



Personal Budget Retender 2023: Stakeholder Consultation Report

Report by Consultation & Engagement Team

February 2023

1. Background

Bolton Council are currently reviewing the Personal Budgets service, with a view to retendering the service later in 2023. To help inform this process, the council are keen to engage residents and stakeholders in sharing their reflections of the current service and make recommendations for improving the provision being delivered. To help inform the tender process and support improvements to the service area, a public consultation took place in January 2023.

2. Methodology

Between 4th January and 8th February 2023, the council ran a public consultation, seeking to engage residents that access the Personal Budget Service and those in receipt of a Direct Payment, as well as wider stakeholder groups, in sharing their reflections on the Personal Budget Service, helping to inform a retender process.

During that period a comprehensive communication plan was implemented to raise awareness of the proposal across the borough, with a strong emphasis on engaging those that use the service. Letters were distributed to 1076 adult recipients, as well as 123 parents and carers of children in receipt of a Direct Payment. A total of 1199 letters were distributed to Direct Payment services users informing them of the consultation and how they could engage in the consultation process.

An email was also distributed to all stakeholders, including the Vision Partnership, Elected Members, equality groups, and health and social care providers. Supporting documentation was made accessible on the council's consultation webpages and social media was heavily utilised throughout the period to share key messages about the consultation. In addition, E-View, the council's database for residents who wish to be kept informed of consultations, were notified via a monthly newsletter.

Participants were surveyed using a questionnaire tool made up of open and closed questions, over a period of 5 weeks, providing respondents the opportunity to reflect and share their thoughts on the proposal. An easy-read version was also available to all residents and service users. The questionnaire was made available both digitally and offline, with the questionnaire being accessible on the council's consultation web page, as well as in hard copy format, on request. Telephone support was also provided to residents and service users that requested it.

*A copy of the questionnaire is included at the end of this document, located in Appendix B.

3. Consultation responses

A number of open-ended questions were included in the questionnaire to give respondents the opportunity to comment on the current service, as well as suggest alternative approaches to improving the Personal

Budgets and Direct Payments service. Respondents were also provided the opportunity to express an interest in being part of a wider engagement group, supporting the tendering and evaluation process.

Throughout the consultation period the following responses were received:

- 47 completed questionnaires from residents and stakeholders
- 71 completed easy-read questionnaires from residents and stakeholders.

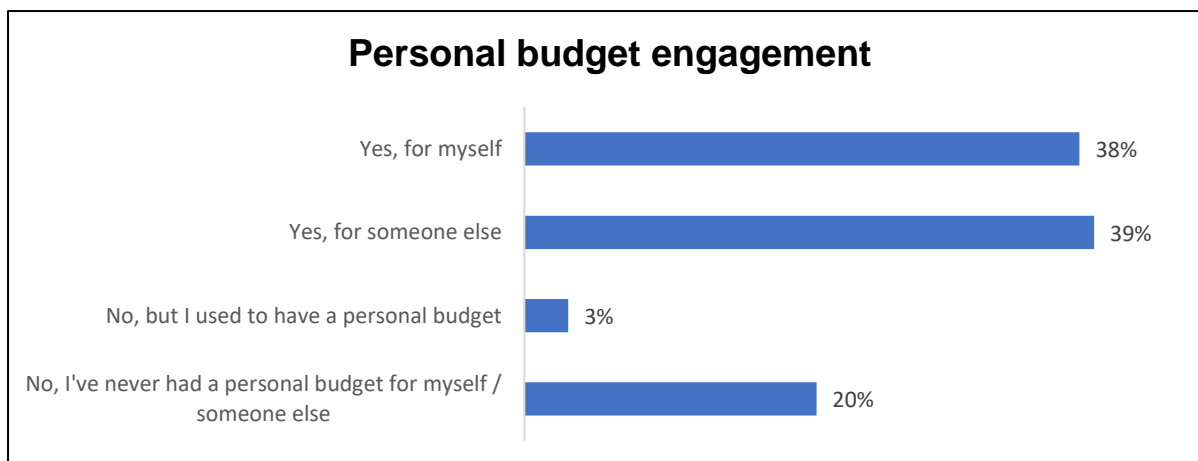
Analysis notes

- Results are presented in the questionnaire format with 'Don't know' type responses removed unless stated.
- Comments have been categorised where feasible. Unless otherwise stated, categories with 3 or more responses are shown. Categories may overlap and a comment from one respondent included in multiple categories. A sample of comments [verbatim] are included in the report. Comments may be abbreviated so that only the relevant extract is included. One comment may be coded into multiple categories, and each category may only cover a certain aspect of the comment, for example a respondent may have made both positive and negative comments about the same aspect.
- If there has been a low response to a question, results will be presented numerically rather than as percentages.
- Base: unless otherwise stated the base is the number of respondents to a particular question.
- Data has been cleansed where appropriate, e.g., comments moved into existing responses.

4. Survey responses

4a. Access to Personal Budgets and Direct Payments

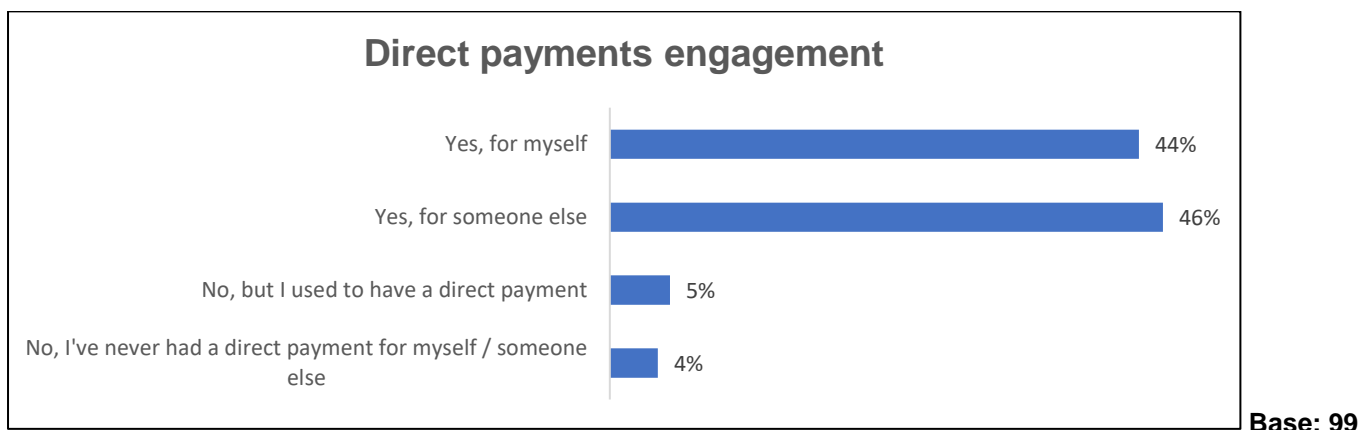
Respondents were asked whether they had experience of engaging with the Personal Budget service. Of the 117 responses received, 44 (38%) respondents have a Personal Budget and 46 (39%) manage a Personal Budget on behalf of someone else. 4 respondents (3%) previously had a Personal Budget. 23 respondents (one-fifth) have never had a Personal Budget, either for themselves or managing it on behalf of someone else.



Base: 117

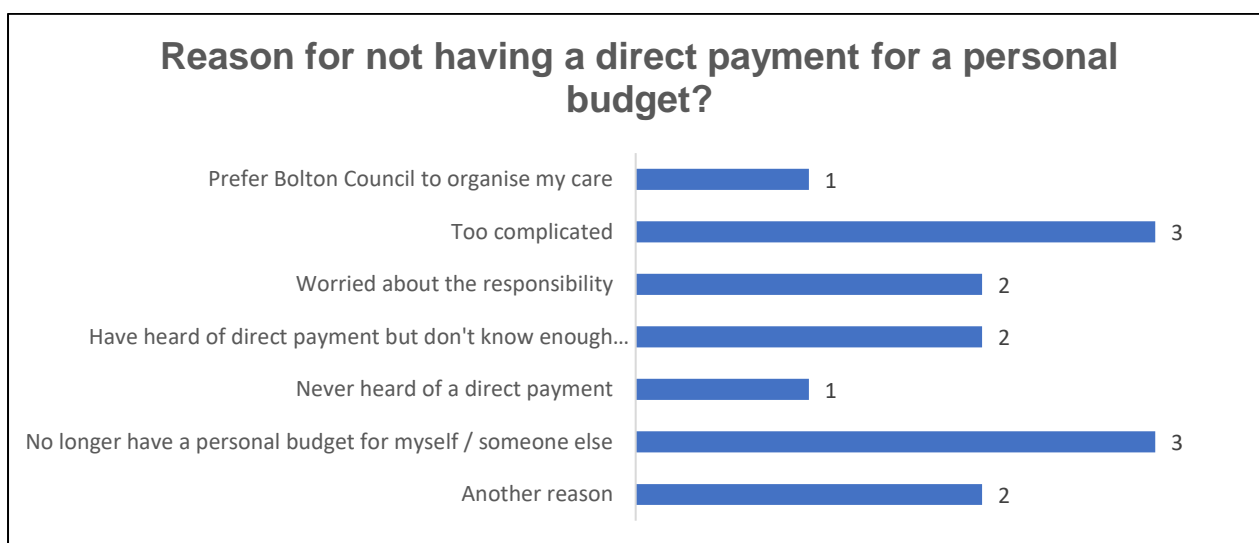
4b. Direct Payments

Respondents were asked whether they had experience of engaging with the Direct Payments service. Of the 99 responses received, 42 (44%) respondents have a Direct Payment and 44 (46%) manage a Direct Payment on behalf of someone else. 5 respondents (5%) previously had a Direct Payment. 4 (4%) respondents have never had a Direct Payment, either for themselves or managing it on behalf of someone else.



4c. Reasons for not having a Direct Payment.

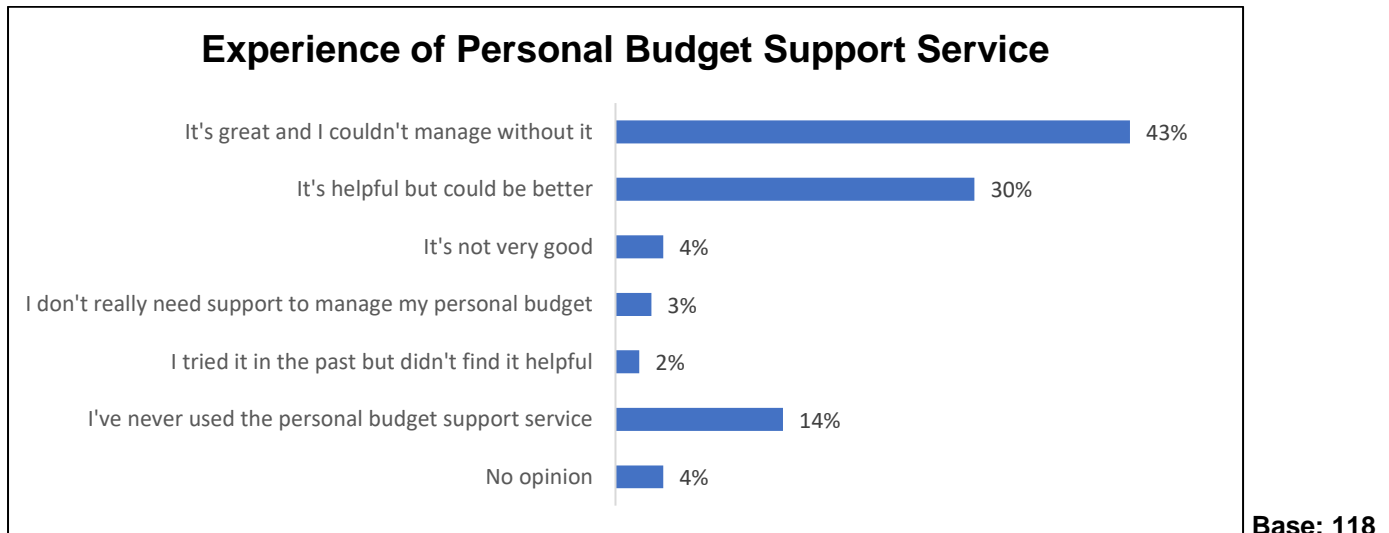
Respondents were asked to reflect on reasons why they had not opted to receive a Direct Payment. 9 respondents offered their feedback, with 3 individuals stating that the service is too complicated. 3 individuals stated that they previously had a Direct Payment, but no longer receive it. 2 individuals are worried about the responsibility of managing a Direct Payment, and a further 2 respondents stated that they don't have enough information about the service. Of those that stated 'another reason' (2), this highlighted financial concerns of not being able to afford access to the service, "I can no longer afford direct payments since the contribution has increased".



Base: 9 – multiple choice

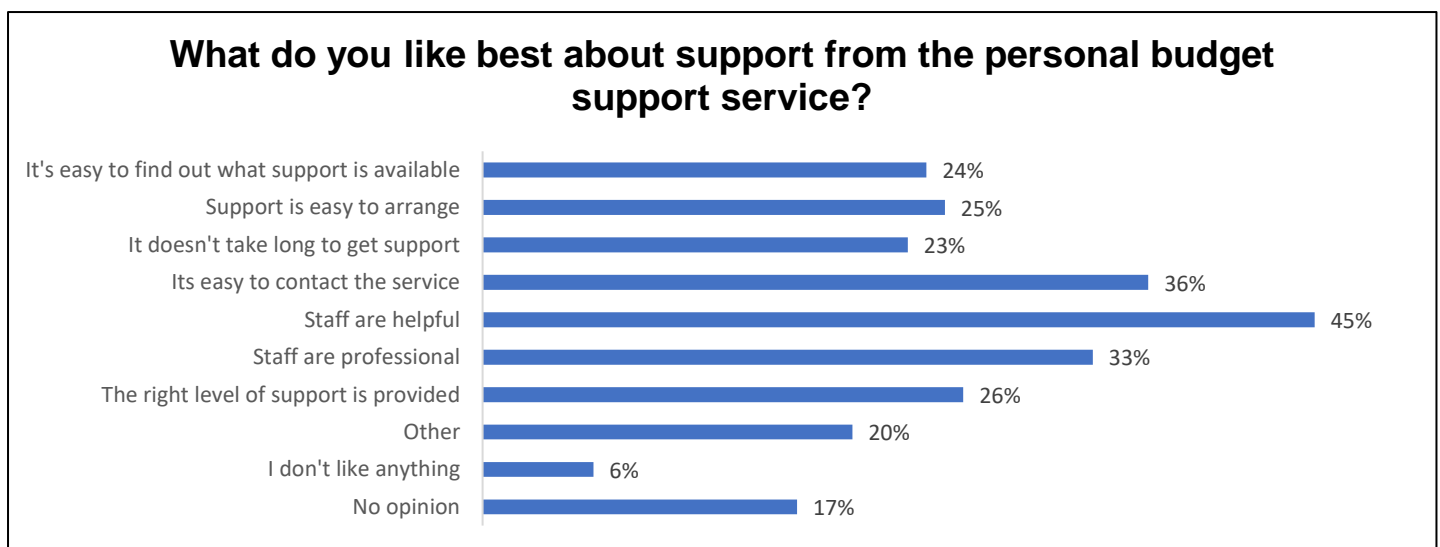
5. Stakeholder experience of personal budgets

Residents and stakeholders responding to the survey were asked to consider their experience of the Personal Budget Support Service. Of the 118 individuals responding, 51 (43%) respondents said that the *“service was great, and they couldn’t manage without it”*. However, 35 respondents (30%) stated that the *“service was helpful, however could be better”*. 5 (4%) residents thought the service was not very good and 2 residents had tried the service previously, but didn’t find it helpful.



6a. Current service provision

Residents and stakeholders were asked to consider the positive features of the Personal Budget Support Service. Of the 87 responses received the top three features include the helpfulness of the staff (39 responses – 45%); ease in which to contact the service (31 responses – 36%); and professionalism of staff (29 responses – 33%).



Base: 87 – multiple choice

6b. Of those that stated 'other' (17 respondents – 20%), 16 individuals went on to expand on their answers. Comments were categorised into 3 key themes.

Theme	Number of responses
Service is difficult to access and understand	6
Lack of information and communication	6
Engagement with the service	5

Service is difficult to access and understand.

Comments received under this theme outline service user's frustrations when trying to find information about the service, particularly when dealing with multiple partner organisations.

"Find it difficult to access information about the support available".

"The service could be better, as having 2 separate organisations is confusing i.e. Salvere and Disability Positive".

"It is very complicated process and find it to be very stressful and anxiety provoking".

Lack of information and communication

Comments under this theme highlight the difficulty in getting the appropriate level of information to support the recipient, as well as experiencing challenges when engaging with the service team.

"I also don't receive any information of how my daughter's budget is spent. It is a load off my mind, but it is like having an invisible service overall.".

"More info needed at the onset regarding a) keeping of receipts & how often to submit them. b) Exactly how the budget can be used, eg: can more than one care agency be used?".

"It would be good to know who to contact - a list of social workers who help 20yr olds with an EHCP now that 'transition' is over".

"I am very frustrated regarding communication with the Direct Payments team".

"Difficult to get in touch with finance, so don't get help easy".

Engagement with the service

Comments under this theme positively remark upon the provision recipients have received from the service.

"Staff contacted me to guide me through the set up process and were friendly to speak with".

"Staff are helpful, respectful and listen and we are creative to ensure that a personal budget was the right service".

"My brother is in receipt of Direct Payments, which helps pay for carers to take him out 3 days per week. It is paid into a joint bank acc, which makes it easy for the firm of carers he uses to take their payments by Direct Debit. There is an audit on the acc and this makes it simple to pay back moneys not spent for his care".

7. Proposed improvements

The consultation asked respondents what support they would want a future Personal Budgets Service to offer. 60 comments were received, both from stakeholders who are currently engage with the service, as well as those who have no experience of the service. These comments are categorised into 6 key themes.

Theme	Number of responses
Communication	19
Access to information	18
Affordability	9
Effective service/offer	11
Current support not effective	7
Other	3

Communication

Comments received under this theme outline challenges when engaging with the service and appropriate methods for engagement, including direct contacts for different service areas. Other comments received expressed a concern with not understanding what support the service could offer, as information isn't readily available.

"A team of dedicated workers who know the system and are available on a dedicated number for help / support".

"By giving a named person and direct tel to contact in case of queries".

"Either send a confirmation email (if they have one) when any letters/emails go out to the employer. They could write the number of the extension or email of who/how to contact specifically for that department".

"Getting a group together, people can meet who's in the same boat. A group leader explaining about the Personal Budget support service. It doesn't need to be private between social workers and families".

"I think the personal budget support service staff should communicate regularly with the person managing direct payments. They should remind us what support they can provide to us".

"Please could the service do regular contacts, to check in on how I'm getting on with the service. No idea who I would contact about the service. Only know of Salvatory".

"When I needed to find an alternative Support Agency it was difficult to get anyone to reply to my query. I had to contact the Learning Disability Team to get my message to Salvere to contact me. It's not easy to contact them, or for carer's to get help for their relatives.".

Access to information

Responses received under this theme outline how further information on the range of information, advice, guidance and support would be useful for those in receipt of a Personal Budget / Direct Payment.

"A printed explanation of how the budget is allocated & how it works would be useful. In reality staff talk using lots of jargon/shorthand, which they clearly grasp, but which you can't remember when they've gone".

"Give more information regarding what other things could be bought with personal budget".

"Explain better what the personal budget covers".

"The timing of the direct payment each month can vary, so it's not always clear as to which period the payment relates - a clear marking on the remittance advice, or even a schedule/plan would be helpful. The cover letter that accompanies the remittance advice notes that Bolton Council can be contacted for related queries. It's therefore quite difficult to understand where the relative remits of Bolton Council and Salvere begin and end; a clear illustration of which party is responsible for what would be helpful".

"It would be helpful to my parents and carers to have access to a monthly spreadsheet which indicates income expenditure and charges".

"I would like to see emails about more activities in the area that are available for Special Needs Adults".

"Keep up to date with how much budget you have used, whether going under or over budget. So we know where we are at throughout the year".

"Providing a platform where we can check our employees (P.A) holiday entitlement or sending us an update once/twice a year".

"Support finding staff/PA's, training for them and me".

"The yearly audits are really difficult to put together, especially now they need the payslips as well".

Affordability

Respondents commenting on the theme of 'affordability', expressed concern with rising costs of contribution payments, as well as expanding what payments can be used for. In addition, comments also referenced having access to information about additional benefits and support.

"Abolish/lessen financial contributions. I'm on a low income (income related disability benefits) and the personal contribution is too much for me to afford. I'm really struggling".

"Assessment is good at identifying what a person needs but the personal cost can then make it too expensive".

"I'm unsure how else the money could be used but if it's been paid why can't we use it at all?"

"I would like more help with my care, but what is the use asking because my contributions has tripled in the last year. Afraid to ask for help because, just in case, you take back what you have already given".

"I think everything will help in this tough time, like vouchers or gifts which may be get it from supported companies."

"Include my direct payments petrol, taxi and travel support".

Effective service/offer

A number of respondents used this space to reflect upon the positive service they had received.

"For me, no improvements are needed, it's great".

"My support is sufficient to meet my needs".

"The service was very easy to get in touch with and were very helpful".

"The way it is set up now seems to work best for us".

Current support not effective

Other respondents reflected on how the current service offer is not meeting their needs.

"Too much paperwork, complicated & tiring to comply".

"Undertaken a review of parent needs with the social worker - created a care plan, but the agency isn't effective and doesn't follow the plan. They're not doing their job properly".

"They need to process clients in good time & not leave PAs with no pay & need to be easier to contact when it's all first set up. I kept being sent round in circles because they were apparently unaware of who my payroll clerk was. Basically if they could process all the paperwork they were sent in a timely fashion it would be much less stressful / may actually be helpful".

Other

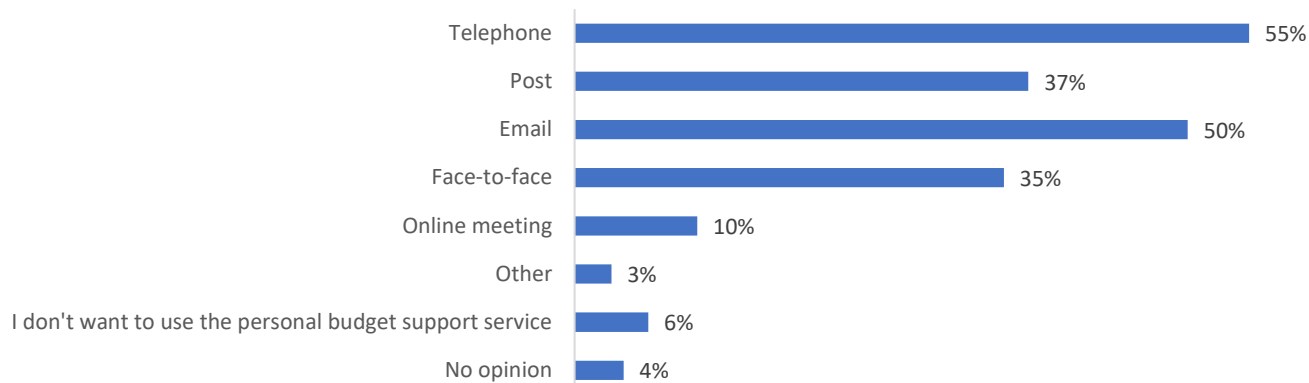
Other comments received were around employing others, not duplicating work and equality:

- *"I don't think it's right to force disabled people to employ others on minimum wage and not cover their travel costs or any work related expenses. I would rather someone employed by the council come to care for me because I know they would at least be an employee of a unionised workplace and have rights".*
- *"Its a niche focus, avoid duplication with who else offers the same."*
- *"Carry on allowing the recipient of a personal budget to use it and ensure they can have a life on a par with their peers".*

8a. Preferred contact method

The top three preferred methods of engagement for responders are telephone (63 responses / 55%); email (58 responses / 50%); and post (42 responses / 37%). Of those that replied 'other', responses included WhatsApp and cancelling payments altogether as *"finds the process too stressful"*.

Preferred contact method



Base:115 – multiple choice

8b. Proposals for making the service more accessible.

Residents and stakeholders were asked for suggestions on making the service easier to engage with. 43 comments were received which were categorised into 7 key themes.

Theme	Number of responses
Designated service contact	10
Traditional engagement methods	10
Improving marketing	7
Improving customer service	7
Regular updates	4
Satisfied with the current offer	4
Other	4

Designated service contact

Respondents were keen to suggest that having a named contact and contact details would help improve the relationship and engagement with the service.

- *“Named staff - where they are based and a phone number, email address”.*
- *“Nominated clerk/manager with mobile tel/email address”.*
- *“To be able to speak to just one person, who is not only friendly, professional on the phone, when speaking to them, which is the best way to help them in dealing with the account (eg filling in timesheets)”.*
- *“Cards with contact details”.*

Traditional engagement methods

Comments received suggested the continued use of traditional communication methods, as well as the addition of webchat and having a text messaging service.

- *“Prefer emails as I work full time, so need to cater for my daughter's care. It's hard to answer the phone at work”.*
- *“Free call telephone number, more accessible hours”.*
- *“Through 'Live Chat' function on the website”.*
- *“By Text Service”.*

Improving marketing

Comments under this theme reflected on the lack of information available about the service.

- *“Ensure people with a Personal Budget know there is a support service available and what sort of support they offer”.*
- *“More information should be provided about what help is out there like through leaflets, posters, group meetings etc”.*
- *“Clearly identify what the support on offer is and make it - along with the contact details - more prominent in the documentation provided”.*

Improving customer service

Customer service, including call handling times, is an area respondents believe would improve engagement with the service.

- *“I've often rung, emailed unable to speak to anyone for discussion about service”.*
- *“Make sure there is always someone available to answer the phone during office hours”.*
- *“More staff to answer calls and local drop in sessions for people who find it hard to travel”.*

Regular updates

A handful of comments were received outlining the limited contact from the service.

- *“There is no contact with the service, it's all one way. They only contact us when a review is needed”.*
- *“Ensuring that families who access direct payments etc are updated with the availability of this service”.*

Satisfied with the current offer

Some respondents used this space to reiterate their satisfaction in the current service delivery model.

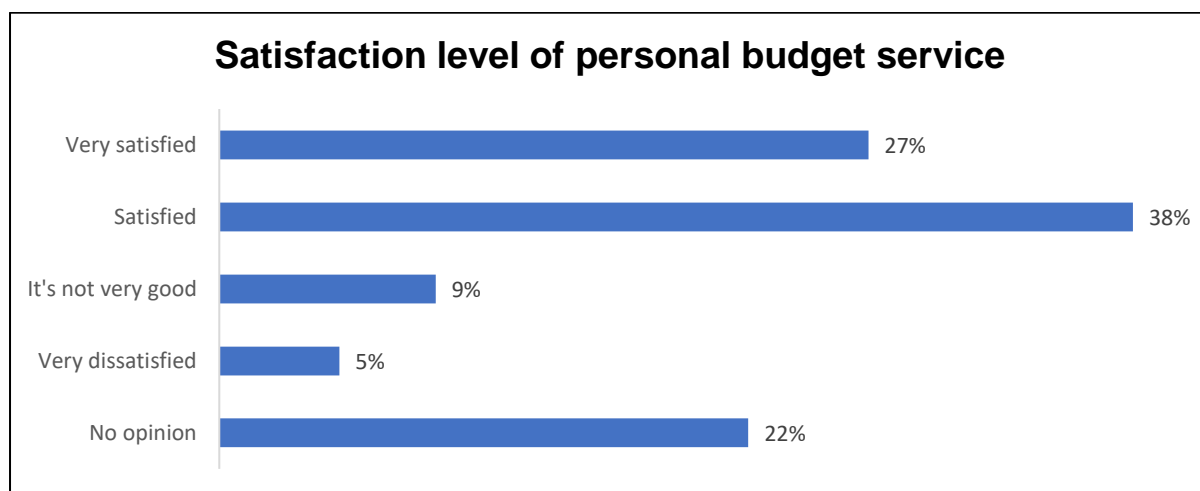
- *“I am happy with the current form of communication”.*
- *“I think that it works well now. I don't need to change anything”.*

Other

Other comments received were generally around accessibility of engagement, particularly for those with protected characteristics; *“accessibility for all. Web site interpreters including BSL and lip-speakers”, “reinstate estate offices”.* Further to this was a comment around ensuring partner and wider agencies were informed of the service and the provision on offer, *“the Council could advise local GPs and other mental health services to inform those that need help of the Personal Budget Support Service”.*

9a. Stakeholder satisfaction levels

Over half of respondents were either very satisfied or satisfied with the service they receive (72 responses / 65%). 15 (14%) respondents reported not being satisfied by the service they receive.



Base 111

9b. 30 respondents reflected further on their experiences with the Personal Budgets Service. Comments were around themes of:

- Improving information – 8 comments
- Satisfaction with the current service – 8 comments
- Service processes – 7 comments
- Communication – 7 comments
- Finance support - 6 comments
- Partnerships – 4 comments

Improving information: Respondents are unclear what the service does and what it offers; *“unclear what is actually available, what the assessment covers and what the actual personal cost is”*; *“I don’t know what it is or how it can be accessed”*. Being unclear of what a Personal Budget or Direct Payment is, was also frequently asked by those that telephoned the Consultation Team on receipt of the initial consultation correspondence.

Satisfaction with the current service: Respondents remarked upon how the service is positively enabling service users, as well as their general satisfaction for the service they receive; *“it enables my daughter to have a life and have hobbies and be able to socialise and exercise; “the personal budget supports my daughter to be independent (with full support) outside the home”*; and *“it’s really great service and we proudly appreciate your support for our son”*.

Service processes: Comments generally reflected challenges and frustration with the service, including monitoring of budgets; *“reviews are often late due to demand of other work”*; *the service is quick to chop the budget, there aren’t any additions and it’s not very flexible*; *“there are too many barriers in the way to be able to access support, I’m not sure who this service is designed for”*; and *“there should be more auditing of personal budgets to ensure they are used appropriately and for social care needs”*.

Communication: Some respondents commented on the communication challenges they face when needing to engage with the service; *“every review has a different social worker, who aren’t familiar with the service users, so feels like we’re going through a new meeting process every year. We’re close on one-dozen social workers now”*; *“I’m not entirely confident I would be able to find the right assistance at the first time of asking”*; and *“just unsure why despite annual audits, clients still get missed regarding their annual uplift, in terms of care package finances. This is what happened in our case, until i picked it up. very nearly had no money left in account”*.

Finance support: A number of comments were received asking what other resources could Personal Budgets be spent on, as well as requesting more frequent updates on budgets; *“I would like to know what else it can be used for as you have at my request taken back monies not spent”*; *“I would like to know what my personal budget is (amount), as I am concern that with the current Gov announcements, that the personal budgets would either by stopped/cut”*; and *“at the moment my partner and carer is in a benefits trap where we’re better off with him caring for me than working because I can’t afford my care”*.

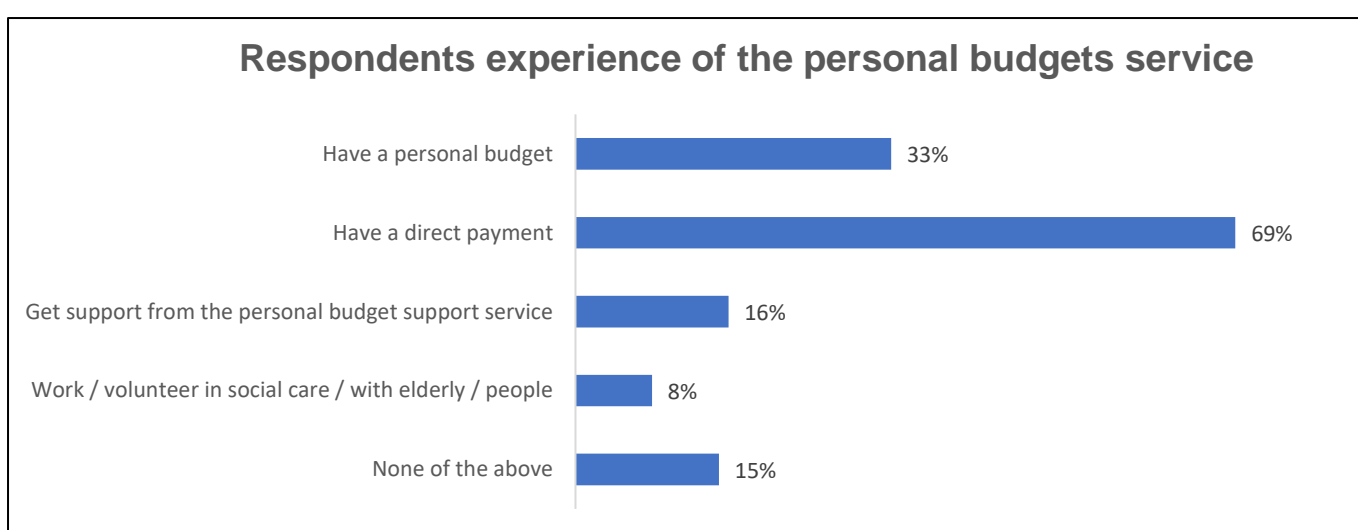
Partnerships: Some respondents reflected upon the engagement with wider service providers and partners; *“satisfied with the budget, but the agency service let the personal budget support service down, as plans aren’t followed”*; and *“my social worker continually ignored my preferred method of contact (email). On the plus side my social worker seemed understanding of my struggles & implemented a flexible care plan, after that it felt like it all went downhill”*.

10. Further engagement with stakeholders

All residents and stakeholders taking part in the survey were asked whether they would like to be kept informed of any further opportunities to engage with the service, helping to inform the tendering process. 46 respondents expressed an interest in being part of a stakeholder group.

11a. Respondent's experience of the personal budget service

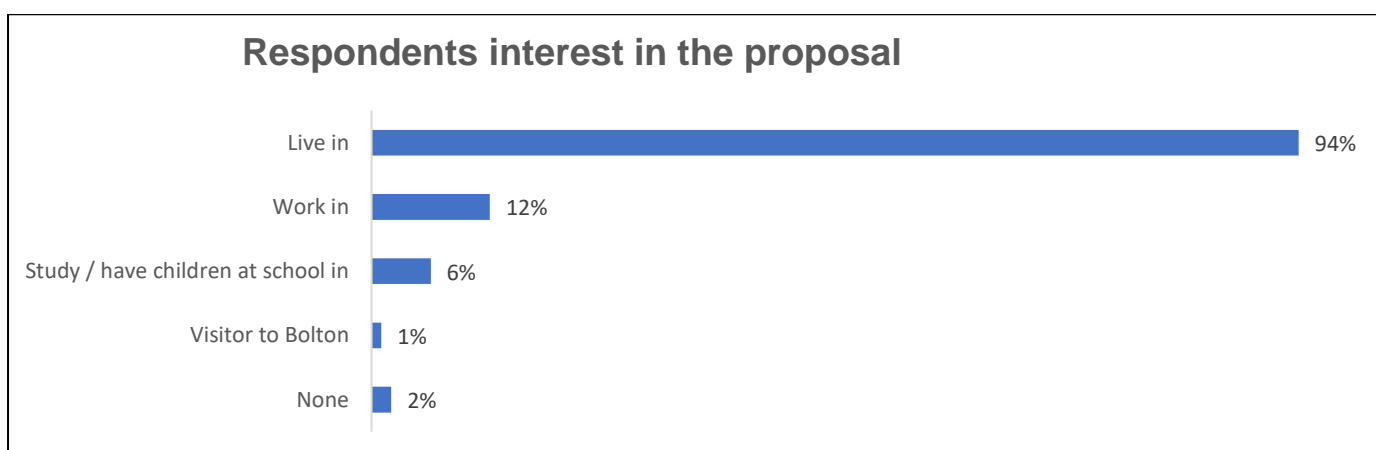
Respondents to the survey were asked to outline their interest in the personal budget service and retendering process. Of the 115 stakeholders answering this question, one-third (38 respondents) stated they have a Personal Budget. Over half of the respondents have a Direct payment (79 respondents / 69%). 18 respondents have received support from the Personal Budget Support Service and 9 stakeholders work or volunteer in the care sector.



Base: 115 (multiple choice)

11b. Respondents interest in the proposal

Respondents were asked what relationship they have with the borough of Bolton. Of the 118 stakeholders responding, 111 (94%) live in the borough.



12a. Demographics: Geographical location

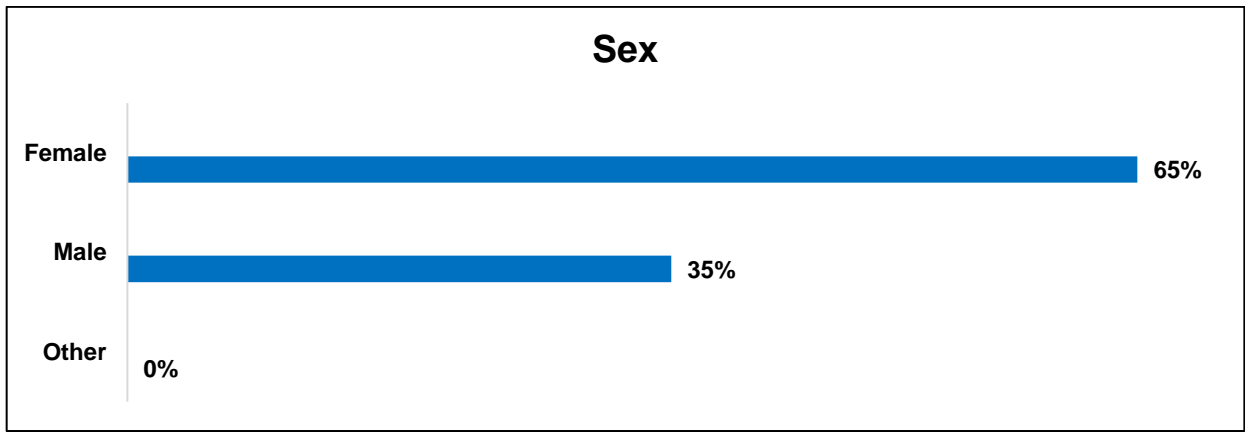
A total of 111 respondents provided their full postcode. The table below outlines the demographics of respondents by geographical neighbourhood. Of the 6 geographical Bolton neighbourhoods, 11% of respondents are from the South; 20% of respondents are located in the West of the borough; 17% of respondents are located in the North; 12% are located in the East; whilst 23% are located in Central South and 15% are located in Central North. 3% of stakeholders are located outside of the borough.

(**Note:** Neighbourhoods are a local geography for integrated health and social care; all have a population of around 50,000 residents. For further information please visit: <https://www.boltonjsna.org.uk/>).

<p><u>Neighbourhood 1:</u> <u>South – 11%</u> Harper Green Farnworth Kearsley</p>	<p><u>Neighbourhood 2:</u> <u>West – 20%</u> Westhoughton South Westhoughton North & Chew Moor Horwich North East Horwich & Blackrod</p>	<p><u>Neighbourhood 3:</u> <u>North – 17%</u> Smithills Astley Bridge Crompton Bradshaw Horwich North East Bromley Cross</p>
<p><u>Neighbourhood 4:</u> <u>East – 12%</u> Crompton Tonge with the Haulgh Bradshaw Brightmet Little Lever & Darcy Lever</p>	<p><u>Neighbourhood</u> <u>5: Central South – 23%</u> Great Lever Hulton Rumworth Heaton & Lostock</p>	<p><u>Neighbourhood 6:</u> <u>Central North – 15%</u> Halliwell Crompton Heaton & Lostock Smithills</p>
<p><u>Outside of area: 3%</u></p>		

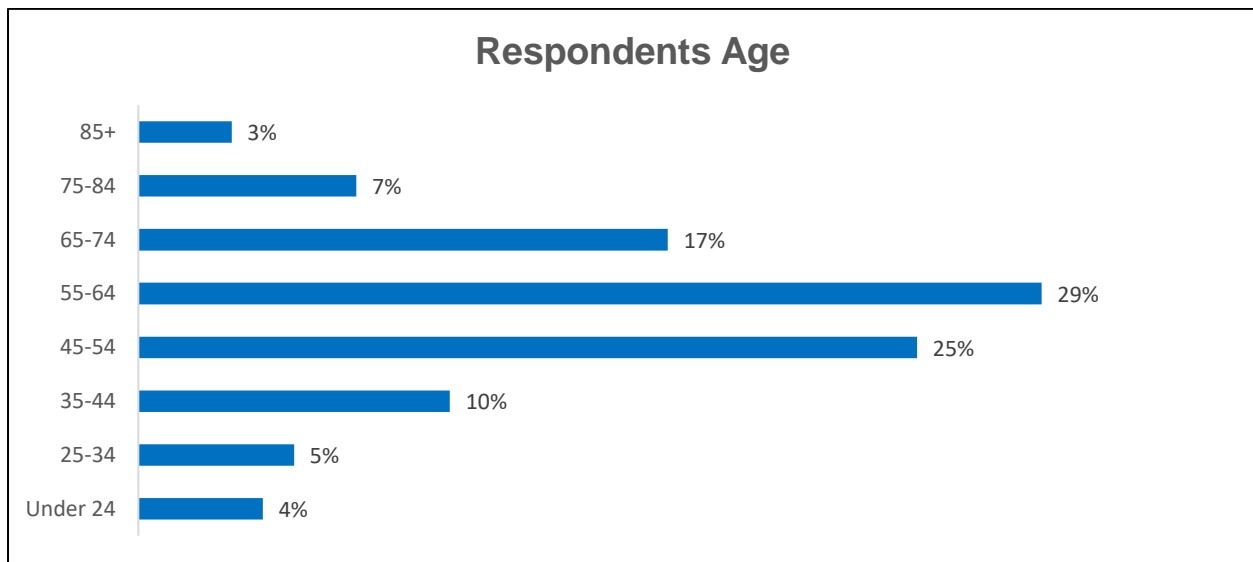
12b. Gender

114 responses were received providing the respondent's gender. 74 (65%) respondents' identity as being female, 40 (35%) as male. No respondents identified as 'other'.



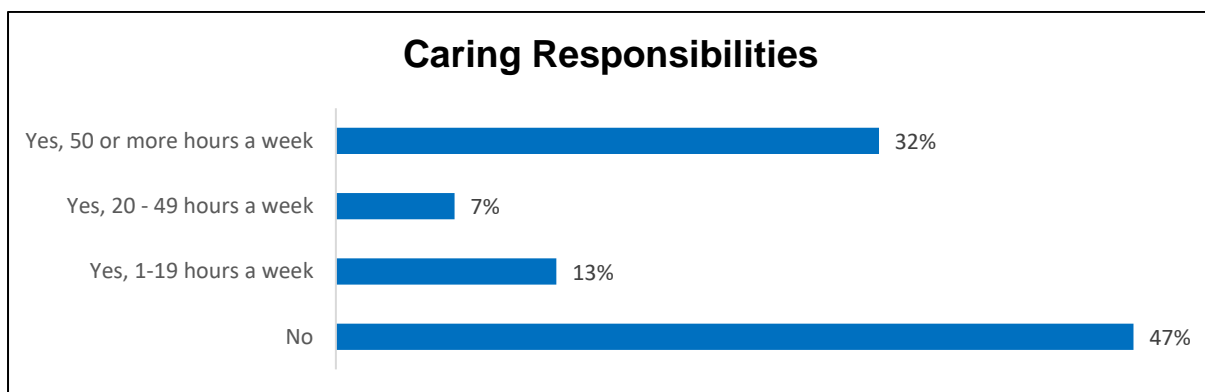
12c Age

Responses were received from individuals in all age categories. 4 (4%) responses were received from individuals under the age of 24 years. 78 (69%) respondents are aged between 25 – 64 years. 30 (27%) responses were received from individuals above the age of 65 years.



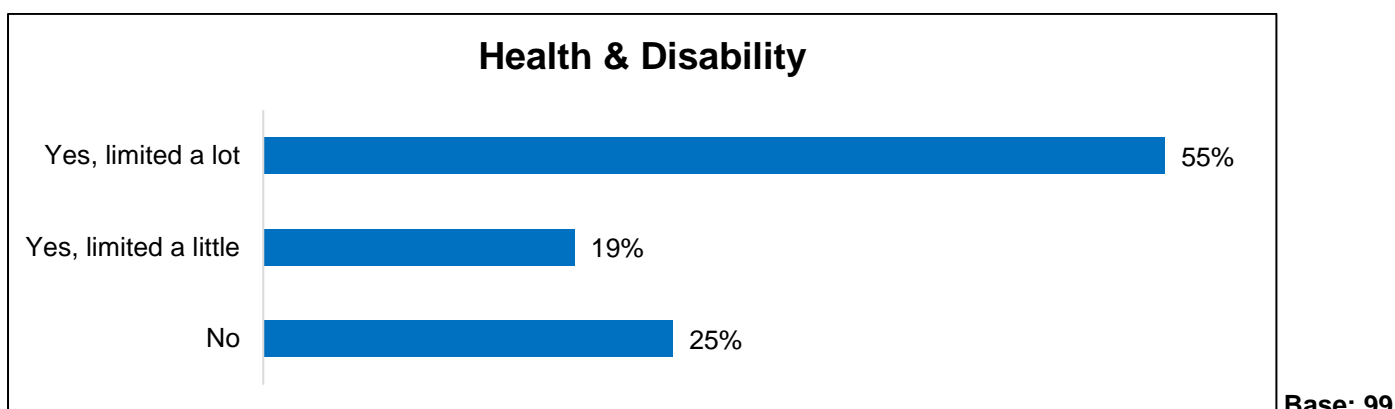
12d. Caring status

Respondents were asked whether or not they had any caring responsibilities. Of the 99 responses received 57 individuals stated they cared for someone else, this was over half of the responses received (52%)



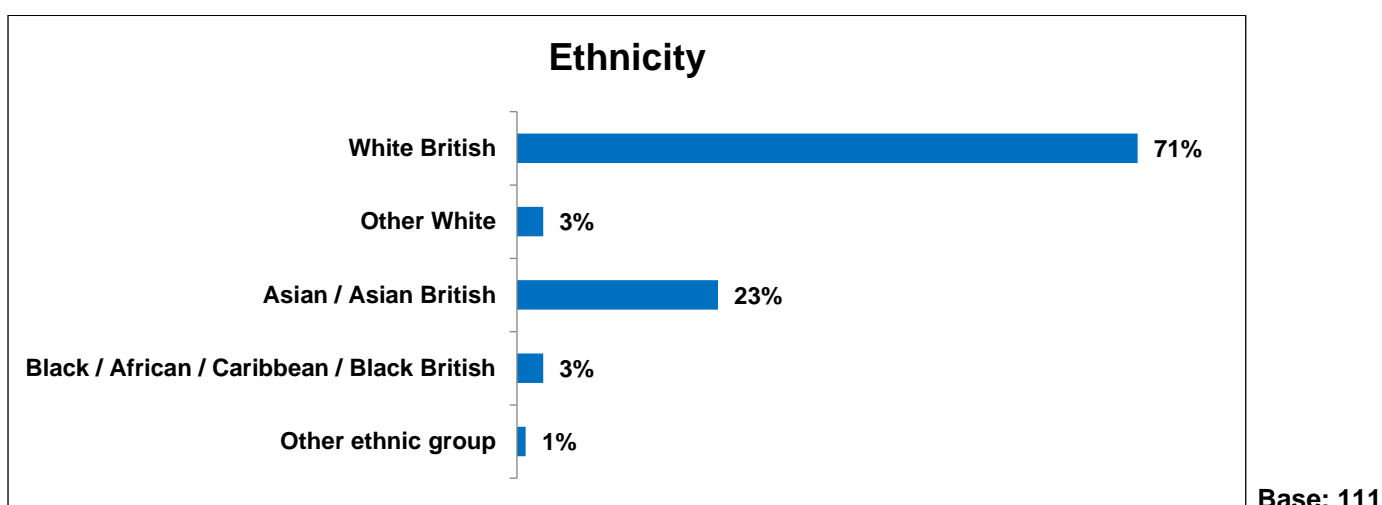
12e. Health and disability status

Residents and stakeholders responding to the survey were asked whether they had any long-term physical or mental health challenge or disability. Of the 99 responses received nearly three-quarters (82 stakeholders / 74%) are limited in some capacity.



12f. Ethnicity

111 respondents provided their ethnicity when undertaking the consultation. 79 (71%) reported as being white – British and around 30% (32 responses) report as being from other ethnically diverse communities, this includes 23% from the Asian / Asian British community.



13. Summary

Between the 4th January and 8th February 2023, Bolton Council ran a public consultation seeking to engage residents that access the Personal Budget Service and those in receipt of a Direct Payment, in sharing their reflections on the Personal Budget Service, helping to inform a retender process. 118 residents and stakeholders reflected upon the service and fed back their comments, helping to inform the retendering process. 90 individuals (77%) stated they, or someone they know, has a Personal Budget and 86 (90%) stated they have a Direct Payment for themselves or someone else. For those that do not have a Direct

Payment for their Personal Budget, 3 people stated they found the service too complicated, 2 individuals were worried about the responsibility of managing a Direct Payment and 2 didn't know enough about the service or couldn't afford it.

51 (43%) individuals stated that the service "*was great and couldn't manage without it*". 35 (30%) individuals think the service is helpful, but it could be better.

The features that stakeholders like best about the Personal Budget service include staff being helpful (39 responses); ease of contacting the service (31 responses); and professionalism of staff (29 responses). However, some residents went on to state that they found the service difficult to access and understanding of the service and the provision available was limited. In addition, some respondents found the lack of information about the service challenging. Whilst others experienced difficulties when communicating with the service team – "*an invisible service*".

Stakeholders were provided with the opportunity to outline suggestions that could help improve the current service offer. Suggestions included developing better communication channels with service users, as well as enhancing the information available to stakeholders and improving the access to information.

The preferred methods of engaging with the Personal Budget service are via telephone (63 responses), email (58 responses) and post (42 responses). However, webchat and text messaging were seen as an alternative to traditional engagement methods. Residents and stakeholders also suggested having a designated service contact and improving customer services, as ways of making it easier to engage with the service. Improving marketing material about the service and how to engage with the service were also recommendations received.

72 stakeholders (65%) were generally satisfied or very satisfied with the service, with 38 respondents requesting to be kept informed of opportunities to further engage in service development.

Additional comments received about the Personal Budget service were around the lack of information available about the service; being satisfied with the current service offer; making improvements to service processes; and communication challenges with the service team.

Of the service users taking part in the consultation 111 (94%) are residents of the borough. 74 (65%) are female. 78 (69%) are of working age (between 25 – 64 years). 57 (52%) respondents have caring responsibilities, whilst 82 (74%) have some form of personal health challenge or disability. 32 (30%) are from communities facing racial discrimination.

Personal budget support service review

Consultation period: 4th January to 8th February 2023

If you have access to the internet you can find this questionnaire online and read the background documents by going to www.bolton.gov.uk and searching for 'Active consultations'. However, if you need paper copies of any documents please ring our Consultation & Engagement Team on 01204 334875.

We're currently reviewing our personal budget support service. A personal budget is the amount of money the council pays towards someone's social care services or support. The amount paid is decided by the council following a needs assessment. The needs assessment looks at what care and support is needed, how much it will cost and how much the person needing support can afford to pay towards their care.

A personal budget can be managed by the council, paid to another care provider, or paid as a direct payment. Our personal budget support service helps adults and children who need help managing their direct payment.

A direct payment allows someone [or their representative] to arrange their own care. This gives them the maximum choice and control over the support they receive. A range of support is available, including recruiting the right carers and dealing with the responsibilities of an employer.

We want to make sure that we're providing the right kind of support to people who get direct payments. We have a legal duty to provide support and aren't looking to reduce the support we offer, just to improve it where needed.

If you have a personal budget, support someone who does, or have an interest in the personal budget direct payment support service please take part in this consultation. Your views will be considered alongside other information to help Bolton Council decide what improvements, if any, need to be made to the support we offer to those receiving a direct payment.

Please read the background documents for more information before giving your views. These can be found online at www.bolton.gov.uk under 'Active consultations'.

Your response - keeping your data safe

Most questions are optional so you can miss out any questions that you prefer not to answer.

Reports may be made public. If you're responding as an individual you won't be identified in any report; your responses will be anonymised and grouped with responses from other people.

If you're 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. This can be found online at www.bolton.gov.uk.

We use Snap Surveys professional software to collect and process your data. Their privacy policy can be found online at www.snapsurveys.com/survey-software/privacy-policy-uk/. Snap Surveys Ltd. follow the UK General Data Protection Regulation.

Your personal budget

Q1. Do you currently have a personal budget? This could be for yourself or for someone else.

You can tick more than one

- Yes, for myself
- Yes, for someone else
- No, but I used to have a personal budget for myself / someone else
- No, I've never had a personal budget for myself / someone else 1q- **please go to Q4**

Q2. Do you currently have a direct payment for a personal budget? This could be for yourself or for someone else.

You can tick more than one.

- Yes, for myself - **please go to Q4**
- Yes, for someone else - **please go to Q4**
- No but I used to have a direct payment for a personal budget for myself / someone else - **please go to Q3**
- No, I've never had a direct payment for a personal budget - **please go to Q3**

Q3. Please tell us why you don't have a direct payment for a personal budget?

You can tick more than one.

- Prefer Bolton Council to organise my care
- Too complicated
- Worried about the responsibility
- Have heard of direct payment but don't know enough about them / didn't think I could have them
- Never heard of a direct payment
- No longer have a personal budget for myself / someone else
- Another reason - **please go to Q3a**

Q3a. If you have ticked 'Another reason' please tell us why you don't have a direct payment.

Your feelings

Q4. Which one of these best describes how you feel about the personal budget support service?

Please tick one.

- It's great and I couldn't manage without it
- It's helpful but could be better
- It's not very good
- I don't really need support to manage my personal budget
- I tried it in the past but didn't find it helpful
- I've never used the personal budget support service - **please go to Q6**
- No opinion

The current personal budget support service

Q5. What do you like best about support from the personal budget support service?

You can tick more than one.

- | | |
|--|---|
| <input type="checkbox"/> It's easy to find out what support is available | <input type="checkbox"/> Staff are professional |
| <input type="checkbox"/> Support is easy to arrange | <input type="checkbox"/> The right level of support is provided |
| <input type="checkbox"/> It doesn't take long to get support | <input type="checkbox"/> Something else - please go to Q5a |
| <input type="checkbox"/> Its easy to contact the service | <input type="checkbox"/> I don't like anything |
| <input type="checkbox"/> Staff are helpful | <input type="checkbox"/> No opinion |

Q5a. Please tell us what else you like best.

Making improvements

Q6. We're interested in any ideas you have to improve the personal budget support service. If you haven't tried the service, what support would you want it to offer?

No suggestions

Using the personal budget support service

Q7. How would you prefer to get in touch with the personal budget support service / for the service to contact you?

You can tick more than one.

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Online meeting such as Zoom / Teams |
| <input type="checkbox"/> Post | <input type="checkbox"/> Another way - please go to Q7a |
| <input type="checkbox"/> Email | <input type="checkbox"/> I don't want to use the personal budget support service |
| <input type="checkbox"/> Face-to-face | <input type="checkbox"/> No opinion |

Q7a. If you have ticked 'Another way' please tell us more.

Q8. How could we make it easier for people to contact the personal budget support service?

No suggestions

Overall

Q9. Thinking overall, how satisfied / dissatisfied are you with the current personal budget support service?

Please tick one.

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- No opinion

Q10. Please use this space if you'd like to make any further comments about the personal budget support service.

Can you help?

Following this consultation, we will put together some proposals to improve the personal budget support service. We would like to do this with people who use the service and get their views. This could be through face-to-face or online meetings, by phone or in other ways.

If you're interested in taking part in this follow-up consultation please leave your details below and we'll get back to you once we have more information. You can change your mind at any time by emailing consultation@bolton.gov.uk, ringing 01204 334875 or letting us know when we contact you again.

Q11. Are you interested in helping us with follow-up consultation?

Yes

No - please go to Q17

Q12. Please let us know how we can contact you about follow-up consultation. If you tick 'Yes' please give your contact details below.

	Yes	No
Email	<input type="radio"/>	<input type="radio"/>
Post	<input type="radio"/>	<input type="radio"/>
Phone	<input type="radio"/>	<input type="radio"/>
Text	<input type="radio"/>	<input type="radio"/>

Q13. Name

Q14. Email address

Q15. Postal address

Q16. Telephone number

Your interest

Q17. Which of these apply to you?

You can tick more than one.

- Have a personal budget
- Have a direct payment
- Get support from the personal budget support service
- Work in the personal budget support service team
- Work / volunteer in social care / with elderly / people
- None of the above

Q18. Which of these describes why you've taken part in this consultation?

You can tick more than one.

- Live in Bolton borough
- Work in Bolton borough
- Study / have children at school in Bolton borough
- Visitor to Bolton
- Official response from Parish / Bolton borough Councillor / Elected Member - **please answer Q18b and Q18c then there are no further question for you, please do not answer Q19 - 24**
- Official response from a business / organisation / community group. You must have their permission to submit an official response on their behalf **please answer Q18b and Q18c then there are no further question for you, please do not answer Q19 - 24**
- None of the above - **please go to Q18a**

Q18a. If you have ticked 'None of the above' please say what your interest is.

Q18b. Please say which ward, business organisation or community group you represent

Only answer this if you are submitting an official response on behalf of a business organisation or group, or as an Elected Member or Councillor.

Q18c. Please say what your role is - in what official capacity do you represent the business, organisation or community group?

Only answer this if you are submitting an official response on behalf of a business organisation or group, or as an Elected Member or Councillor.

About you

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

Q19. Please give your full postcode

Q20. Are you...?

Please tick one.

- Female Male Identify in another way

Q21. Which age group are you in?

Please tick one.

- Under18 55 - 64
 18 - 24 65 - 74
 25 - 34 75 - 84
 35 - 44 85 or over
 45 - 54

Q22. Do you look after, or give any help or support to family members, friends, neighbours or others who need help because they have a long-term physical or mental ill-health / disability, or have problems relating to old age?

Please don't count anything you do as part of paid employment.

Please tick one.

- No
 Yes, 1-19 hours a week
 Yes, 20 - 49 hours a week
 Yes, 50 or more hours a week

Q23. Are your day-to-day activities limited because of a long-term physical or mental health condition or illness?

Please tick one.

- Yes, limited a lot Yes, limited a little No

Q24. What is your ethnic group?

Please tick one.

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

Thanks! Please post your form to Consultation & Engagement Team, 2nd Floor, Town Hall, Victoria Square, Bolton, BL1 1RU

