



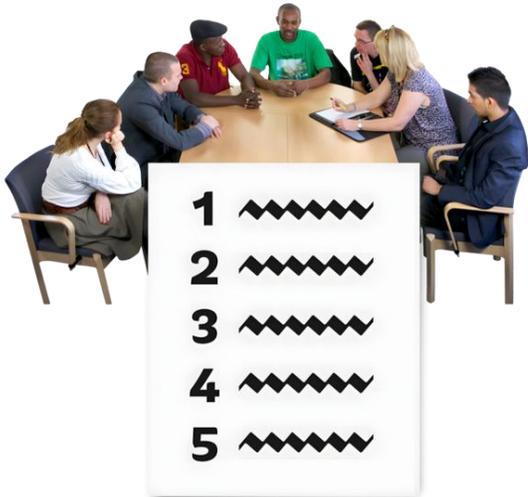
Adult Social Care CQC Improvement Plan Coproduction Group. March 2026

Presenters: Jen DeOrnellas, Laura Meehan and Leisel Pilling



Agenda

1. Welcome and introductions
2. Recap from January meeting
3. Adult Social Care (ASC) Vision - Feedback.
4. Agreed Code of Conduct.
5. Feedback with Lauren and Leisel.
6. Next meetings.



Adult Social Care Vision - Reminder

ADULT SOCIAL CARE VISION

We want people who live in Sefton to live as independently as possible for as long as possible. If and when they need it, we want people to have access to good quality support that has a positive impact on their lives.

Helping people to help themselves

Helping people when they need it

Helping people to live their lives as independently as possible

Informal Support and Universal Services

- Connecting people with information and support that is available within their local communities
- Helping people make the most of existing networks.
- Providing good quality advice and information at the first point of contact

LESS SUPPORT NEEDED

Short Term Support with a focus on regaining independence

- Providing support for a short period of time that is focused on enabling people to regain their independence
- Providing equipment, adaptations and assistive technology that prevents the need for personal care services

LESS SUPPORT NEEDED

Long Term Support with a focus on maximising independence

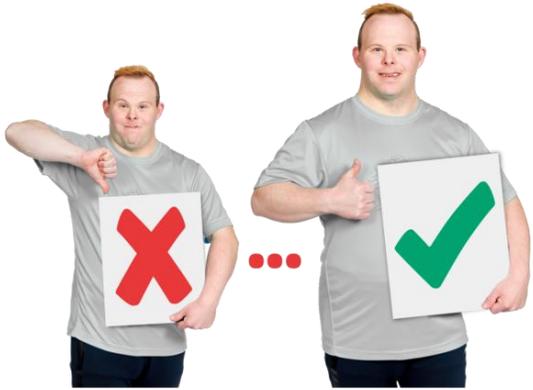
- Person centred support that helps people achieve what is important to them.
- Providing support in a way that helps people live their lives as independently as they are able to.

MORE SUPPORT NEEDED

MORE SUPPORT NEEDED

Vision Feedback

You said...



You did not like the current vision

The colours don't work

We need simple language...
NO Jargon

Would like to see pictures

Tell your story once

Listening is important

Include prevention

Helping people at the earliest opportunity

Draft Adult Social Care (ASC) Vision

Sefton Council 

ADULT SOCIAL CARE VISION – FUTURE PLAN.



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



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



WORKING TOGETHER
We work with families, communities and partners.

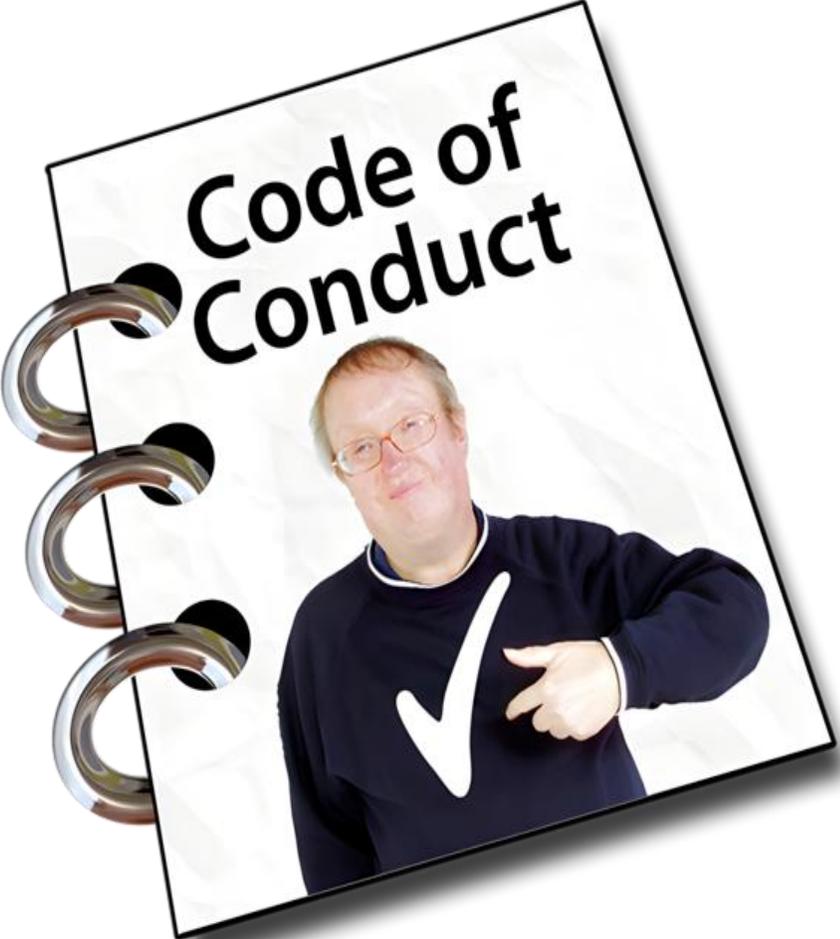


PROUD STAFF
Staff are here to help and will listen to what matters to you.

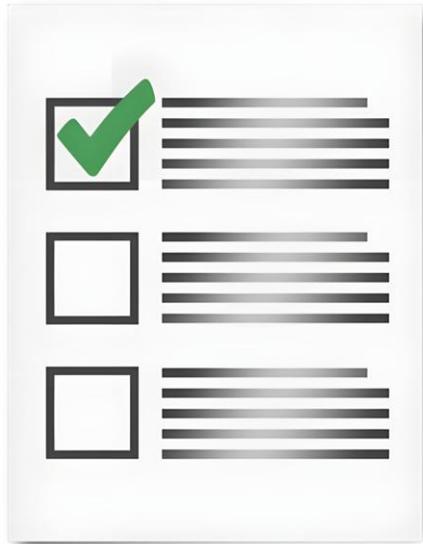
HELP EARLY
We help people early so problems do not get bigger.

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

Code of conduct – Agreed?



How we get feedback now.



We ask questions about your experience when we do a review with you.



We have a QR code and link to the feedback survey at the bottom of all our emails and adult social care documents.



The Adult Social Care website has a section where people can give a compliment or make a complaint.



The Three Conversations Feedback is used to ask how well the service worked.

Sefton Council Adult Social Care User Experience Feedback

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

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



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 >](#)

What do you think about the questions we ask when getting feedback?

Questions to think about:



Questions

1. What do you think about it?

Good

Bad

Not sure

1. What do you think of the information on the overview page?
2. What do you think of the name of the survey?
3. Looking at each page is there any information you would want to add or take out?

How should we feedback?



If we change services because of what people have said, how should we share this?



Future meetings



Meeting Dates for 2026



April	14	Tuesday 14th April 2026 1pm - 3 pm. Southport Town Hall, Birkdale Room.
May	14	Thursday 14th May 2026 1pm - 3pm. Bootle Town Hall, Bar Lounge.
June	18	Thursday 18th June 2026 1pm -3pm. Southport Town Hall, Birkdale Room.
July	14	Tuesday 14th July 2026 1pm - 3pm. Bootle Town Hall, Bar Lounge.
September	15	Tuesday 15th September 1pm - 3pm. Southport Town Hall, Churchtown Room.
October	15	Thursday 15th October 2026 1pm - 3pm. Bootle Town Hall, Bar Lounge.
November	12	Thursday 12th November 2026 1pm - 3pm. Southport Town Hall, Birkdale Room.
December	10	Thursday 10th December 2026 1pm - 3pm. Bootle Town Hall, Bar Lounge.

Thank you