

Frequently Asked Questions (Residents)

How do you feel about living in Extra Care Housing?

1. Who is visiting the scheme to speak to residents?

- This will be officers from Bolton Council, Rebbecca Albrow and Amelia Jones, who work in the Consultation and Engagement Team, as well as Andrea Jackson and Catherine Montgomery from the Commissioning Team.

2. Why are council officers visiting the scheme?

- To help develop the new Extra Care Housing Strategy we want to listen to your views on living in extra care.
- Bolton Council, Bolton Cares and the housing providers Bolton at Home, Anchor Hanover and Places for People, work closely together to deliver the extra care service in the borough. The Extra Care Strategy will set out our future approach.

3. Why do council officers want to hear our views?

- The council and its partners have a responsibility to ensure that the services are meeting the expectations of the residents and the council. To do that we need to understand what residents using the service think about them. We want to ensure that we're providing the best service that we can, within the limits of the funding that we have, and to understand if there is anything we should do differently or could do better.
- Your views are very important in showing how we are listening to local people and to ensure we are providing services they value.
- This is good practice and something that all councils do from time to time.

- Organisations like the Care Quality Commission, which inspects the council's social care services, also want evidence that the council is listening and responding to its residents.

4. What activity will we be doing and do I have to participate?

- This will be a creative, craft based session, where we can explore themes in extra care housing.
- No, you don't have to participate.
- However, we'd still like to hear your views so alternatively you can share your thoughts by completing a survey, if you wish. We can send you a copy of the survey to complete on your own, or with a relative or carer's help, if you'd prefer this.

5. Will anything change as a result of what we say?

- If a number of residents identify a particular issue then we will consider how we can change things. If we can't change things, then we will explain in our feedback to you why this is not possible.
- If the issue is housing related then it is likely we won't be able to look into this, as we're not your landlord. However, the council works closely with its housing partners and will pass on any issues to your landlord and ask them to provide a response.

6. Why is the council doing this now?

- The council and its partner organisations need to write a new five year strategy for extra care, to agree our long term plans, what you say will help us develop our plan.
- The current strategy runs to the end of 2025; the new strategy will run from 2026-2031.

7. Can I see a copy of the survey questions?

- If you require a paper copy of the survey or would like support to complete the survey, please contact the consultation team on 01204 334875 / 01204 331450, leaving your name, address and telephone number and the name of the consultation you are interested in, 'Extra Care Housing Strategy'
- If you would prefer to do this survey online please visit: https://bit.ly/Bolton_EC.

8. What will you do with my data?

- We will not identify any individual, so what you say will remain confidential. We will publish a summary of the responses, and an overview of what people tell us.

9. Where will the findings be published?

- We will share a summary of the findings on the council website and send a copy to the scheme that staff can share with you.

10. I have individual issues I'd like to raise

- This isn't for raising individual issues, you need to raise any individual issues with the relevant team or organisation to look into for you.

11. Photographs

- There may be photos taken during the event, we will ask your permission at the time about this.

12. Who has asked for the survey to be done?

- The Commissioning Team at Bolton Council have asked for the consultation to be undertaken. They are responsible for organising social care services for people in Bolton. If you have any questions you can contact:

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