

Redesign and Transformation of Adult Day Services

Consultation Questionnaire



This is an Easy Read
version of a Wirral
Council Survey





About this Easy Read Document

This is an Easy Read version of a questionnaire by Wirral Council.



It asks questions Day Services (known as Wirral Evolutions)



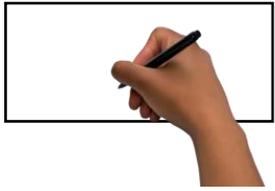
This Easy Read document uses easier words and pictures. Some people may still want help to read it



Answer the questions as best as you can.



Lots of the questions will have answer options. Please tick the box next to your answer for these questions.



Some questions will have a box to write in if you want to give more information.



Section 1 – Vision and Outcomes



Question 1 - Who are you?



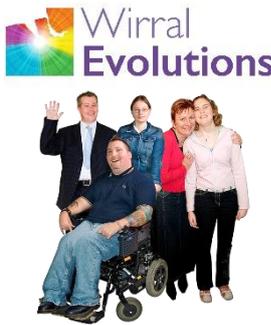
Tick next to your answer

	<p>I use day services</p>	
	<p>I am a young person who is planning on attending day services</p>	

	<p>I am a person who would like to use day services in the future</p>	
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If you have chosen one of the above 3 answers, please complete **ALL sections** of this questionnaire.

	<p>I am a parent, carer or family member of someone who uses day services</p>	
	<p>I am a support provider – e.g. supported living, Shared Lives, residential</p>	



I work in day services



I work in Social Care in another council team

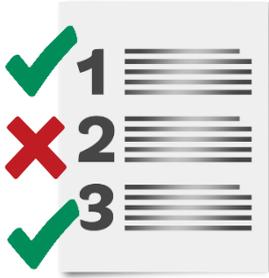


I work in the NHS or other healthcare team



I am a community or voluntary provider

	Other (please write in box)	
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If you have chosen one of the above answers, please complete **Section 1** and **Section 3** of this questionnaire.



Information about Wirral Evolutions' Vision:

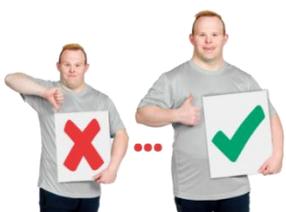
We have spoken with people who use day services about their experiences.



We asked them what they enjoy and what they would like to do.



From the answers we developed a vision for the future.



The vision is to 'enrich the lives and opportunities of people with disabilities by maximising their personal potential'



Question 2 – We want to understand what is important to you/the person you care for



How important are the following outcomes to you?



Tick next to your answer for each outcome:



Outcome 1: Improving Health and Wellbeing

	Very important	
	Important	
	Less important	
	Not important	



Outcome 2: Helping people live enriched lives

	Very important	
	Important	
	Less important	
	Not important	



Outcome 3: Helping people live independent lives

	Very important	
	Important	
	Less important	
	Not important	



Outcome 4: Helping people find meaningful employment and volunteering opportunities

	Very important	
	Important	
	Less important	
	Not important	



Outcome 5: Giving people a place and presence in their own communities.

	Very important	
	Important	
	Less important	
	Not important	



Section 2 – People who use day services, or may do in the future



**Question 3 - Which
location(s) do you attend?**



Pensby Wood Day Centre



Eastham Day Centre



Highcroft Day Centre



Oakenholt Day Centre



Cambridge Road Day Centre



Dale Farm Day Experience



Royden Park Project
(including Best Bites
Courtyard Café)



Best Bites – West Kirby
Concourse



Question 4 – What type of support helps you have a good day?



Tick next to your all your answers

	<p>Support in a day service building</p>	
	<p>Support out in the community</p>	
	<p>Support at home</p>	

	<p>A mix of day service and community support</p>	
	<p>I'm not sure yet</p>	

Question 5 – What do you enjoy doing most at the day service?



Tick next to your all your answers

	<p>Creative activities (art, music, crafts)</p>	
	<p>Spending time with others, including friends and social groups</p>	
	<p>Learning new skills</p>	
	<p>Quiet or sensory activities</p>	



Physical activities



I don't go to a day service



Question 6 – What would you like to do more of in the community?



Tick next to your all your answers

An illustration showing two people with shopping baskets on the left and a cafe counter on the right. The cafe sign says "CAFE" and lists "Food" and "Drinks".	Shopping or going to cafes	
An illustration showing a woman holding a soccer ball on the left and two people standing on grass on the right.	Sports or outdoor activities	
An illustration of five people sitting around a small round table, engaged in conversation.	Clubs, groups, or social activities	

 The image shows two separate scenes. On the left, three people of diverse backgrounds are standing together, each holding a white sign with text. On the right, two men in business attire are shaking hands, one in a grey suit and the other in a blue suit.	<p>Volunteering or work experience</p>	
 The image shows two scenes. On the left, a woman in a black top and a man in a blue shirt are standing together. On the right, two people are sitting on a purple bench; one is wearing a blue beanie and a grey jacket, and the other is wearing a blue hoodie.	<p>Learning to be more independent – e.g. using public transport</p>	
 The image is a collage of various leisure activities. It includes a person playing basketball, a person bowling, a person playing cards, and a person holding a bouquet of flowers. A large blue arrow points from this collage towards the right, where a glass door with the word 'Open' is visible, representing a day centre entrance.	<p>I prefer activities at the day centre</p>	



Question 7 – How confident do you feel doing activities in the community?



Tick next to your answer

	<p>Very confident</p>	
	<p>A bit confident</p>	
	<p>Only with support</p>	
	<p>Not confident</p>	
	<p>I don't get out much</p>	



Question 8 – What helps you feel safe and comfortable in the community?



Tick next to your all your answers

	Having staff support	
	Going with friends	
	Knowing the place well	
	Clear routines and plans	
	Quieter or less busy places	



Question 9 – Which environment do you prefer for activities?



Tick next to your answer

	Busy and lively places	
	Quiet and calm places	
	A mix of both	



Question 10 – Are there skills that would help you to have more choice and independence?



Tick next to your all your answers

	<p>Travel skills (bus, walking safely)</p>	
	<p>Daily living skills (cooking, cleaning, money)</p>	
	<p>Communication or social skills</p>	
	<p>Work or volunteering skills</p>	



Confidence in new places



Service designed with people in different age groups



Something else
(please write in box)



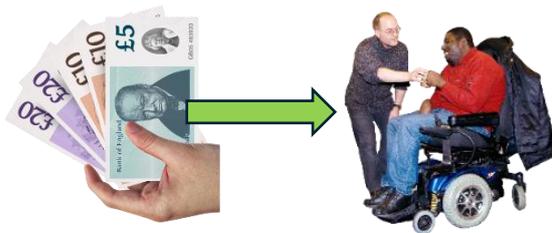
Direct Payments



Direct payments are local council-funded cash payments



The money is paid to individuals assessed under the Care Act 2014 as needing care and support



This means people can arrange their own services instead of receiving council-arranged care.



These payments offer greater flexibility, control, and choice over care delivery such as:



hiring a personal assistant,
paying for care agencies, or
accessing community activity.



Question 11 – Are you aware of direct payments that you could receive to allow you to tailor your support and activities to your own needs?



Tick next to your answer

<p>Yes</p> 		<p>No</p> 	
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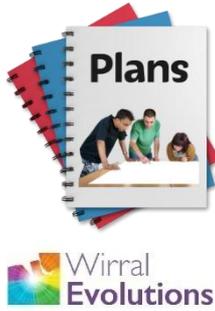


Question 12 – Would you be interested in receiving direct payments?



Tick next to your answer

Yes 		No 	
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Section 3 – Options for the redesign of day services



4 options were agreed at the January 2026 Adult Social Care and Public Health Committee meeting.



Here is the information about what each option means:



Option 1: Keep the current model



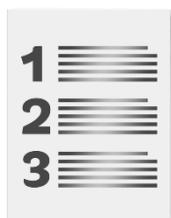
Day Services would continue as they are now in a mainly building based service.



This may limit outcomes for people in the services.



This option means no change to the way services are currently delivered.



The Council cannot continue the service as it is now for several reasons:



- Poor condition of many of our day centres, which need expensive repairs.



- The Council is struggling to pay for this work.



- We know that many people have used the day services for a long time.



- This makes change difficult.



- We need to make sure people are supported in maintaining their independence and choice.



- If we stay the same, we won't have flexibility to meet the people's needs and aspirations.



- Not changing the current model limits opportunities for our workforce to develop

2



Option 2: Keep and refocus the current model



People with complex or high support needs would continue to use building-based services.



People with mild to moderate needs would be supported in the community through local hubs.

This service would be delivered by the Council.

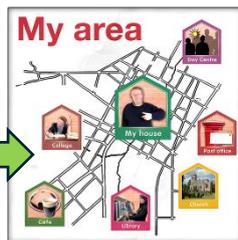


What this means:

- Less people in building-based services means that more money can be spent on specialist facilities for people with high or complex needs.



- By focusing on creating more community choices, we can work with partners to provide more opportunities for people.



- Community Hubs will be in key neighbourhoods, serving everybody.



This will provide a base for the people in our care, where they can access:



- personal support



- learning life skills



- taking part in social activities



- while feeling part of a safe and inclusive community.

3



Option 3: Hybrid delivery model



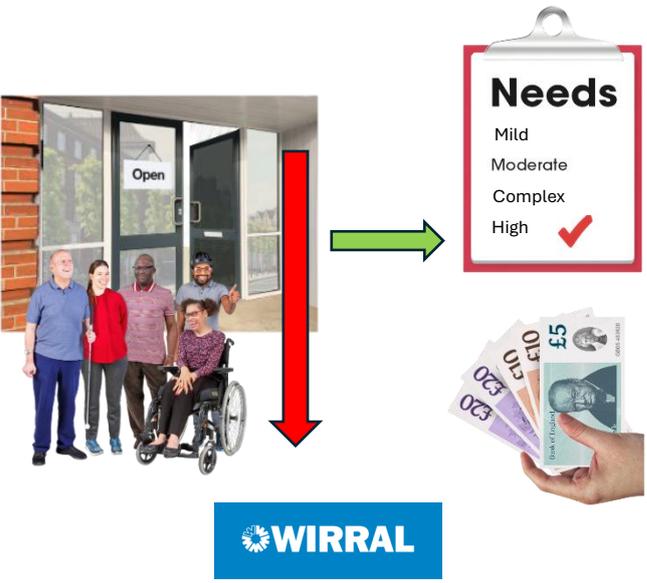
This would offer a flexible commissioned service for those with a mild to moderate learning disability.



People with complex or high support needs would continue to use council run building-based services.



What this means:



- Less people in building-based services means that more money can be spent on specialist facilities for people with high or complex needs. This service would be delivered by the Council.



- By focusing on creating more community choices, we can work with providers to give more opportunities for people



- This service would be delivered by external providers.



- Community Hubs will be in key neighbourhoods, serving everybody.



- This will provide a base for the people in our care, where they can access:



- personal support



- learning life skills



- taking part in social activities



- while feeling part of a safe and inclusive community.

4



Option 4: Commissioned services

Outcomes	
1 <input checked="" type="checkbox"/>	6 <input checked="" type="checkbox"/>
2 <input checked="" type="checkbox"/>	7 <input checked="" type="checkbox"/>
3 <input checked="" type="checkbox"/>	8 <input checked="" type="checkbox"/>
4 <input checked="" type="checkbox"/>	9 <input checked="" type="checkbox"/>
5 <input checked="" type="checkbox"/>	10 <input checked="" type="checkbox"/>



To establish a flexible outcomes framework for the whole service.



Needs	
1 <input checked="" type="checkbox"/>	6 <input checked="" type="checkbox"/>
2 <input checked="" type="checkbox"/>	7 <input checked="" type="checkbox"/>
3 <input checked="" type="checkbox"/>	8 <input checked="" type="checkbox"/>
4 <input checked="" type="checkbox"/>	9 <input checked="" type="checkbox"/>
5 <input checked="" type="checkbox"/>	10 <input checked="" type="checkbox"/>

This would involve commissioning support for all people accessing the service based on needs.



What this means:



Needs	
Mild	
Moderate	
Complex	
High	<input checked="" type="checkbox"/>



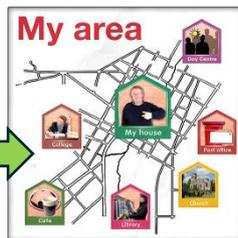
- Less people in building-based services means that more money can be spent on specialist facilities for people with high or complex needs.



- This service would be delivered by external providers.



- By focusing on creating more community choices, we can work with partners to provide more opportunities for people



- Community Hubs will be in key neighbourhoods, serving everybody.



- This will provide a base for the people in our care, where they can access:



- personal support



- learning life skills



- taking part in social activities



- while feeling part of a safe and inclusive community.



- For the community hubs, the Council would work with partners to develop and deliver services.



The 4 options were developed by:



- Coproduction sessions with people who use the service



- Feedback from parents and carers



- Soft market testing



- A peer review with a neighbouring local authority



- A review of delivery models used across England



Question 13 – Please let us know what you think about these options by ranking them in order of preference.

Please put a number next to each option below:



Use 1 for your favourite option and 4 for your least favourite.



Please put a number next to each option below:

Use 1 for your favourite option and 4 for your least favourite.

	Option 1: Keep the current model	
	Option 2: Keep and refocus the current model	
	Option 3: Hybrid delivery model	
	Option 4: commissioned services	



Question 14 - It would help us if you could please provide the reasons for your ranking of the proposed models.



Please use the box below to tell us:



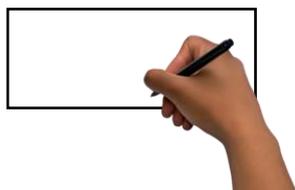
Question 15 – Do you have any other options that should be considered or that could be done differently?



Please use the box below to tell us:



Question 16 – Is there anything else you would like to say about Day Services?



Please tell us in the box below:



Contact Details



Email:

ASCconsultation@wirral.gov.uk



Phone:

0151 666 4220

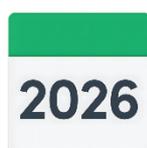


Please return this completed survey in the freepost envelope to:

PO Box 290

Brighton Street

Wallasey CH27 9FQ



Return the survey by **Monday 11th May 2026**



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