

Choosing Safe Services and Activities

Thank you for taking the time to use the My Life in Bolton website, one place for the people of Bolton to find information, guidance and services. The information below is to help you understand a bit more about the site and to help you understand what checks you might want to carry out before accessing services.

Where does the information of My Life in Bolton come from?

The organisations listed on My Life in Bolton are not endorsed or recommended by Bolton Council and service details have been supplied by the service provider. Anyone seeking to use or access these services does so at their own risk.

Whilst every care has been taken in compiling the information, Bolton Council cannot guarantee its accuracy and will not be liable for any loss, damage or inconvenience caused as a result of using it. Any links to other websites are not in any way endorsed by Bolton Council and the council will not be liable for any loss damage or inconvenience caused as a result of using them.

My Life in Bolton is published by Bolton Council to make it easier for Bolton residents to have information, guidance and services in one place.

How do you know when a service is safe?

To help keep you safe, we encourage you to check that the service is suitable for your needs, or the needs of the person who will be accessing the service. This is entirely your choice, but some things that you may want to consider are:

- Fitness for purpose
- Suitability to meet your needs
- Are there adequate policies and procedures in place, including the safeguarding and wellbeing of children, young people and adults at risk?
- Do staff working with children, young people and adults have [Disclosure and Barring Service \(DBS\) checks?](#)
- [Has the service got valid public liability insurance?](#)
- If the service involves eating food, for example a Day Care Service, do they have a good Food Standards rating?

It is very important that you carefully consider which services you would like to use and which would be suitable for you. When you decide to contact a service take some time to find out about them to make sure they are safe to use. The links below are provided to help you think about other checks that you might want consider when choosing safe services:

Services for children, young people and families

[NSPCC – Keeping children safe/staying safe away from home](#)

[NSPCC – What to look for in a sports club](#)

Health and Social Care Services

To access free, independent reports on the quality of local homes and care services, including doctors, dentists and hospitals and to help you make an informed choice, please visit the [Care Quality Commission](#) (CQC) website.

[CQC – Good care services](#)

[CQC – Choosing social care](#)

Age UK have produced a document to give ideas of things to look for when [choosing a care home](#).

What do you do if you have concerns about a service or want to make a complaint?

If you have concerns about a service you may wish to speak to the manager or request a copy of their complaints policy. Other options are to raise your concerns with:

- their head office or professional organisation (where relevant)
- Ofsted, you can contact them on 0300 123 1231 or visit www.ofsted.gov.uk (for Ofsted registered services only)
- Care Quality Commission (CQC) visit <https://www.cqc.org.uk/contact-us/report-concern/report-concern-if-you-are-member-public> (for CQC registered services only)

How do you report concerns over the safety of a child or an adult?

- If you are [worried about a child](#) contact the Bolton Multi-Agency Screening and Safeguarding Service (MASSS) on 01204 331500 or boltonsafeguardingchildren@bolton.gov.uk
- If you are concerned about an adult at risk contact Adult Safeguarding on 01204 337000 or safeguardingadults@bolton.gov.uk