



Corporate Property Services

Report by Consultation & Engagement Team

April 2023

1. Background

The Council owns or operates a number of assets, including investment properties, educational and community assets, operation assets and land. It has a responsibility to ensure that its buildings are fit for purpose and compliant with relevant legislation and achieves the optimum return from the use of assets, in order to support the council's financial strategy.

Corporate Property Services act as the council's landlord, liaising with organisations, businesses and residents across the borough to sell and lease these assets. They arrange repairs and renovation and oversee new developments. They handle any property / plots of land transfers to the community, ensuring they are looked after and maintained to a high standard. This includes looking at security, maintenance and repairs. They make sure that buildings are safe and accessible for people who use them and things like heating, air conditioning, lighting, toilets and lifts are in good condition.

2. Methodology

Between the 10th March and 7th April 2023, the council ran a 4 week public consultation, seeking to engage residents and stakeholders that use assets within the Corporate Property Services portfolio, in sharing their reflections on how satisfied they are with the upkeep, maintenance and lease of the assets, as well as hear about where improvements could be made. During that period a comprehensive communication plan was implemented to raise awareness of the review across the borough. An email was also distributed to key stakeholders, businesses and employees that use council buildings. Further to this, emails and communications were distributed to schools and children's services that buy back Service Level Agreements. In addition, wider groups were as made aware of the review, including Elected Members and the Vision Partnership. Supporting documentation was made accessible on the council's consultation webpage and social media was heavily utilised throughout the period to share key messages about the consultation.

In addition, face to face engagement with residents took place at 9 libraries across the borough and 1 historic building, Smithills Hall. This enabled residents, including community groups, to outline key concerns, challenges and positive reflections they may have about the maintenance and accessibility of the council's public buildings and assets.

Participants were surveyed using a questionnaire tool made up of open and closed questions, providing respondents the opportunity to reflect and share their thoughts on the service received. 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.

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

3. Consultation responses

Throughout the consultation period the following responses were received:

- 158 completed electronic questionnaires from residents and stakeholders;
- A community group, made up of 11 residents interviewed at Harwood Library.

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.
- Due to the number of respondents, results are 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. Purchasing or leasing a property / plot of land from Bolton Council

Residents and stakeholders were asked whether they had purchased or leased a property / plot of land from Bolton Council's Corporate Property Services (CPS) in the last two years. Of the 155 responses to this question only 8 (5%) answered 'yes'. These respondents were then asked to rate how far they agreed with a series of statements relating to the purchasing or leasing of properties/land:

- 4 out of 7 **respondents agree** that the CPS "*offer a professional service*" and "*staff have a good attitude*".
- 4 out of 7 **respondents disagree** that "*it's easy to contact the right person in CPS*" and that they're "*given the relevant information needed*".
- 5 out of 7 **respondents disagree** that they "*received a response within a reasonable time*".

5 respondents went on to provide additional comments around the current delivery model, particularly around engagement processes.

"Inflexible approach, legals very slow".

"The property we had leased had been lost within corporate property and then it has been very difficult to get any idea of what we are to do now."

"Letting of my warehouse unit! Although robertsons and the legal team have a lot to be desired".

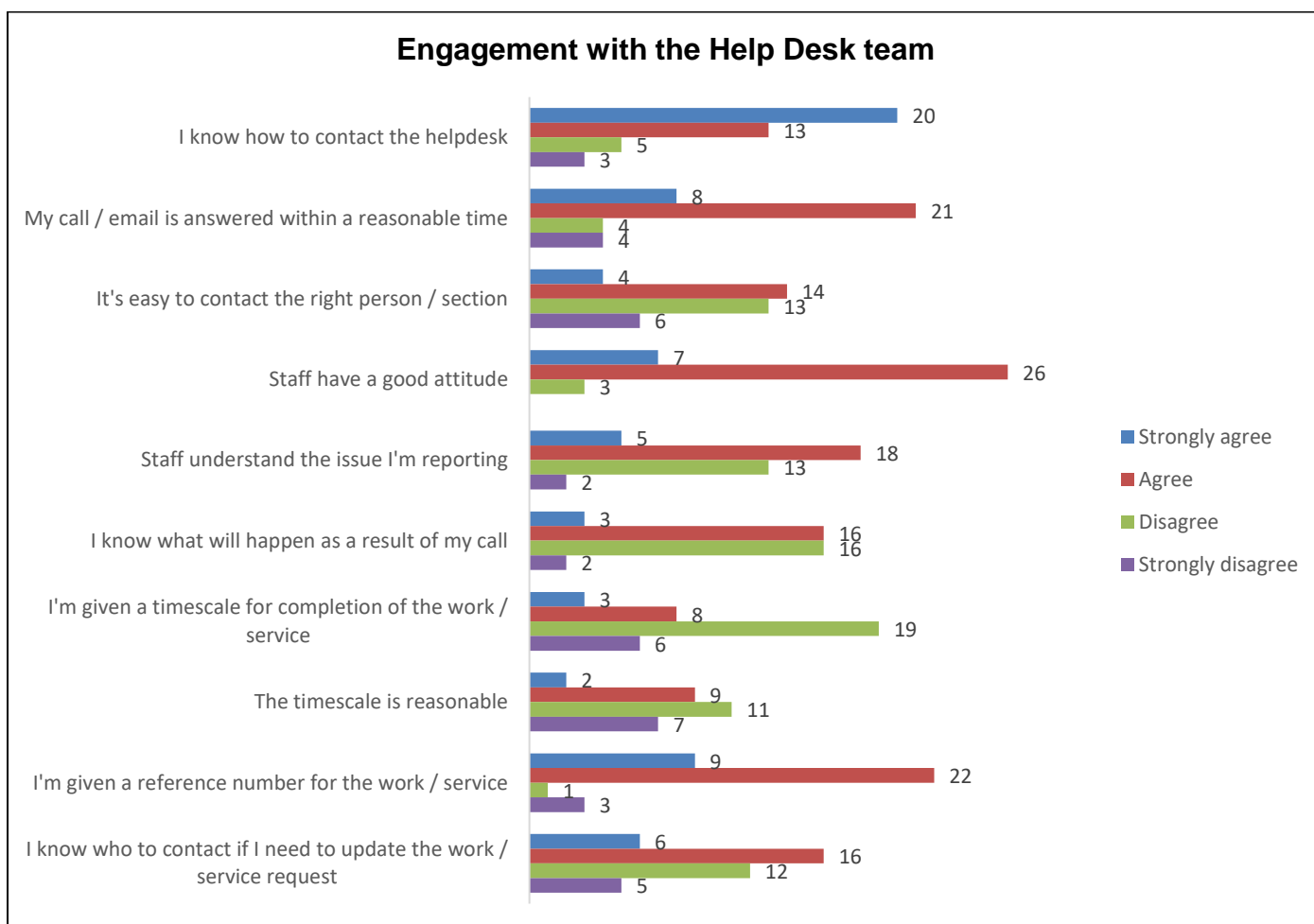
5a. Bolton Council – workforce engagement

From the 156 respondents answering this question, 49 (31%) were representative of the Bolton Council workforce. Bolton Council employee respondents were then asked to rate how far they agreed with a series of questions relating to operational delivery and processes.

5b. Engagement with the Help Desk team

Bolton Council employees, that work within properties maintained by the CPS, were asked to reflect on their engagement with the Help Desk team. The top three areas where staff had **strongest agreement** was around “*knowing how to contact the helpdesk*” (33 responses); “*staff having a good attitude*” (33 responses); and “*being provided with a reference number when raising a request for work*” (31 responses).

Areas where there is **greatest disagreement** are “*timescales for completing the work*” (25 responses); “*being able to contact the right person*” (19 responses); and “*timescales being reasonable*” and “*knowing what will happen as a result of the call*” (18 responses each).



Base average: 37 responses

21 employees went on to comment further. Their responses could be categorised into 3 key themes:

- Customer service (including accurately detailing requests)
- Delivery timescales
- Knowledge of local sites and issues

Customer Service: 8 comments were received under this theme. There was a general consensus that the Help Desk staff were approachable and answered calls quickly, however there are challenges beyond initial customer service, particular around delivery processes and communication.

"It is easy to contact the help desk to report a job but occasionally they do get the job request wrong e.g a contractor is sent out for fire alarm despite having reported the intruder alarm."

"Staff are helpful but sometimes they refer the job to the wrong contractor."

"Sometimes they just copy and paste the comments to a contractor without actually reading it. Also if you have a query they don't always get back to you."

"The helpdesk are very quick to respond however the details of the job often gets lost in translation resulting in incorrect contractors being appointed or engineers arriving without the correct tools to carry out the job."

"The helpdesk is very good at answering quickly. There doesn't appear to be any feedback though beyond an initial report."

Delivery timescales: 4 comments were received under this theme, which particularly focused on either being given no estimated timescales for delivery or waiting for significant periods before work is undertaken.

"A displaced service does not work - no idea of timescales and often work is cancelled without being told. Had to wait over 6 months for a blind to be repaired."

"On the occasions I or one of my colleagues have reported any issues we are given ridiculous long waiting times for things to be fixed, and then it isn't dealt with by the deadline given. I think we were waiting for us to have hot water tap fixed for 2 - 3 months (if not longer)."

Knowledge of local sites and issues: 3 comments were received concerning the location of the call handling centre, as well as the lack of knowledge concerning local sites and properties.

"It's ridiculous that we have to contact someone who is in Scotland when something is required in the Town Hall such as hand soap in the toilets etc."

"No local knowledge - calls seem to get answered by a remote call centre".

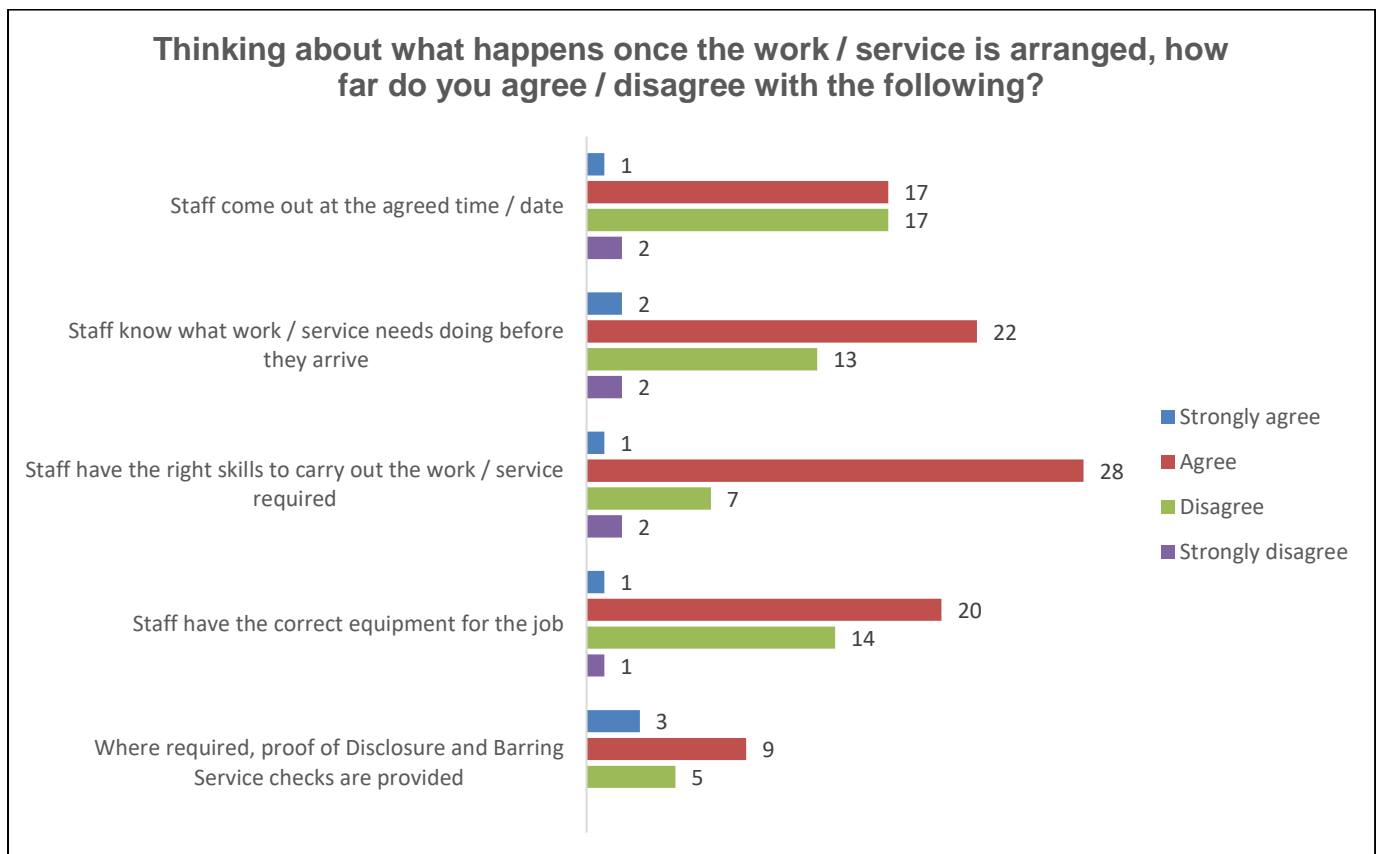
7 additional 'other' comments were received, which focused on a lack of marketing and information to support requests to CPS.

"It can be impossible to find the right person to actually sort the issue. There is no information on the intranet about who does what, where to go for support. For example, how to get a locker, replacement key, getting the fire warden and first aider information updated on the posters."

"Sometimes helpdesk will not give contractor's our mobile number or just turn on site, when they can't gain access."

5c. Experience with the delivery model

Bolton Council employees, that work within properties maintained by the CPS, were asked to reflect on their experience of the delivery model. 33 responses were received, with the greatest agreement for the statement of “*staff having the right skills*” (29 responses). Greatest disagreement was around staff not “*coming out at and agreed time / date*” (19 responses).



Base average: 33 responses

15 employees went on to comment further, expressing concern around a lack of correspondence (7); delivery timeframes being too long (7); and some contractors attending jobs without the right skillset or resources (6).

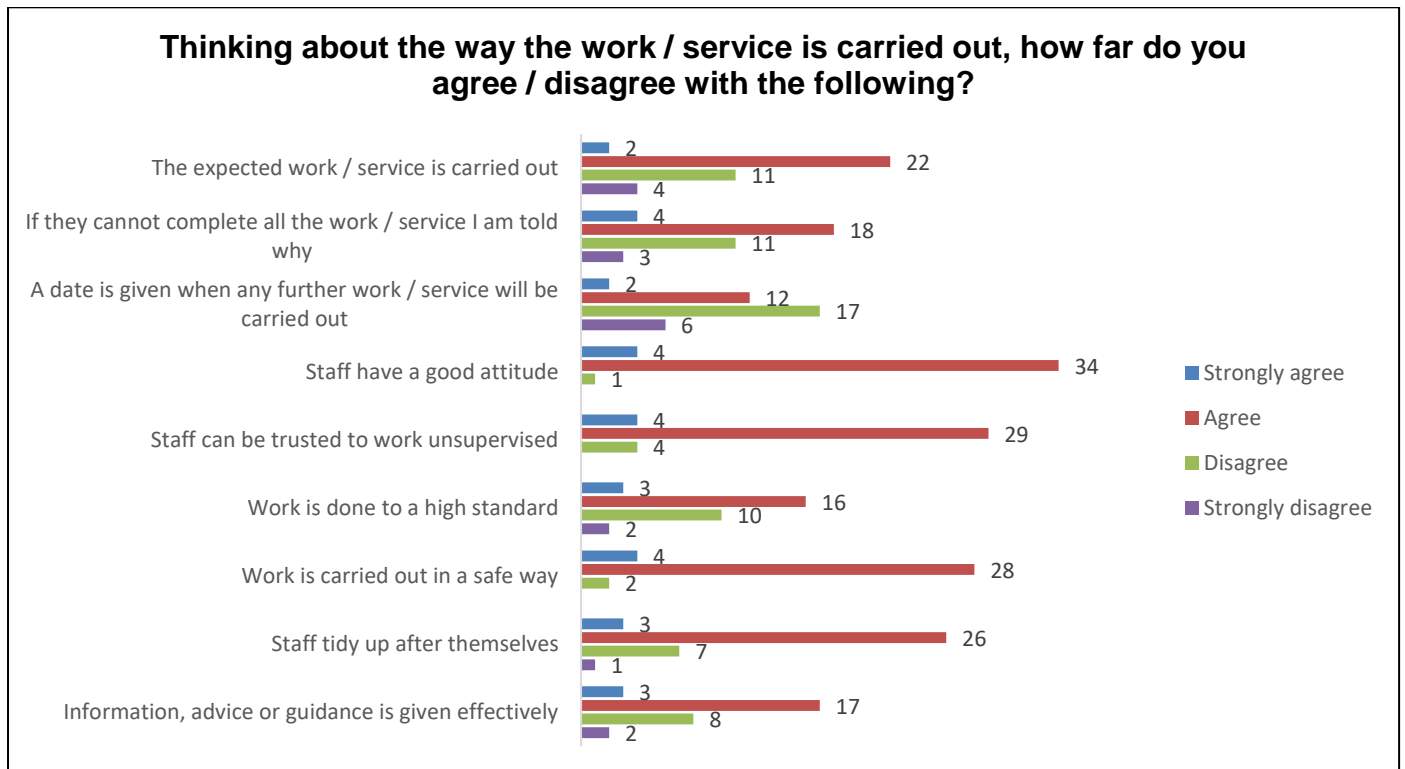
- “A time and date of when the work is being done has never been given when ringing the contact desk, so i don’t know when they are due to come out.”
- “Staff that arrive on site to work often do not know to whom they should report and instead try and gain access to the worksite by asking staff not briefed or trained in dealing with these issues. This can lead to difficulties and a poor outcome.”
- “There is never an agreed date or time for when a contractor is coming, you just have to wait and see when they arrive.”
- “What we see in our service is poor response times, especially by lift engineers. One of our lifts has been out of action for twelve months.”

- “We have reported a long ongoing issue but nothing has been done. Ellesmere depot - absolute stench in the office that still has not been seen to.”
- “Contractors don't always have the necessary skills to complete the job. Sometimes operatives are sent just so that the contractor has responded to the call - they often have to ask someone else to attend afterwards and this isn't always timely. There appears to be a shortage of skilled contractors and not enough contractors on the framework which means resolution times are not acceptable.”
- “Due to contractors being nationwide and often subcontracting, specialised engineers very rarely turn up. For instance when needing a plumber a general handy person often arrives who then has to go away as they cannot complete the works. This wastes time and money”.
- “Most of time staff turn up then have to go to a merchants to buy the items needed, that's if they don't need approval then it could take xx days /weeks to come back.”

5d. Standard of work / service

Bolton Council employees, that work within properties maintained by the CPS, were asked to reflect on the standard of the work carried out. The top three areas where there was greatest agreement were “staff having a good attitude” (38 responses); “staff being trusted to work unsupervised” (33 responses); and “work being carried out in a safe way” (32 responses).

The areas where employees disagree with the statements were around completion timeframes; “given a date when further work will be carried out” (23 disagree); “the expected work is carried out” (15 disagreed); and “I am told why the work cannot be completed” (14 disagree).



Base average: 36 responses

10 further comments were received which outlined challenges in relation to the standard of work received.

These were around the following themes:

- Coordination and communication issues
- Delivering an insufficient service, particularly around timeframes
- Lack of skills and resources (contractors)

“Buildings and repair work is disorganised with no coordination between the Council and its property agents.”

“Staff aren't always aware of the job/repair and when they turn up the job cannot be done, but we don't always know when the job is scheduled to be completed.”

“Sometimes the work is not done for a reason or is completed and you aren't given an update.”

“If further work is needed they sometimes say they will come back but rarely do and we are never told specific time frames or dates. Majority of work is done to a good standard but a lot is just a patch job where nothing is truly fixed. Occasionally contractors have turned up when we are not open and have left without saying anything and given no information.”

“Often the work has to be referred elsewhere as the first person to attend site lacks the knowledge or experience to complete the job.”

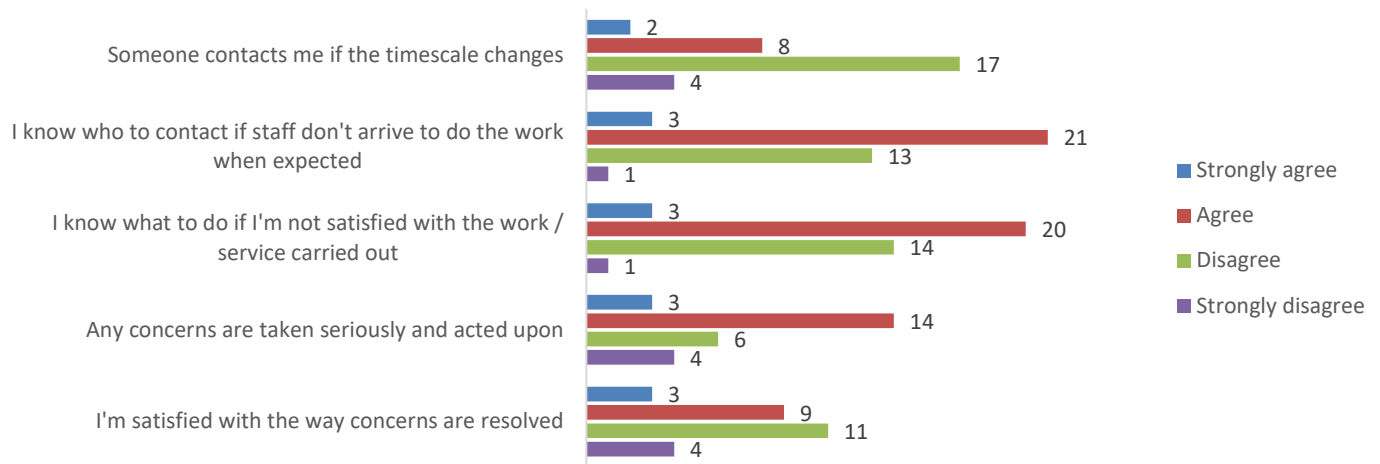
5e. Issues / concerns

Bolton Council employees, that work within properties maintained by the CPS, were asked to consider their experience of the service when things go wrong. Of the 32 responses received, 24 agree that they “*knew who to contact when staff don't arrive to undertake the work*”. 23 also agree that they “*knew what to do if they were not satisfied with the work carried out*”. However, respondents generally disagree that “*someone from the CPS contacts them if timescales change*” (21).

The 7 additional comments reflected these communication and timescale barriers:

- *“It has taken an Assistant Director or Director to escalate this higher for some issues to be resolved. The communication between corporate property and those who put the call in could be a lot better”.*
- *“There is a lack of communication in dates for jobs/repairs to be done and timescales etc.”*
- *“Had a concern once where the contractors came when we weren't open and we didn't see them do any work when staff arrived onsite, we then get the email that the job has been completed but with no explanation, I email the contact centre asking for information and someone turns up and their attitude wasn't helpful and I was being talked down to. The issue they had supposedly fixed is still ongoing”.*

Thinking about what happens if something goes wrong, how far do you agree / disagree with the following?

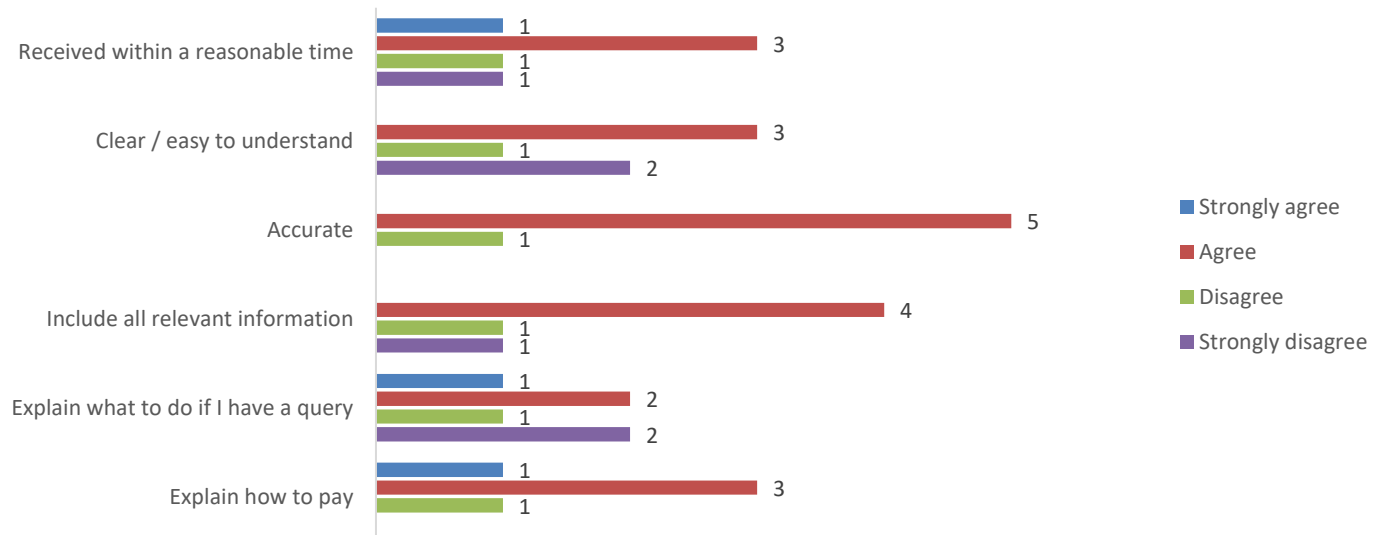


Base average: 32 responses

5f. Finance processes

Only 6 stakeholders provided feedback on their experiences of invoice and budget transfers, with the greatest agreement being on the accuracy of the finance process (5). Greatest disagreement was around the invoices and budget transfers being easy to understand (3) and knowing that to do if they needed to follow up with a query (3)

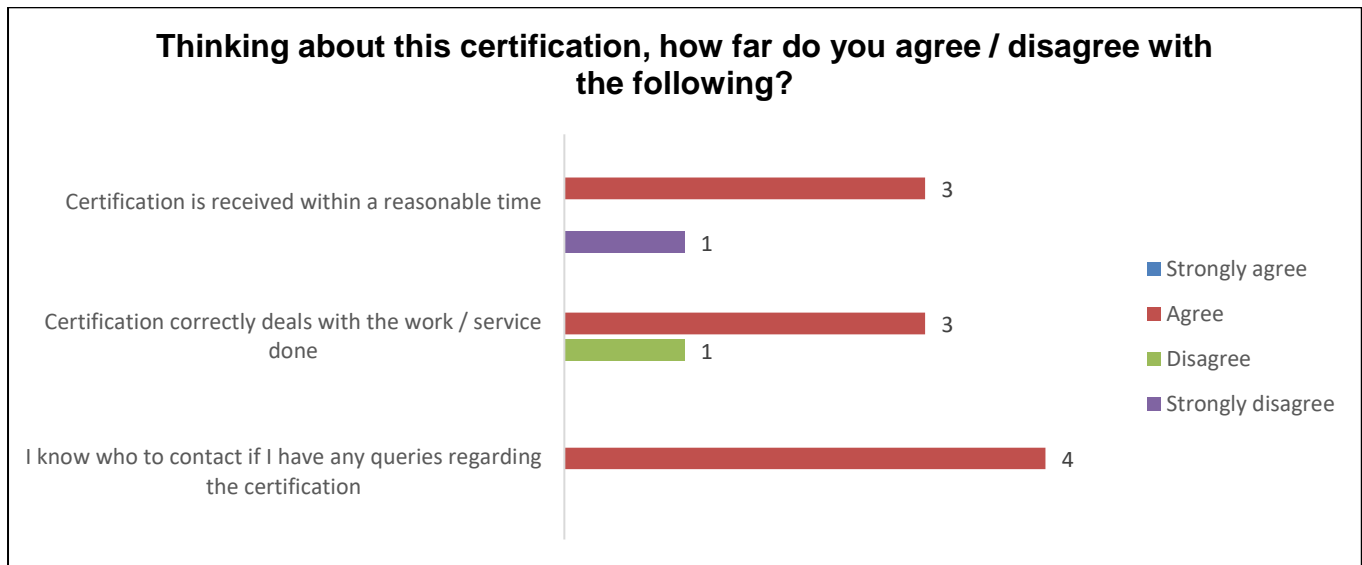
Thinking about these invoices / budget transfers, how far do you agree / disagree with the following?



Base average: 6 responses

5g. Certification

Only 4 respondents deal with the certification of property repairs. In all cases respondents agree that the certification process is carried out effectively.



Base: 4 responses

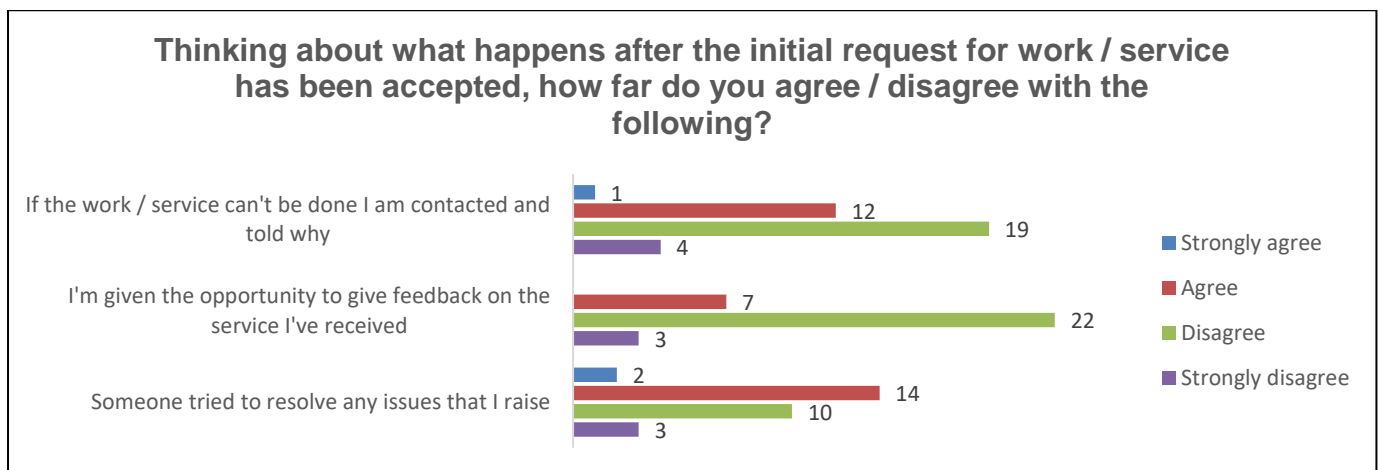
5h. Post service delivery

Respondents were asked to reflect on the service received once the request for work has been accepted. 32 responses were received. Overall respondents tended to disagree with the statements. 19 respondents weren't contacted and updated on the progress of their service request. 25 respondents weren't given the opportunity to feedback on the service they had received; and just under half of respondents (13) stated that they weren't supported by the CPS to resolve raised issues.

"Have had work cancelled twice with no feedback as to why."

"In most cases, but not all, issues are resolved quickly. Sometimes, there is no feedback at all."

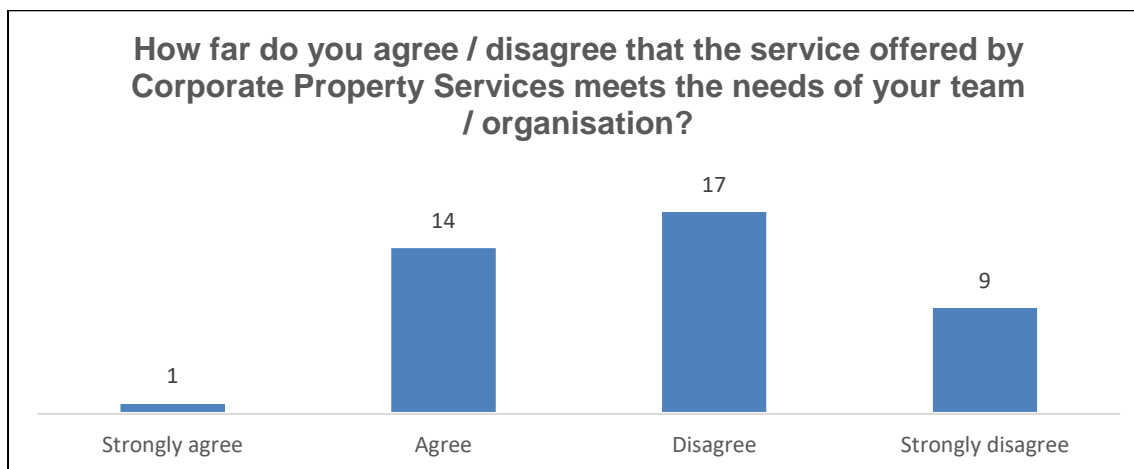
"No follow up/updates given, poor communication."



Base average: 32 responses

5i. Meeting client needs

Stakeholders were asked to consider whether the service offered by CPS currently meets the needs of the different stakeholder groups. Over three-fifths (26 respondents / 63%) disagree with this statement.



Base: 41

17 respondents went on to provide additional comment, which could be themed into 5 key areas:

- Unresolved work / timescales (11)
- Communication (3)
- Reporting processes (3)
- Standard of properties (3)
- Disability (3)

Unresolved work / timescales: 11 comments focus on a frustration that reported issues are left unresolved, often with lengthy timeframes.

“Can this issue at mayot st depot be sorted out asap. Its horrendous for staff to work in such conditions. the smell is overpowering.”

“The roof has been leaking for over 2 years and there is no timescale for any repairs to be made.”

“Takes too long from raising a job to completion.”

Communication: Several comments focused specifically on the lack of communication in relation to progress of jobs, “we never receive any updates as to whether anyone is looking into it or if it’s just been forgotten” and “helpdesk staff appear polite and efficient but never get a date for work to be done and never have any follow up. Several reported repairs have taken over three months to fix with no updates and work actually cancelled with no follow up”.

Reporting processes: Several comments were received that outline a frustration of the Help Desk being based remotely, with no local knowledge, “it’s ridiculous that we have to contact someone who is in Scotland when something is required in the Town Hall” and “the service is outsourced and ring someone in Scotland who have no knowledge of our buildings”.

Standard of properties: Several comments reflected on the general infrastructure of properties, as well as a lack of upkeep to the properties.

"I work in Paderborn House. As a workplace, it is.. in my opinion and that of most of my colleagues, a disgrace. Dirty, heating/ventilation not working properly most days, lifts not repaired for months, reception area an absolute disgrace, no staff room /break-out areas."

"The lighting and temperature does cause problems but know this has been the case since we moved into the building."

"Heating is variable in the building and during colder months office temperature was under 16 degrees C at times and this was after the heating was apparently fixed.."

Disability: Several comments focused specifically on the direct impact the lack of service has on disabled services users.

"The plug sockets are another issue (but not sure if this is an area for corporate property) but plug sockets are underneath the desk and we do have people with disabilities / health issues who can't crawl underneath desks."

"The internal doors (Paderborn) are not automatic and causes problems with those in wheelchairs."

"The staff areas (library) are an afterthought, left in disrepair and without a working lift for the members of staff who cannot climb stairs to get to the toilets and staff room."

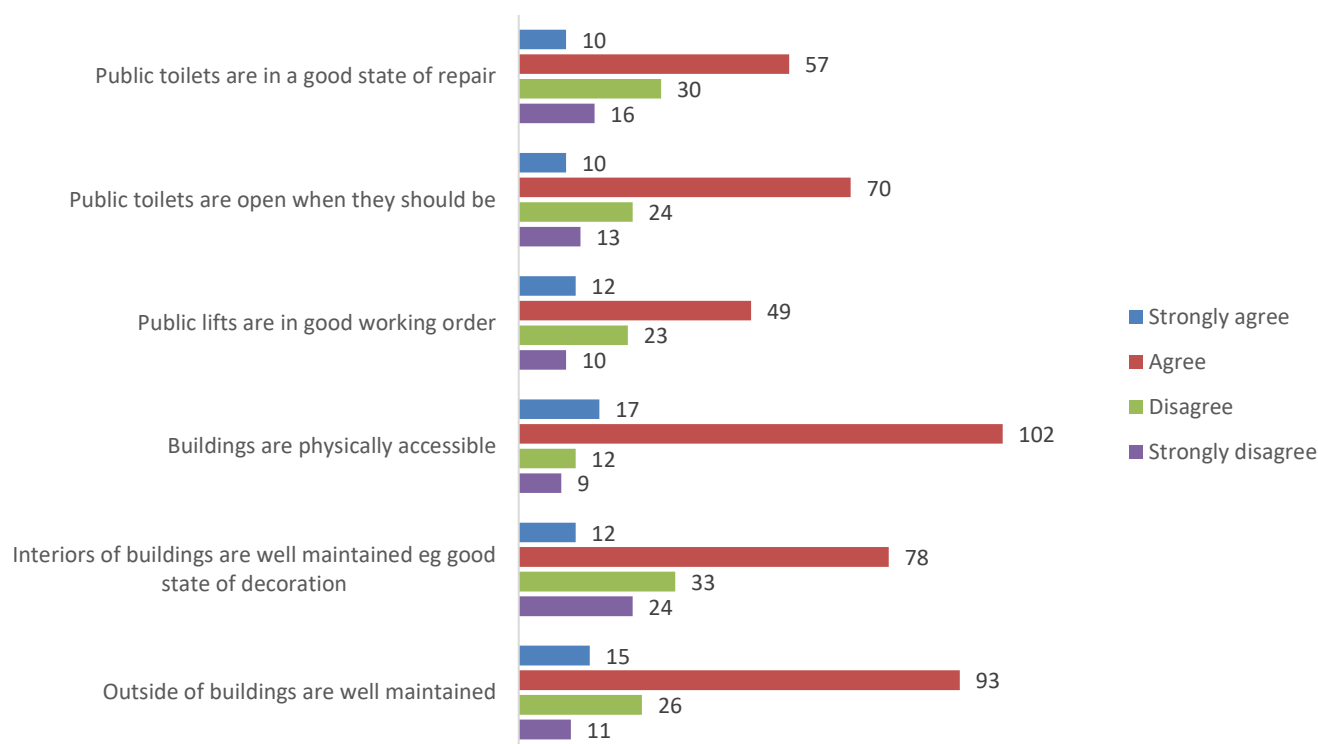
Additional comments were also received that reflected a frustration in the general service, *"the service offered appears to meet the needs of the contractors and CPS team rather than the end user"*.

6a. Public buildings

All stakeholders, including residents and service users of buildings, were asked to reflect on the general environment, maintenance and accessibility of CPS maintained public buildings and land. Overall, there was agreement in all statement areas, with the top areas of agreement being that "buildings are accessible" (119 responses) and "outside the properties are well maintained" (108 responses). Where 90 stakeholders agree that "interiors are well maintained", 57 respondents also disagree with this statement.

Please note that some of the comments received also reflected challenges in these areas.

Thinking about public buildings owned / maintained by Bolton Council, how far do you agree / disagree with the following?

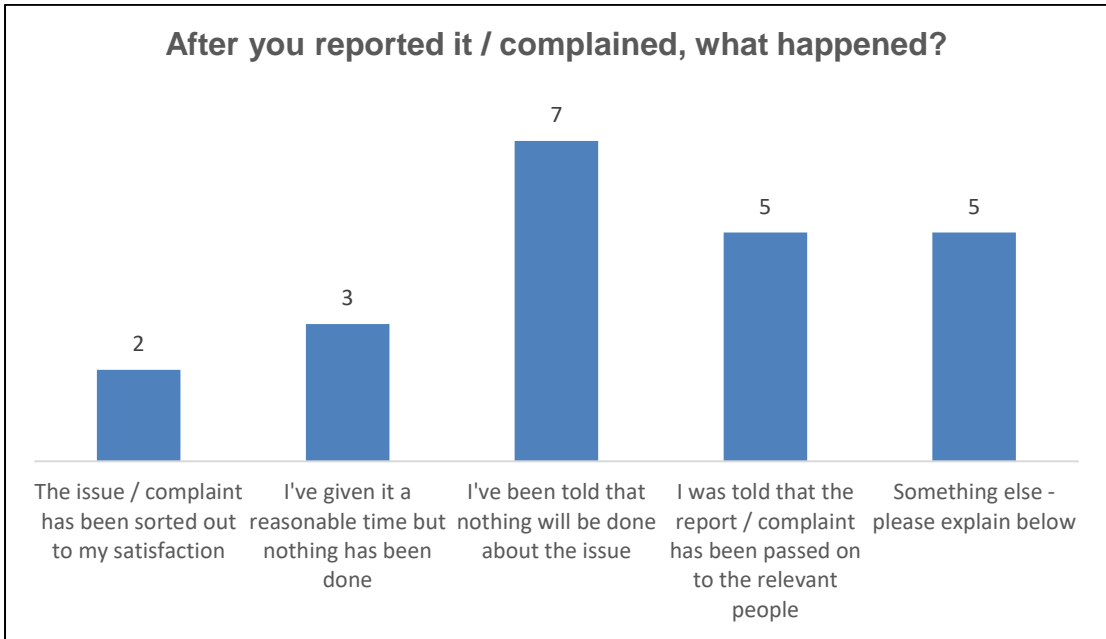


Base average: 126 responses

6b. Reporting and complaining about building appearance

Residents and stakeholders were asked whether they had reported any building issues within the last 5 years. Of the 155 responses received, only 21 (14%) stakeholders had reported any issues. Most reported the issue to a council employee (15 responses). 8 respondents reported to someone who worked within the building, and 7 reported their concern to a local Councillor.

As a result of the complaint, 7 stakeholders were informed that nothing could be done and only 2 stakeholders have had their issue resolved. 5 stakeholders went on to comment further, outlining how their complaint is ongoing or cannot be resolved due to other constraints, including funding, “*school improvements are being made*”, “*it was sorted at the time but is an ongoing issue*” and “*there is no money*”.



6c. Additional comments

80 comments were received by stakeholders, residents and service users of public buildings and land, which explored further what was liked / disliked about the maintenance and repair of public buildings owned / maintained by Bolton Council. The comments received had 8 cross cutting themes, which are outlined in the table below.

Themed area	Response rate
Maintenance concerns, inc timescales	34
Accessibility	17
Building infrastructure	17
Happy with service	13
Impact on health	7
Impact on protected groups	6
IT infrastructure	6
Communication	5

Maintenance concerns:

Comments received under this theme typically focused on the lack of maintenance to public buildings. Some comments referred to the frustration of having to wait long periods for maintenance problems to be resolved. A handful of comments focused specifically on the positive maintenance of buildings, particularly newer properties.

- *“High Street Library is a good building, but parts have paint peeling off the walls”.*
- *“Horwich Library leaks by the front door in heavy rain, with cracked windows & ceiling”.*
- *“Just my current workplace where we have a flood that still hasn't been completely sorted and we also have brown water coming through the hot water taps due to an issue in the boiler, it has been identified but no one has been out to finish the job yet and RFM even closed the original call”.*
- *“Little Lever Library is lovely & bright. Air conditioning fixed quickly”.*
- *“Public buildings aren't maintained, there are issues with damp, paint peeling off the wall, plaster falling off the ceiling and no working heating. The electrics are also an issue”.*
- *“Routine lift maintenance often puts lifts out of action, not just during the service call but afterwards as they break what didn't need fixing. Shambolic, really. The back office areas of our service (i.e. not seen by the public) haven't been painted in many years, when the public has been routed through these areas to use an alternate lift it has been embarrassing for them to see the state of the building”.*
- *“There is plaster falling down on the stairs leading up to the 4th and 5th floors which is very dangerous. there is a leak / plaster falling in the kitchen on the 3rd floor of the north side of the building - bins have been put in place to collect the water”.*
- *“Westhoughton library has never looked worse last time i went in there had been a leak resulting in the children's section being closed off”.*
- *“Maintenance of grounds at Smithills Hall are well kept.”*

Accessibility: The comments around this theme focused on general accessibility of buildings. There were a mix of responses, with some stakeholders expressing concern around accessibility, whilst others found that buildings were generally accessible to the public.

- *“Breightmet library is accessible and staff helpful.”*
- *“Good that maintenance at Smithills Hall takes place out of hours so we can still visit”.*
- *“The layout of the space at Harwood Library is not ideal as can't access all facilities (ie using charging points when working on laptop) - however staff are accommodating to needs.*
- *“Little Lever library always looks nice and service users at the hospital like to access it, as it's accessible. It's a great development”.*
- *“Little Lever library is well thought out, very accessible”.*
- *“The Library, now in the Arndale centre / Crompton place should stay where it is”.*
- *“Not all buildings have lifts”.*
- *“Toilets at Farnworth, only one for everyone, so not enough and not accessible”.*

Building infrastructure: Comments under this theme were concerned by whole property maintenance and infrastructure.

- *“Bolton Council are letting Hall ith Wood fall into disrepair. If they don't act quickly Bolton will loose this historic building forever”.*
- *“Due to budget constraints many buildings are looking tired and in need of repair but there doesn't seem to be any strategy to deal with this. Or if there is one it isn't shared”.*
- *“Harwood Library hasn't changed in 30 years, from the interior and the use of the space”.*
- *“Historic buildings such as Smithills Hall and Hall ith Wood need investment to create attractions to pull in visitors generating income to plough back in”.*
- *“Bolton Magistrates court is a disgrace and brings shame on the town with its green mouldy appearance”.*
- *“The aquarium feels small and outdated in terms of it's painting/décor”.*
- *“They look tired, dirty and not maintained.”*

Happy with service: Some stakeholders used this question to reflect positively on the service provided by Corporate Property Services.

- *“All quite attractive, special and should be maintained”.*
- *“Horwich Library is always nice and warm and welcoming”.*
- *“Little Lever library is an excellent building”.*
- *“Properties are in a reasonably good standard”.*
- *“The buildings I work out of are looked after by our own FM team so any works that they feel need to be done in terms of decorating etc they will sort”.*

Impact on health: A number of stakeholders were particularly concerned about their health due to a lack of maintenance within buildings, particularly office space.

- *“Since the pandemic, the building in general doesn't seem as well maintained for staff. Toilets especially are not always clean and in working order”.*
- *“We have had no ventilation system on in the town hall due to covid so the only way to heat the office is through the radiators which means it is extremely hot and stuffy in the office which causes people to feel unwell. A new way of heating the office effectively needs to be found”.*
- *“Toilets at Smithills Hall have leaked and although fixed, are not in keeping with building or health & hygiene regs. Need a good deep clean”.*
- *“Windows have been condemned on 5th floor for years, temp can be so high in the office 25 degrees, unable to open window, no fresh air, people coughing and we expected to sit in that atmosphere, lot of staff are classed as highly vulnerable, we haven't been told when windows will be repaired, despite chasing, we just get fobbed off, why not move us to a floor with better ventilation where virus cant be passed so easily, nearly half town hall has empty desks”.*

Impact on protected groups: Some stakeholders were concerned that the lack of upkeep to buildings was having an impact on protected groups, specifically service users with disabilities and young families.

- *“Disabled toilet at Smithills Hall doesn't shut properly”.*
- *“Lifts aren't always working at Central, which is difficult with the pram”.*
- *“One of the lifts in Paderborn House has been out of order for over 4 months, we only have one working lift and that is under increased pressure and use due to the current building works on the 2nd floor. This causes issues for those with mobility issues and in wheelchairs. If there is a problem with the working lift then people either cannot access or leave the floor they work on. Also internal doors are not automatic and causes problems with those in wheelchairs”.*
- *“The disabled lift at Leverhulme community leisure centre has been broken since October it's disgraceful.”*
- *“The plug sockets are another issue (but not sure if this is an area for corporate property) but plug sockets are underneath the desk and we do have people with disabilities / health issues who can't crawl underneath desks”.*

IT infrastructure: Stakeholders commenting on technology reflected on how infrastructure was either out of service, or there was a lack of infrastructure in place for service users.

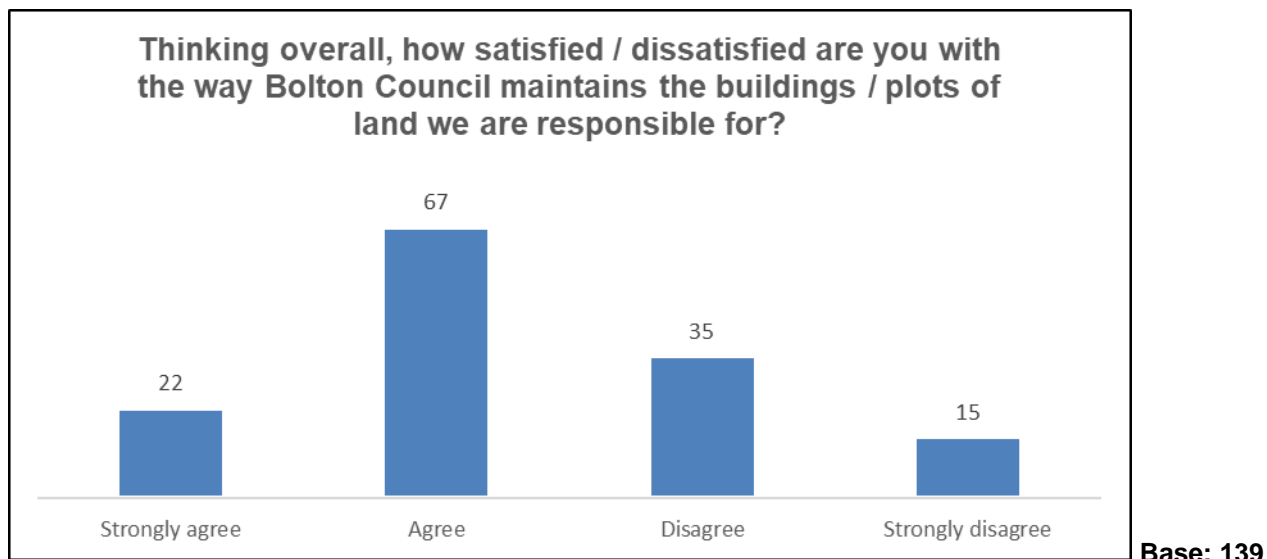
- *“At Blackrod Library & Horwich the computers aren't all working, with out of order signs. This is an important resource”.*
- *“Most historic places I visit outside of Bolton have such trails with headsets and comprehensive information”.*
- *“In the Library the computers don't always work, have to use my own device, but no charging points”.*
- *“Temp library is spacious and WiFi is good and it's clean”.*

Communication: Comments received about communication were concerned with the lack of information provided by the CPS on the progress of their request and residents not being provided with feedback from staff.

- *“Lack of communication on timescales, when staff will turn up etc”.*
- *“The lack of cooperation and communication by park staff. Closed minds when suggesting improvements to the services”.*
- *“Very poor responses from councillors. Ignoring issues that lead to expensive deterioration and closure of buildings”.*

7a. Satisfaction levels

All stakeholders, including residents and service users were asked how satisfied they are with the way Bolton Council maintains the buildings and land they are directly responsible for. From the 139 responses received, 89 (64%) respondents agree that they are well maintained.



7b. Additional comments

Residents and stakeholders were given the opportunity to provide additional comments in relation to the way Corporate Property Services maintains the buildings and plots of land the council are responsible for. 38 stakeholders provided additional reflections. These are broken down into the following cross-cutting themes:

- Maintenance
- A more effective delivery model
- Under used buildings
- Maintenance of green spaces
- Impact on service users with disabilities
- Economic investment impact

Maintenance: 12 comments were received that reflected upon the general maintenance of buildings, as well as the outstanding requests that had been submitted to the CPS, “since moving to the town hall around 8 years ago, the cooling system has never worked properly. We have never had information regarding this ever being fixed.”, “Horwich Library has paint peeling off the wall from damp” and “Hall’ith’wood is in dire need of repair, it’s a classic heritage building and it is shocking how bad it has been allowed to get”.

A more effective delivery model: 7 comments were received which focused on the ineffectiveness of the current delivery model, “we have never had information regarding this ever being fixed. we used to have someone from corporate property do regular checks and asking if there were any issues”, “it’s been bad since we moved onto 5th floor, yet contractors never got called back to sort it, council just not chasing these contractors” and “better prioritization of work across the borough”.

Under used buildings: 3 comments were received which reflected on buildings that were under utilised across the borough, *“I believe that a building that has been bought should be maintained and not left to decay. I think it’s incredibly disrespectful to tax payers to see buildings they’ve been asked to resource in the past become a mess”* and *“should make more of our historic buildings like Chorley has with Astley Hall”*.

Maintenance of green spaces: 7 comments were received which discussed the maintenance of green spaces across the borough, particularly around the upkeep of green and open spaces and the impact this has on volunteers, *“green space_ open space has been neglected, relying on local residents to keep them clean”*, *“parks other than Queens park have little or no significant gardening other than that done by volunteers. The whole town open spaces are blighted by litter and fly tipping”* and *“there are lots of areas in the borough that are not maintained at all and if it wasn’t for local residents or litterpicking groups these areas would be a mess”*.

Impact on service users with disabilities: Several comments were received which built upon the concerns highlighted earlier in the report, specifically how a lack of maintenance can impact those with additional needs. However, some comments also highlighted positive experiences, *“Harwood Library is really good for people with neurodiversity conditions. Other libraries have too much going on in their spaces, so it’s sensory overload”* and *“staff at the library are really helpful and approachable, especially as the people we care for have additional needs and English as a second language”*.

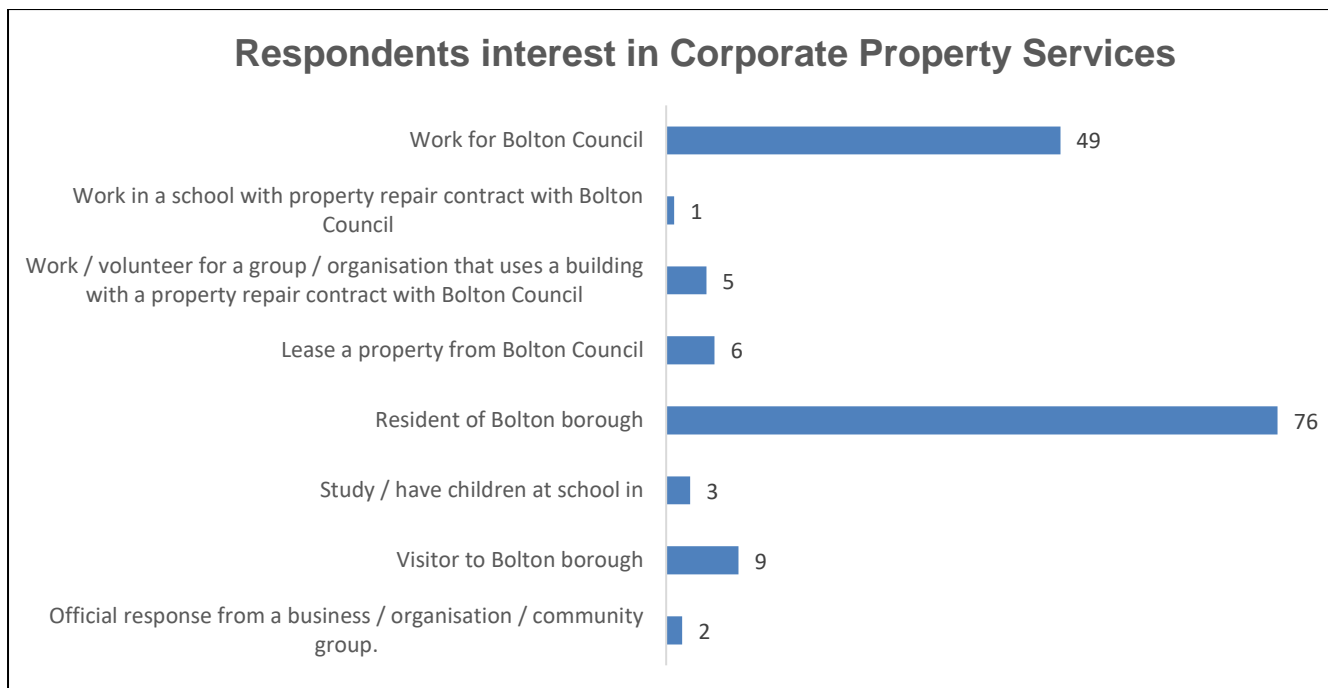
Economic investment impact: 7 comments were received that highlighted the economic impact of maintaining public buildings and land across the borough, including a few comments that suggested that funding for maintenance was being well spent, *“lack of funding prevents appropriate maintenance”*, *“it seems like there’s been investment into properties and libraries”*, *“when it was announced there was a royal visit the council spent money on buying new furniture and painting areas the King would be visiting. Why can’t this money have been put into fixing some of the outstanding issues to make it a safer working environment for staff?”* and *“this town is going down the drain with so many boarded up shopfronts. There is no appeal to Bolton Town Centre”*.

Other general reflections were received that highlighted concerns around safety within and around public properties and land, *“no security, there’s no cctv at Farnworth Library to safeguard staff and public”* and *“I don’t feel safe in the town centre due to groups of youths on skateboards or down and outs everywhere”*.

8. Interest in maintenance of public buildings / Corporate Property Services

Respondents were asked to categorise their interest in maintenance of public buildings and land, by their stakeholder group. Of the 154 responses received just under half were residents in the borough (76 responses / 49%). Just under one-third of respondents work for Bolton Council (49 responses / 32%). 6

responses were received from stakeholders that lease a property or land from Bolton Council, and only 1 response was received from an individual that works within a school with a property repair contract.

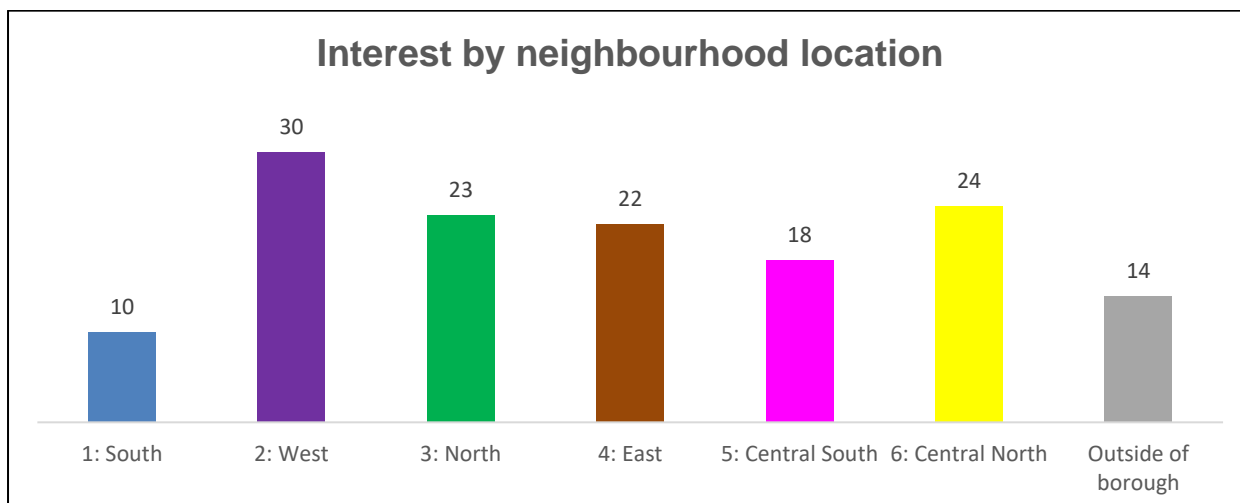


Base: 154

9a. Demographics: Geographical location

141 stakeholders provided their full postcode. There was an even distribution of engagement into the consultation from across the borough, with the highest engagement being from stakeholders in the West of the borough (30 responses / 21%), and the least engagement being from residents in the South of the borough (10 responses / 7%). 14 responses (10%) were received from stakeholders residing outside of the Bolton borough.

The table and chart below outlines the demographics of respondents by geographical neighbourhood. Neighbourhoods are a local geography for integrated health and social care; all have a population of around 50,000 residents.



Base: 141

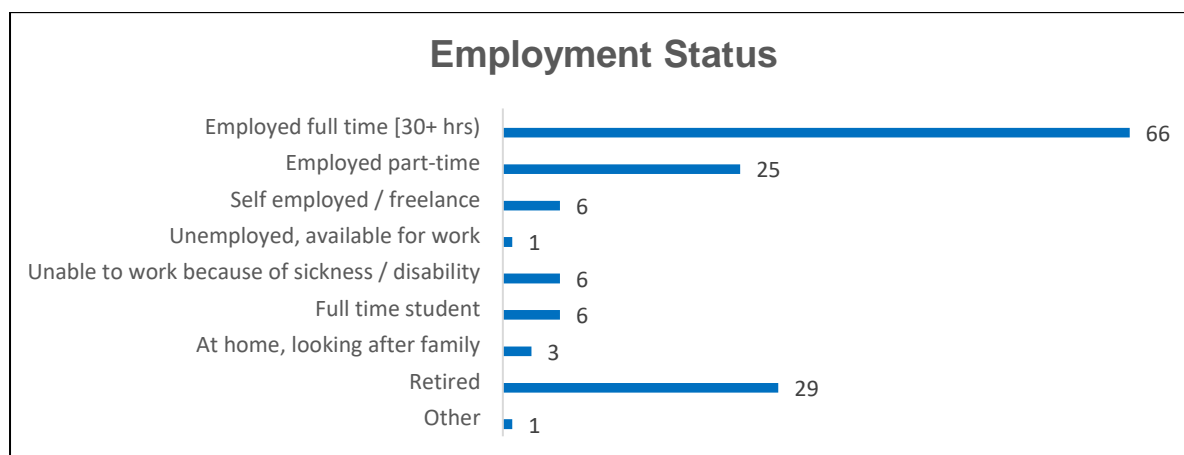
<p><u>Neighbourhood 1:</u> <u>South – 7% / 10 responses</u> Harper Green - 1 Great Lever - 1 Farnworth - 5 Kearsley - 3</p>	<p><u>Neighbourhood 2:</u> <u>West – 21% / 30 responses</u> Westhoughton South - 8 Westhoughton North & Chew Moor - 8 Heaton & Lostock - 2 Horwich North East - 8 Horwich & Blackrod – 3 Hulton - 1</p>	<p><u>Neighbourhood 3:</u> <u>North – 16% / 23 responses</u> Smithills - 3 Astley Bridge - 11 Tonge with the Haulgh - 1 Bradshaw - 4 Horwich North East Bromley Cross – 3 Heaton & Lostock - 1</p>
<p><u>Neighbourhood 4:</u> <u>East – 16% / 22 responses</u> Tonge with the Haulgh - 5 Bradshaw - 3 Brightmet - 9 Little Lever & Darcy Lever - 5</p>	<p><u>Neighbourhood</u> <u>5: Central South – 13% / 18 responses</u> Great Lever - 2 Hulton - 4 Rumworth - 11 Tonge with the Haulgh - 1</p>	<p><u>Neighbourhood 6:</u> <u>Central North – 17% / 24 responses</u> Halliwell - 13 Crompton - 4 Heaton & Lostock - 1 Smithills - 6</p>
<p><u>Outside of area: 10% / 14 responses</u></p>		

9b. Sex

137 responses were received providing the respondent’s gender. 91 (66%) respondents’ identity as being female, 41 (30%) as male and 5 (4%) respondents identify as ‘other’.

9c. Employment Status

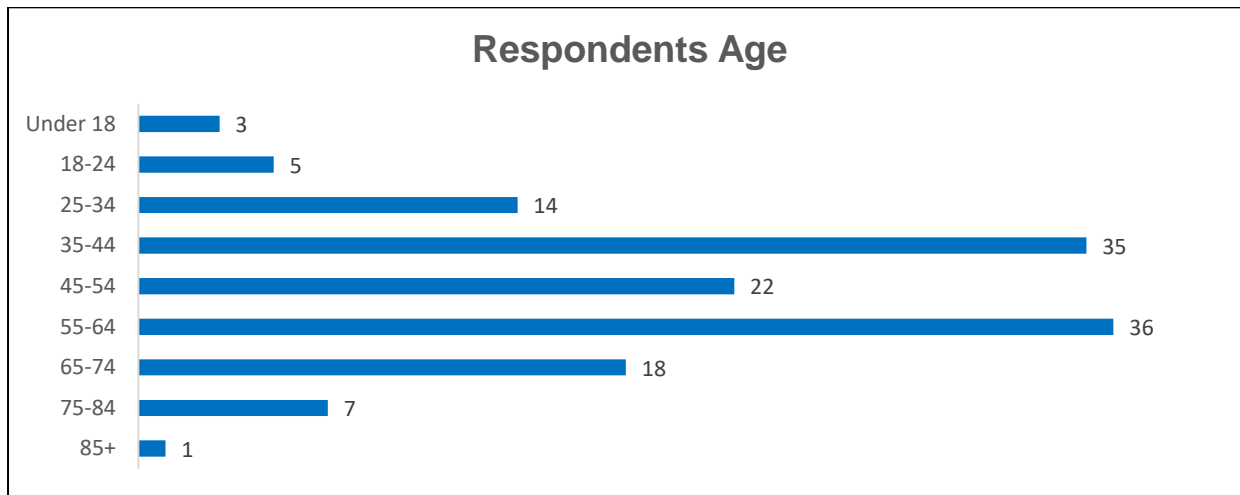
97 (67%) responses were received from individuals in some form of employment. 6 (4%) responses were from individuals in education. 6 (4%) responses were received from individuals unable to work due to sickness or a disability. 3 (2%) respondents stayed at home to look after the family and 29 (20%) individuals responded as retirees. The stakeholder who stated ‘other’ is a business property owner.



Base: 143

9d. Age

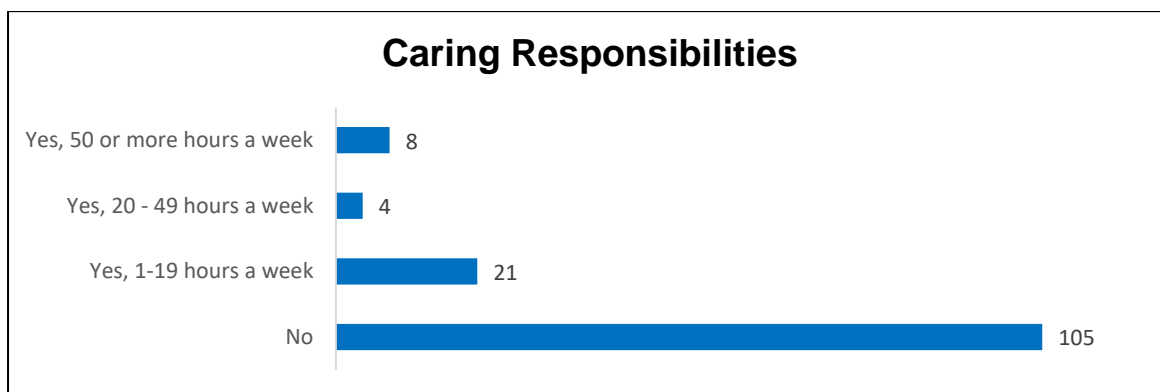
Responses were received from individuals in all age categories. 8 (6%) respondents were under the age of 24 years. 107 (77%) respondents were aged between 25 – 64 years. 26 (19%) responses were received from individuals above the age of 65 years.



Base: 141

9e. Caring responsibilities

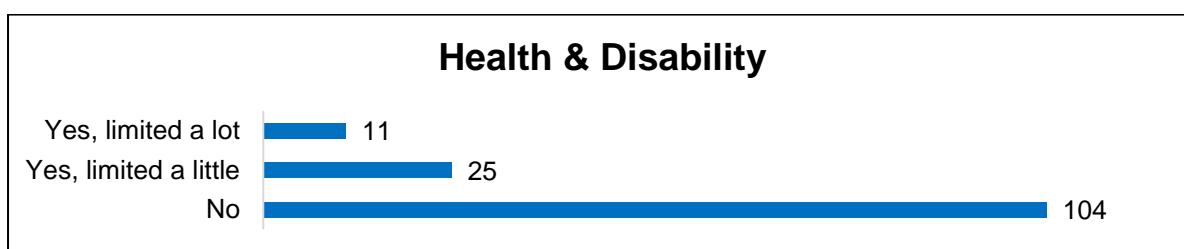
Respondents were asked whether or not they had any caring responsibilities. Of the 138 responses received, 33 (24%) individuals stated they cared for someone else, this was nearly one-quarter of the responses received.



Base: 138

9f. Health and disability status

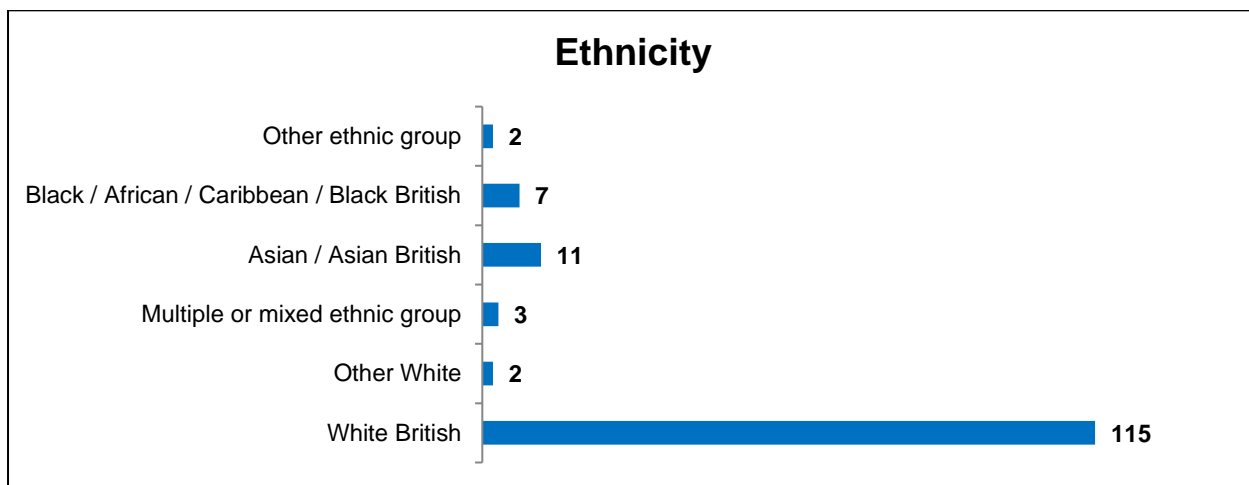
Residents and stakeholders responding to the survey were asked whether they had any long-term physical or mental health challenges or disability. Of the 140 responses received over one-quarter are limited in some capacity (36 respondents / 26%).



Base: 140

9g. Ethnicity

140 respondents provided their ethnicity when undertaking the consultation. 115 (82%) reported as being white – British. 25 stakeholders (17%) report as being from other ethnically diverse communities, this includes 8% from the Asian / Asian British community.



Base: 140

10a. Responses from Harwood Library 'Knit & Natter' group.

A community group, made up of 11 residents, who access Harwood Library, provided their reflections on the maintenance of the Library on Thursday 23rd March. The questioning style followed that of the survey and responses have been grouped together.

External maintenance

- *"The immediate public access outside of the library appears to be fine, however the disabled handrail further down the property is broken and was reported weeks ago. This may be owned by Morrisons, but there should be some sort of partnership agreement where buildings are joined."*
- *"The courtyard at the rear of the building is a mess and only used half-heartedly by those accessing the library."*

Ongoing maintenance issues

- *"The heating/air conditioning unit is not working properly. The building also has underfloor heating, which is never on. The issue has repeatedly been reported (most recently before Christmas) but is never fixed or maintained. We reported the issue to the library staff, but there's been no follow up with the group and we don't know what the outcome will be".*
- *"The walls are all marked and paint peeling in areas. It's certainly not a wow experience."*
- *"It seems that essential repairs are undertaken at the last minute and cheaply. There seems to be a 'make do and mend' attitude, which causes subsequent problems."*
- *"The maintenance notice sign for the computers has been up for some time. A number of the computers haven't been working for a long time."*

Accessibility

- *“There is no access to public toilets in the library, with groups and residents asked to go next door to Morrisons. This is not great for older people who access the library regularly. There is a toilet in the library and the staff do let younger children and disabled people access this toilet, but this discriminates against abled bodied residents, older residents and those with hidden disabilities”.*
- *“There is no automatic door at the entrance, which makes it extremely difficult for people with disabilities to access the public building. It’s a very outdated building.”*
- *“The mezzanine floor is not accessible for anyone with walking impairments, as the only access to the space is via a spiral staircase.”*

General comments

- *“The library should be more user friendly and comfortable for communities and groups to access”.*
- *“Harwood Library is very outdated for its time”.*
- *“Bolton Council could do better at maintaining its public buildings. They’re ok to use and we understand that there is a limited budget, but the council could certainly do better, particular as public buildings are safe spaces and meeting places for all residents and community groups.”*


11. Summary

Between the 10th March - 7th April 2023, the council ran a 4 week public consultation, seeking to engage residents and stakeholders that use assets within the Corporate Property Services portfolio, in sharing their reflections on how satisfied they are with the upkeep, maintenance and leasing of properties and land, as well as hear about where improvements could be made.

169 stakeholders engaged in the consultation during that period, including 11 members of a community-based library group. 8 of the respondents represented stakeholders that had purchased or leased properties or land from Bolton Council. 1 of the stakeholders worked within a school, and 49 respondents were members of Bolton Council’s workforce.

Over half of the stakeholders that had leased or purchased land, thought that the CPS delivered a professional service and had encounter a positive staff attitude. However, they had also experienced challenges, specifically around maintaining contact with the service, having regular correspondence from the service and insufficient service timeframe deliverables.

These challenges were a consistent theme throughout the consultation, with other stakeholder groups echoing this experience. In addition, stakeholders that dealt directly with the finance processes remarked upon not knowing who to contact when they had to follow up with an enquiry.



Post service delivery was a particular area where stakeholders reflected upon difficulties, specifically with being supported by the CPS to resolve outstanding issues in an appropriate timeframe. Over three-fifths of stakeholders commenting on this area, disagreed that the CPS meet the needs of clients, particularly referring to unresolved work and timescales for completion.

Greatest engagement in the consultation was around the experience of visiting and working within public buildings. There was general agreement that the CPS maintained public buildings and land effectively, including the environment, maintenance and accessibility of its properties. However, challenges still exist. The main areas of concern are around maintenance of public buildings and land and delivering work within reasonable timeframes. Other areas of concern were around the accessibility of buildings, as well as the general upkeep of building infrastructure. It should also be noted that some comments reflected concern for protected groups, as well as the wider health impacts a lack of maintenance has on service users, including staff working in public buildings.

Where issues are reported by wider stakeholder groups, these are generally reported to staff that work within the buildings.

Corporate Property Services review

Consultation closes on 7th April 2023

Corporate Property Services is the part of Bolton Council that's in charge of all property and plots of land that we are responsible for, such as buildings we own, lease or manage under a contract. These include offices, town / public halls, libraries and some schools.

Corporate Property Services act as the council's landlord, liaising with organisations, businesses and residents across the borough to sell and lease property and plots of land. They arrange repairs and renovation and oversee new developments. They handle any property / plots of land transfers to the community and contribute to the council's climate change strategy by taking steps to reduce carbon dioxide emissions.

Corporate Property Services make sure that all property and plots of land that the council is responsible for are looked after and maintained to a high standard. This includes looking at security, maintenance and repairs. They make sure that buildings are safe and accessible for people who use them and things like heating, air conditioning, lighting, toilets and lifts are in good condition.

As part of this review, we are asking residents, business owners, staff, clients, tax payers and other stakeholders about satisfaction with the current service, and where improvements could be made.

Your views will be considered alongside other information to help Bolton Council decide how Corporate Property Services will operate in the future, so that we can provide best value for the council whilst providing the right service for our customers and the general public.

Please read the background documents before completing this questionnaire.
www.bolton.gov.uk/directory/13/consultations/category/195

Your response - keeping your data safe

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

The results of this consultation may be made public, however if you're responding as an individual you won't be identified in any report as your responses will be anonymised and grouped with those 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
www.bolton.gov.uk/data-protection-freedom-information/privacy-notices

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

Purchasing or leasing a property / plot of land from Bolton Council

Have you purchased or leased a property / plot of land from Bolton Council's Corporate Property Services in the last two years?

This could be as part of your job, or in a personal capacity.

- Yes
 No

Thinking about when you purchased or leased a property / plot of land from Bolton Council's Corporate Property Services, how far do you agree / disagree with the following?

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion / Not applicable
It was easy to contact the right person within Corporate Property Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received a response [to messages / phone calls / letters etc] within a reasonable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff had a good attitude [helpful, polite etc]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was given all the relevant information I needed from Corporate Property Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Corporate Property Services offered a professional service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space to tell us what you like / dislike about the process of buying / leasing a property / plot of land from Bolton Council's Corporate Property Services

- No comments

Employment

Do you work for Bolton Council or for an organisation that has a property maintenance contract with Bolton Council?

- Yes
 No

Help desk

Thinking about when you contact the help desk, such as to report repairs or request work / services, how far do you agree / disagree with the following?

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion / Not applicable
I know how to contact the helpdesk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My call / email is answered within a reasonable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It's easy to contact the right person / section	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff have a good attitude [helpful, polite etc]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understand the issue I'm reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know what will happen as a result of my call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm given a timescale for completion of the work / service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The timescale is reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm given a reference number for the work / service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know who to contact if I need to update the work / service request, change timescale etc	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space to tell us what you like / dislike about the help desk.

No comments

Once work / service is arranged

Thinking about what happens once the work / service is arranged, how far do you agree / disagree with the following?

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion / Not applicable
Staff come out at the agreed time / date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff know what work / service needs doing before they arrive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff have the right skills to carry out the work / service required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff have the correct equipment for the job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Where required, proof of Disclosure and Barring Service checks are provided

Please use this space to tell us what you like / dislike about the way the service is delivered.

No comments

Standard of work / service

Thinking about the way the work / service is carried out, how far do you agree / disagree with the following?

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion / Not applicable
The expected work / service is carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If they cannot complete all the work / service I am told why	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A date is given when any further work / service will be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff have a good attitude [helpful, polite etc]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff can be trusted to work unsupervised	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work is done to a high standard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work is carried out in a safe way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff tidy up after themselves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information, advice or guidance is given effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space to tell us what you like / dislike about the way work / service is carried out.

No comments

If there's a problem

Thinking about what happens if something goes wrong, how far do you agree / disagree with the following?

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion / Not applicable
Someone contacts me if the timescale changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know who to contact if staff don't arrive to do the work when expected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know what to do if I'm not satisfied with the work / service carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any concerns are taken seriously and acted upon	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm satisfied with the way concerns are resolved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space to tell us what you like / dislike about the way problems / issues are dealt with.

No comments

Finance

Do you deal with invoices / budget transfers for property repairs / maintenance carried out by contractors appointed by Bolton Council?

- Yes
 No

Thinking about these invoices / budget transfers, how far do you agree / disagree with the following?

Invoices / budget transfers are...?

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion / Not applicable
Received within a reasonable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear / easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accurate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Include all relevant information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explain what to do if I have a query	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explain how to pay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space to tell us what you like / dislike about invoices / budget transfers.

No comments

Certification

Do you deal with certification of property repairs / maintenance work / service carried out by staff appointed by Bolton Council?

This includes ensuring that you receive the correct certification of work / service carried out, for example electrical certification etc.

Yes

No

Thinking about this certification, how far do you agree / disagree with the following?

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion / Not applicable
Certification is received within a reasonable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Certification correctly deals with the work / service done	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know who to contact if I have any queries regarding the certification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space to tell us what you like / dislike about certification.

No comments

Feedback

Thinking about what happens after the initial request for work / service has been accepted, how far do you agree / disagree with the following?

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion / Not applicable
If the work / service can't be done I am contacted and told why	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm given the opportunity to give feedback on the service I've received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Someone tried to resolve any issues that I raise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please use this space to tell us what you like / dislike about feedback following work / service requests.

No comments

Meeting your needs

How far do you agree / disagree that the service offered by Corporate Property Services meets the needs of your team / organisation?

Strongly agree Agree Disagree Strongly disagree No opinion / Not applicable

Please use this space to tell us what you like / dislike about the way Corporate Property Services meets the needs of your team / organisation.

No comments

Our public buildings

Thinking about public buildings owned / maintained by Bolton Council such as town / public halls, libraries and some schools, how far do you agree / disagree with the following?

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion / Not applicable
Outside of buildings are well maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interiors of buildings are well maintained eg good state of decoration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buildings are physically accessible [suitable doors, ramps etc]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public lifts are in good working order	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public toilets are open when they should be	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public toilets are in a good state of repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you reported an issue / complained about the appearance of a Bolton Council building in the last five years?

- Yes
 No

Please briefly describe the issue / problem.

Who did you report the issue / complain to?

- Staff in the building
 Someone working for another part of the Council
 Local Councillor
 Someone else - please tell us who below

Please say who you reported it to

After you reported it / complained, what happened?

- The issue / complaint has been sorted out to my satisfaction
- Nothing done as yet but only reported recently
- I've given it a reasonable time but nothing has been done
- I've been told that nothing will be done about the issue
- I was told that the report / complaint has been passed on to the relevant people
- I was kept informed about what would happen next
- Something else - please explain below

Please say what happened

Please use this space to tell us what you like / dislike about the maintenance and repair of public buildings owned / maintained by Bolton Council.

No comments

Overall

Thinking overall, how satisfied / dissatisfied are you with the way Bolton Council maintains the buildings / plots of land we are responsible for?

- Very satisfied Satisfied Dissatisfied Very dissatisfied No opinion / Not applicable
-

Please use this space for any further comments about Corporate Property Services or the way Bolton Council maintains the property / plots of land we are responsible for.

No comments

Your interest

Which one of the following best describes you / your family's interest in this consultation?

- Work for Bolton Council
- Work in a school with property repair contract with Bolton Council
- Work / volunteer for a group / organisation that uses a building with a property repair contract with Bolton Council
- Lease a property from Bolton Council
- Resident of Bolton borough
- Study / have children at school in Bolton borough
- Visitor to Bolton borough
- 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 on their behalf.
- None of the above - please explain below

Please say what your interest is

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

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

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.

Please give your full postcode

Are you...?

- Female
- Male
- Identify in another way

Which most closely describes you?

- Employed full time [30 hours or more a week]
- Employed part-time [up to 30 hours a week]
- Self employed / freelance
- Unemployed, available for work
- Unable to work because of sickness / disability
- Full time student
- At home, looking after family
- Retired
- Other - please explain below

If 'other' please explain

Which age group are you in?

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

Do you look after, or give any help of 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.

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

Are your day-today activities limited because of a long-term physical or mental health condition / illness?

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

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 click 'submit' to send your response through to us