



Adult Social Care Improvement Plan Coproduction Group. October 2026.

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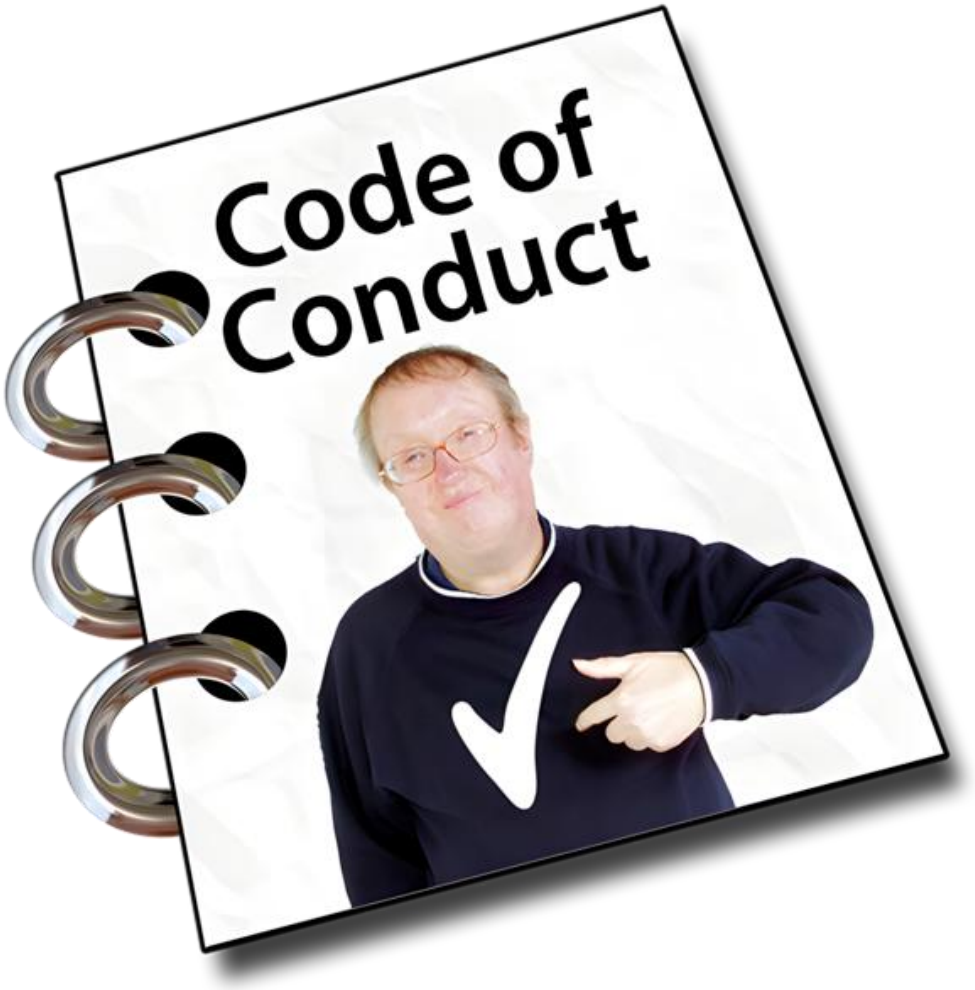
Agenda



1. Welcome and introduction
2. Code of conduct reminder
3. Recap and update from previous sessions
    1. Assessments that feel right - bring back from May
    2. Advocacy
4. Waiting Well



Code of Conduct Reminder



Assessments that feel right- Our pledges





1. **We will read about you before we meet.** We may need to ask some questions again, but we will try not to make you repeat things.
2. **We will listen to you.** We want to understand your life, how you feel, and what is important to you. We may say things back in a different way to check we have understood.
3. **We will use tools to help us talk and share information.** This may include easy-read guides and AI tools when they are helpful.
4. **We will be honest with you.** We will tell you what we can do and what we cannot do. If we need more information or advice, we will explain this. We will also explain what an assessment is.
5. **We will treat you with care and respect.** We will work with you to help you reach the things that matter most to you. We will write down "What is important to me" in your record.

What is a good experience of working with an advocate?
You said a good advocate will:





- Help you not give up.
- Help things move forward.
- Give you time to think and make choices.
- Listen to what you want.
- Help you speak up for yourself.
- Believe what you say.
- Talk to you first.
- Be kind and honest.

What is a good experience of working with an advocate?
You said a good advocate will:





- Keep their promises.
- Make you feel important.
- Be easy to contact.
- Support you at meetings.
- Help when you are worried.
- Work well with your family, carers, and other people who support you.
- Help people understand their rights and benefits.
- Start at the beginning and explain things clearly.

How can we make advocacy easier to access? You said it would be helpful if:





Information was easy to find.

- Be visible in the community. Run open days
- Work with community groups
- People knew when they might need an advocate.
- Staff knew how to help people find advocacy.
- Families and friends knew about advocacy.
- Share information in newspapers or newsletters

Information was available in:

- GP surgeries & Pharmacies
- Libraries
- Hospitals
- Colleges
- Day centres
- Local shops
- Community centres

How can we make advocacy easier to access? You said:





A good service should:

- Call people back.
- Have a real person answer the phone.
- Be flexible.
- Be easy to contact.
- Give regular updates.
- Offer drop-in sessions.
- Have enough advocates available.

When people meet an advocate:

- The place should be quiet, private, and safe.
- The time should be right for the person.
- People should not be rushed.
- People should feel safe and listened to.
- Information should be easy to understand.

What happens next?



VoiceAbility started delivering more advocacy services in Sefton from the 1st October



Feedback from September's advocacy session has now been shared with the VoiceAbility team



Leaflet, flyers and posters are being put up in Doctors, Pharmacies, Libraries, Dentists, Community Centres

How we can help you when you are waiting for an assessment







More people need our help.
Which means that some people have to wait for an assessment.

Helping you to stay independent and confident.
We know that waiting a long time can sometimes stop you from doing things you enjoy. We want to help you to stay safe and well.

Listening to you.
Your voice is important and helps us understand what you need help with.

Keeping in touch.
If you have to wait for an assessment, we will keep in touch to check if anything has changed about the care and support you may need.

How we can help you when you are waiting for an assessment



Sefton CVS
Supporting Local Communities

Waiting Well
Sefton



Connecting You Whilst You Wait

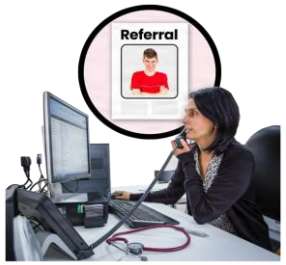
Whilst you are waiting, we may connect you with other services in your community.

We work with **Sefton Council for Voluntary Service (CVS)** to help us do this.

One of the ways we can do this is through the **Waiting Well Service.**

We may call you and ask if you would like to be talk to someone from the Waiting Well service. If you say yes we will pass your information on.

Waiting Well Service Journey









1. **Referral -** Adult Social Care share people's information with us.
2. **Huddle** - We talk about what the person needs help with at a meeting called a 'Huddle'.
3. **Get In Touch** - We get in touch with the person and ask if they would like to meet up.
4. **Support -** We meet the person, offer help and tell them about community services in their area.
5. **Next Steps -** After we have helped the person, we will speak to Adult Social Care and tell them if the person still needs an assessment.

Group session



How can we make the information better in the booklet?

How can we make the waiting well better?



Thank you

Sefton Council

Sefton 2030