

Public Engagement and Consultation Panel Annual Report 2025.



I am Councillor Liz Dowd, and I am the Chairperson of the Public Engagement and Consultation Panel (the Panel).



Welcome to the 2025 Annual Report.



Engagement and consultation have always been very important to us in Sefton.



We know that we need to ask our residents what is important to them, so we can develop the right services and information.



We also know that it is important that people receive information in different ways and that it is accessible.



It's great that the consultation plans being developed include people with lived experience.

I would like to say 'Thank You' to everyone involved with the work of the Public Engagement and Consultation Panel.

The role of the Public Engagement and Consultation Panel is to help make sure the consultation we do is of a high standard.



During 2025, we have:

- Met 6 times.
- Looked at 16 consultation plans.
- Looked at 7 Feedback reports.
- Received 6 updates about young people having their say.

Some of the consultations we looked at were:

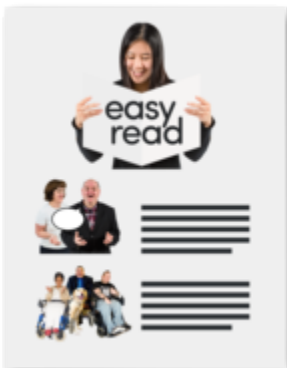


- Early Years Childcare Survey.
- Supported Living consultation.
- Air Quality Action Plan consultation.
- Families First Partnership consultation.
- Travel support consultation.



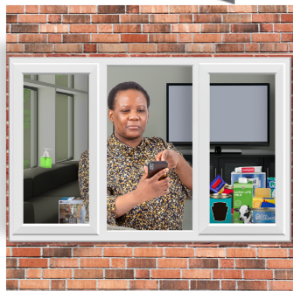
The Panel has a scorecard that it uses to assess the reports it looks at. We have found that:

- 5 of the reports had an Equality Impact Assessment (EIA). This is to see if the consultation will affect different groups of people.
- 13 reports collected equality monitoring information. This is collected to show what groups of people are responding to the questionnaire and the feedback reports show which groups of people responded and what they said.
- 12 reports had information in accessible ways.
- 7 reports had evidence of involving people with lived experience (coproduction).
- 14 reports included information that they had worked with partners to plan and deliver activity.





Some of the changes that have happened because of the consultation include:



You Said: That the Council should not remove non-digital ways of contacting the Council. We need to consider carers and residents who are housebound or disabled.



We Did: Sefton Council is not just online. People can visit One Stop Shops, call on the phone, or have the library team visit their homes. The council is asking people about how they use and understand online services.



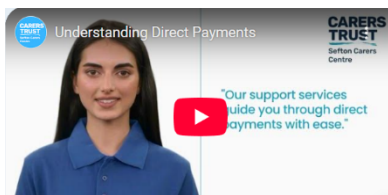
You Said: That people who live in Supported Living Accommodation should be known as Tenants and not service users.



We Did: In Adult Social Care, people will now be called Tenants. This change will also be in the rules for buying services.



You Said: People who received a direct payment said that they would have liked to have videos explaining more about direct payments.



We Did: Sefton Carers Centre have [dedicated web pages](#) about Direct Payments and created You Tube videos to explain what Direct Payments are.

Your Sefton Your Say Online Consultation Hub.

Sefton Council has an online consultation hub called Your Sefton Your Say. This is where all the council consultations are, for people to take part.



In 2025, there were 52 online activities:

- 26 surveys that the public could complete.
- 26 surveys that were not open to the public.

Some of the activities were not consultations – they were feedback or evaluation forms.

The consultations with the most responses were:



- Public Space Protection Order Town Centres – 625 responses.
- Families First Partnership (5 – 12 years) – 397 responses.
- Sefton Visitor Economy Residents Survey – 392 responses.
- Sefton Local Cycling and Walking Infrastructure Plan - 347 responses.



We carried out an evaluation with staff who use Your Sefton Your Say and of the users that responded 100% said that they are happy with it.

Some people are not aware of everything that can be done, so a training plan will take place in 2026.

The organisation that provides the Your Sefton Your Say website organised a User Group meeting in November. Sefton Council attended and was a guest speaker.

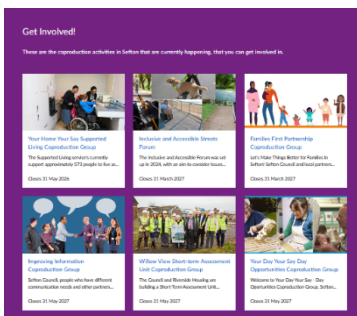
It was a good opportunity to meet people from different councils and Government Departments.

Coproduction Hub.

We have also developed a Consultation Hub page that includes some of the coproduction activities that people in Sefton can get involved in.

There are lots of coproduction activities taking place, which include:

- Sefton's Coproduction Group for Adults with Learning Disabilities and/or Autism.
- Get Involved Group.
- Autism Subgroup.
- Sefton's Improving Information Group.





- Willow View Short Term Assessment Project.
- Inclusive and Accessible Streets Forum.
- Learning Disabilities and Autism Social Work Team.

Accessible Information.



In 2025, the team held two sessions with Elected Members about Accessible Information. Fourteen Members came. They saw Easy Read materials made by the team. Members saw how clear information helps the public.



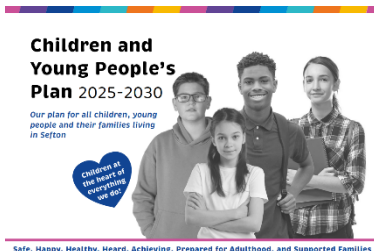
The team helped Council officers with consultation materials and redesigned the Welfare Rights leaflet and website. They also worked on the Winter Service Policy and Action Plan.



Sefton Council took part in [research on Accessible Voting](#) with the Disability Policy Centre. They worked with the Elections Team and Getting Involved Group. Their feedback helped create a report launched at Westminster in November 2025.



After the research, the webpage will be updated to "Accessible Voting." The content will be simpler. Meetings with the Elections Team and Getting Involved Group helped make an Action Plan for improvements.



Youth Voice.

The Children and Young People Plan 2025 – 2030 was made after talking to many people.

It is important that we hear from children and young people and see what changes happen because of their ideas.

A group called Sefton Youth Voice helps with this. They made a form called Youth Voice Call for Evidence. This form helps collect ideas and thoughts from young people.

The ideas from young people are checked against the plan's goals. These ideas are shared with the Children and Young People's Partnership Board.

