

Evaluation Report

**Healthwatch Sefton Community Champion
Network 'Information Hub' in partnership
with St Leonard's YCC Pantry**

**Held at: St Leonards Youth & Community
Centre**

Thursday 11th June 2026

Contents

Introduction	3
What is the Healthwatch Sefton Community Champion Network	4
About St Leonard's YCC Pantry	4
On the day... stall holders providing Information and Support	5-6
Who we spoke to...	6
Resident Feedback and Evaluation Results	6-10
Stall holders feedback and outcomes from the day	10-12
Photographs from the day	13
Feedback from stall holders	14-17
Our contact details (back of the report)	

Introduction

On Thursday 11 June, Healthwatch Sefton's south & central Sefton Community Champions hosted an Information Hub event in partnership with St Leonard's YCC Pantry.

The event aimed to:

- Raise awareness of local health, care and community services.
- Connect residents with organisations that can provide support and advice.
- Gather feedback from local people about their experiences and needs.
- Promote the Healthwatch Sefton Community Champion Network.
- Strengthen partnership working between local voluntary, community and NHS services.

The event provided opportunities for residents to:

- Speak with local organisations.
- Access information and guidance.
- Learn about local support services.
- Share feedback about health and care experiences.

This report provides an overview of the event, engagement activity, resident feedback and partner organisation outcomes.

What is the Healthwatch Sefton Community Champion Network?

The Healthwatch Sefton Community Champion Network is a network of local Voluntary, Community and Faith sector (VCF) groups who help connect people with health, care and community services across Sefton.

Community Champions:

- Share information on local support services.
- Listen to community concerns and experiences.
- Signpost residents to appropriate services.
- Promote opportunities for local people to have their voices heard.
- Help Healthwatch Sefton understand what matters most to local communities.

The network helps ensure that local voices contribute to the improvement of health and care services.

About St Leonards YCC Pantry

St Leonard's YCC Pantry supports local residents by providing access to affordable food and essential household items.

Beyond food provision, the pantry acts as a community hub in Bootle residents can access advice, support, and information about local services.

The partnership between Healthwatch Sefton and St Leonard's YCC Pantry enabled residents to meet a range of organisations in a familiar and trusted community setting.

On the day... stall holders providing information and support

The following organisations attended and provided information, advice and support:

- **Healthwatch Sefton** – is your local independent champion for health and social care, making sure the voices in Sefton are heard and listened to, to improve health and social care. To find out more click [here](#)
- **Life's for Living** – Sefton-based organisation that supports ADHD, Autism and Neurodiverse individuals. To find out more click [here](#)
- **Sefton CVS Cheshire and Merseyside Cancer Alliance** – Cheshire & Merseyside Cancer Alliance. To learn more about them click [here](#)
- **Cradle to Career** – Right to Succeed partners with Sefton in its Cradle to Career program, a community-led initiative to address childhood inequality and provide young people in high-deprivation areas with better life opportunities. To learn more about them, click [here](#)
- **Waiting Well Sefton** - The service helps adults to stay connected, informed and safe through interim support, community links and wellbeing activities. To find out more information click [here](#)
- **Kindfulness Coffee Club** - Provide a range of programs and services designed to address the diverse needs of individuals struggling with mental health challenges. Through support groups, educational workshops and community events, we strive to create opportunities for personal growth and connection. To find out more about them [click here](#)
- **SWAN women's Centre** - Supporting women to achieve mental well-being and providing services for women who experience anxiety, depression, stress or mental health issues. To find out more about them [click here](#)
- **Mersey Care NHS Foundation Trust** – provides a wide range of community health and mental health services for residents, including mental health support, phlebotomy, podiatry, district nursing, therapy services, learning disability care,

children's health services, and urgent community care. To find out more about them click [here](#)

In addition, St Leonard's YCC Pantry invited along:

- **Enterprise Credit Union** provides residents with ethical, affordable financial services, including savings accounts, loans and money management support, helping people improve their financial wellbeing. To find out more information click [here](#)
- **South Sefton ACES, South Sefton Primary Care Network** support residents by improving health and wellbeing through coordinated GP services, community support programmes, and specialist help, including support for people affected by adverse childhood experiences (ACEs). To find out more information click [here](#)

Who we spoke to...

- 38 residents accessed the pantry
- 8 volunteers were supporting the pantry

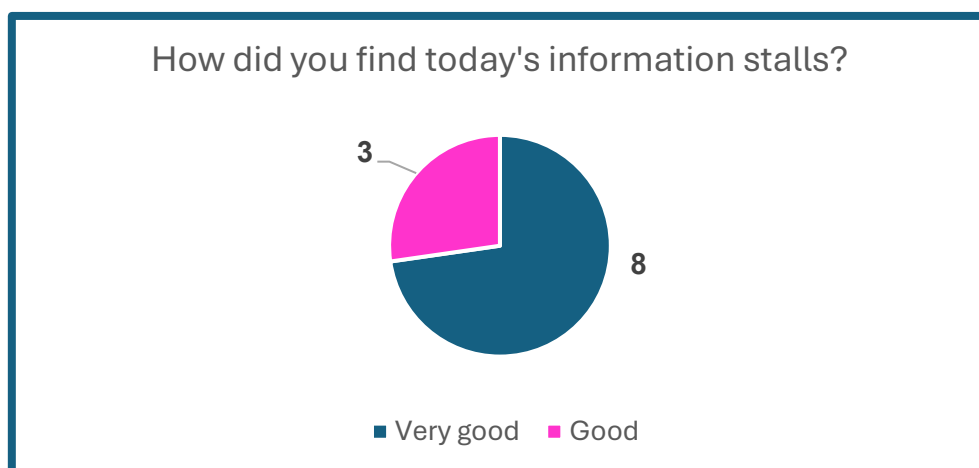
Resident feedback and evaluation results

Residents attending the event were invited to complete a short evaluation form. **11** forms in total were completed.

While only **11** residents completed feedback forms, observations during the event indicated that many more residents engaged with the organisations present and accessed information, advice, and support. Therefore, the feedback results represent only a proportion of those who benefited from the event.

The evaluation form asked the following questions:

Overall, how did you find today's information stalls?



All attendees who completed the evaluation said they found the information stalls very good and good.

Did the stall holders make you feel welcome and at ease?

All attendees who completed the evaluation stated **'YES'** to feeling welcomed and at ease by the stall holders.

What did you find most helpful today?

Themes Identified:

- Friendly and helpful stall holders
- Listening to concerns and acting on them
- Finding out information on services



"Taking my worries seriously"

"They were very helpful"

"They were all so very nice and helpful"

“Where I can get support”

Is there anything we can do to make this better for our neighbourhood?



“You are already helping me with my doctors”

“More events like this”

“It was great”

“You did a good job all round”

“Publicise more”

Did you receive any advice or information today?

- 9 residents stated Yes
- 2 residents stated No

Those who received advice or information reported topics including:

- Primary Care – GP access / health complaints
- What is going on in the community
- Cancer screening

Was the advice or information helpful?

- 8 stated yes, very helpful
- 2 stated yes, a bit helpful
- 1 not answered

Did you learn anything new today?



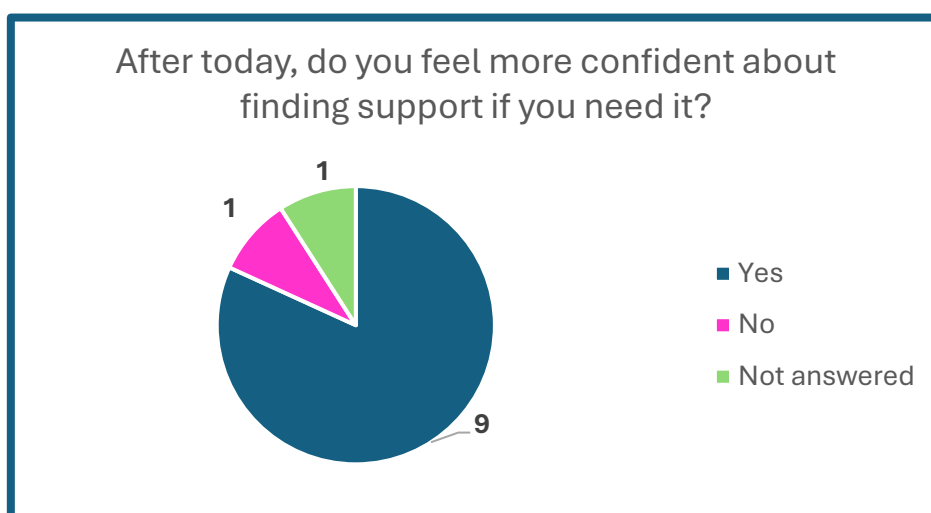
“Learnt more about cancer”

“What doctors should be doing”

“Information about speaking with doctors”

“How many services can support you and if not, they will signpost to others who can”

After today, do you feel more confident about finding support if you need it?



9 of the 11 attendees completing the evaluation stated they felt more confident about finding support if they needed it.

Is there anything else you would like to share with us?



“A*”

“Always know you are being listened to”

Stall holders feedback and outcomes from the day

Feedback from participating VCF organisations and NHS providers (stall holders) was overwhelmingly positive. Stall holders reported valuable engagement with residents, opportunities to provide information and advice in an accessible and welcoming venue. The event enabled residents to find out about services they were unaware of.

Stall holders valued the opportunity to network with other organisations and find out what is offered locally to support residents. **Stall holders highlighted the importance of community-based outreach in reaching residents who may be digitally excluded or unaware of available support.**

Overall, this event, supported community connections, improved awareness of local services and was successful in bringing together local VCF and NHS services to work together to support the community in the neighbourhood of Bootle.

A full summary of stall holder feedback and outcomes can be found at the end of this report. Quotes from stall holders on the day include:



“It was warm and really helpful - I came away with new information, timetables for community events and activities, and was able to invite teams to our centre.” –

SWAN Women's Centre

"The event provided valuable networking opportunities." – South Sefton ACEs Recovery Programme

"People were there for something else and could just 'drop by' our stalls without any pressure." – Social Action Lead

"This was a great opportunity for us to reach out and support our Sefton Neurodiverse Community.

Life's for Living feel that it is significantly important, to reach the wider community, to be able to support more neurodiverse individuals in the Sefton Borough". –

***Life's for Living, Sefton, Team,
(ADHD, Autism & Neurodiverse, Sefton Services).***

Common themes identified

- Positive resident engagement
- Increased awareness of services
- Strong partnership working
- Requests for future sessions

What difference did the event make?

- Residents accessed support
- Greater awareness of local services
- New partnership connections
- Community Champion network promoted
- Increased community engagement

Next Steps

- Continue partnership working with St Leonard's YCC Pantry.
- Further develop our information hub model into other neighbourhood areas. We already have a plan for Seaforth and Litherland, working in partnership with Caradoc Mission.
- Increase promotion within the local community.



Healthwatch Sefton will continue to strengthen and support our established Community Champion Networks and broaden the reach of the ‘Information Hubs’ to ensure they are an accessible local point for residents to engage with us within their neighbourhood.

Photographs from the day



Feedback from stall holders

SWAN Women's Centre



“Attending the community event at st Leonard's was a lovely opportunity to come together, share how we support women in the Sefton community, and learn more about what's out there for clients. It was warm and really helpful - I came away with new information, timetables for community events and activities, and was able to invite teams to our centre. Thank you! I look forward to the next one”.

.....

South Sefton ACEs

South Sefton Primary Care Network



“My colleague Jason and I attended the community event and had the opportunity to engage with a number of local residents. We spoke with several individuals who were already known to our service and had successfully completed our ACEs Recovery Programme. They were very positive about their experiences and shared how the programme had supported their recovery journey and the progress they have made since completing it.

We also met several residents who had not previously heard of the programme. They expressed interest in learning more and took away information pamphlets to explore the support available to them.

The event provided valuable networking opportunities, and we spoke with representatives from a range of local services. We exchanged contact details and hope to invite some of these organisations to visit our service in the future to speak with our patients and strengthen collaborative working relationships.

It was lovely to reconnect with familiar faces and to see the continued enthusiasm for community partnership working. I also expressed my interest in rejoining the Champions Network. Overall, it was a very enjoyable and worthwhile event, and I look forward to attending future events”.

.....

Sefton CVS, Social Action Lead



“Thank you for organising, I thought it was a really good event. It seemed to work well that people were there for something else and could just 'drop by' our stalls without any pressure.

I had several people ask me how they could frame conversations with people close to them about screening or cancer more generally and I was really happy to chat that through with them”.

.....

**Waiting Well Sefton
Sefton CVS**



“Thanks again for organising and inviting me!

The event was a great opportunity to meet residents and partner organisations, helping us better understand and respond to the needs of people across Sefton.

I shared information about our new project, which supports individuals awaiting an Adult Social Care assessment through a social prescribing-style approach. The most valuable aspect was networking with other services, building key contacts, and improving our knowledge of local support options to ensure people can be signposted appropriately when our service is not the best fit.

Events like this are beneficial for both residents and professionals, helping us stay informed and adapt to the changing landscape of services within Sefton.

Thank you again Wendy” 😊

.....

**Life's for Living, Sefton, Team,
(ADHD, Autism & Neurodiverse, Sefton Services).**



“Life's for Living, Sefton, attended St Leonard’s Pantry, with other Sefton Community Champions.

This was a great event offering our support services to residents in the community.

Being out in the community can reach so many people, people who do not use Internet or people who may not reach out or know where to find support services.

We offered support at the Pantry, to SEND parents and adults with SEND and neurodiversity.

We also informed individuals of our upcoming support sessions and shared our empathy and compassion with them at the Pantry.

This was a great opportunity for us to reach out and support our Sefton Neurodiverse Community.

Life's for Living feel that it is significantly important, to reach the wider community, to be able to support more neurodiverse individuals in the Sefton Borough”.



"Attending the Information Hub was a really valuable opportunity for Mersey Care to engage directly with local people and community organisations in a welcoming and informal setting. We were able to have conversations about the support available across our services, learn more about the issues affecting local communities, and build new connections with partner organisations. Events like this help us strengthen relationships, improve signposting, and ensure that people are aware of the support available to them. We look forward to continuing to work alongside Healthwatch Sefton and community partners at future events."

.....

St Leonard's YCC Pantry

Danny Corless, Food Distribution Manager



"As an organisation, we have worked closely with Healthwatch Sefton on a number of occasions, and our experience has always been extremely positive. Over the past year, Wendy has visited all of our pantry locations, discussing the interactions members have had with their local health services (or lack of!) and has built strong and meaningful relationships with our pantry members, volunteers, and staff. Through our collaboration with Wendy and Healthwatch Sefton, the Community Champion Information Hubs have become an important and highly valued area of partnership working between our organisations. The hubs have provided valuable information, support, and educational opportunities for those attending our pantries, and the feedback from members has been overwhelmingly positive. We greatly value our partnership with Healthwatch Sefton and appreciate the positive impact the Information Hubs have had within our communities. We look forward to the opportunity to host further sessions together in the future."



Healthwatch Sefton
Sefton Council for Voluntary Service
3rd Floor, Suite 3B, North Wing, Burlington House
Crosby Road North, Waterloo
Liverpool
L22 0LG

www.healthwatchsefton.co.uk

t: 0800 206 1304

e: Info@healthwatchsefton.co.uk



**Committed
to quality**

We aim to provide the best service we can to our community and to make the greatest difference we can to local people. Every three years we undertake a comprehensive assessment of our work to understand what we are doing well and where we might need to improve.