

Healthwatch Wirral

**Independent
Support for
Day Services
Consultations**

July 2026



Day Service – Consultations

What were the consultations?

At the start of 2026, Healthwatch Wirral supported Wirral Council's consultation with people who use Day Services and Wirral Evolutions services by providing independent, in-person engagement.

Our role was to help individuals understand the consultation questionnaire and support them to share their views about current services and potential future options. It was vital that people who use Day Services were able to express their experiences and preferences in a clear and accessible way.

Working in partnership with Wirral Council and Mencap Wirral, we visited 7 Day Service locations multiple times over a three-month period. The support we provided was primarily on a one-to-one basis. Group activity was limited to introductions and explanations at the start of the sessions, so we could get to know people in a friendly environment.

We supported individuals by:

- Giving them an understanding of the purpose of the consultation
- Using accessible language to help them engage with the questions and fully comprehend what each question was asking
- Letting people share their views about the services they use
- Capturing people's wider feedback about what is important to them in their day-to-day lives, outside of the questions

Consultation materials were resourced by the Local Authority and Wirral Evolutions, and completed questionnaires were anonymised and collected by Wirral Council to inform their decision-making and future planning. The publication of Wirral Council's planning was planned for July 2026, however this date is to be confirmed.

What did we achieve?

The focus of Healthwatch Wirral's work was to ensure that everyone could take part in the consultation in a way that was accessible and centred on their individual views, and not the views of anyone else.

Across all of the locations we did the following:

- Spent time getting to know individuals, including what they enjoy doing and what their interests are
- Provided independent support to individuals completing questionnaires (most individuals needed Healthwatch and Mencap's support to capture answers)
- Used clear, simple language to explain questions where needed
- Gave sufficient time for people to consider their answers and respond to the questions
- Supported people to express their own views and preferences

Some parts of the questionnaire around financial adjustments were completed after HWW's and Mencap's consultation support by parents or carers.

Impact of our contribution

Healthwatch Wirral are privileged to have been the independent support for a piece of work that required great sensitivity and trust. We look forward to working collaboratively alongside Wirral council and other organisations that support people in the future.

We received feedback from a parent carer group regarding the process of this consultation.

"While there were initial concerns about the questionnaire design and workshop approach, particularly around accessibility, potential bias, and understanding, observations across six workshops provided reassurance. Sessions were well facilitated, with strong staff preparation and effective delivery from Healthwatch and Wirral Mencap, ensuring independence and clarity. People who access the service were engaged through approaches such as icebreakers and one to one conversation, supporting meaningful participation. Where needed, questions were clarified by advocates and responses were accurately captured. Some individuals shared concerns, including fears about services closing and being separated from longstanding friendships. Despite this, the workshops achieved their purpose, enabling people who access the service to share their views and have their voices heard." -

Parent Carer

Healthwatch Wirral also received the following feedback from Wirral council.

"Healthwatch played a vital role in ensuring that the voices of people who access day services are heard, valued, and reflected in shaping meaningful and inclusive change. Their professional, friendly, and motivating delivery of the workshops provided independence and credibility, supporting people to understand the questions, express their views with confidence, and ensure those views were accurately captured. It was a pleasure to work in collaboration with Healthwatch throughout this process." -

Jean Stephens, Assistant Director, Adult Social Care, Wirral