nexsteps

PERSONALISED SUPPORT

Personalised support.

Joined-up planning.

Real choice.

A person-led agency connecting personalised support planning, client-facing case management, safeguarding and independent support worker recruitment.

YOUR LIFE. YOUR CHOICES. YOUR SUPPORT.

Cheshire West & Chester | Wirral | Liverpool | Sefton

hello@nexsteps.org.uk | nexsteps.org.uk

Our service

More than recruitment. Support planning, ongoing case management and choice brought together around the individual.

Personalised planning

Understand what matters to the person, their desired outcomes, practical priorities and current support arrangements.

Ongoing case management

Included for every client: agreed contact, initial and ongoing reviews, practical Direct Payment assistance and follow-up after introductions.

Safeguarding and rights

Recognise, record and escalate concerns. Respect consent, advocacy and decision-specific capacity.

Worker recruitment

Recruit, screen, match and introduce independent support workers, including dedicated teams for supported living.

Who we work with

Adults aged 18+, including people with learning disabilities, autistic people, people with mental health needs, physical disabilities, older adults and individuals with complex support arrangements.

Separate Nexsteps services include independent living skills and preparing-for-adulthood resources for young people.

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Ongoing case management

Included in our agency service for every client. We stay involved after an introduction, with support shaped around the person.

Client contact and guidance

A consistent contact for questions about agency agreements, paperwork and practical arrangements. We listen when things change.

Person-led reviews

An initial four-week review, then agreed reviews of what is working, what matters and any changes the person wants.

Direct Payment assistance

Help understanding paperwork, organising information and communicating with the authorised Direct Payment holder.

New worker introductions

Help finding further suitable workers when preferences, circumstances or availability change, and arrange new introductions.

Joined-up communication

With consent, liaise with families, advocates, social workers and relevant professionals about agreed client arrangements.

Safeguarding and records

Listen to concerns, keep appropriate confidential records, report safeguarding issues and follow up within our agency role.

Clear responsibilities

We review Nexsteps agency arrangements, not a worker's personal-care delivery. We do not supervise or monitor personal care or replace statutory and clinical duties.

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From enquiry to support

Planning begins with the life the person wants, then the arrangements that help make it possible.

01 Listen and understand

Learn about the person, their wishes, strengths, routines, consent, barriers and desired outcomes.

02 Plan with the person

Agree practical priorities. Work with relevant family members and professionals when authorised.

03 Introduce suitable workers

Explore skills and preferences, arrange introductions and help people choose who supports them.

04 Keep in touch

Provide agreed ongoing case management and an initial four-week review of the Nexsteps agency service.

05 Review and respond

Take concerns seriously, make appropriate safeguarding referrals and help with further introductions.

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Safeguarding and rights

Safeguarding is part of our agency role, with clear accountability and respect for individual choice.

Recognise and listen

Take concerns from clients, families, independent support workers and other professionals seriously.

Record and escalate

Keep factual records. Refer concerns to relevant safeguarding bodies and call emergency services for immediate risk.

Capacity and choice

Respect individual decision-making, lawful representatives, consent, advocacy and Mental Capacity Act principles.

Cooperate and improve

Share information lawfully, cooperate with statutory enquiries and review our own procedures.

Clear responsibilities

Nexsteps retains its ordinary safeguarding responsibilities. Individuals and independent support workers agree direct working arrangements. Nexsteps does not deliver, direct, supervise or monitor personal care arranged between them.

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Independent support workers

Recruiting the right people around the individual, including dedicated support teams for supported living tenancies.

Individual introductions

Find independent support workers matched around a person’s preferences, experience, availability and goals.

Dedicated support teams

Help individuals in their own supported living tenancy meet potential workers for a consistent support team.

Recruitment and checks

Advertise agreed opportunities, facilitate interviews and help clients review DBS, references, insurance and eligibility evidence.

Continuing agency assistance

Client-facing case management, suitable follow-up and further introductions when requested.

The person remains in control of who supports them.

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Transition and preparing for adulthood

My Life. My Future. My Way. Practical, person-centred planning and activities for young people aged 14 to 25.

Person-centred future planning

Start with the life the young person wants. Explore goals, relationships, preferred living arrangements and barriers to achieving them.

Practical independence skills

Develop confidence with travel, budgeting, meal preparation, home skills, safety, communication and daily routines.

Education, work and community

Explore college, training, work, volunteering, leisure, friendships and meaningful community opportunities.

Family and future planning

Plan ahead for changing family circumstances, adult responsibilities, future support options and the next steps.

Who we support

Young people aged 14 to 25, particularly those with learning disabilities, autism, SEND, care experience or additional support needs. We work alongside families, schools and the people the young person wants involved.

The young person comes first

Our work complements existing EHCP, Pathway Plan, education, local authority and clinical arrangements. It does not replace statutory responsibilities.

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From plans to practical outcomes

Working alongside schools, families, social workers and local authorities to turn a young person’s aspirations into real-life progress.

01 Listen and explore

Understand the young person’s wishes, strengths, communication, relationships and vision for adult life.

02 Identify barriers

Explore what is stopping progress before selecting services, support hours or activities.

03 Agree real-life goals

Choose practical outcomes that matter to the person, with clear next steps and responsibilities.

04 Practise in the community

Use agreed activities and our independent living skills resources to develop skills and confidence.

05 Review what changed

Record progress with the young person, share outcomes with permission and update the next steps.

For under-18s, this complements children’s services and education. For adults 18+, independently arranged personalised support is a separate option, subject to agreement and funding.

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Value and commissioning

Transparent costs, clear responsibilities and practical support around assessed outcomes.

Proposed agency rate

Our indicative standard overall support package rate is GBP 26 per delivered worker hour. GBP 25 may be considered for agreed packages, subject to the person's funding and support arrangement.

Transparent invoicing

The independent support worker and Nexsteps agree their charges in advance with the client. The worker invoices directly for their support and Nexsteps invoices separately for its agency service where that arrangement applies.

Working alongside public services

Planning and coordination complement rather than replace local authority assessments, care and support plans or NHS clinical decisions.

Commissioning and personal budgets

We work with agreed personal budgets, Direct Payments, appropriate council commissioning arrangements and privately funded support. All arrangements are agreed before delivery.

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Start a conversation

For social workers, commissioning teams, Direct Payment teams, individuals and families.

Our approach

Listen to the person first; understand their aspirations; identify practical barriers; agree what support and opportunities could help them achieve the life they choose.

For teams and referrers

We welcome enquiries about one-to-one learning disability outreach, community inclusion, independent living skills, transition planning and recruitment of dedicated support teams.

Contact Nexsteps

Email hello@nexsteps.org.uk or visit nexsteps.org.uk. We are developing support across Cheshire West, Wirral, Liverpool and Sefton.

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