

Why Councils Should Sign Up to BE Human...

BE Human offers councils a powerful opportunity to lead a different kind of public service—one that is rooted in dignity, fairness, and genuine partnership with people who draw on support.

At a time when councils are navigating unprecedented pressure, BE Human is not about adding another initiative. It is about resetting how systems listen, respond, and relate—so that services work with people, not to them.

BE Human supports councils to move beyond procedural compliance and towards human-centred decision-making. This means ensuring people feel heard, respected, and involved—especially when decisions are complex, emotive, or contested. When people experience services as fair and transparent, trust increases, conflict reduces, and outcomes improve.



By signing up to BE Human, councils demonstrate:

- ◆ Visible leadership in culture change, showing residents, staff, and partners that humanity sits at the heart of local government.
- ◆ Commitment to co-production, embedding lived experience meaningfully into policy, practice, and service design—not as consultation, but as shared power with ongoing feedback.
- ◆ Stronger relationships with communities, particularly with people who draw on social care and their families, who often feel marginalised or unheard.
- ◆ Earlier resolution of disputes, reducing escalation to complaints, legal challenge, and reputational risk.
- ◆ A more sustainable system, where staff are supported to work relationally and ethically, rather than defensively and reactively.

BE Human aligns directly with statutory duties around wellbeing, equality, and participation, while also supporting councils to meet inspection expectations around voice, involvement, and outcomes. It complements existing frameworks without replacing them—bringing values to life in everyday practice.

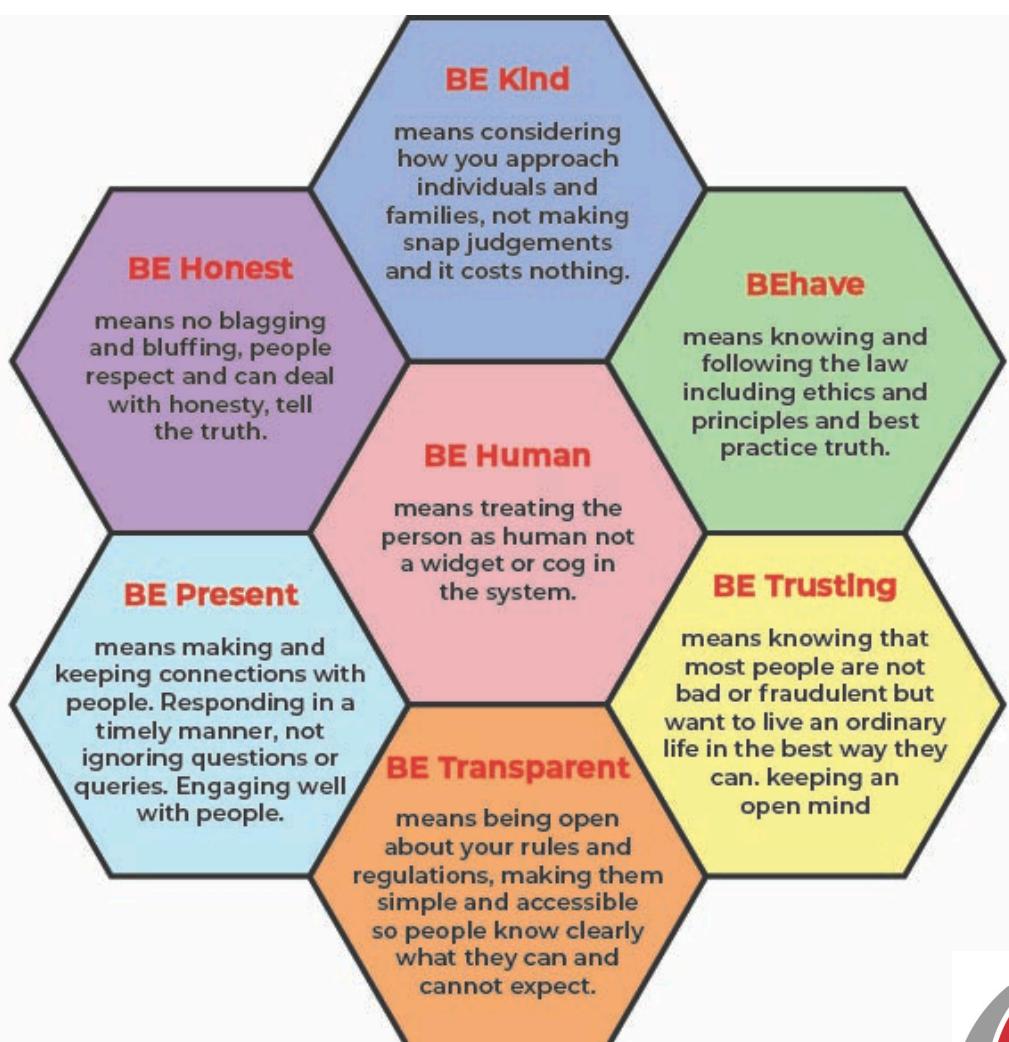
Most importantly, BE Human helps councils remember why public service exists in the first place: to uphold the humanity of every person, especially at points of vulnerability or transition.

Signing up to Be Human is a statement of intent:

That this council chooses to lead with compassion, courage, and integrity—and to build a system that people can trust.

In practice, when a council signs up to Be Human:

- It can strengthen the evidence base for CQC inspections by demonstrating meaningful engagement with people who use and work in services.
- It can enhance organisational culture around dignity, respect and human-centred care — key themes in the CQC regulatory framework.
- It can support self-assessment and preparation for inspections by providing structured feedback and data.
- It doesn't replace statutory obligations — it complements them by helping councils evidentially show commitment to quality and improvement.



Contact us

To explore how the Be Human Programme can support you, get in touch to arrange an initial chat.

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