

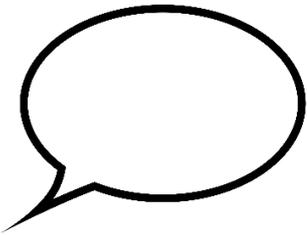
All Age Advocacy – easy read version

Consultation closes on Thursday 7th May 2026

Background information

Have your say on Advocacy Services

What is Advocacy?



Advocacy is when someone **speaks up for a person**, acts on their behalf or **helps them to express their needs** and wants.

Someone would need a social care advocate if they would **struggle to make decisions** or **explain** what their needs and wishes are around the way their health and social care is provided.

Under the 2014 Care Act, the Mental Health Act 2005 and the Health Social Care Act 2012, local **councils must provide an advocate** if someone has **no-one** who can advocate for them, such as a relative or good friend.

Who can access Advocacy?



Both **children** and **adults** can access Advocacy.

The **Advocacy Service** helps **children** who need support to speak for themselves or need someone to speak for them so that their rights are respected, their views heard and their needs met.

The service also provides support for **adults** who need help because of a learning disability, mental health issue, physical, sensory or autistic spectrum condition, or the effects of ageing.



Advocacy is also available to the **carers, parents and guardians** of those receiving social care.



Bolton Council would appreciate your **views on Advocacy Services in Bolton** to help us to make any **improvements** that are necessary.

Let us what you think of Advocacy Services by **filling out this questionnaire**. Your opinion is important to us.

Your response - keeping your data safe



Most questions are **optional**; just miss out any that you do not want to answer.



The results of this consultation may be made **public**. If you are responding as an individual, **you will not be identified** in any report as your responses will be **anonymised** and grouped with those from other people.

If you are responding in an official capacity your response may be published but no personal details will be included.

Any personal data you provide will be held securely, in line with our retention schedule and privacy policy:

www.bolton.gov.uk/data-protection-freedom-information/privacy-notices



We use Snap Surveys professional software to collect and process your data. Snap Surveys Ltd. follow the UK General Data Protection Regulation, and their privacy policy can be found by following this link:

www.snapsurveys.com/survey-software/privacy-policy-uk/

Getting and receiving advocacy support

Q1. Have you or your family member had experience of All Age Advocacy? Please tick (✓) 1 box.



Yes, I have experience of Adults Advocacy



Yes, I have experience of Children's Advocacy



Yes, I have experience of both Children's and Adult's Advocacy



No, I am not aware / had experience of advocacy

Q2. What type of Adult Advocacy support did you / your family receive? (Please tick (✓) all that apply)

Adults: Care Act Advocacy

Adults: Relevant Person's Representative

Adults: Independent Mental Capacity Advocate

Adults: Rule 1.2 (Court of protection)

Adults: Independent Mental Capacity Advocate for Deprivation of Liberty Safeguards

Adults: NHS Complaints Advocacy

Adults: Litigation Friend

Children's: Child Protection Advocacy

Adults: General Advocacy

Children's: Statutory Children's Advocacy

Adults: Independent Mental Health Advocates

Other (please specify)

Not applicable / no opinion

Q2.a If 'other' please specify.

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.....

Q3. How far do you agree that the referral waiting times were of an acceptable length?



Strongly agree



Agree



Disagree



Strongly disagree



No opinion / not sure

Q4. Overall, how satisfied / dissatisfied are you with the advocacy service you are receiving now [or used to receive]?



Very satisfied



Satisfied



Dissatisfied



Very dissatisfied



No opinion / not sure

Q5. Please explain why you think that.

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Accessing support

Q6. How would you prefer to access advocacy support? Please tick (✓) all that apply.

<input type="checkbox"/> Email	<input type="checkbox"/> Face-to-face	<input type="checkbox"/> Telephone
		
<input type="checkbox"/> Video call	<input type="checkbox"/> Other way (please explain below)	<input type="checkbox"/> Not applicable / no opinion
		

Q6.a In what other way would you prefer to access advocacy support?

.....
.....

Different types of advocacy

Q7. When thinking about a good advocacy service, how would you rate the following? Please tick (✓) 1 box per statement.

a. I am able to speak up for myself [self advocacy]



Strongly agree



Agree



Disagree



Strongly disagree



No opinion / not sure

b. Someone like me can speak up for me [peer advocacy]



Strongly agree



Agree



Disagree



Strongly disagree



No opinion / not sure

c. Family or friends are able to speak up for me



Strongly agree



Agree



Disagree



Strongly disagree



No opinion / not sure

d. There is a professional independent advocate who will listen to me and speak up for me [independent advocacy]



Strongly agree



Agree



Disagree



Strongly disagree



No opinion / not sure

Q8. Is there any support we could offer to help people advocate for themselves? Please tick (✓) all that apply.



- Information and advice
- Support groups to help people self-advocate
- Training to help people speak up for themselves
- Other support – please explain below
- None of these / no opinion

Q9. What other support could we offer?

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What else?

Q10. What should an advocacy service include?

You might want to think about what you like or dislike about advocacy, and any other advocacy you would like.

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Q11. Please use this space for any other comments or concerns about advocacy.

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About you

Your answers in this section help us to make sure that we are getting views from different types of people. They will not be used to contact or identify you.

Q12. What is your connection to advocacy services in Bolton?

- I get support from a children's advocacy service for myself / as a parent or carer
- I get support from a children's advocacy service for myself / as a parent or carer
- I get support from an adult's advocacy service for myself / as a parent or carer
- Friend / family of someone who is supported by the advocacy service, but don't get support myself
- Tried, but was unable to get advocacy support
- Have received advocacy support in the past
- Official response from Parish / Bolton borough Councillor / Elected Member
- Official response from a business / organisation / community group (you must have their permission to submit an official response)
- Work / volunteer for an advocacy service
- Work / volunteer as a health or care support worker / paid care assistant / other health and care professional
- Other – please explain below

Q12.a If “other”, please say what your interest is.

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Q12.b If applicable, please say which ward, business or community group you represent.

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.....

Q12.c What is your official role for the ward, business or community group you represent?

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Q13. Please give your full postcode:

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Q14. Are you / the person you are responding about...?

- Female Male Identify in another way

Q15. Which age group are you in / responding about?

- | | | |
|----------------------------------|----------------------------------|-------------------------------------|
| <input type="checkbox"/> 5 - 7 | <input type="checkbox"/> 19 - 24 | <input type="checkbox"/> 55 - 64 |
| <input type="checkbox"/> 8 - 11 | <input type="checkbox"/> 25 - 34 | <input type="checkbox"/> 65 - 74 |
| <input type="checkbox"/> 12 - 16 | <input type="checkbox"/> 35 - 44 | <input type="checkbox"/> 75 - 84 |
| <input type="checkbox"/> 17 - 18 | <input type="checkbox"/> 45 - 54 | <input type="checkbox"/> 85 or over |

Q16. What is your ethnic group?

- White British
- White other
- Mixed or multiple ethnic group
- Asian or Asian British
- Black, Black British, Caribbean or African
- Other ethnic group

**Thanks! Please return to: Freepost RTTT-YTEL-YSXS,
Consultation & Research team, 2nd floor, Town Hall,
Victoria Square, Bolton, BL1 1RU.**