



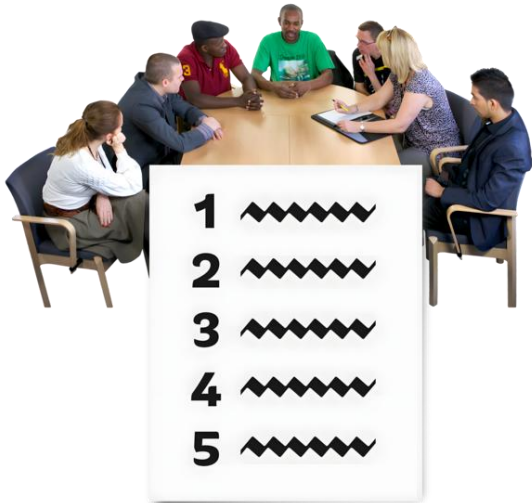
Adult Social Care Improvement Plan Coproduction Group. April 2026

Presenters: Jen DeOrnellas, Craig Wilson and Sharon Lees



Agenda

1. Welcome and introductions
2. Recap from March meeting
 - Adult Social Care vision
 - Giving feedback
3. Getting help from Adult Social Care
4. Any Other Business



Draft Adult Social Care (ASC) Vision – Version 1

Sefton Council

ADULT SOCIAL CARE VISION – FUTURE PLAN.



LIVE YOUR LIFE YOUR WAY
We want people in Sefton to live as independently as possible.



HELP EARLY
We help people early so problems do not get bigger.



GOOD SUPPORT
When you need help, you get good quality support that makes a difference.

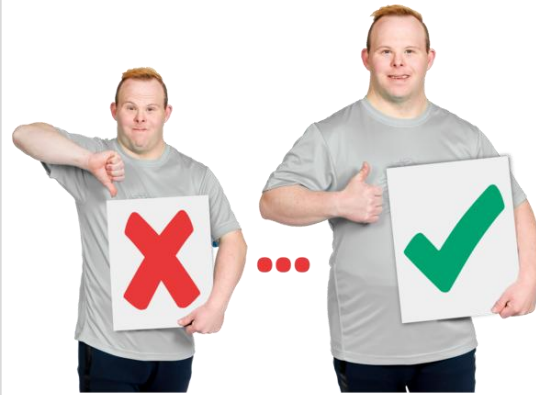


WORKING TOGETHER
We work with families, communities and partners.

FAIR AND KIND
Everyone is treated with respect. Information is easy to understand.

PROUD STAFF
Staff are here to help and will listen to what matters to you.

Vision Feedback You said...



You like this one better than the old one it is a lot clearer

Rearrange the headings to put listen near the top as it is important to listen

Good Support – Add in the word information

Put pictures to one side to make it easier to read

Working Together – add in individuals & see them as unique with own wishes & goals

Add in building Trust and Empathy to Fair and kind

Adult Social Care Vision – Final version 2

Sefton Council 

Adult Social Care Vision – Future Plan.



Proud Staff.

Staff are here to help and will listen to what matters to you.



Early Help.

We help people early so problems do not get bigger.



Live Your Life Your Way.

We want people in Sefton to live as independently as possible.

Sefton Council 



Good Information and Support.

When you need help, you get good quality information and support that makes a difference.



Fair and Kind.

Everyone is treated with respect, empathy and trust. Information is easy to understand.



Working Together.

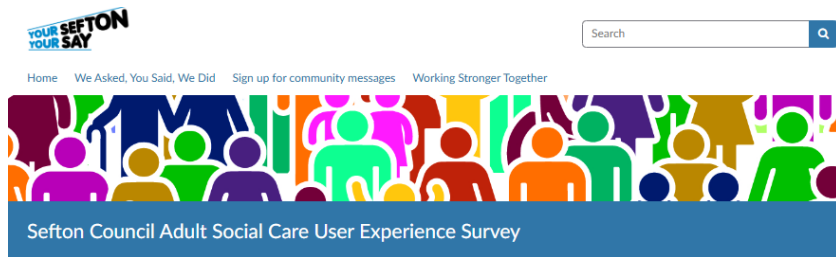
We work with:

- Individuals.
- Families and carers.
- Communities.
- Partners.

And see people as unique with their own wishes and goals.

Sefton Council Adult Social Care User Experience Feedback - Reminder

The survey asks people about their experiences with Adult Social Care services.



Overview

Adult Social Care are keen to continually improve our service and would appreciate your feedback on your recent experience with the service.

Please note that at the end of this survey, before submitting your results, you will be asked if you want to provide an email address so that you can receive a PDF copy of your response. This is completely optional. The email address is only used to send the email to you via the online consultation system provided by Delib as the data processor. The email address will not be stored with the responses and Sefton Council will not have access to it.

This survey is collecting personal information, which you do not have to provide. There is a privacy notice to explain what information we are collecting and why we are collecting it.

Give us your views

[Online Survey >](#)

Closes 25 Nov 2026

Opened 17 Dec 2024

Contact

asc.development@sefton.gov.uk

About You

1. Contacting us - are you :



- Contacting us for support or assistance for the first time (for yourself).
- Currently have a service in place (for yourself)
- Supporting a family member or friend to complete this form.
- A carer
- A professional
- Other

Other (please tell us)

2. Why did you contact Adult Social Care? (please tick all that apply)



- A new enquiry about accessing advice or support
- An enquiry relating to your existing support arrangements.
- A change in your own circumstances.
- A professional enquiry
- Something else

If something else, please tell us

[Save and come back later...](#)

[Continue >](#)

You can have a look at the form on [Your Sefton Your Say – Adult Social Care User Experience Feedback.](#)

We aim to share the new survey to include your comments at our June group

First Contact Team.



Who we are and what we do now:

- Complete initial assessments.
- Connect people to other services.
- Provide advice and information.
- Complete Welfare visits.
- Complete reviews for reablement and short-term placements.

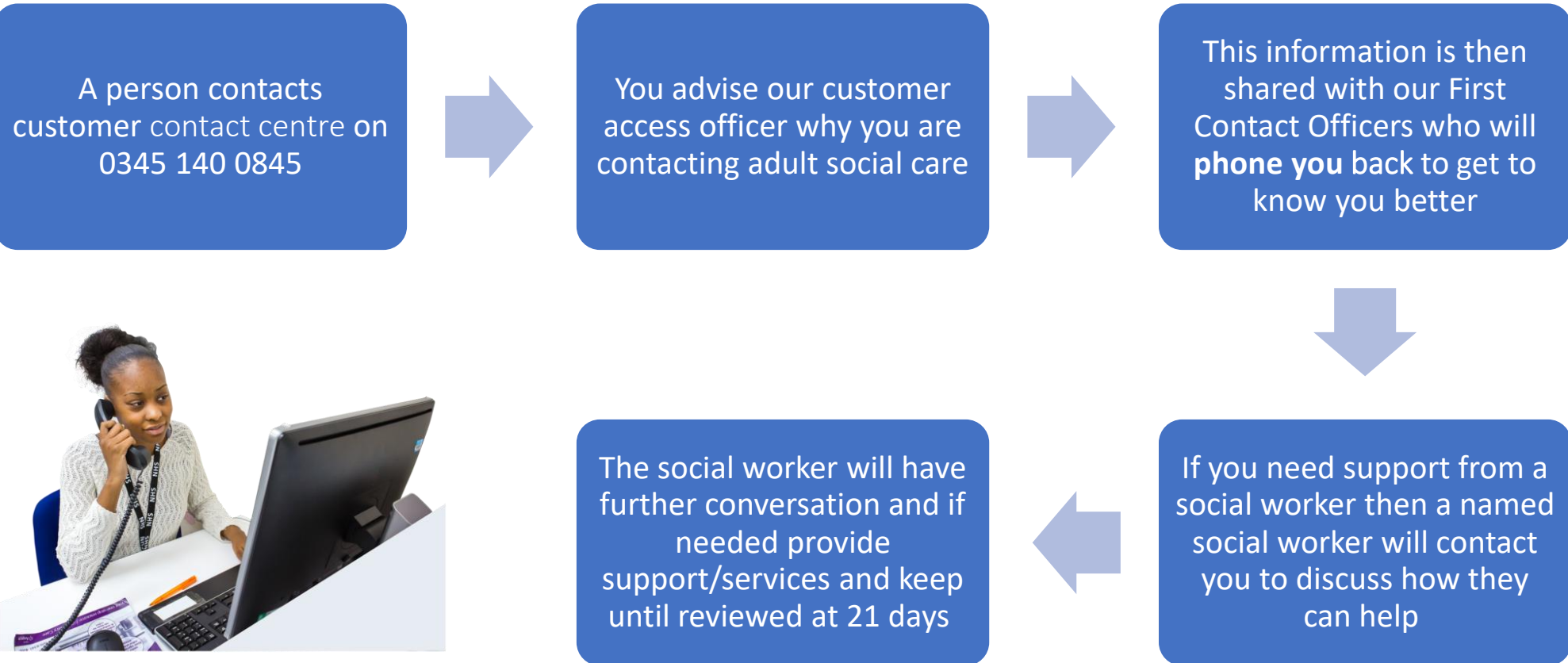
How you access Sefton ASC?

How you can speak to Sefton Adult Social Care:

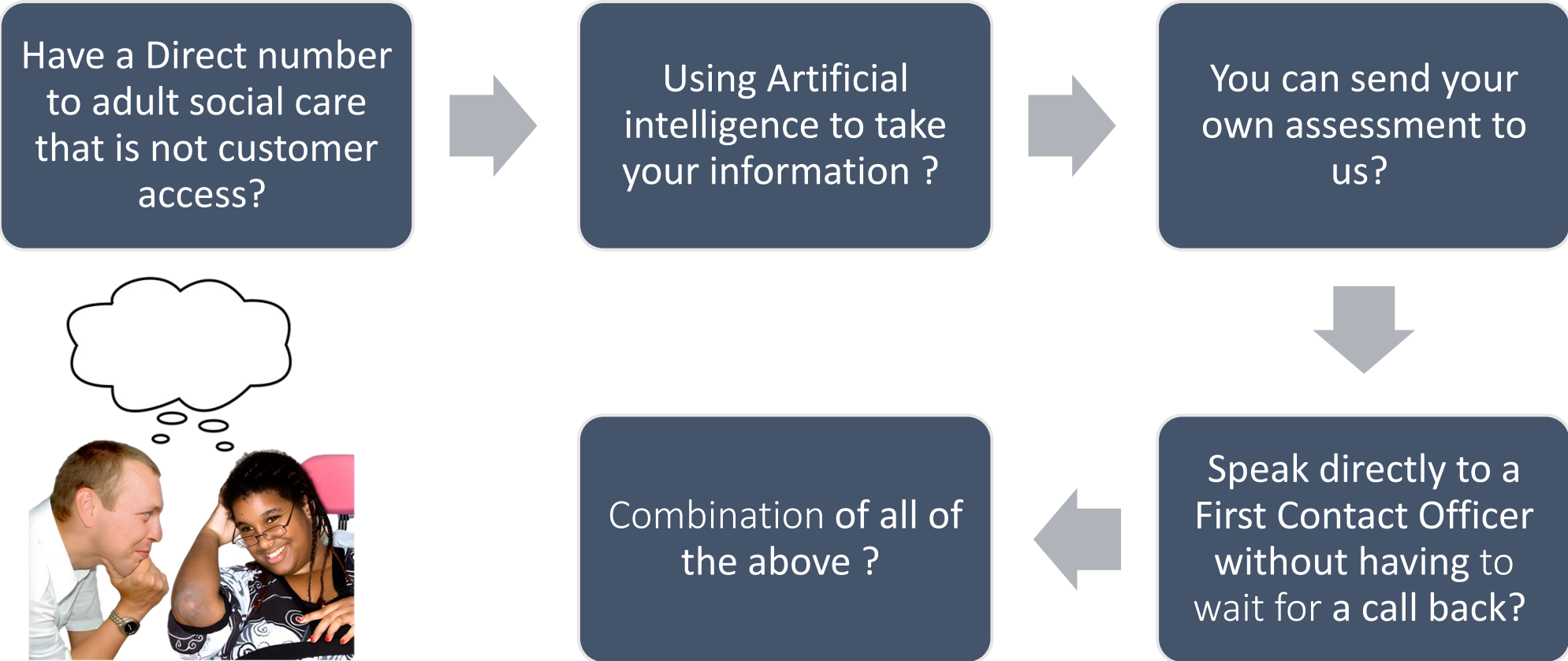


- By phone to the Customer Contact Centre on 0345 140 0845.
- Speak to a Healthcare professional like a GP or Nurse - the professional can make a referral online for you.

How getting in touch with adult social care works now.



How can we improve? Some Ideas



Break out groups



In groups and reviewing what we currently do in First Contact



What works well?



What does not work well?



What do we need to change ?

Thank you