Thank you to everyone who submitted an entry, we are delighted to have had so much interest in these awards, and we're proud to be supporting the sector by offering our expert consultancy and training free to the winning organisations.

We are also very grateful for the support of the Rayne Foundation who sponsored one of the two first prizes on offer for the small organisations.

Over the last few months, we have been working with each winner. This experience has been a real window into the challenges and needs that small and micro-organisations face, and we have had to pivot and adapt to the circumstances of each winner, learning a great deal in the process. As we approach the end of the delivery phase of our support to the winners we are embarking on an evaluation that will enable us to take this learning and adapt and improve for the next set of these awards. We hope to make further announcements on this later in 2026.



The 2025 winners of SCIE's Social Care Impact Awards

> "Winning the SCIE Social Impact Award for small organisations is an incredible honour for the **Pro-Active Community**. As a small user-led charity, it means so much for our work to be recognised nationally. This award shines a light on the power of lived experience to drive real change."



Spotlight on impact

Your not-for-profit partner, working with you to identify and implement improvements

During 2025/26 SCIE worked with over 35 clients across our local improvement, safeguarding and DHSC-funded work, and in partnership with stakeholders from Partners in Care and Health (PCH), as well as launching a new partnership with leading technology solutions provider Lilli, alongside our ongoing work with Think Local, Act Personal (TLAP).

> "Using SCIE consultancy on our co-production improvement journey has ensured the principles are embedded in our approach to service re-design."
>
> **Head of Adult Services, local authority**

Spotlighted project:

Redcar and Cleveland Borough Council – CQC improvement support

This forms part of SCIE's work programme partnering with PCH, funded by DHSC. In July 2025 CQC rated adult social care at Redcar and Cleveland Borough Council as 'requires improvement' highlighting underdeveloped co-production.

Aims

- Carry out a baseline review to understand their current state of co-production and provide recommendations for improvement
- Deliver a rapid programme of support, in particular addressing co-production needs
- Ensure compliance with CQC requirements as set out in their report
- Engage the local community in a more proactive, effective way

Activities

- SCIE provided strategies, plans, data, stakeholder feedback, and communications plan, culminating in a baseline report.
- Working with the Council, SCIE identified and mapped relevant stakeholders.
- We developed a new bespoke co-production knowledge base which provides practical tools and templates to help the council co-produce a clear strategy and plan for improvement.
- Co-production was embedded into policies to sustain progress.

> "It has been very informative hearing from a range of professional and people with lived experience, sharing ideas of best practice to make co-production a core value and not an afterthought."

Spotlight on impact



Impact and outcomes

SCIE's work has ensured:

- compliance with CQC requirements
- strengthened confidence and shared understanding of what co-production looks like in practice
- more consistent engagement with local residents
- identification of individuals to act as future co-production champions, forming the beginning of a local network.

> "Working in partnership with SCIE has helped us strengthen co-production in Redcar & Cleveland. Together we created strong foundations to fully embed our co-production culture. SCIE's expertise supported us to develop a co-created vision, guiding principles and formalise a co-production steering group. We are proud to work in equal partnership with people with lived experience to make decisions together and create services that work for everyone."
>
> **Key project stakeholder**

Spotlight on impact

Research, evidence and policy insights to drive improvements and innovation, and influence national policy and practice

We set a priority to speak with an authoritative voice on how we improve people's experiences and outcomes of social care, providing sector leadership and a strong policy perspective.

SCIE stands ready to work with the government and the Casey Commission and other political parties to help establish a long term and sustainable future that will be to the benefit of all citizens and the economy.

> "They [SCIE] bring us expertise of a wide range of partners including people with lived experience. When I was talking to them it was like I was speaking to all the people they had spoken to."
>
> **Policymaker**

Spotlighted project:
The Care Equity Evidence Hub

The issues people with lived experience continually share about their widely varying experiences of getting social care support are well-known. Additionally, there is no easy way for decision-makers to access high quality, synthesised evidence on equity in social care, or to see where evidence gaps remain. Existing resources are fragmented, inconsistent in quality and not tailored for practical decision-making.

To address this clear gap. SCIE therefore gained DHSC funding to produce and create the Care Equity Evidence Hub as a central resource for evidence and analysis on equity in social care. The hub brings together research, data and case studies showing where inequities exist and what can be done to reduce them. It also highlights what works in practice, such as targeted outreach, accessible service design and inclusive commissioning, while making visible where people continue to be left behind.

Throughout this work, we have found areas of insufficient evidence. Designing and evaluating effective, scaleable interventions to address inequity will require further research and sustained policy focus.

> "...having a central place to access up-to-date research is invaluable. The more evidence, successes, challenges, and everything in between is shared openly rather than hidden away, the better it will inform our work."
>
> **Unpaid carer**

Spotlight on impact

Aims

- Provide a centralised, trusted evidence base on equity in social care
- Drive change towards a social care system that treats all individuals equitably, by sharing reliable, synthesised evidence
- Gather research, case studies and data from a range of sources to show how different groups experience and access social care and when barriers exist, for use by social care professionals and decision-makers

Activities

- A shared definition of 'equity' in social care was co-produced with people with lived experience.
- An advisory group comprised of thought leaders, academics and people with lived experience was formed to help steer the project.
- A systematic review of the literature was conducted on equity issues in social care.
- Three topic areas were reviewed in the initial phase: underserved populations, geographical inequities, financial inequities with three additional topics added in the second phase: neighbourhood health, use of technology in care and workforce.
- Evidence was appraised against recognised quality frameworks and content was developed. A platform was launched with stakeholder review and engagement in its early stages www.careequity.org.uk.
- Stakeholder engagement involved 75 individuals across 40 organisations including DHSC, Centre for Care, TSA, LGA, CQC, unpaid carers and people with lived experience.

Impact and outcomes

The Care Equity Evidence Hub enables social care professionals and decision-makers to develop policies and practices that promote fairness and reduce inequity. At pilot stage, stakeholder engagement has already shown the value of this resource in supporting their roles.

> "We started using the Care Equity Evidence Hub last year when [SCIE] first reached out, and have since used evidence to support policy development, brief senior leaders and members...we've found it really useful."
>
> **Local authority**

> "[M]any family carers rely on the right information, but we need to ask ourselves what would we do without SCIE?"
>
> **Unpaid carer**

In the long term, the Care Equity Evidence Hub has exciting potential to move equity conversations and development from principle to practice, helping to build a social care system that genuinely works for all.

Spotlight on impact

Bespoke online or face-to-face learning and development including safeguarding, co-production, strengths-based approaches

During 2025/26 SCIE trained over 3,500 people across our comprehensive portfolio of adults and children's safeguarding, co-production and strengths-based approaches training offers.

> "Thank you so much for the training... I am so pleased with the content that was covered today and the team have been really complimentary about the impact of it on them and how they will use it in their working day."

> "We were very pleased with the training and the positive result we anticipate in terms of service improvements. [SCIE]'s wide knowledge base, approachability, and understanding of the candidates' learning styles were exceptional. We all know that many areas of the MCA can test the patience and focus of candidates mandated to attend; however, it was clear that on several occasions, [SCIE] remained versatile and employed great tactile approaches to keep all participants engaged. Many candidates have expressed that it was a great learning experience."
>
> **Operations Director, Care Provider**

> "I also wanted to share how genuinely impactful the course has been for me. The training has added such richness to my practice, not just in terms of tools and models, but in shifting how I think, analyse, and approach safeguarding reviews. It has been a privilege to be part of a cohort where reflection, curiosity, and honest professional dialogue have been encouraged. I feel this first stage has not only strengthened my technical capability as a reviewer but has genuinely shaped my professional identity in this space. Thank you for the support, teaching and care that has gone into delivering such a thoughtful programme. I'm very much looking forward to the next stage."
>
> **Kristy Atkinson, Founder & Director, KA Safeguarding Solutions**

Spotlight on impact

Spotlighted project:
Introduction to the Mental Capacity Act (MCA) and Deprivation of Liberty (DoL) for professionals working with children and young people

We introduced this new online course for those working with children and young people, based on our successful adults open course.

Aims

- Improve professionals' knowledge and understanding of the MCA and DoL process for those aged 10 – 25
- Share learning and best practice and offer the opportunity to network with peers, other organisations and sectors, ensuring the content has relevance and practical application
- Equip a wide range of professionals with essential knowledge and skills to understand and apply the principles of the MCA and Human Rights in daily practice

Activities

- While the MCA and DoLs are well established for adults, they aren't for children and their use has grown significantly in recent years. Taking into account the considerable diversity of needs, we created a new course and ran our first three sessions in 2025.
- Participants were from across the UK and from a wide range of sectors, including children's social workers, police officers, residential support workers, care workers and mental health professionals.
- We collected feedback from our first cohort, now being used to enhance and improve the course materials for next year.
- We held a well-attended workshop session at NCASC 2025 to raise awareness and gather wider views and input to inform this area of our work.

Impact and outcomes

Our evaluation of these interactive sessions found that many felt the process was brought to life beyond the initial learning goals, enabling them to feel confident to take what they learnt back to their organisations and use it in real practice.

- 88% of attendees said the training met their expectations
- 88.2% would recommend this training to another colleague/other organisation
- 82.4% said that the training had the potential to make a positive contribution to their work

> "Understanding why decisions have been made but also being able to professionally challenge situations if needed."

Guidance and tools to support best practice, co-production and innovation

Our recent Insight Improvement Survey of over 1,800 people from our database, found that our resources are a highly-rated service used consistently across our key audiences. We have launched a wide range of resources over the last year such as 'Tackling inequalities in care for people with learning disabilities and autistic people' resources including films and guidance, housing toolkits and a DoLs support tool.

Spotlighted project:

Get me to hospital - when and how to use the Mental Capacity Act to convey a person to hospital for physical health treatment

Decisions about taking people with cognitive impairments to hospital can be complex. They involve thinking about the person's own ability to make decisions.

We based our resources on evidence demonstrating that practitioners struggle to make these decisions. We focused on issues around supporting people under the Mental Capacity Act (MCA), not the Mental Health Act, who are assessed as unable to make their own decision to be conveyed to hospital for physical treatment, and so require a decision to be made for them, in their best interests.

Aims

- Support an individual at the centre of decisions relating to conveyance to hospital
- Support the practitioner responsible for arranging, or undertaking, conveyance
- Address potential health inequalities where individuals have been known to die from preventable conditions because professionals have not used the MCA correctly

Activities

- We created guidance in collaboration with the Stop People Dying Too Young (the LeDeR programme) – Inclusion North, a group of people with lived experience and unpaid carers, as it is important that people affected shape best practice.
- We also held wide-ranging discussions with social workers, paramedics, care providers, nurses, advocates and family members to identify the key areas addressed in this guide.
- We produced an easy read version and are developing an e-learning resource for professionals.

As part of our remit to share learnings across the country, we organised three events (Leeds, London and Birmingham) to explore our guidance and resources and how they relate to everyday practice.

Spotlight on impact

Impact and outcomes

- Launch of the guidance in May 2025 resulted in over 1,700 downloads and over 6,500 page views.
- Nearly 100 people attended the in-person events.

> “...really helpful forum to understand the concerns of the various agencies and ways that they can support each other to make appropriate decisions.”

- 93.6% of attendees said that they will use the guidance to help prepare for situations in the future and 96.8% will share the guidance with others.

> “....(key takeaway)... to take this back to our local MCA task and action group and LeDeR (learning from lives and deaths) group to see how we can share the learning with local challenges.”

> “I thought that you might be pleased to hear that I was doing AMHP training last week, and one of the more senior people there who also does BIA work told me when I was ranting about making sure that people with MH conditions/LD are not left to die that they had used Get me to Hospital twice in the recent past and in both cases had been able to secure admission for a person frightened of going to hospital. You are making a real difference.”
>
> **Alex Ruck Keene KC (Hon), Barrister, 39 Essex Chambers**

Think Local Act Personal (TLAP)

TLAP is a national partnership committed to transforming health and care through personalisation and community-based support. The partnership is hosted by SCIE and spans central and local government, social care providers, the NHS, the voluntary and community sector and people with lived experience, through the National Co-production Advisory Group (NCAG) and allies.

Spotlighted project:

Co-production of direct payments resources for practitioners

Direct payments can offer life-changing choice and control, but social care teams often face challenges in making them work well.

Aims

- Build confidence in social care workforce through easy-to-use direct payment guidance
- Embed good direct payment practice

Activities

A new set of bite-sized learning resources were created with the support of the Southwest Direct Payments Network, NCAG and the Independent Living Group. They were designed to help those working in adult social care to learn more about direct payments and how you can use them to improve people's lives.

The resources included seven modules in the Understanding Direct Payments learning series, incorporating videos and the ability to test yourself at the end, along with a feedback survey.

Impact and outcomes

The resources have received over 19,675 page views since launch **(since July 2025).**
They enable those who work in adult social care to:

- co-produce outcomes with people
- give them choice and control
- enable flexibility for care and support to be tailored to a person's goals
- provide a clear and achievable means to measure how direct payments make a difference to each individual they work with.

93% of users have rated the resources as 'extremely useful' or 'useful'.

> "Direct payments can appear complicated, this information simplifies the process."

> "Completing the modules has definitely provided me a better understanding – and I feel more confident about sharing this information with people."

> "Very user friendly and easy to understand."



Want to collaborate or partner with us?

As we are not-for-profit, our consultancy and training services offer exceptional value for money, and our income goes towards improving social care. We have deep experience of bringing partners together throughout social care to collaborate, innovate and improve lives (e.g. national government, DHSC, local authorities, care providers, academics, charitable foundations).

As social value has an increased emphasis in procurement laws, along with collaboration, we are perfectly positioned to partner with you. You can commission us directly, or work with us via the following frameworks:

CCS G Cloud
ESPO
CCS Research and Insights
Bloom

This report is just a small sample of our impact. If you're wondering how to engage with any of the areas explored in this report, and would like advice, guidance or simply an exploratory chat on these and other challenges you face, and how we can support you, please contact us at:
consultancy@scie.org.uk

For up-to-date information on the social care sector, details of knowledge, guidance and training opportunities, sign up to our newsletter SCIELine.

For more information on our charitable activities please visit our website:
https://www.scie.org.uk/support-us/



social care
institute for excellence

Please get in touch to find out more:
consultancy@scie.org.uk

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SCIE hosts Think Local Act Personal (TLAP):
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