

Title	Value for Money Review: Wirral Evolutions
Report Date	24 December 2021
Author	Joanne Fry, Business Change Analyst

Executive Summary

This report has summarised the findings from three stakeholder surveys (staff, people who access the service, and families, carers and charitable bodies). The report concludes that while there are some quite significant changes that the service would benefit from implementing, the service itself and the staff themselves are vital for the successful service delivery and that the service is providing value for money.

There are frustrations around communication on the part of all 3 audience types, particularly staff. Almost half of staff do not feel that they have been given the opportunity have a say about how the service can be developed or modernised. This lack of opportunity is echoed by people who access the service and their families, carers and charitable bodies.

Another consistent concern across the 3 audience types is paperwork. All three surveys mention staff spending too long completing admin and paperwork and note that it would be preferred for staff to spend that time with people who access the service.

Despite the frustrations, there is a lot of positivity in the survey comments. People who access the service and their families talk about the difference that the services have made to their lives, from a social aspect to their mental health.

There are some ways, from the feedback alone, that the service could potentially deliver further value for money, these include:

- Performance management framework to manage the expectations of the provider and its service;
- Thorough review of funding to ensure that finances are being spent effectively and efficiently, and ensure that funding is allocated according to need;
- Invest in staffing. Running the service on a “skeleton staff” model can result in reduced value for money as people who access the service miss out on activities;
- Consider more outreach activities within the community;
- Promote the service wider to generate income and top-up funding from Wirral Council.

Introduction and Background

Wirral Council is conducting a Value for Money Review as to whether Wirral Evolutions offers sufficient added value to the Council in the delivery of the contract for day services for people with learning disabilities to justify the additional costs of running an arms-length company.

The request for the Value for Money Review was initiated at the Adults Social Care and Public Health Committee on 23rd September 2021. The Review commenced in November 2021, to be concluded by the end of December 2021.

The Review will use eight criteria for the Review: economy, efficiency, effectiveness, equity, strategic value, stakeholder value, social value, and achievability. This report is in relation to **stakeholder value**.

Methodology

Views have been gathered from three stakeholder groups:

- Staff (paid and unpaid)
- People who access the service
- Families, carers and charitable bodies.

The stakeholders were each asked to complete a survey, either online or in paper format. The surveys were available between November and December 2021. The questions asked are available in Appendix 1.

This report summarises the findings from each of the three surveys and conclude whether Wirral Evolutions offers sufficient added value to the Council in the delivery of the contract for day services for people with learning disabilities.

Stakeholder Group 1: Staff

The survey was completed by 98 staff, of which 84.7% (83) were paid, the rest were unpaid. The survey analysis will be split in to six sections: employment, opportunities, wellbeing, improvements, experience, and feedback to Wirral Council.

Employment:

Almost 70% of staff that have worked for Wirral Evolutions for more than 3 years would recommend Wirral Evolutions employment to a friend or colleague. 80% of these staff members reported feeling completely valued or mostly valued in their role.

By contrast, 89% of staff that have worked for Wirral Evolutions for less than 3 years stated that they would recommend Wirral Evolutions employment to a friend or colleague. All of these officers reported feeling occasionally, mostly, or completely valued in their role.

93 of the 98 respondents described Wirral Evolutions response to the COVID-19 pandemic as average, good or very good. 3 respondents described it as poor.

Opportunities:

61% (of the 98 respondents) reported feeling that they have the opportunity to feedback and help shape the support provided; this figure has fallen from 82% in the 2020/21 survey. 52% (of the 98 respondents) feel that they have a say about how the service can be developed or modernised.

Just 15 of respondents reported being delighted with the opportunities that they have been given for training and development. 74 of the staff reported feeling satisfied.

Eight staff said that they were dissatisfied with the opportunities that they have been given for training and development. Interestingly, all 8 of these staff members reported they did not feel that they have a say about how the service can be developed or modernised.

Wellbeing:

73 respondents (74.5%) are aware of the health and wellbeing initiatives on offer, but only 13 of these respondents access the benefits.

Improvements:

Staff were asked "How can Wirral Evolutions improve, and why?". There are a lot of responses, these can all be found in Appendix 2. Some of the consistent comments suggested: better communication and listening to staff; placing a greater focus on delivering in the community and appropriate activities, rather than being based in unfit for purpose buildings with unfit for purpose IT/internet, running activities that are not appropriate; reviewing staffing levels as high turnover/absence of staff affects staffing levels and the ability to run the service appropriately and modernisation of the service.

"Wirral evolutions in order to be more efficient needs a management information system"

"We are letting many down. Many have been in different services over the years and progressed and now they are in dated services with their heads down and have regressed massively. This is almost criminal and devastating for experienced staff who have watched this happen."

"Too much emphasis on paperwork with too many resources dedicated to paperwork instead of being focused on supporting clients and running activities"

Experience:

Respondents were asked "What would you say has been your most positive experience whilst in work and why?". All of these answers can be found in Appendix 3. It was consistently reported by respondents that seeing the people that they support – and that they are happy, enjoying the service, and achieving their outcomes, were the most positive experiences. Respondents also advised that being able to provide an outreach and an in-house service for those they support during the COVID-19 pandemic is something they found positive and felt appreciated for. Other common answers from respondents were around colleagues, they felt that colleagues had worked together well and the support of each other throughout difficult times has been positive, and around making a difference. There were a couple of respondents that reported having no positive experiences whilst in work but did not elaborate any further.

"Working with the people we support has brought me great pride"

“The period of time during the pandemic when the people we support attended alternate weeks so fewer people in each week. Staff actually had the time to chat to people without being rushed or distracted by a million other things, and also better opportunity to provide real person-centred support.”

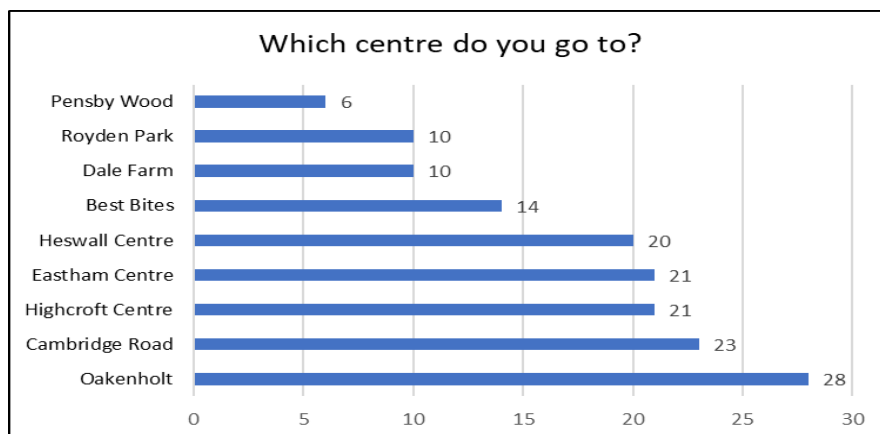
Feedback to Wirral Council:

Respondents were asked if they had any other feedback for Wirral Council. All of the answers can be found in Appendix 4. A number of respondents stated that the service should be taken back in-house by Wirral Council, as staff felt valued and supported when this was the case. One respondent commented *“Public services should never be run by anyone other than Wirral Borough Council. The public have trusted their vulnerable to be looked after by a public body where standards are at the highest, with no incentive other than safeguarding the people we support and adding value to the life a day”*. Roughly the same number of respondents explicitly expressed that the service was better being separate from the Council but that it needed long term investment, clear expectations and objectives of the service, and investment in better buildings and resource (including IT, internet, and staff).

The additional feedback section was predominantly the request that Wirral Council acknowledges how important day services are for the people that receive support. Respondents generally acknowledge that there are issues, some of which affect staff (for example service reviews, unclear policies, inconsistent terms and conditions, and too much paperwork which distracts away from delivering the service itself) but ask Wirral Council to recognise that the service is essential for some of the most vulnerable people in society.

Stakeholder Group 2: People who access the service

The survey was completed by 155 users of the Wirral Evolutions service. 153 of respondents recorded which centre they go to. The survey provides representation of nine Day Centres.



The survey analysis will be split in to four sections: enjoyment and voice heard, improvements, impact of the service, and feedback to Wirral Council.

Respondents were asked, on a scale of 1-10 how likely it is that they would recommend Day Services to a friend (with 1 being not likely to 10 being very likely). 94 respondents answered 10-very likely. 49 respondents answered 7-9, and 8 respondents answered with 5 or less. 4 survey respondents did not answer.

Enjoyment and voice heard:

Of the 94 that would recommend the service to a friend, 81 respondents answered no lower than 8 in any of the three questions asked (the other questions being 1. *On a scale of 1-10 how much do you enjoy activities that Day Services offer?* (1 being not enjoyable to 10 being very enjoyable) and 2. *How much say do you feel you have in your own support* (1 being no control or say over my own support, to 10 being full control or say over my support).

Overall, for the question *“How much do you enjoy activities that Day Services offer?”* 90 (58% of all) respondents answered with a 10-very enjoyable. This is slightly lower than in the 2019/20 survey when this figure was 63%.

Of the 8 respondents that answered with 5 or less when asked if they would recommend the service to a friend, five answered 6 or below when asked how much they enjoy the activities on offer, and six answered 6 or below when asked how much control they felt they had of their support.

Interestingly, three of the 8 that answered with 5 or less when asked if they would recommend the service to a friend reported that they do enjoy the activities the service offers (answers of 7, 8 and 9). Two of the 8 answered that they are in full control of their own support (answers of 9 and 10).

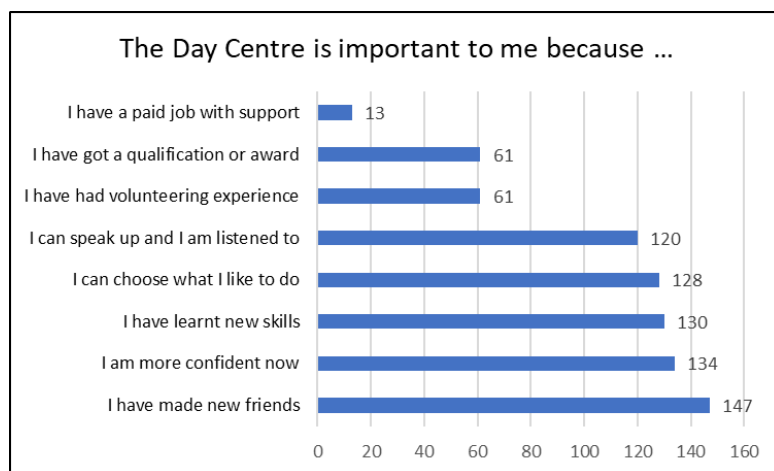
Improvements:

Respondents were asked “What can Day Services improve?”. There were many comments that reported being happy with the service as it is, but there was an overwhelmingly consistent message that there needs to be more activities, the service should be more community based, and access to reliable transport is needed. Not all centres are accessible by public transport. A number of respondents would like to have more say over their support.

A couple of suggestions made when asked for improvements included having animals in the centre, having more life skills training, a wider range of activities available, and day trips for all users of the service. All answers can be found in Appendix 5.

Impact of the service:

Respondents were asked why the day centre is important to them. 154 of the 155 respondents completed this question.



There was also an option of ‘other’ where respondents could provide free-text comments. All of these comments are in Appendix 6.

Feedback from the ‘other’ comments was overwhelming that the Day Centre is important for respondents as it gives them routine and structure, as well as a social life, and a change in environment from home. Respondents feel valued and safe and enjoy that the Day Centres give them their independence. There were however some comments from respondents to say that they prefer being outdoors and the only advantage of the Day Centre is having a roof overhead when there is bad weather.

“My day centre is like a second family to me, I look forward to joining my friends every day, they are very kind and respectful of me.”

“No benefits other than roof over head in the bad weather. Only cater for more able bodied as far as I can see or hear about.”

“I love going to the day centre as I have made lots of new friends and do lots of different activities. I only have to get one bus to Oakenholt but if I had to go somewhere else like Heswall I would have to get two buses and could not do that. This would probably result in me going in a home as my carer is disabled and would not be able to manage.”

The survey asked “If there were no Day Centre Services, what do you think you would do instead?”. There were 147 comments returned, these can all be found in Appendix 7. The majority of comments were that there would be nothing else for people to do as other services do not meet their needs, so they would stay home. Other feedback suggested that people would suffer with missing their routine, their friends and the activities. Family would be relied upon and potentially have to leave work to care for the people who currently access the service.

Feedback to Wirral Council:

Respondents were given the opportunity to provide any feedback to Wirral Council about Wirral Evolutions Day Services. All responses can be found in Appendix 8. A summary of the feedback is that there are problems with the service, for example:

- The service does not cater to all users' needs
- The buses are unreliable due to breaking down
- Inefficient use of resources
- Poor communication
- Staff spend too much time doing paperwork.

However, respondents mostly talk about how invaluable the service is to those who use it. The service is described as a "lifeline" that gives people confidence, friendships, support, education, and a purpose. Several respondents expressed their concern around new changes, from new locations to new staff.

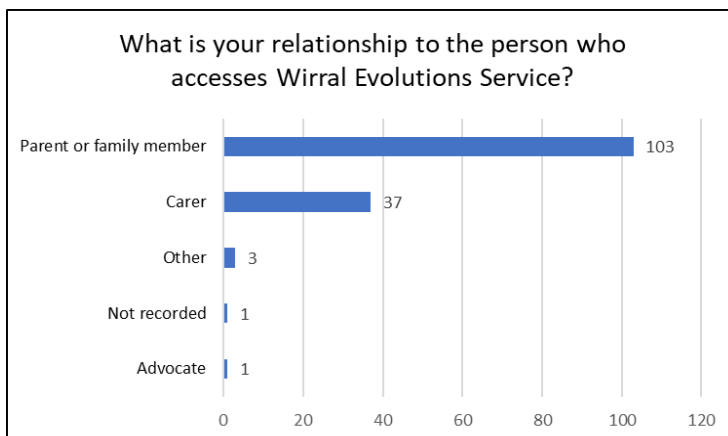
"Highcroft staff care deeply but to me as a parent it's just a building where he's so bored he wants to leave to go walks around the garden. He may not be able to talk but his response to sitting doing nothing would be he wouldn't miss it at all."

"I do not want eastham centre to close as it would upset me a lot because I don't like change and I trust the people I know and I would self harm if I could no longer go there as I am a person of routine and I don't like change at all."

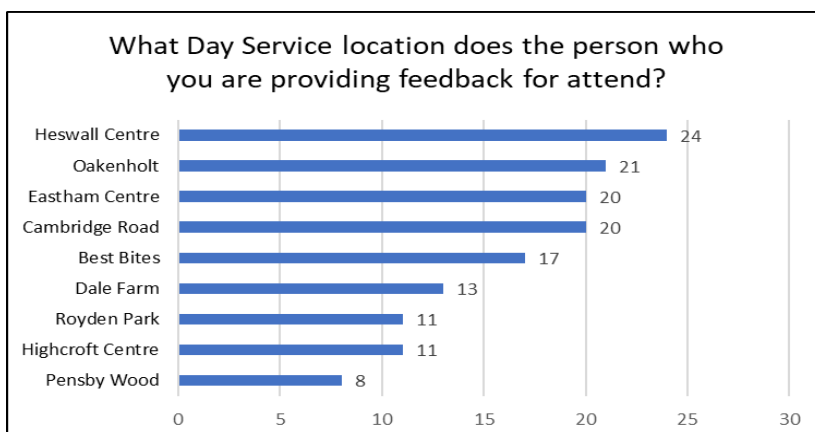
The contrast between the two comments above shows just how important it is to get the service delivery right, which the survey results suggest Day Centres do not do all of the time for all of the people they support.

Stakeholder Group 3: Families, carers, and charitable bodies

The survey was completed by 145 advocates, parent or family members, carers, and others.



Survey responses represented nine Day Centres. Below is a breakdown of which Day Service locations the respondents were providing feedback for:



The survey analysis will be split in to six sections: satisfaction, voice heard, relationship with Wirral Evolutions, improvements, experience, and feedback to Wirral Council.

Satisfaction:

When asked “*Would you recommend Wirral Evolutions Day Service?*” 139 of respondents answered yes. Three respondents answered no, and three did not respond.

Of the 3 that did not answer this question, 2 of them reported feeling that the person accessing the service is dissatisfied. Two of the 3 respondents that answered no to the question reported feeling that the person accessing the service is satisfied most of the time, the other felt that the person accessing the service is satisfied all of the time.

Respondents were asked “*Do you feel that the person who is accessing Wirral Evolutions is satisfied with their current service?*” 45% of respondents reported they felt the person was delighted and 32% felt that the person is satisfied all of the time. Just under 21% felt that the person is satisfied some of the time, and 2% felt that the person was dissatisfied. One person did not respond to this question.

Voice heard:

The majority (68%) of respondents feel that they have been given the opportunity to have their voice and opinions heard by Wirral Evolutions all the time, or very frequently. The percentage of respondents feeling that they have been given the opportunity to have their voice and opinions heard by Wirral Evolutions only occasionally / very infrequently remains significant at 28%. Five respondents (3%) feel that they have not at all been given the opportunity to have their voice and opinions heard by Wirral Evolutions. Two respondents did not answer this question.

Relationship with Wirral Evolutions:

The majority (74%) of respondents rate their relationship with Wirral Evolutions as either good or excellent. Just under 18% rate the relationship as reasonable. Six of the 145 respondents rated their relationship as poor (3 of the 6) or non-existent (3 of the 6). Interestingly, these 6 respondents do not positively report feeling that they have been given the opportunity to have their voice and opinions heard by Wirral Evolution (3 answered not at all, 2 answered infrequently, and 1 answered occasionally in that question).

Just under two-thirds (63%) of respondents feel that Wirral Evolutions, as a company, are very or completely transparent and open with them and more than a third (31%) feel that Wirral Evolutions are reasonably or a little transparent and open with them. Five respondents (3%) do not feel that Wirral Evolutions have been transparent or honest at all with them.

When asked how respondents rate Wirral Evolutions Services, more than half (54%) answered excellent, 30% answered good, 8% answered reasonable, and 1 person rated it poor.

Improvements:

Respondents were asked “*How could Wirral Evolutions improve as a company and why?*”. All responses can be found in Appendix 9. The strongest messages coming back from the feedback were around the company could promote its service more and do a lot more outreach work in the community. A number of comments referenced broken promises and highlighted that the service users need consistency and continuity and so having promises broken (for things such as building improvements) is disappointing.

There were a lot of comments that advised no further improvements were needed. Where suggestions of improvements were made, the availability and range of activities, and communication were often raised, as was seen in the other two surveys too.

“I feel the staff have to do too much admin work which takes them away from assisting the attendees.”

“When promising improvements or new ventures - sticking to them is really important and this needs to be improved.”

“Have more communications with day centres staff, parents & carers as they have more knowledge than most about needs of people attending day centre. These people would help more than most to improve the company care.”

Experience:

Respondents were asked “*What would you say has been your most positive experience with Wirral Evolutions and why?*”. All of these answers can be found in Appendix 10. The overwhelming response was experiences with staff. Staff are described as dependable, excellent, positive, well suited to the role, committed, caring, friendly, aspirational, compassionate and invaluable, among other things.

It is clear from respondents' answers that the response to COVID-19 was positive. They show the recognition and appreciation of respondents. Check-ins were the most mentioned form of support mentioned for this period of time. Other feedback of the most positive experiences were when people who use the service go home happy and confident, they look forward to attending, and parents/family members feel that their loved one is safe.

"My son meets his friends everyday in a safe and supportive environment. He is able to use his electric wheelchair that gives him some independence that he is unable to achieve elsewhere. All staff are caring and approachable."

"My most positive experience is the current staff & most are the original staff previously employed by the Council. I am not familiar with any of the Senior Management from WE. I don't recall ever being invited to meet those running & responsible for the organisation. I have a good open relationship with the day centre but not directly with management of WE."

Feedback to Wirral Council:

Respondents were offered the opportunity to provide additional feedback to Wirral Council – all comments can be found in Appendix 11. A lot of the comments asked for more funding for the service and expressed that a longer-term contract would give peace of mind. A small number of respondents felt that the cost of the service was unfair and that some activities are too expensive. It was again acknowledged that centres need to be promoted better. Without the service, many respondents stated that the people who access the service would be stuck at home, would not have the social skills nor confidence that they do now, and would not leave the house. Some comments that particularly stand out are:

"Wirral Evolutions is a success story for Wirral and should continue to be supported by Wirral council."

"Every effort should be made to promote the centres as a viable option to meet the future needs of clients approaching transition. The centres offer independence away from parents, stop clients from isolation and can offer friendships that can extend outside the centres. They should be able to offer a wider range of activities promoting independence and confidence."

"I have been at Eastham centre since I was 18 and am now 43. I class Eastham as an extension of friends and I would be upset if it EVER closed."

Appendix 1

This appendix provides the questions that were asked in each of the three surveys.

Staff	<ol style="list-style-type: none"> 1. Are you a paid or unpaid member of Wirral Evolutions workforce? 2. How long have you worked at Wirral Evolutions? 3. Would you recommend Wirral Evolutions employment to a friend or colleague? 4. How valued do you feel in your role? (Choose from following) [<i>Not valued / occasionally valued / mostly valued / completely valued</i>] 5. Do you feel you have the opportunity to feedback and help shape the support provided? 6. Do you feel that you have a say about how the service can be modernised? 7. Are you aware of the health and wellbeing initiatives on offer? 8. Do you access any of the health and wellbeing initiatives on offer? 9. How satisfied have you been with the opportunities for training and development? (Choose from the following) [<i>Dissatisfied / satisfied / delighted</i>] 10. How can Wirral Evolutions improve and why? 11. What would you say has been your most positive experience whilst in work and why? 12. Do you have any other feedback to the Council? 13. How would you rate Wirral Evolutions response to COVID-19? (Choose from the following) [<i>Very good, good, average, poor</i>] 14. Which centre is your main work location?
People who access the service	<ol style="list-style-type: none"> 1. How likely is it that you would recommend Day Services to a friend? 2. How much do you enjoy the activities Day Services offer? 3. How much say do you feel you have in your own support? 4. What can Day Services improve? 5. If there were no Day Centre Services, what do you think you would do instead? 6. The Day Centre is important to me because ... (Choose from following) [<i>I have got a qualification or award / I have a paid job with support / I have had volunteering experience / I can speak up and I am listened to / I am more confident now / I can choose what I like to do / I have learnt new skills / I have made new friends / other</i>] 7. Which centre do you go to? 8. Is there any feedback that you would like to provide to Wirral Council about Wirral Evolutions Day Services?
Family, Carers and Charitable Bodies	<ol style="list-style-type: none"> 1. What Day Service location does the person who you are providing feedback for attend? 2. What is your relationship to the person who accesses Wirral Evolutions Service? 3. Would you recommend Wirral Evolutions Day Services? 4. Do you feel that the person who is accessing Wirral Evolutions is satisfied with their current service? 5. Do you feel that you have been given the opportunity to have your voice and opinions heard by Wirral Evolutions? 6. How transparent and open do you feel Wirral Evolutions are, as a company, with you? 7. How would you rate your relationship with Wirral Evolutions? 8. How would you rate Wirral Evolutions Day Services? 9. How could Wirral Evolutions improve as a company and why? 10. What would you say has been your most positive experience with Wirral Evolutions and why? 11. Is there any feedback that you would like to provide to Wirral Council about Wirral Evolutions?

Appendix 2

This appendix includes the free-text answers from the question “How can Wirral Evolutions improve, and why?” in the staff survey.

- Growth of opportunities to enable more sustainable life skills for people with a disability
- Recruit more skilled based volunteers across the whole service
- The service needs to modernise and have a greater community focus with services for people with a learning disability integrated into the community. The company needs to diversify into other social care markets to allow for growth and income generation. The expertise and professional standards of staff is excellent, and they are needed in the Wirral social care market, where standards of professional care are lacking. The company has a strong foundation in this area, and we could lead the agenda of improved standards.
- The building that we lease from the council is not fit for purpose due to the constant issues with the roof and heating. We can lack resources; however, we are slowly acquiring the items that we need. Staff at service support level need more responsibility to take the load of service coordinators this team leaders. This would then provide service support with accountability and more room to progress within the company. I feel Wirral evolutions would benefit from a fundraiser to try and get the additional funding that we require and an admissions officer that would try and get private payers within the company. Wirral evolutions in order to be more efficient needs a management information system, which I am aware is in the process of being trialled/ acquired. The IT/ WiFi also needs an improvement again this would increase productivity.
- Update the buildings and facilities
- Get the costings for services to pws correct based on level of need to enable value for money as some pws have more or less dependency than others yet the charge is same for all
- Sort the IT in buildings so its fit for purpose
- More acknowledgement needed for staff that are consistent in attendance and practice
- Look at the attendance management policy it's too lengthy to act upon and confusing to implement
- Improve communications from the chief exec and the board
- Look at staffing levels ...when staff are off on long term sick this impacts greatly on staffing levels
- Improve transport to enable each site the same access to engage in community
- They need to be open and honest and not give false hope to staff also up to date equipment for the PWS and need to modernise the service
- Communication to staff from management has been slow and initially lacking. Meaning staff feel that they are the last to know, demoralised and that they are not valued. More minibuses to enable us to transport the people we support to community activities. Management to come and spend the day in centres shadowing what the staff are actually doing, to understand their job roles better. All staff to have the same pension, sick pay and holiday arrangements rather than the unfair two-tier system that exists. Are newer staff less valued? To move away from the idea that every person we support must make measurable progress as life and experiences are not all about progress!
- Future stability will enable the company to provide further opportunities to staff.
- Administration training especially around the portal. This would enable admin staff and team leaders to fully access the information on the portal.
- Supporting the development of the people we support to help further integration into the community.
- Offer some independent/ supported living training/support for people wanting to move out of the family home.
- Broaden the availability of training for the people we support across the different services.
- Continue to embed the volunteer framework
- Be more transparent & improve communication
- Service delivery needs to move more into the community in hubs in sports locations, community centres and other relevant locations.
- Take the additional work given to managers and team leaders e,g finance costing, contracts for people access service, invoices for people access service, record logs for covid test etc which will free up time to help move service forward.
- I think the company should move towards activity focused rather than location focused - I think in day services in general there is a very traditional view of location based and this needs modernisation
- I feel as though Wirral Evolutions should be more transparent as an organisation and include staff members in decision making processes rather than making management only decisions. I feel as though this would widen the viewpoint of decisions and help to properly shape the company in a way that works for everybody.
- Better building more modern more investment in the buiding and resources to be more like pensby wood.
- Listen to staff who work with pws
- We need to look at the restructure of our service to deliver a service to move with the times and protect us for the future. Building's need to be repaired and invested in due to them being old and in disrepair for the people we support.

- Update and inform staff of changes. having enough computers of keyworkers to work from
- Have more staff as at times it has had an impact on the service when staff on leave or sickness.
- I Feel with more opportunities and integration into the community Wirral evolutions will progress and move forward as a company
- Keeping staff updated with plans ahead, not closing establishments, without a good outcome on what is to happen with that Team of staff as this de-motivates and makes there self-esteem become low and can impact on other services.
- Communication is hugely important. I propose being sent to update my MAKATON COORDINATOR training so I can cascade these skills to the teams across the services and enable this form of augmentative communication to flourish once more. I believe each service and their staff teams and PWS's would benefit hugely from this and W E would save a huge sum of money by training me to do the job once more instead of paying for huge numbers of staff to be trained.
- Staffing levels and resources.
- sort the agency staff out
- more diversity in the people employed. demograph of population
- More communication from senior management to service support so that we know what is happening.
- Better hour for staff. longer hours. A lot of staff leave at 3pm which is the time when all people we support exit the building. More communication between management and staff. no one knew self-serve had been updated i was trying to get on it for a couple of days. Make job who are acting up permanent if they are doing a good job.
- Improve I.T.
- Listen more to staff and their opinions be more honest with information
- Continue as a Company, do not go back to the Council
- There seems very little point in answering this question. Proposals have already been put forward for suggested improvements, modernisation, etc - perhaps if we were actually allowed to implement some of those rather than being bogged down in a plethora of reviews, that would be a start.
- Be more open and transparent in their decision making. Too much secrecy with plans moving forward
- Develop and expand the company
- Roll out of a Management Information System to improve quality and accuracy of data collected, inputted and analysed. Performance Management Framework with clear objectives and targets for staff that feed into the overall business aims and objectives.
- Transparency required. Not all information gets to staff, noted through plans of restructure.
- Listen to the people who are actually working and delivering the service. Don't take it for granted the people we support are happy sitting clapping hands and singing nursery rhymes often they know no different they think it's the 'norm', often because families are frightened to let their loved ones move on.
- Please give them new experiences, allow them to succeed We are letting many down. Many have been in different services over the years and progressed and now they are in dated services with their heads down and have regressed massively. This is almost criminal and devastating for experienced staff who have watched this happen.
- The people being listened to are not the people actually working alongside the people we support. These people are also also very good at delegating all their own work to the overworked office /floor staff !!!!
- We are the ones papering up the cracks all the time and not getting any recognition from middle management. Transparency is always a word that will has been thrown about by COUNCIL LEADERS, WBC MANAGEMENT & now WIRRAL EVOLUTIONS MANAGEMENT but once again things go wrong & the doors are slammed in our face. Wirral Evolutions and WBC please stop threatening by cutting our pay or hours ,you know we are the actual people who do care and you.play on that.
- Be honest and true who were the people travelling to work during covid putting ourselves at risk .
- During covid you made us travel to empty building s against Government Guidelines, we sat together in the cold for hrs
- We were also volunteered by wirral evolutions with no discussion to attend other services
- Pay scales need to be looked at and work delegations. Paperwork being completed which noone ever has and never will be looked at taking us away from the people who require our support.
- Vocational Services are achieving outcomes and PWS making goals .
- Heswall Centre is not what the Best Bites PWS were promised and they need to be given the service they deserve.
- Listen and communicate, instead of just ticking boxes.
- Company says its high on equal opportunities legislation. However, this is not true, and this shows with the amount of staff that wish to leave and retire. Positions have been given to staff with no interview process or relevant expertise in that sector! Its not person centred as it states to Service Users. Activities are pushed onto them which are educational or age inappropriate where the service user has very little interest which can have detrimental outcomes on the individual.
- By listening to the people we support more

- For them to be open and transparent as we have all been left in the dark over most things.
- The company should be more open with staff
- The company need to appreciate the work staff do and give positive feedback. Team meetings can sometimes be negative Too much emphasis on paperwork with too many resources dedicated to paperwork instead of being focused on supporting clients and running activities. Staff numbers actually supporting people is often stretched to allow for paperwork. Paperwork seems to be more important than people. Managers should spend more time on the floor rather than office based so they understand the demands of the job and can see what resources are needed and where. More quality equipment is needed to run activities including each Centre having their own bus to allow community activities for PWS . It would be nice to see Managers and Board Members being visible in the Centers rather than remote in the Grange. I think there should be quality audits on the activities and support we give to PWS day to day not just audits on paperwork and files.
- By involving the service users more with decisions and staff also as i feel staff are kept in the dark with a lot of decisions. The decisions are already made before it reaches staff and service users from past experiences
- Communication because there is absolutely none
- Stop adding more staff at the top of the ladder and spend the money on keeping our services safe
- The Board to be a lot more visible in all services, not the same ones all the time. Staff need to see a presence
- Communication
- They need to listen to the work force more around what the people we support need and would like.
- Keep weeds from getting out of control. saw up logs into smaller easier to lift chunks. grade the impossible to split logs out at point of delivery.
- Sometimes the vegetable plots get very overgrown . This must have an impact on the service users when they see their hard work swamped out with weeds. Perhaps I could suggest that some of the plots be grassed over and then more time could be spent keeping the 'active' plots in better shape.
- By providing more community-based activities and moving away from building based.
- Training events/ meeting and visiting other card providers
- More guidance we are only volunteers with a small amount of experience, nobody gives much guidance when we are given instructions as to our job that shift. We should be informed to the capabilities of the students. We need to have staff who know what how much we give to the students. A bit of a thank you does go a long way
- Perhaps make more use and skills of our volunteers know we love the marvellous work Stephen and garden volunteers had done but I would be lost there like to see something for us to do.
- Treat volunteers with a little more respect
- I'm new. I have not enough experience to form a strong opinion
- I just started volunteering six weeks ago. It is far too early for me to make any recommendations for improvements at this stage. Because of this, I could not answer the previous question appropriately either. Thus, the previous question could benefit from a "not applicable" or "don't know of any" option.
- Increased involvement from people supported eg place on Board
- Listening more to staff on the floor. taking more notice of their views and ideas
- If bigger contracts were given to staff
- Communication and value staff
- Communication and value people /staff
- I think the communication is very poor the sharing of information is not great,
- I feel there is no leadership and continuity of service delivery, despite plenty of effort to be made to have all services following the same guidance service are all running very differently and what practice happens in one service doesn't mean it will be the same in the other.
- I feel during these recent times of staff shortages there is no unity within the services ie some service having more staff when some are struggling we all work for the same company this should be balanced out to meet the needs of all the services.
- Being open and honest, keeping us up to date with information. we don't see the board and how they have improved us.
- Open honest transparent
- The board can save money in many ways. Paying for their own lunch would save a fortune. Never see the board or what they have achieved as it stands staff believe nothing."
- Communication. Relating information from meetings held back to staff.
- No comment
- Open honest transparent
- Better communication
- Transparency would be very helpful
- More communication
- Communicate better and appreciation to staff

- In order to improve Wirral Evolutions need long term support and commitment from Wirral Council not only financial. Working together towards main outcome which is supporting vulnerable people of Wirral for whom this service is so important.
- Less bureaucracy less paperwork less time spent on files and more time with the people we support I know the files have to be a certain standard but the people we support wants us staff to be with them doing activities they are not interested in their files
- Communication had been an issue about what was going on within the company & keeping us up to date, but that seems to be resolved now with the monthly "Workforce matters" news sheet.
- They need to acknowledge we run on a skeleton staff team. Our center activities are based on this quota. Therefore when we have 1 staff on holiday 1 staff off sick 1 staff on paperwork and a designated domestic we have lost more than 50% of staff and we are unable to maintain standard of service. I feel we are taking one step forward and two steps back for past 2 years. Training & paperwork take priority over the quality of service we deliver to our people. Management are out of touch with the challenges floor staff face on a daily basis. Often because everyone is too busy to find the time. Communication is poor for the same reason.
- Not sure
- Concentrating not on the board and senior management whilst looking to cut the wages of the people who do the real work whom work directly with the people who need the service.
- Stop creating more work and jobs in head offices and give the people who come to our services more staff on the floor.
- Understand the real daily demands/ pressures running a service takes on the staff.
- Head office to come and actually work with people for a period time to enable them to really see what happens each day!
- Give staff realistic opportunities to develop skills
- Career progression path with training for people wanting to develop
- To understand what equal opportunities really means!
- To not shortfall on brand quote of WE all in this together when people clearly don't see this as a transparent and equal organisation.
- Some of the questions don't allow for anything other than Yes or No
- IT training for less computer competent individuals
- not sure at the moment
- Listen to the staff on floor spend time with the people we support and not just planned visits or surveys

Appendix 3

This appendix includes the free-text answers from the question “What would you say has been your most positive experience whilst in work and why?” in the staff survey.

- What would you say has been your most positive experience whilst in work and why?
- Placing the people we support at the heart of everything we do
- Being able to have the opportunity to put something back. Using my skills and experiences to upskill people with a learning disability
- Seeing some of the amazing outcomes we deliver for people with learning disabilities. The Company response to COVID, redefining services, utilising technology to connect and deliver service throughout. Being one of the first day service to reopen its doors after the first lockdown.
- I have had many positive experiences. The most important are that the people we support are happy and satisfied with their activities, meeting their outcomes and thriving. Some of the pws have had reduced behaviours of concern by implementing PBS plans, reward systems which also has supported at home. Eg. A pws had not slept all night for years with the implementation of a reward system at the centre and consistent support he has now began to sleep through the night and parents have also noted a reduction in behaviours. He is prescribed PRN and has not had any administered this year and I have requested a review of the medication. Positive feedback was given by his parents which to me is total job satisfaction as it is making such a valuable difference to not only the pws but his parents too.
- Seeing behaviours of concern decrease and happier times within certain groups whilst we were operating smaller groups
- Helping the PWS through the awful covid times while they were at home when they didn't have their service
- When people I support, enjoy the activities and experiences that I have created or supported them with. When they are happy and proud because of something they have done.
- Hearing about the good work that happens in the centres and realising the impact it has on people's lives.
- Although I don't work directly with the people we support but being able to interact with them in the centres and see them develop in confidence in all sorts of aspects and be part of that process is so humbling and rewarding.
- Supporting people with a learning disability learn new skills
- Development of the clients I support, through progression.
- To be a facilitator for the people who access services to get the right level of support to engage in social activities they choose, enjoy and develop their skills in.
- I have worked for Wirral Evolutions twice, 2015-2016 and returned in 2018 until present. My experience since returning has been much more positive, I feel lots of improvements have been made and the company has been moving in a better direction.
- The most positive experience would be seeing the people that we support on a daily basis and working with them to achieve outcomes. Many people we support had so many setbacks because of COVID.19 and need a lot of support to build back confidence and continue reaching goals. The Day Centre's and vocational support is the only thing that some of the people we support have on offer in terms of being integrated with the community.
- Working with the staff who are 100%, everyone is lovely and so supportive. I could not ask for better. I have really enjoyed my time working at Eastham Centre. I cannot pinpoint one exact positive experience.
- Watching pws gain confidence
- Being able to offer an outreach and in house service for those who needed during the first lock down of the pandemic.
- The great feedback from the p.w.s
- Over the lock down when on outreach, being appreciated for the support.
- Acting up as Team leader allowing me to grow and gain knowledge and skills from the role
- Staff majority have been proactive with the people who use the service especially when there has been setbacks and confused messages regarding future developments of service. They have not let this impact on working with people. and remained professional
- The staff team and the teamwork and support from the managing team.
- I strive to make every day positive
- The way the team has worked together during the pandemic. Offering support to one another.
- I like most of the changes
- Enhancing the people's lives that we support through sport, seeing people do things they thought wasn't possible
- I enjoy doing the pamper sessions with PWS and getting positive feedback from them that they are enjoying the sessions that I have delivered, particularly those with PMLD.
- I really enjoyed moving to eastham and feel really valued and part of the team.
- Good support from management team
- Within centre being supported and encouraged to be more confident in my job role
- Working with the people in the service and volunteers

- Involvement with the SUBH Group - seeing positive development in the people we support, in spite of the Covid pandemic
- Moving from the council into the company
- Total support from team leader and manager on a personal and professional level.
- Noted and encouraged by team leader and manager of qualities and capability to further oneself.
- Gained a lot of knowledge over past two years supporting people with pmlid.
- Rewards from interaction of people we support by implementing specific activities designed to benefit. Just a shame hydro pool which is one of the best interactive fun and a positive outcomes around health and relaxation is currently out of use.
- Sometimes a little intense which can impact on staff morale.
- Overall listened to with concerns raised and acted upon for best outcome whether negative or positive
- Open door policy which is a positive.
- When the people we support achieve and reach their outcomes and goals. Love to see them grow in confidence.
- When I have felt I have made a difference with people I support.
- Hard to answer in all honesty.
- Working with the people we support during covid. They were amazingly adaptive to all the changes
- Centres not closing
- Supporting PWS is a privilege and a fantastically rewarding job. More staff totally focused on delivering the job role with quality equipment and activities are needed
- My most positive experience has been the teamwork and support of colleagues throughout very difficult times and a lot of uncertainty
- No at all
- Working with the people We support has brought me great pride
- The support I have received from my colleagues and management team when I have needed them.
- Supporting the people we support to reach their potential.
- Working with people
- I was more positive when we were in lock down. As I found the people we support got more out of being at the centre's dew to smaller number groups and more interaction with staff.
- The service users are really fun to be with
- Despite all this the service users are wonderful personalities- I really enjoy working with them
- Making a difference
- The period of time during the pandemic when the people we support attended alternate weeks so fewer people in each week. Staff actually had the time to chat to people without being rushed or distracted by a million other things, and also better opportunity to provide real person-centred support.
- I continue to be positive with the changes to the service. We have been through difficult times. We are looking forward to meeting a new staff team to help use move forward.
- I have enjoyed every minute I am there, the students are fabulous and getting to know their characters and problems they face is a great honour, and they love being there. I work with a great gang of volunteers.
- It was at one time watching the students doing their best in the kitchen, making scones cakes etc lunches now it's all gone feel I can see it all going backwards
- Helping clients and see their happy faces
- Spending time with service users outdoors.
- I am still in the phase to collect my first impressions and cannot answer this question at this early stage. So far I enjoyed every second of my volunteering experience.
- Everyone is so welcoming and friendly, working at Dale Farm has been great in learning new skills and also helpful for my mental health. It's a wonderful place and it feels like a big family.
- As a volunteer I value the support I receive from onsite staff
- Supporting self-advocacy group and seeing confidence and growth
- Working with a range of individuals with learning, "differences."
- Providing service for those who need it most
- Since starting my new role at Best Bites
- None
- None
- I enjoyed being given the opportunity to act up in a different role and service, I feel staff should be moved about, this is both good for the staff and people we support as new ideas and experience can be achieved with fresh eyes.
- Through the pandemic, I thought that we delivered a brilliant service to the most vulnerable
- When I'm making people we support laugh or have a good time, not form filling and other bureaucracy taking quality time away from the people
- Covid
- Morning in bloom

- Working at Royden Park
- Working with people I support
- My positive experience has been to support people with a service during lock downs
- Able to see the massive different, personal development, confidence grow of people we support in Wirral Evolution. This could only be able to be achieved thanks to dedication and hard work of professional staff of this organisation and support from management team. People we support have achieved so much during last 5 years from personal development to employment opportunities.
- Making a positive difference in the people we support lives because it gave me great job satisfaction
- Working with & supporting the people who use our service
- I feel positive when I arrive at work and no one is off sick, or on training or paperwork or domestic duties, the minibus is working, and we have enough staff to support our people needs. Unfortunately, this scenario occurs more frequently than not.
- Working with service users
- Supporting the people through covid
- Working through covid
- Giving people real working opportunities"
- Being part of a good team
- Being around people
- Supporting the people and getting their feedback and knowing they enjoy what we do.

Appendix 4

This appendix includes the free-text answers from the question “Do you have any other feedback to the Council?” in the staff survey.

- Invest positively a 5 year contract to Wirral Evolutions Adult Day Services. Acknowledge publicly the excellent value and work Wirral Evolutions brings to the people with a learning disability. Be proud of the company you own. Enable them to flourish by removing the blockages to development.
- Give the company a chance - with the new leadership, strategy, values and outcomes put in place whilst responding to Covid -19 the company needs to be given a chance to grow and develop
- I joined Wirral Evolutions 3 years ago and was appalled at the lack of governance the Council had in relation to the company. From its establishment to February 2018 when I joined the company had coasted. There were no KPIs , no Service Level agreements, disputes in relation to asset maintenance and management. I would be advising the Council as the Shareholder to set clear objectives for the Managing Director, Board and Senior Leadership team including most importantly an expectation of business development and growth. In addition the commissioner of the services should have a robust performance management framework that has equal focus on outcomes as well as outputs.
- I feel that Wirral evolutions provides an outstanding service to the pws, which is a lifeline not only to the pws but also their parents and carers. Another example, a referral for a pws has just been accepted. He is 20. His mum has 4 other children under the age of 12 and she has never had 1:1 time with those children due to her sons complex needs. By providing him a service now in half terms she is now able to give her other children the time and attention that they deserve. The impact this will have on his mum and siblings is immense. She has now also been able to get herself a part time job and start to feel like a person rather than “K’s mum and carer.” This is priceless and a price cannot be put on this. I urge Wirral council to not just look at the finances but to realise and appreciate we are supporting the most vulnerable people in our community that are at increased risk of isolation, loneliness and a decline in their physical and mental health should we not be able to continue to deliver the services we currently are. I feel since I have been employed by WE in the past 3 years the service has changed dramatically and we are striving to continue to improve the quality across the service. I feel that if we are allowed to continue that we will be one of the best providers on the Wirral. Karen Smith has been instrumental in the vast overhaul of Wirral Evolutions and deserves to be commended for her attributes. I have never worked within care at a place like WE. All the pws are incredibly happy. I pride myself that we are diverse, person centred and support people to the best of our ability to meet their personalised outcomes.
- Stop passing the buck give a clearer plan on what the council expects of services to the more vulnerable
- The way staff have been treated over EVR and giving false promises over this when staff have made future plans around this
- The people we support live coming to the centres. Many of them call it “going to work”. Wirral evolutions centres are a community where the people we support are valued, have friends and are free to be themselves. I am proud to support them in this.
- The service needs modernising and the council needs to be courageous and brave and committed to doing justice to the people we support and press forward with creative and sustainable change that adds value now and into the future for this service
- Help the company by allowing them to get on
- No
- I fully understand and at times can see why you have issues with the governance of Wirral Evolutions. however, why are these issues not being addressed via the H/R process? I feel if you use this process to deal with issues, it would stop people who access service and staff going through this unnecessary stress.
- I would like the Council officers to request for staff to volunteer to be part of a working party to put together a plan/vision of how the service will look in two years for now. but if you do this can they group meet after 3.30 as staff cannot be freed up before this without impacting on the service delivery.
- I think the council needs to look at where day services were in 2015 compared to now. I feel the council has not acknowledged the changes made, or the fact that there is much more person-centred service. The focus from the council seems to be on money and not people in its view of the service
- I think that the financial situation needs to be sorted out in general, however it is very unfair to constantly keep pulling money from the health and social care sector. The people who access these services are one of the most vulnerable groups in society and, in my opinion, deserve to have a good amount of the budget set aside so that they can enrich and enhance their lives like we all wish to do ourselves. I find it completely and utterly disappointing that this situation has come about yet again.
- Personally, I think we should stay as Wirral Evolutions as the council is hard up and we will not get anything that we need. We would get more done staying as we are.
- This is a needed service, that helps to enrich people’s lives
- To take in to consideration your work force and for this to be highlighted in the restructure, no pay cuts or job losses.

- Better support with repairs the buildings
- I feel that the people we support benefit from the service and have grown and developed
- Buildings need to be looked at they are so outdated that are rented to WE if it was a school on the Wirral the parents would be horrified, They also have care takers to look after their concerns in buildings when its an extra for the Teams to sort with help desk. at WE.
- The council, unions and WE need to work better for the staff and to pull together and modernize for people with learning disability. I know we need to use the community as we used to use it a lot ,However we still need buildings for weather change and activities that have been closed in the community. The majority of the people who use the service can be very vulnerable."
- Please invest in our service. For years, we have been the Cinderella service, at the back of the que for funding, whilst investment is lavished on what I would describe as WOKE projects, pandering to such things, which infuriate the vast majority
- Day centers are very important to people who require support and want to be involved and be part of the community
- The building needs updating as for example roof leaking. This affects the PWS with heart and breathing issues. The service is valuable for parents and carers.
- na
- Give us a longer-term contract so that we can all stop stressing
- Yes - all WE staff at all locations could achieve a lot more if not hampered by constant IT issues... even just accessing this survey being one example - random problems which seem to 'do the rounds' within a building, affecting different members of staff or groups of staff in turn, things which work one day but not the next - that sort of thing...
- If EVR has been offered to Wirral evolution work force. It should be honoured. Not taken away 2 years down the line
- Need some certainty for the future.
- Let the management get on with managing the company
- Feel that sickness procedure needs reviewing and stages. States looked at on an individual basis for sickness and at the discretion of manager if stage is implemented. Own experience of reaching a stage one in the past it was taken on holistic approach.
- Return to work date not taken into account. Stage commences from date of letter sent out after meeting.
- Feedback to council
- Listen to the people who are actually working and delivering the service. Dont take it for granted the people we support are happy sitting clapping hands and singing nursery rhymes often they know no different they think it's the 'norm', often because families are frightened to let their loved ones move on. Please give them new experiences, allow them to succeed We are letting many down. Many have been in different services over the years and progressed and now they are in dated services with their heads down and have regressed massively. This is almost criminal and devastating for experienced staff who have watched this happen.
- The people being listened to are not the people actually working alongside the people we support. These people are also very good at delegating all there own work to the overworked office /floor staff !!!!
- We are the ones papering up the cracks all the time and not getting any recognition from middle management. Transparency is always a word that will has been thrown about by COUNCIL LEADERS, WBC MANAGEMENT & now WIRRAL EVOLUTIONS MANAGEMENT but once again things go wrong & the doors are slammed in our face. Wirral Evolutions and WBC please stop threatening by cutting our pay or hours ,you know we are the actual people who do care and you play on that.
- Be honest and true who were the people travelling to work during covid putting ourselves at risk .
- During covid you made us travel to empty building s against Government Guidelines, we sat together in the cold for hrs
- We were also volunteered by wirral evolutions with no discussion to attend other services
- Pay scales need to be looked at and work delegations. Paperwork being completed which no one ever has and never will be looked at taking us away from the people who require our support.
- Vocational Services are achieving outcomes and PWS making goals.
- Heswall Centre is not what the Best Bites PWS were promised, and they need to be given the service they deserve.
- Act and make a difference.
- I hope it goes back to the council where i felt valued and supported.
- Public services should never be run by anyone other than Wirral Borough Council. The public have trusted their vulnerable to be looked after by a public body where standards are at the highest, with no incentive other than safeguarding the people we support and adding value to the life a day
- any staff that really want to take Evr should within reason be able to but service needs a good structure first.
- Wish it would go back to Council and wish the EVR would be back on the table

- Investment in the Centres is needed. Investment in equipment (buses TVs etc) to deliver activities is needed. Staff morale is very low. The EVR exercise has made matters work. I find it difficult to understand why the council have not been visible in the Centres visiting and carrying out reviews and speaking to staff and PWS over the last 5 years. Staff are very self-motivated in my workplace and do their best, but you have to jump through hoops to get the job done. For example, activities are often interrupted to deal with paperwork and personal care as resources are not adequate. Personal care is a vital part of supporting people, but it needs to be adequately resourced where needed.
- Day services should be back with the council
- we need to go back to the council a s p
- Just be honest
- Best bites is a great service and instead of slowly closing it down it should be expanded as it gives our clients working experience and skills for the future
- Stop wasting money and start investing in vital services
- Please communication
- I think the council need to look at people with learning disabilities closer and with an open mind.
- We need more financial backing to improve the device we offer
- Smaller group working achieves better outcomes as proved during the lock down period. The people we support had a better quality of service and far more person-centred than the larger group set up.
- Yes. Listen and give us a chance.
- No
- Think overall need to think of students and not just cuts
- No
- Support groups like Wirral Evolutions. Don't be Big Yellow Taxi.
- Day services is a really important place for the most vulnerable. it offers a much-needed diverse support system where they can feel valued and included whilst receiving activities tailored to their needs
- N/A
- Need to look at investment in the company
- No, communication feeling valued
- I think this has been very stressful for staff the uncertainty of facing job changes and closures then nothing it has made moral quite low throughout.
- We are no further on from 5 years ago and we still have the same uncertainties,
- Take wirral evolutions back
- Take us back
- No
- More money for individual activities
- Yes, waited 19 months for evr only for it to be withdrawn, very disappointed in outcome
- Have a look at the board
- The higher management and board salaries & expenses need looking at. Also, the rent from The Grange could be saved if personnel would base themselves in a large centre. I do not agree to closure of 2 proposed centres both have facilities for physically disabled people. I feel people would be moved to other building which don't have these facilities. Where is the money coming from to make buildings fit for purpose. Also were are new people with physical disabilities going to go in the future, if proposals goes ahead.
- No
- There is a lot of good work happening. however, looking to give the same level staff a 2nd pay cut is shambolic whilst looking to create more managers in head office. Where the people on the floor who earn the least suffer and the greatest earners sort themselves out. until a fair and means tested process is developed to ensure WE are all together then trust and confidence has been shaken to say the least. I came into this work to help people make a difference to their lives, i wish organisations thought more about the people that worked in them! the system needs to change
- stop messing us about and give us the future we deserve
- Seek more investigation into the hierarchy not scrutinising the staff on the floor

Appendix 5

This appendix includes the free-text answers from the question “What can Day Services improve?” in the survey of people who access the service.

- Longer hours. We leave the day centre at 3pm
- Advance information about future planned activities.
- More exercise and healthy activities such as hydro-therapy/rebound therapy/cycling
- A meal service at lunchtime would be good. Also improved transport within the service as the mini van keeps breaking down.
- Staff do a good job keeping clients happy and safe.
- Open the swimming pool at Pensby Wood
- Doing things service users want to do. Day trips with everyone not the chosen few.
- It would be good if Royden had a chipper so that we could go out into the community to take down unsafe trees or chip trees that had fallen down. Maybe the other centres could bring their minibuses etc. to Royden to be valeted and washed with the jetwash. Access to more courses like the Welsh College machinery course.
- I like to walk. Join a walking group
- Communication with all staff, people working in day centres. We need as much communication coming from Wirral Evolutions day centre etc.
- I am happy as they are
- I'd like to achieve going to the local shops by myself
- Nothing of the top of my head
- Advertise the services better. Promote more through the Special Needs High Schools
- They can improve what we are going to do for the day. They could improve the number of support staff. It would be better if I was still working in a cafe.
- Nothing
- I would like to the logs I don't enjoy the polly tunnels
- something different to what I already do
- We find the day services are very good already. Thank You
- More offsite activities.
- Dont know
- Modern Machinery
- N/A
- Nothing. Happy
- Nothing. Happy
- None- we are happy as the service is at the moment
- N/A
- Nothing it's great
- Transport to and from service
- Nothing
- Uniform
- More support to be given. more funding so more people with disabilities can use the service wirral evolution provide
- They can improve different aspects of learning
- I don't think so
- I can't think of any improvements
- No negative comments
- more customers to be polite and advertise
- nothing really much I like what they do already
- all ok
- I like the day services
- Mark said that he would like to go out on trips
- more exercise, healthy living reading and writing
- I LIKE EVERYTHING I LIKE EVERYTHING
- It's perfect no changes
- more days working on reception duties
- accesible mini bus for all centres
- dont need to improve
- more activities
- Anita would like to sing

- promoting independence, a wider range of activities
- transport reliability, flexibility. No transport to access activities in the community. To be listened to and actioned
- maybe a wider range of activities that meet everyone's needs
- n/a
- more regular activities
- Giving people the stability of knowing they are secure instead of moving them around to different centres.
- I am quite happy with what the day centre provides for me.
- more activities
- Great as it is
- I'm very happy with the service I receive
- Nothing I can think of at the moment but with you being so transparent and good with communication we know we can get access to somebody to give any feedback where you can improve in the centre.
- She is very happy with the centre and can't think of any improvements.
- I am very happy with everything
- This is very hard to answer because Harold is getting the best services that he can possibly have under these circumstances.
- I am happy at the moment and feel no changes needed.
- I want more one to one support. I think more staff are needed and we need a mini bus
- Going for walks going out more in the community when weather is better
- I would like to go bowling, swimming and horse riding. I would love more walks in the community
- I would like to go out into the community more
- Provide all day services with mini buses to let us go out more.
- More choice, accessible transport for community, up to date computers. more sport sessions i.e. boccia.
- It would be good if we had a mini bus so we could go out and about.
- Communication skills and lack of further education and maybe some exercise sessions
- Day services at highcroft are always continually improving and always involve the lady we support
- Going for walks in community when weather is appropriate
- Nothing, I'm happy with the way things are now.
- I would like to go out on bus trips to liverpool museum more.
- If we had our own mini bus to go out, to have more choice of activities, to have more staff.
- we need a mini bus
- more staff, better transport for community access to visit places.
- going out to the woods, visit other centre services, I would like to have more of a say over my support
- I want to go back to bowling
- I would like to have more of a say over my support
- Getting back into the community to do activities like bowling but can't because of covid.
- I would like to take part, learning to exercise, dance, go for walks. I like to walk
- Day services doing a wonderful job. Day centre so important to me.
- you're doing well just keep everything in a routine.
- more life skill training and more cooking cakes!
- more varied activities
- nothing I am happy
- Not been there long enough - but happy to go!
- have more outside activities
- hot meals so that the students can feel good about getting a hot meal in them.
- just always be here for me. Lots of fun activities!
- Want to have more of a say over how support is done
- would like a pool table. dart board
- not sure, due to my age and mobility problems, I do not know really what is out there for me apart from happy times.
- I really enjoyed it when animals came into the centre
- more activities would be good.
- Nothing
- By listening to the carer who is the advocate for the client.
- Communicating with all other agencies involved in the care plan for the client.
- Face to face care plan meetings with the client, carer and scheme."
- more activities, more arts and crafts, Opening pink pinny café, More sport
- More staffing leading to more variety and activities.
- different activities
- New activities, more staff, what's happened to more independent living

- extra staff. I would like to play bingo in coach and horses pub
- more activities within centre
- more activities
- more days out now we are out of covid. If the day services were given a contract to do work I would not mind doing this
- help people learn to spell
- more activities
- nothing
- would like to be able to do cooking and take this home for family
- need more staff- there's not enough I would like to do courses available as centre. Different activities in centres
- reading and writing classes
- more staff, more activities/games
- More vocational activities or courses to encourage more aspirational encouragement, such as attending drama classes.
- I don't think of any things.
- Not a lot to improve
- more trips out
- do more things, do crafts, cooking, go out more.
- Being able to have more trips out
- Nothing the service they provide is brilliant
- Keeping them going making sure there is plenty of staff and places for people to go to.
- help with personal care during centre hours.
- It is fine
- due to the closure of best bites willowbank, my daughter does not now have the opportunity to do her waitressing job. It would be good if more opportunities could be available for waitressing. She does not like being in the kitchen but enjoys the interaction with customers. This helps to improve her self-esteem and she takes a pride in her work.
- It seems fine for my son (non-verbal)
- By not trying to move people to other centres. I feel very upset by only plans to be moved. I am very settled at Oakenholt. My friends are all there. am very close to home, so if I need to go to bed someone can pick me up quite easily.
- What I access is fine and cannot be improved for me. The only issue I have is transport. Currently my dad takes me and collects me but he will be returning to work in the new year and I will be unable to attend as public transport is not possible to the location and a taxi service would cost me in the region of £25 return which is expensive for me to fund.

Appendix 6

This appendix includes free-text answers from the question “The Day Centre is important to me because?” in the survey of people who access the service.

- My day centre is like a second family to me, I look forward to joining my friends every day, they are very kind and respectful of me.
- I have participated in numerous projects, for example, going to college from centre, volunteering gardening at Dale Farm to the best of my capabilities always willing to have a go!!
- No benefits other than roof over head in the bad weather. Only cater for more able bodied as far as I can see or hear about.
- I like working outside best.
- I look forward each day, going in the taxi with my support worker to my day centre and being social with those at my centre.
- Cambridge Road Day Centre has good staff and dedicated to what they do with all people attending the centre.
- I am none verbal and I am not able to choose thing for myself. People who know me will already know the things I like to do and the things that will enhance my movement.
- I love going out for trips out in the mini bus with staff support
- IT GIVES ME A SOCIAL LIFE !!!
- I do work there
- my daughter enjoys seeing her friends and staff each day and feels very fulfilled with her role.
- It gives me a purpose in life.
- I am very happy to be going to Dale farm every day, as I am happy to be there and it allows me an opportunity to be somewhere different instead of being at home all the time, and mixing with other people which I enjoy.
- I enjoy Dale Farm
- I enjoy being able to get out
- I am happy to be at best bites (wirral evolution) I like working with my support workers
- I feel valued and very much a part of the best bites team.
- you make friends and get support
- I would always like to attend the day centre as I think its important to me and independence. Always want to go. I like the staff who are helpful to me.
- It is a community that I feel safe in
- in a happy positive peace and staff are very good.
- I love reception duties the best. I enjoy fire marshall duties with the manager. I like photocopying. I like helping out
- It's important to help me mix with other people and doing activities.
- It gets me out of mum's hair and gives her time on her own. I like going out with the staff I have others to talk to I like helping others
- Anita loves the day centre because Jane L is there too
- it makes me very happy
- see friends, social inclusion, trips out, activities
- its important for Jane she loves the centre and likes all the activities there she looks forward to gigs.
- without this service I would have nowhere to go and learn and meet and socialise
- It gives me a routine which is very important to me. During Lockdown when I wasn't able to go, it affected my mental health and I became very emotional at times. The centre provides me with various options of activities on a daily basis. There is always someone there to support me and know the signs if I become anxious and need calming down.
- good structure for the week, fantastic staff
- As stated previously the day centre is important to barb because it gets her out of the house into a different surrounding. The activities have helped Barb improve in Learning and developing new skill. For example sewing, arts and crafts and baking and painting. She enjoys sitting aerobics which is vital exercise for her which improves her self belief and well being. With her current friends and new ones made along the way, It helped Barb come out of her shell, become more confident, in herself and improves her communication interacting with others.
- Also interacting with the staff helped.
- loves sing and sign. Loves art activities. Loves days out
- I am just really happy
- All the staff at Heswall have been fantastic with Harold for many years especially over the covid-19 situation. They went above and beyond.
- To give my dad a break
- To see my friends - have support and help of the staff. I love the gardens in summer, I look forward to special events; Christmas, Easter and Halloween but especially christmas. I like to have my 1-1 support and I like staff

taking time to communicate with me. I like staff helping with personal care and them being punctual supporting me. Staff are helpful on transport.

- I love everyday in the centre, The staff that support my personal care, I like doing all activities especially exercise. I like seeing my friends and having a lovely chat with staff members.
- I like all the staff and friends at the centre, I enjoy all activities - especially playing with the beads and boards.
- Day centre is very important for me to meet new friends. I enjoy meeting new people.
- It gives me a chance to meet my friends and do nice things. I would find it very hard if highcroft closed. I would be very sad
- If I didn't attend the day centre, my world would become very small and I would feel more isolated, by not mixing with other people and socialising
- I love going to wirral evolutions and meet people and make friends. I love the staff
- The lady we support has learnt many things over the years at day centre. She has enjoyed having structure to her week because of the day centre, thanks to the staff and service users who provide her with that joy and consistency of great support. The activities provided keep up her health and being active and happy.
- I like having some 1-1 during personal care, like coming to see my friends and staff at the day centre. I enjoy all activities with my friends. I enjoy Zumba. I enjoy the gardens when there is nice weather.
- Because if I didn't come to the centre, I would sit at home- I like to socialise with friends and staff that support me and my needs.
- I like coming here to see my friends and staff, I like some activities, but there should be more choice and things that I like to do
- it makes me happy
- I look forward to each day, to going on the bus with my friends, going to my day centre and being social with all those at my centre.
- Gets me out of the house. Change of environment. I meet different people which help my social skills
- It's good fun. I like it in the centre. I like to spend time with all my friends. I like learning new skills. I like the staff
- I like travelling independently
- It's alright and I enjoy it.
- I enjoy my 3 days of eastham centre and I have lots of support there and my friends.
- Had a lot of experience at Tesco - with customers - 10 years (had to leave due to deteriorating mental capacity).
- I like going to the centre because I think the staff there are brilliant in what they do and they help me a lot.
- it gives me focus and I meet special people who are really nice to me. I have friends now. I am learning important skills to help me to be independent in the future
- Give me something to do
- I like chatting to staff. I like doing new projects such as harry potter themes and making models. I like using the computers.
- My centre is very important to me and I do not want to move again.
- Day centre staff are very supportive of my PSS placement where I have lived as a family member for 13 years.
- sometimes I like going to activities eg church coffee morning, delivering moreton messenger but I do not like sitting doing nothing. I don't like watching tv in the centre as I can do this at home, I prefer doing arts and crafts, simple quizzes.
- I am part of community in which I live. I am valued and I feel a great sense of achievement when I complete a course. I know the area and people know me.
- nice friendly people go here, I like playing pool, I enjoy going out in the minibus
- I love going to the day centre as I have made lots of new friends and do lots of different activities. I only have to get one bus to Oakenholt but if I had to go somewhere else like Heswall I would have to get two buses and could not do that. This would probably result in me going in a home as my carer is disabled and would not be able to manage.
- Philip enjoys other people company, this helps him learn new things and builds his confidence.
- Philip enjoys other peoples company, this helps him learn new things and builds his confidence.
- I like writing, the staff and my friends.
- My son ***** is non verbal. He need help in every aspect of his life and I am his only carer
- It gives me the opportunity to be out of the house and communicate and mix with people other than my family.

Appendix 7

This appendix includes the free-text answers from the question "If there were no Day Centre Services, what do you think you would do instead?" in the survey of people who access the survey.

- My life would be shattered
- I would be at home, especially in the winter, because my dad doesn't have a car.
- It would be devastating for me because I have been without day centre services and I become very depressed.
- Probably watch TV all day.
- Would really miss having a regular routine and not meeting friends. I can't go out on my own so this would be very difficult for me. I depend on people taking me to and from my clubs etc. Would not be a happy time for me.
- Sit in my wheelchair at home and look out of the window
- Going to national trust properties, zoo or places of interest. Walking along sea front. Indoor shopping centres. Garden centres. Pet shops selling birds or aquarium fish. Going out to eat, McDonald's Morrisons or similar. Day trips slightly further afield such as rimrose valley or spike island. Picnics outdoors or in van at various locations with a view. Weekly food shopping at different stores.
- It's really difficult to get other suitable placements. I don't really know what I would do.
- Spend time with family and friends
- I would be very unhappy, miss my friends, especially my support workers. I would be very frustrated and angry.
- If there was no day centres, we would not have friends, no activities, just going out, carer or parent on a one to one basis for company. There is not a lot of places for our people to attend. We would be isolated. We would not have a lot to look forward to like we have in the past.
- I live in supported living and staff would help me do activities and going out and about
- I'd spend more time with my mum
- Not other support-based support available, i would be stuck at home
- There is nothing in Wirral that would suit my needs.
- Employing a PA wouldn't be good enough as I like to socialise with my group of friends at Highcroft Day Centre and there is nothing really to do in Wirral for a wheelchair user.
- My mum wouldn't be able to continue to work, so she can look after me
- I don't know
- Stay at home and do nothing
- Gardening at home
- Unsure. I used to do Badminton I am waiting for it to start up again
- We would find it very difficult to keep our daughter occupied
- Nothing it has dramatic effect at home
- Can't imagine
- Find Something Protective to do in my spare time
- Made new
- College
- stay at home, and rely on family for outing's birthdays, ect
- go on days out
- unsure
- Nothing
- Woodwork
- Stay in the house
- I'm not sure
- Nothing
- I would be sitting at home playing on my computer or watching TV. Doing some house chores ie gardening, laundry etc
- I would find different hobbies to do or volunteer work to do
- Sleep
- Look for work
- I would be very limited to what I could do if there were no day centre services. due to my learning difficulties. It's through best bites I have my paid work, something I never thought I would have.
- I will talk to staff if any problems.
- I don't really know if i'm sure I find something to do. I am allowed to stay home.
- not applicable
- Being at home with the key workers helping them out
- mark said he doesn't know

- nothing would the community and friends I have in the day centre, this includes staff and service users who I have known for a very long time.
- I would stay at home if there was no staff or service at cambridge road day centre.
- its hard to say. I am 79 and I work like to say thank you the centre.
- stay at home
- would be at home more. would need more care at home
- bowling bingo meal out shopping
- go out with mum or read books
- coffee shop
- bowling
- without support from the centre I would be isolated and miss the opportunity to make friends and gaining independence
- Employ PA to suit my need's and requirements
- Happy times hands and voices
- watching telly
- my life would be limited, I enjoy my routine
- nothing as there is no other facilities to meet all my needs
- stay at home becoming bored and fed up
- go out for a meal or cinema
- Nothing - just stuck at home
- I would stay at home watching my TV or play games on my ipad.
- Sit at home and get bored and fed up. I would feel lonely and miss my friends.
- Really struggle to keep our son occupied. He looks forward to going to day centre. He loves staff as well.
- I would be house bound
- unfortunately despite our best efforts she would probably stay at home with less people to interact with an less people to motivate her to do activities.
- Visit mum See friends go out in community
- I have no idea as I have been going to my day centre for 30 years now and I love it and would be devastated if I could no longer attend.
- This services is keeping harold busy and keeping his mind active. something we would struggle to do at home.
- I live in supported housing and our staff would do there best to take us out- keep us entertained and do activities around the house. cooking dance music walks games etc
- stay at home
- I would stay at home
- Staying at home in bed
- I don't have a carer so I would be in my house, watching the telly with my mum.
- go shopping
- I would really miss it because I would be stuck in the house more
- stay at home with mum
- Try to get a job. Stay in at home
- I would be at home all day.
- nothing become bored and very distressed and a worry for my mum
- sit at home
- be very bored as I cannot go out on my own
- There should always be day centre services, otherwise pressure falls on an already pressured, short staffed care sector to provide continuous 1:1 services for just one person in residential settings, which isn't possible, as we must support all people including the lady we support.
- stay at home
- sitting at home watching telly with mum and dad
- just sit at home, watching telly on my own
- at home sometimes I go out with my mum.
- stay at home
- stay at home
- stay at homes
- visit family go out into community
- stay at home or respite
- watching tv at home
- go out with my sister
- bored at home

- I would be so unhappy, miss my friends, especially my close friends. I would be very frustrated and angry. Especially against those closest to me.
- If I had no day care centre to attend, I would be lonely, no one to talk to. I would be bored, it would raise my anxiety levels even higher. it would impact greatly on my mental health. I would become poorly. My day care centre has my friends to mix with. I have lots of activities to do. I am happy at my day care centre.
- I would be literally lost and stagnant at home.
- More time on internet. More time in communal area
- I would find it very frustrating as I might get bored.
- Very little available for older clients etc Day Centres. I would have to rely on parents for all my activities.
- not as much as I do here it keeps me occupied and I meet my friends
- I would stay at home and do things there or see people that I know
- I would be very upset and unsettled as the day centre is part of my routine and I don't like change. I feel like the day centre is an extended family and friends who I have known for a long time. So I would like eastham day centre to stay open and not change.
- Try to get a job / college (some form of activity!) Catering
- stay at home a lot more
- be sad
- I would get ill and I would not see all my friends and the staff at the centre.
- I would miss all my friends, the lovely staff. I would be very unhappy, I would be worried
- Stay at home
- go out shopping cinema for walks pub meals visit family
- not sure, due to my age and mobility problems, I do not know really what is out there for me apart from happy times.
- I would stay at home and wouldn't be able to see friends.
- I would spend my day at home in mendell. I would walk around the building and chat to the staff mainly
- stay at home
- stay at home with mum or go on day's out with mum
- During 2020/21 the day centre organised contact with me through outreach workers who took me out on walks to New Brighton, shopping trips for 1-2hrs, three times a week. I cannot access the local community on my own, have severe learning difficulties and cannot articulate. I rely totally on my carer and her family to supply all my activities and outings. This has happened over the last 18mths, with the exception of walks with day centre staff. November 2021 has seen some improvement in activities: bowling, football and swimming. 06/12/21 (above cancelled due to staff Christmas shopping!!)
- spend most of my time at home watching tv
- All sorts going for walks cooking meet friends
- Trying to find other stuff to do
- I need 1-1 supervision and it is vital that I mix with other people. This can only be provided properly by a day centre. I would be stuck at home and miss out on the stimulation provided by mixing with other people.
- stay at home and watch TV
- Try and get a job voluntary work (charity shops) Help mum (shopping etc).
- bored out of my brains at home
- don't know
- bored at home
- staying at home bored I would not have any friends.
- at home doing nothing probably watching tv
- at home bored I would not go to another day service
- don't know I would find something to do at home.
- sitting at home
- wouldn't be doing much
- stuck at home all the time shopping twiddling my thumbs
- bored I need to be doing things
- I would be at home with sister and getting on her nerves.
- I would become more upset, depressed and would lack motivation- I need to be part of community and social network. I need to feel valued and have a reason to get up each morning. I can't even imagine what I would do if I didn't have the centre. it would also put extra pressure on my family and carers
- stay at home to play computer games.
- I don't know
- not much
- stay at home miss my friends watch TV

- if there was no day centre I would be sitting around the house as my carer is disabled and would not be able to take me to do the things I like doing.
- Not much to be honest maybe go to some lunch clubs
- Philip would be very unhappy, he struggled when it was shut he withdrew not wanting to do anything. It would affect his mental health and his well being.
- Philip would be very unhappy be struggled when it was shut became more into himself not wanting to do things. It would affect his mental health and his wellbeing.
- I would just stay at home and watch TV and listen to her music.
- Some form of college programme
- stay at home all day and do nothing much
- Stay on my own at home. All college experiences have ended.
- My son would have to be with me 24 H as I am his only carer (non-verbal)
- If there were no day services, there would be nothing for me to do. I have attended college and completed all the courses that were appropriate for me. I have spent many years with no activities or interests and my diabetes has worsened. I am now back at day services and it gives me something to look forward to. I would like to increase the time I spend there.
- Stay at home in my room.

Appendix 8

This appendix includes the free-text answers from the question "Is there any feedback that you would like to provide to Wirral Council about Wirral Evolutions Day Services?" in the survey of people who access the survey.

- Pensbywood is Perfect for my Profound Additional needs and I would be devastated if I couldn't attend here daily.
- Not catering for ALL service users. Severe complex needs young people need more thought in their well being and stimulation to all senses. Music singing groups. Shaking or holding home made noise makers to music. Guest people who play any instrument. Sign and sing. Baking planting tasting. Tactile materials and fabrics to hold, sessions to stimulate senses. Smelly stuff perfumes to mud. Short films for lower attention span people. Hand or foot massages. Highcroft staff care deeply but to me as a parent it's just a building where he's so bored he wants to leave to go walks around the garden. He may not be able to talk but his response to sitting doing nothing would be he wouldn't miss it at all. To me it's just a warm place he goes few times a week with no benefits to him as nothing is arranged for him despite promises.
- Not sure
- Please don't reduce in any way this is an invaluable service. It makes my life bearable.
- Team work is a must to run a good day service at this moment there none. No communication makes a not so good day service to be left in the dark of what's going on in the service does not help the services. TRANSPORT One big problem for parents carers and clients. Money is wasted on the service, buses criss cross each other picking up from day centres and more than one bus dropping off in the same road. To run a service correctly and cost effective should be between day centres and bus companies. They are the people who know the service they can provide.
- I'd like to have more cookery sessions in the centre
- Day centres give vulnerable adults a life !!! Highcroft day centre has helped with my social and communication skills and making new friends. I feel going to Highcroft day centre I have an active normal life, I don't like change and can become very distressed with this.
- I enjoy doing the logs I would prefer to be at Dale Farm than Royden Park
- my daughter enjoys seeing her friends and staff each day and feels very fulfilled with her role.
- It is invaluable support to those who need it.
- No
- Excellent day services provided by caring and professional people
- I love Dale farm. My staff are lovely.
- I liked helping and meeting new friends
- To ask Wirral Council to continue providing funding and support for disabled people at wirral evolution
- I have been at best bites for a number of years now and the confidence I have gained is wonderful. Before, and even when I first started there, I was very quiet and very shy. Doing what I do at best bites, with the constant help of the wonderful staff there, I now, through them too have a paid job one afternoon a week, I even got an open award certificate with best bites due to mine and best bites staff's hard work. They help encourage me and support me all of the time and it is a pleasure to go there and do my hours two days a week.
- I support what they do. They help me a lot. They are very good.
- to continue to stay open very important thank you
- cambridge road is a safe secure friendly, supportive environment. which has been essential to my health and well being for many years
- Keeping every one during covid was one thing.
- I feel important when I work on reception and help David with the fire marshall job. I felt really sad when cambridge road was closed.
- really delighted with the services
- Thank you to all who help me feel happy I need the centre or my life would be boring Thanks to dave for his help
- no
- The day centre is very important to me, I like the staff and have a good time whilst there.
- Janes loves the day services she has made friends there facilities are good
- These days centres are a lifeline for the people who go there. They give support, confidence and friendships. They teach people new things and give them purpose. Without these centres they would have no where to go. Nothing to inspire them
- Where I'm concerned I think that Wirral Evolutions day services have done a fantastic job since they took over from council run services. They have helped me and my mental health. The staff understand my needs and are able to support me and my carers if any issues arise anytime.
- very good and well managed by fantastic friendly staff
- Again just keep up what you are doing Barb really enjoys what she is doing and as her carer I am happy with the level of support and interaction we have with the people involved.
- Some activities are cancelled because the bus has broken down

- We are at a very difficult time at the minute with Harold having dementia and not being able to do the things he used to and him also having a learning difficulty. With the help of the heswall centre we all are making his life as normal as possible and the centre has been a massive part of this keeping him and his mind busy each day.
- Get more money in the day services
- Going for walks more in community. I would like to start swimming. I liked it when Frankie came in to do Zumba and Steve on the drumming.
- I would like to go out more on day trips eg, swimming, pub meal. I would like to go out more in the community with day centre friends and staff.
- I would like to go on days out - shopping lunch out in community.
- Wirral Evolutions day services are very good
- The staff at highcroft are excellent, always very friendly and helpful. My days there are always very enjoyable.
- I do not want highcroft centre to close. This would have a huge impact on my life.
- Please help to keep it open
- Yes, Wirral council need to keep the day centres open and stop putting pressure on them to cut back or eliminate these vital services - you must prioritise funding for them and our vulnerable people in wirral. It isn't acceptable to cut back these services, when too much money goes to non essentials.
- getting out more in the community going out in groups on day trips (new brighton, liverpool museum, parkgate)
- Highcroft is the best centre out of all of the centres I think
- it could be better. more staff, choices, transport and more choice to do things that I like to do.
- Please don't reduce in any way this service. It is invaluable. It makes my life bearable.
- I'm not keen on new staff I don't like change
- I do not want eastham centre to close as it would upset me a lot because I don't like change and I trust the people I know and I would self harm if I could no longer go there as I am a person of routine and I don't like change at all.
- Quite satisfied with all but if P. could be allocated at (either venue) with more time it would really help his development. Lack of involvement in physical and social activities causes lethargy.
- yes ask them to start letting the service users have hot meals and they will feel good and warm inside
- I love going to my day centre at eastham. I have fun and I learn things. People have time for me and they care about me. I feel special and valued as a person. I like routine and eastham understand my needs.
- We take turns looking after the owl. We really enjoy that. Take turns at the cafe and enjoy that. I don't like doing dirty jobs like moving house mess. We enjoy doing Christmas activities like Christmas lunch. We also enjoy doing crazy golf and going to Ness Gardens.
- I am happy to continue doing to eastham centre. I like seeing the staff and my friends.
- I have been very happy at Cambridge Road for nearly ten years. I love my key workers and staff - they support me and my carer. My life has been impacted by the virus, as have all day care centres and their clients. I hope Cambridge Road and staff remain in my life as I would be anxious about the future.
- I am very happy at Oakenholt and the staff are great, I would like to be involved more in courses, activities that I enjoy, such as drama best bites. I feel that the staff would spend more time with me and the other students in doing activities/ courses but feel they are busy with paperwork a lot. They are great staff and what they can with us and for us. I very happy here at Oakenholt.
- I have gained confidence from attending oakenholt - I'm very please to have the opportunity to fill this survey in.
- Disabled adults would not be able to do a lot of things that the centres provide for them and as a lot of parents or carers are elderly and would not be able to cope if they didn't have the centers to go to, this I think would result in a lot of the clients going into homes which would put social services and the council under more pressure.
- day centres are an important part of the community.
- day centers are an important part of the community.
- My son does not like change. He likes routine (non-verbal)
- I love going, meeting people, learning new skills and being part of a working / learning environment with lots of help and supervision. Without Wirral Evolutions I would just be at home not mixing or learning or being part of the bigger picture of life."

Appendix 9

This appendix includes the free-text answers from the question “How could Wirral Evolutions improve as a company and why?” in the survey of families, carers and charitable bodies.

- Cooking was a big part of our residents week the day has been changed for a day when they dont attend could this not be done a 6 weekly rota so everyone gets a chance.
- was discussed that the center would be closing this seemed to be a big thing but have not heard anything since would be nice to be kept updated through out the process
- More communication regularly between managers of centres and parent/carers.
- Have more staff
- To stop trying to make changes to the service all our students do not like change and is upsetting for them when they hear changes are to be made
- Promote itself to attract more users to secure long term future.
- Return to authority control
- Manage the finances better
- I feel the staff have to do too much admin work which takes them away from assisting the attendees.
- Have more indoor work based facilities.
- Just keep providing the service, don't close Dale Farm
- By getting the hydrotherapy pool up and running again. My brother Raymond benefitted greatly from this experience.
- When promising improvements or new ventures - sticking to them is really important and this needs to be improved.
- Manage Wirral Borough Council more effectively so that the Council work as a partner rather than an absent critic
- It would benefit by having more staff so that those who access the service can work in smaller groups. There is the absolute minimum of staff there at the moment. The volunteer programme has recently been developed and this is helping but more managerial staff are required so that targeted recruitment could take place. Covid 19 has prevented the company developing regular 'in person' communications between parent/carers and staff. This was started before the pandemic and was progressing well to the benefit of all, but has been held up understandably. The company needs to work with schools and Wirral Met etc. to ensure that the experiences they offer are what young adults with a learning disability need. This takes time, money and staff - they are short of all of these. It would be good if the company could develop an employer/WE relationship so that those who access the service and who are able to do some useful work with support are enabled to take part. This again needs time, money and expertise. It really needs a staff member to be appointed to liaise with employers, looking out for those who have a well-developed special needs policy. There is not enough finance in the system to begin and develop this.
- It's an excellent service. Does not need improving.
- I can't speak for the entire Evolutions group but Heswall day centre does very well on the limited budget.
- You are doing a good job keeping us informed over any changes.
- Have more communications with day centres staff, parents & carers as they have more knowledge than most about needs of people attending day centre. These people would help more than most to improve the company care.
- Could identify more activities that service users could take part in and, perhaps, improve basic skills, eg., they could incorporate reading, writing and numeracy.
- all very good
- More services and encourage different skills
- Wirral Evolutions should be given the funding to expand in order to make more places available for young people with disabilities to be able to feel valued in our society.
- I believe Wirral Evolutions are doing a very good job with our learning disabilities adults. Can be quite a difficult job for staff.
- Keep current day services open. I do not feel closing services will save money in the long term.
- Need more uniforms available to employees as they are only given one set at the start of placement - in my case, 10 years, and it is now not fit for purpose.
- At present the person the service is provided for is extremely happy with service, so none at this moment.
- My son has thoroughly enjoyed his experience working for Best Bites, over several years and different sites. It would be great if you increase the number of venues to offer more opportunities. It would be great if it led to actual job offers.
- The company can improve if it has the necessary resources, i.e., sufficient funding and support workers. Be able to promote the service to those who need it.
- No negative comments at all
- Continue to train staff. Allow Wirral Evolutions to advertise their services within social services and the special schools. To sustain the service. Provide an economic budget.
- The very word ""Company"" makes me think of commerce, the buying & selling of goods with a view of financial return. This is not how I think of Day Care Centres for the extremely vulnerable people in our society. Personally I

believe this is a vital service that should be operated and under the control of the Local Authority and I was concerned when WBC relinquished this responsibility. Senior Management at WE need a better understanding of those in their care as I have discussed in the following two questions. Perhaps then they could promote their service to a wider audience who may be tempted to attend the day service. Do they liaise with schools to find out what students are interested in? Not everyone is capable of holding down a job in society. Recognise there will always be a need for Day Centres.

- Wirral Evolutions do a good job trying to provide services with a limited budget
- Nothing really but I am quite satisfied with the way it is
- No suggestions - we are very happy with the support and opportunities our son receives
- Think more of the feelings of the clients
- More resources would be an improvement
- I would like to see more activities being offered, based on person centred approaches, making more use of the building/spaces on offer. More community engagement.
- Wirral Evolutions have always been supportive of person we support. It's the funders of the day centres who need to improve, by stop trying to cut vital services!
- *** wants to learn to do bigger jobs
- I find Wirral Evolutions fine as it is thank you. The staff are excellent.
- More integration into community
- n/a
- N/A
- N/A
- n/a
- We can't say as only attended for a couple of months
- N/A
- You can't improve - my boy is very happy and has some nice friends
- Employ more staff and give people more information about what they do
- Make sure all staff have sufficient training in how to treat people who are disabled in any way.
- More centres in each community to give a variety of services and support. It seems that places are closing and not being replaced quickly enough.
- Face-to-face care plan meeting, with carer, client, scheme and day care key workers to improve communication and improve client's life.
- First of all it needs to follow through on its promises, e.g., Cambridge Road. Building both clients and carers hopes of a new future in new premises ""paused."" Both Wirral Evolutions and Wirral Council need to work together to ""level up"" the centres by using Pensby Wood as a bench mark.
- More communication
- Not sure what can be improved with all the cuts
- No idea
- By listening to service users and also listening to staff
- From all the information and meeting etc, I feel given the proper support and finance they can really improve things for the better.
- They provide an excellent service for my son which presently cannot be improved.
- More varied activities. When ***** attended Riverside they used to have weekends away (Capel Curig) and holidays to France, also woodwork / pottery / independent living. Swimming (not enough time or staff).
- By keeping us up-to-date with developments and not just telling us day centres are closing. We have said time and again we don't like change. We have no input with Wirral Evolutions about what we want, we are just told what they are going to do.
- I would like to see more involvement and communication with carers. Hands on person-centred on the ground work is more important and to involve parents and carers more would be beneficial.
- Better communications from management and less paperwork tying up staff members.
- Involvement with the local community groups could be explored. Encourage more volunteers into the centre which creates new ideas. Look at how company could generate money to then reinvest in the centres. Access council leisure centres. More living skills, charity work.
- Perhaps look to find supported placements with local employers
- Where not very clear on the offering for Best Bites when Willow Bank closed. We where left with the impression that Best Bites would be the same at Heswall Centre. My daughter no longer attends as she is on a waiting list for a place at Best Bites, so no service is being offered at the moment.
- I don't feel it needs improving it provides alot as it is, and without it as a carer and a student i'd be lost
- Have more days out - bowling - horse riding
- Include more life skills and cooking
- More communication - in your letters to parents and carers make as simple as possible
- Varied activities

- Everything is fine with Wirral Evolutions
- No improvement needed. They provide all that I need
- Quite happy with Wirral Evolutions and the way it is run
- Bring back hot meals because you cannot cook sandwiches in the oven
- It's an excellent service, does not need improving!
- Continuity is absolutely essential. The people who use day care services are often on the Autism Scale; therefore any change causes distress, disruption and high anxiety to the service users and the family, friends and staff. Please invest in the day services to continue and improve staffing and facilities in the day care centres who already provide services to service users.
- Don't really know how the company works
- More activities to be included to include all attending
- They meet my sisters needs perfectly
- They are great the way they are
- Happy with company
- By the company. Consider your way about keeping the staff on, and keep the Heswall service, and leave it the way it is as it has upset my daughter thinking she has to leave and all the people she is with as her friends.
- The person we care for has severe learning difficulties and enjoys his time at the day centre, so as carers we are happy that he is happy.
- The experience we have encountered so far has been great so not experienced anything to date that may need to improve.
- N/A
- We are very happy with Wirral Evolutions as a company because they are transparent and easy to communicate with, so we both feel if we had any ideas or thoughts to improve the company, that our voice would be heard and it would be easier to tell them.
- If they had a better budget and more staff, a lot of improvements could be made. The building was due for improvements but it was cancelled, why?
- No improvements necessary
- Evaluate the success of the company by emphasising the quality of the service provided. For example Qu9 could have been rephrased, ""How could the quality of the services provided by WE be improved."" If the company placed this at the core of their activities, a number of things would change. A- Not only would Qu9 be rephrased but Qu3 does not recognise the scarcity of provision. {Qu4./8 Out of 4 options 3 are very positive giving the impression of forcing a positive outcome. B- Structural Change Formalise a meeting structure which would meet on a regular - maybe every 3 months - basis with an annual general meeting. The meeting would have a chair, secretary, finance officer. Service users would be represented. Parents, carers, family friends, advocates, would be represented. All the above would be communicated with and be given the opportunity to participate. Those that do would be able to access/be provided with minutes. Formal agendas would be provided for all meetings.
- More helpers! (if poss)
- I can't think of anything.
- Continue as is, **** is very happy and she has learnt a lot.
- Wirral Evolutions are always improving, they are always doing new activities for the people who attend. I feel if I wanted them to help my daughter in any way they are willing to do so.
- Now day service choices have been reduced, my daughter is now unable to do the waitressing at Best Bites which she has enjoyed for the last ten years. This is a shame as it gave her the opportunity for a working environment doing something she liked.
- More regular updates on things that are progressing like centre changes etc. Also more centre staff to deal with personal care for the students.
- No, the service they provide is brilliant and I am well informed of anything happening in the future
- Being more open, talking to people, understanding how difficult it can be having a disabled person in your family
- I like my daughter are happy with the Company and the support it gives her and teaches her many things. So therefore I'm unsure where it could be improved - well done.

Appendix 10

This appendix includes the free-text answers from the question “*What would you say has been your most positive experience with Wirral Evolutions and why?*” in the survey of families, carers and charitable bodies.

- Always kept informed by the staff
- Coping with lockdowns: not perfectly by any means but better than nothing
- Support for our son.
- My son meets his friends everyday in a safe and supportive environment. He is able to use his electric wheelchair that gives him some independence that he is unable to achieve elsewhere. All staff are caring and approachable.
- Excellent staff at oaken holt day centre
- When Highcroft remained open
- The most positive experience is when my daughter comes home happy from the centre.
- Having continuity of staff at best bites even though it has moved venue.
- Continuing to support my son, whom has been attending Dale Farm for 22 years!
- I know i can depend on staff at Pensbywood to look after Raymond if i am away and hes at respite.
- They have a fantastic service that benefits my client in alot of ways to make him grow and gain more confidence and more
- The staff are always very positive and well suited to the service users.
- Being invited to watch our son test a new piece of equipment bought especial for him and those who share his disability
- We've really appreciated the care and support we've received from staff. The staff are a fantastic resource, committed to the job, getting in touch if they detect problems, caring for the person and the support group whilst being under great pressure at work during the various reviews since 2019. It's resource second to none but it does need positive support to maintain growth and development. We are also very impressed that every service user has a Care and Development Plan - this is a recent development. It is an indicator that the service is much more professional in its approach.
- Socially, interactive with my friends and support staff
- The staff are caring and friendly and my relative really enjoys attending Heswall day centre.
- My daughter loves going to the centre. She is able to interact with other people. She also has plenty of activities to keep her occupied during her stay.
- Receiving some information from Wirral Evolutions on some happenings within the company regarding our people at the day centres.
- My son enjoys Highcroft and sees his friends and likes the staff there. It is a safe place, a pleasant environment and stimulating for him to be there. He enjoys most of the activities.
- given 1to1 help with my daughter through covid
- My daughter has learnt life skills, team work and feels more valued as she goes to “work”. She feels part of the community
- My daughter has learnt many skills in the kitchen as well as expanding her social circle.
- I thought the staff were marvellous during "the lockdown" period especially as they kept in touch with clients and family, making sure we were all ok. Thanks again.
- The most positive experience I have had is with the amazing staff at Cambridge Road.
- Staff are very supportive and friendly.
- The care, dedication and security offered to the young person we care for.
- My son looks forward to going each week. His social skills have improved, he's made friends. His confidence has taken a boost as he gains more experience.
- The fact that they can give this support to my son, who without Wirral Evolutions would not be able to gain the experience of a working environment and gain that little bit of independence that my son needs.
- Continuity of staff at Best Bites. Nothing is any trouble at all for any of the staff. I've needed to change my daughter's days there when she was at college over quite a few years and they have always done that with no problem at all. I'm kept up to date with everything concerning my daughter there. Their attitude and dedication is beyond words. My daughter has now become much more confident and able to do paid work one afternoon a week because of their tireless encouragement.
- They introduced on going training for staff. They have ambitions to improve the service for clients. They give me hope the service will continue.
- My most positive experience is the current staff & most are the original staff previously employed by the Council. I am not familiar with any of the Senior Management from WE. I don't recall ever being invited to meet those running & responsible for the organisation. I have a good open relationship with the day centre but not directly with management of WE.
- ***** has been working at Bluebelles. She has settled in well and all the staff are amazing. She is very happy here.
- Changing locations and difficult travel with buses

- Staff are aspirational for our son and encourage him to improve whilst providing a safe and supportive environment.
- Very good
- Services have gone down since they took over
- All our experiences with Highcroft have been excellent
- My relative has attended the same centre for a number of years and is very settled. This has made a significant impact on her life and offered her the chance to mix with other people, learn new things and progress in her confidence.
- The staff always support the client and often as things change, they do their best to support the family when appropriate with advice and pastoral care as and when required.
- The fact that the person we support gets a good quality of life when at Day Centre. She has made many friends over the years who are like family and the staff are wonderful.
- Log delivery. Measuring wood. Painting. Bow sawing
- My daughter is very happy with her present situation
- Support when necessary to enable me to do more things in my day. Helpful caring staff. To be occupied.
- Hard to pick one, great interacting with the staff (used the service for about 18 years). Made good friends and enjoys the activities on offer.
- I have to base my answers on pre-Covid as things have been different with the communication on both sides. Before Covid we had got used to monthly get togethers for parent and carers which gave us a lot of information about Royden as **** doesn't say much about his day.
- N/A
- Friendly staff and great communication
- All service users look happy
- Communication and friendliness
- The staff are fabulous. Lovely friendly atmosphere.
- Good service as it is something to do throughout the day
- Nice to see the people getting along and very friendly
- Haven't really had any experiences with them
- That my daughter is happy to go to the centre - also that I get some time alone.
- Always helpful and supportive, especially during lockdown ringing to check up on everyone at home, keeping us informed of what was happening weekly.
- The staff at Cambridge Road, Dave Hughes, Carl Tyrer and female staff are the mainstay of above day staff - not Wirral Evolutions. Dave, Carl and staff are invaluable, compassionate to my client's life.
- I think keeping parent/carers informed is a 'positive,' but sadly because of the savings it has to make and the cut in funding year on year, positive experiences are not always met or fulfilled. This is not the fault of Wirral Evolutions, but lack of funding for adult social services.
- N/A
- Professional staff
- None
- Our son is gaining confidence since attending Oakenholt - now he is more confident when approaching and speaking to other people.
- Evolutions has given ***** her freedom back - she has confidence and enjoys being with people that understand.
- They work with the parents/carers and clients from the client's best interest. They listen to all and we actually see improvements and concerns being acted on.
- When the service was Council run, the activities were very limited. Since W.E. took over, the activities and outings have increased which has made the situation much better. My son enjoys the outings to the golf, bowling, football, etc.
- Keep their promises more than social services. Making new friends and somewhere to go.
- Can't think of one
- Very supportive of my son ***** in his needs and aspirations.
- Really good staff at the centre although at times it seems they could do with more numbers.
- It has been a life-changer for my daughter. She is making new friends and improving social skills. This is good for her mental wellbeing which in turn reflects on her behaviour at home. This service allows me as a carer to have time for appts., shopping, swimming and time for my mental wellbeing.
- Regular telephone contact throughout the pandemic, both with our son and with ourselves
- The Opportunity to work at Bromborough and then Willow Bank Cafes. Mixing with the public and learning new skills.
- Always there to listen
- They let me have my phone on when my mum was poorly.
- The takeover at the beginning of your reign
- Communication and understanding
- Day care centre itself

- Always good communication and keeps us well informed
- Consistency is very important to our people that attend and we were very happy with that. Also the transport is an excellent service with very caring escorts/driver.
- Seeing all of the staff that I have missed over the 18 months
- Socially, interactive with my friends and support staff
- Wirral Evolutions was an absolute dream due to Covid, when I needed help introducing my child to using/going to his doctors. He had no medical treatment since he was 3/4. They put us in touch with *** *****. He now willingly goes to the doctors and has had all Covid jabs and for the first time ever had a flu jab.
- The person centred approach shown and delivered by the amazing and dedicated staff who support my sister at Eastham Day centre. During Covid they rang every week and sent out activity packs and spoke to my sister and her mum to reassure them that they would be there for them as soon as it was safe to reopen. When they did reopen, they have been so professional, keeping everyone safe.
- Well run organisation, fantastic staff
- Doing the check ins during lockdown
- Continuity and being able to meet my friends daily, been at Heswall a long time
- All of it
- Over the pandemic they worked with us and helped us through it fantastically
- Trips out. Activities. Socialising
- The staff, because they're who we can turn to if any issues arise.
- Communication is good and if I needed to discuss anything I'd hope my opinions would be considered.
- All the staff at Heswall have done everything possible to keep everything running smoothly and give 100% to the caring and support of every one of the people in their care for which I truly thank them.
- My daughter is very happy at her centre. The staff are very helpful and exceptional during the Covid Time and helping us out as a family so we could continue to go to work.
- After my mother (****'s sister) passed away a couple of years ago, **** had to stop using your facilities due to finances and me not knowing what the future held at the time. During that time I was concerned that **** was isolating and struggling to motivate herself to do anything. Now she's back at the centre, she is interacting with different types of people and getting involved with activities which is boosting her confidence, getting her more active, and interacting with friends and bonding with people.
- I would like to praise the staff for their commitment and dedication
- Without doubt it is the response of the staff. The staff have continued to be very supportive, accommodating and imaginative. We know that if we need their help and assistance they will give it.
- Having been asked to go to Royden and now Dale Farm due to the storm damage.
- Wirral Evolutions (Dale Farm) have been very good at keeping a contact by phone, video call and general contact during Covid lockdown and after. Our son has been unable to access during health problems and they have kept in touch.
- When collecting **** at the end of the day, during Covid restrictions, staff always stopped for a chat and voiced any concerns.
- The support given to **** now and through the lockdown has been excellent.
- I have had discussions with staff about my daughter and they have supported and helped with my requests. They made suggestions that were appropriate and helpful. I feel my daughter is safe and relaxed when she attends Oakenholt.
- Staff interaction with my daughter has been very positive. She got to know people over the ten years she worked at Best Bites. It increased her self esteem because she could take pride in her work.
- N/A
- The communication and care they provide as well as keeping people active and social
- The positive experience for me is seeing how happy my daughter is accessing the service and that is a very good thing for her.

Appendix 11

This appendix includes the free-text answers from the question “*Is there any feedback that you would like to provide to Wirral Council about Wirral Evolutions?*” in the survey of families, carers, and charitable bodies.

- no
- The service is better than it was when council led but there is still room for further improvement
- Provide it the financial support it needs for long term security, Include increases to cover inflation and council charges,
- Very concerned about proposed closure of some centres , reduction in staffing levels and excessive paperwork demanded of staff at the expense of “hands on” .
- Seems to be too many silly rules and regulations
- Cut back on all the form filling the staff have to do.
- My son really looks forward to his days at best bites.
- The service/placement that Wirral Evolutions provide for my son who has learning difficulties is Invaluable!! It is a place where he feels safe, happy, fulfilled & self worthy!
- Yesthese day centres are a godsend for my brother and myself as his carer. It opens Raymonds social life up and hes always full of smiles.
- Really good service and to keep it going all uses gain so much
- My daughter and I would be lost without Day Services, it has definitely improved our life and wellbeing.
- Please give us all some peace of mind by agreeing to a new long term contract with Wirral Evolutions a.s.a.p. Do not under any circumstances take it back in-house; it would ruin all the good work done by W.E on quality of personalised outcomes and turn it back into a 2nd rate, insular institutionalised service subject to the whims of short term finances
- The heart of any changes must be the needs of the adults with a disability. Since 2019, and despite the pandemic, it is clear that the service is now much more focussed on the needs of the people they serve. Opportunities provided are now more appropriate to those who use the centre (rather than the service user having to fit in to the centre provision). However, one cannot help but notice that the service is totally starved of funds - for example, using money raised by Parent/Carers for transport etc. because there isn't enough money in the system. Quite why the Council thinks it is fine to send children with Special Needs to Special Schools with a huge package of finance and yet is content to send these same children to WE when they are adults with a pittance of funding, is really beyond me. One wonders if education has more influence over Council spending than Social Services. It is interesting that Edsential was awarded a huge sum recently to offset losses and yet WE is still being hounded for a much smaller sum. WE is keen to develop in line with current thinking regarding provision for adults with a learning disability. The incessant reviews, which have taken more than 2 years, has undermined the service, depressed staff morale, reduced funding and appeared threatening to the future of the service are preventing healthy growth and improved provision for the most vulnerable adults on the Wirral.
- Just an excellent service. Thank you!
- Please, Wirral Council, don't cut funding as our day centres are essential for the wellbeing of both the person attending the service and the carers.
- The centre provides my daughter with life skills and enjoyment. This keeps her going and keeps her happy. Wonderful staff at Pensbywood.
- Needs more support and clarity of all happenings especially regarding monies and plans to improve the service. Speak to the people who know how and what clients require from the service ""day centre staff, parent & carers.""
- I feel it is very necessary for service users to have support and stimulation outside of their usual environment. Highcroft provides this.
- excellent service
- Well done!
- Wirral Evolutions is a success story for Wirral and should continue to be supported by Wirral council.
- I have found staff at centres which my daughter attends always very helpful and caring. Please do not cut back on these facilities.
- Wirral Council closed respite run by the council which in the long term did not save money. Please do not cut any of the services by Wirral Evolutions.
- None
- The service is invaluable to the adult in our care. It provides respite for carers which is much needed sometimes. It provides the chance for vulnerable adults to have the experience to make friends, do exciting activities, gain knowledge and experience.
- As a stepping stone from childhood to adulthood, WE has been invaluable. Services like these are essential as autistic children became young adults.
- That Wirral Council should provide funding and support so that people with disabilities have something to do with their day.

- This place must never ever go. In fact there should be more places like this around if anything. Through them my daughter has paid work one afternoon a week - the confidence for her to do that is with the fabulous staff at Best Bites. I never thought my daughter would be where she is now. My daughter loves it there, feels safe, happy and very well supported by them.
- Under the current Wirral Evolutions management there is a more professional business outlook. They understand the capacities of the clients and aim to enrich their lives.
- I take this opportunity to state I did not agree with the restructuring proposals. I believed the plan had been devised by people with no knowledge of the Service Users or with little concern for the adverse impact the proposals would have on those using the Day Centres. Due to the proposed closure of 2 centres the plan seemed to then relocate most of the service users so that they would all conveniently fit into categorised boxes ie by age by ability etc. Some of the Service Users have attended the same centre for over 30 years. They have friends there, know the staff, who are often like extended family members. They know the bus route, the drivers, the escorts. They would be subject to different travel times. Some are engaged with local community groups/ activities which would end. The impact would be immense. The family/carers would also all be impacted with the stress of the change on their vulnerable charges. I felt none of this had been considered. It was just the easiest way to save money. Any changes absolutely unavoidable should have had the minimum impact on the minimum number of people certainly not disrupt the majority especially with such vulnerable people
- Govt. funding inadequate and having to contribute a large amount every month is unfair. Used to be approx. £55.00 per month - now £130.00
- Hopefully they can carry on in the future as they help people with disabilities
- Our son has really benefitted from his regular placement at Best Bites. The staff are supportive and encourage him to expand his skills. He looks forward to the social contact he experiences through Best Bites each week as well.
- No
- I would like to support Highcroft and his staff there. My son has, and is, really enjoying his time there.
- I feel the whole process over the possible closure of some day services was conducted very poorly and we were not kept informed with updated information. This was/is a very concerning time for service users/carers/parents and I feel we still do not know the outcome. Very little choice was offered throughout the process and no person centred meetings took place to discuss outcomes for the service user.
- As a sibling to a service user, I feel happy and confident in the staff and they always provide a varied, engaging, safe environment at Highcroft. They know all the clients very well and provide a very professional quality service.
- Yes, keep these vital Day Centres open - they are an amazing group of people who provide essential care and support for people with disabilities and everything possible must be done to keep them open - prioritise them!
- No
- Wirral Evolutions provide ***** with the care and support he needs to be occupied during his 4 days. A 5th day at Royden would occupy his full week.
- Thank you for your great service and friendship.
- I really rely on the staff at Royden Park who have always gave us as a family 100% support. **** is so happy and loves all of the staff and his friends there.
- No
- N/A
- Thank you for your work
- Well ran
- Thank you for your hard work
- It's a wonderful place
- N/A
- I wish they would bring back the meals
- This service needs to be kept and the day centres need to stay where they are. The wellbeing of clients is vital and they need to know what is happening with their future.
- No thank you, any problems have been sorted with the staff satisfactorily.
- Invaluable service giving the user a sense of value for everything they do, always including the family in discussions about the service user.
- To keep Cambridge Road open, with above staff. My client does not want to move from above, a more personal and individual approach, more person centred - not about a company making a profit and not the hierarchy being in charge of vulnerable peoples lives.
- Every effort should be made to promote the centres as a viable option to meet the future needs of clients approaching transition. The centres offer independence away from parents, stop clients from isolation and can offer friendships that can extend outside the centres. They should be able to offer a wider range of activities promoting independence and confidence.
- They do an excellent job

- The staff at Wirral's Day Centres has always been excellent and deserves the highest praise. The setting up of a company to run day services has achieved nothing and has cost council tax payers a huge amount of money, mainly in salaries!
- We use day care service and it could be improved a lot, by asking users what they want, e.g., more art and craft, no just sitting down and not doing anything
- Attending Oakenholt is of great benefit to *****. He feels confident and is very happy to attend. He enjoys all the activities he takes part in. He is gaining valuable life skills and experiences from the activities he undertakes there. Staff are very approachable and supportive.
- If ***** wasn't able to go to Oakenholt she would be stuck in the house all the time. She would not be able to socialise without the centre.
- Please give them the chance to carry out their plans for the centres, and not in any form take a backward step. It would be a devastating backward move to end their plans and moves.
- The service has improved so much with W.E. They must remain in charge of the adult services as they know what they are doing which cannot be said of the previous administration.
- Drivers on transport come too early to pick up clients - often at 2.15 / 2.30. Some activities too expensive.
- We don't want to be put into a certain day centre because of our age. We all have different needs and the staff and key workers should decide with us what is best, not Wirral Evolutions.
- It is very important that ***** stays at Moreton Centre. This his community and valuable to his quality of life and sense of belonging. If ***** didn't have this centre it would cause great mental distress. It is equally important for ***** to have staff that provide support in understanding his needs and to be able to provide/prioritise his needs when necessary and to communicate with his family - to work front line and to give time to the practicalities instead of targets, paperwork.
- We have daily contact with the staff at the centre and find them very helpful and supportive. Apart from the debate about future Centre changes, we have not had much communication with the Wirral Evolutions Management and we are sometimes left uncertain about developments that may affect our son.
- This is an essential service for my daughter and myself. Without this service our lives would be dramatically detrimental to our health and mental wellbeing. Without this service my daughter would become a recluse and would not leave the house or her bedroom.
- Wirral Evolutions should decide how far it can proceed as a supported employment agency, offering real work experience with other employers, with a view to paid employment.
- The transition of best bites service has not been very transparent or successful.
- Support highcroft and other centres because without them I'd be lost, The day centres allow me to go to university and study. I know the person who attends highcroft is in good hands
- Fantastic
- I enjoy spending time with my friends - meeting up together :)
- No
- Please keep this day centre open as it is very important to the people I support
- Wirral Evolutions doing a wonderful job, day care centres very much needed for all students who attend
- I have been at Eastham centre since I was 18 and am now 43. I class Eastham as an extension of friends and I would be upset if it EVER closed.
- For the centres to know when their clients are in respite, so no unnecessary phone calls are made to the parents/carer when they are away and having a well deserved break.
- Yes, bring back hot meals
- Just an excellent service, thank you!
- Wirral Evolutions is very person centred and enables adults with learning and physical disabilities opportunities to experience great opportunities. It is a life line for people supported and their families.
- If Wirral Evolutions has to lose some venues, do not use it as an excuse to change peoples locations. On previous information given, it implies segregation determined on age, interests, etc. My child likes being in a mixed environment. Give people the option to change location if they want, if places close find the location the best choice appropriate for them.
- I cannot praise highly enough the staff at Eastham Day Centre. My sister suffered a bereavement in July this year and they have helped her to go back into day services and supported her after losing her mum (55 years).
- They have shown us all as a family care and compassion and they have so many fun and educational activities for people to get involved in. This service is so important and we are truly grateful.
- They provide an excellent service all round and fully understand the ways and needs of their clients and are a lifeline to the people that attend.
- If this facility was taken away from ***** he would be devastated and it would create problems for him and his carers.
- Despite the challenges faced by everyone the past 20 months I can only say a big thank you and well done for all the effort in ensuring my son's safety and continued attendance at the centre.

- This is a well needed service - without it families would struggle mentally and physically. I for one would not be able to continue to work if there was no day centres.
- Nothing really. But would like to thank you for all the help and support my auntie receives at the centre and long hope it continues.
- Since WBC palmed off Eastham Centre to WE, they have not had a decent budget, which didn't help with poor management at top level. Now they have a decent management, they do not have a budget. WE has suffered through the bad decisions that WBC made. It's been a lose lose situation from day 1. Now they need a budget and a fresh start to afford the concept the opportunity to succeed.
- I would like to see the charges that Wirral Council make be more detailed, i.e., (support at home services) doesn't make sense. A better description required.
- All staff we have been involved with when we have had the need to phone up - very understanding and helpful - Royden. As yet we have not had any reason to speak to Dale farm! Pleased with ****'s reports (oral only!!)
- Staff are always very welcoming and try to help each individual to their needs.
- No.
- Yes, it is most needed for people with learning difficulties and disabilities to help them to cope with daily life.
- They are an excellent company, they support the people who attend. I can not recommend them enough.
- I can relax when my daughter goes to the centre. It gives me time to relax and do things I want to do without worrying about her. This is very important to me.
- Our experience of Wirral Evolutions has been a positive one and my daughter has enjoyed her time at Best Bites. She has now got a placement at Oakenholt which is quite a different setting and she is still settling in, meeting new people and having new experiences is a positive. She does miss the opportunity to go to 'work.'
- N/A
- Wirral Evolutions are a life line not only to people with disabilities but to their families.
- No, they provide a brilliant service
- The worry over that we will have to move our son to another centre has not helped us at this time, with all the thing going on in the world, has not helped watching him struggle then thinking about when thing will change how he will cope.
- Only.... Keep up the good work and Thank You to Wirral Evolutions, Staff members and service users.