

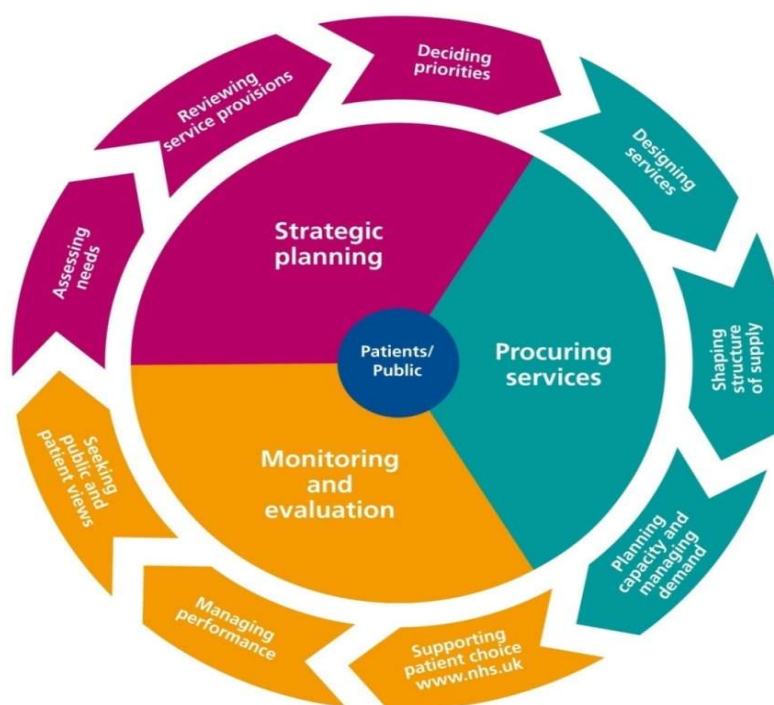
**Adult Social Care**  
**Commissioning, Improvement and Assurance**  
**Provider Workshops**  
**Terms of Reference: V2**  
**October 2025**

**1. Purpose**

Under the Care Act 2014, commissioners have a statutory duty to oversee and engage with the local care market. The purpose of the workshops is to collaborate with care providers, both contracted and non-contracted - with the aim of ensuring that outcomes are being met for service users, information about council activities is shared timely and for providers to have the opportunity to provide feedback to council officers. It is an opportunity to build relationships, for providers to raise thematic issues with relevant council officers, and it also provides an opportunity for the council to co-produce its plans with the care sector through a 'you said, we did' format, based on feedback.

**2. Context**

The workshops are an important part of the commissioning cycle; the goal is to ensure continuous improvement.



Courtesy of The NHS Information Centre for health and social care. Full diagram available at: [www.ic.nhs.uk/commissioning](http://www.ic.nhs.uk/commissioning)

### 3. Attendance

Workshops are not mandatory, but providers are encouraged to attend. The workshops should be attended by the following responsible persons or their delegate:

| Organisation | Position                                                                      |
|--------------|-------------------------------------------------------------------------------|
| The Provider | Care workers, Nominated Individual, Registered Manager or delegated colleague |
| The Council  | Service Director                                                              |
|              | Heads of Service                                                              |
|              | Senior Commissioning Manager                                                  |
|              | Adult Social Care representative (where appropriate)                          |
|              | Commissioning, Improvement and Assurance admin                                |
|              | Health partners (where appropriate)                                           |

### 4. Administration

Workshops will be held as a minimum, twice a year and scheduled by an officer from the Commissioning, Improvement and Assurance team. Bespoke workshops may be scheduled to support co-production. Workshops will take place face to face at a suitable location and will usually be for half a day. The agenda will be issued a week in advance of the meeting and will be issued from the CIA Inbox to attendees. Actions will be recorded, and attendance will be monitored.