

Have your say on proposals for a new 0-19 Family Support Service

We are proposing to merge four early help services into one, new-style 0-19 Family Wellbeing Service.

We are proposing to deliver this from 15 Family Wellbeing Centres with space for group work, clinic sessions and a base for staff. The majority of the support will continue to be delivered through out-reach in people's homes and community venues.

We would like your feedback. We want to hear how effective you think this service would be in meeting needs and delivering services to the children, young people and families who are facing the most complex and significant challenges and would most benefit from support.

We would also like to understand how you think our proposals would impact on your and other people's ability to access early help services if they needed them.

Please read the supporting information provided before completing the questionnaire.

Thank you for your assistance. Your views are important to us.

Please note: Your responses to the main part of the survey (Q1 to Q18, including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'About you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

Your role

Q1 In what role are you responding to this consultation? Please select one option only.

- | | | |
|--------------------------|---|-----------------|
| <input type="checkbox"/> | Early help service user/ or family member of a service user (past or present) | Go to Q4 |
| <input type="checkbox"/> | Interested member of the public | Go to Q7 |
| <input type="checkbox"/> | Early help service professional (Leicestershire County Council) | Go to Q7 |
| <input type="checkbox"/> | Education professional/ representative of a school/ nursery/ other education provider | Continue |
| <input type="checkbox"/> | Representative of a Voluntary or Community Sector (VCS) organisation | Continue |
| <input type="checkbox"/> | Health professional/ representative (CCG, NHS, GP, nurse) | Continue |
| <input type="checkbox"/> | Elected member (parish, district, county councillor) | Continue |
| <input type="checkbox"/> | Other stakeholder representative (e.g. Police, Fire & Rescue, Parish Council representative etc.) | Continue |
| <input type="checkbox"/> | Other | Continue |

Please specify 'other'

Q2 If you indicated that you represent an organisation, are you providing your organisation's official response to the consultation?

- Yes
 No

Q3 If yes, please provide your details.

Name:

Role:

Organisation:

Organisation postcode:

This information may be subject to disclosure under the Freedom of Information Act 2000

If you indicated you are an 'Early help service user/ or family member of a service user (past or present)' in Q1, please answer Q4 to Q6. Otherwise, please skip to Q7.

Service usage

Q4 How long ago did you last access early help services?

- Within the last 3 months
- Between 3 and 6 months ago
- Between 6 months and 1 year ago
- Between 1 year and 2 years ago
- Longer than 2 years ago
- Don't know/ can't remember

Q5 Which early help services have you used? Tick all that apply

- Supporting Leicestershire Families (SLF)
- Children's Centres
- Youth Offending Service (YOS)
- Community Safety
- Early Help Information, Support and Assessment (EHISA)
- Don't know/ can't remember

Please briefly describe the service you received:

Q6 Where did you access these services? Tick all that apply

- At a Children's Centre
- At a Supporting Leicestershire Families Centre (The Satellite Centre/ Venture House/ Mountfields Lodge/ Greenhill Youth Centre)
- At home
- At another location
- Don't know/ can't remember

We are proposing to deliver our integrated family wellbeing service from 15 hubs and centres and through outreach work. There would be five hubs offering space for group work and clinic sessions and a base for staff and 10 centres with space to provide a range of family services. Please see page 9 of the supporting document for a map and list of the proposed locations. Support in the family home would be provided through our family support workers, and local community venues would also be used for drop-in sessions or group work.

Q9 To what extent do you agree or disagree that the 15 proposed locations for the Family Wellbeing Centres are best for delivering the service across the county?

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Why do you say this? Are there any other locations you think should have a centre?

Q10 Overall, to what extent do you agree or disagree with our proposals?

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 Is there anything you particularly **like** about our proposals?

Q12 Is there anything you particularly **dislike** about our proposals?

Q13 Are there any other ways we could deliver the service better within the resources available?

Q14 How, if at all, do you think our proposals would impact on your ability to get support if you needed it?

- Make it much harder
- Make it a little harder
- No difference
- Make it a little easier
- Make it much easier
- Don't know

Why do you say this?

Q15 What else would help you to access support if you needed it?

Q16 How, if at all, do you think our proposals would impact other people's ability to access the support they need?

- Make it much harder
- Make it a little harder
- No difference
- Make it a little easier
- Make it much easier
- Don't know

Why do you say this?

Q17 What else would help people to access the support they need?

Any other comments

Q18 Do you have any other comments?

Please continue if you are an 'Early help service user/ or family member of a service user (past or present)' or 'Interested member of the public' as identified in Q1. Otherwise, please skip to the instructions at the end of the questionnaire.

About you

Leicestershire County Council is committed to ensuring that its services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

We would therefore be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Q19 What is your gender identity?

- Male
 Female
 Other (e.g. pangender, non-binary etc.)

Q20 Is your gender identity the same as the gender you were assigned at birth?

- Yes No

Q21 What was your age on your last birthday? (Please enter your age in numbers not words)

Q22 What is your full postcode?

This will allow us to see how far people live from our centres. It will not identify your house.

Q23 Are you a parent or carer of a young person aged 17 or under?

- Yes No

Q24 If yes to Q23, what are the ages of the children in your care? Please tick all applicable

- 0-4 11-15
 5-10 16-17

Q25 If yes to Q23, do any of the children in your care have a long-standing illness, disability or infirmity?

- Yes No

Q26 Are you a carer of a person aged 18 or over?

- Yes No

Q27 Do you have a long-standing illness, disability or infirmity?

- Yes No

Q28 What is your ethnic group? Please tick one box only.

- White Black or Black British
 Mixed Other ethnic group
 Asian or Asian British

Q29 What is your religion?

- No religion Jewish
 Christian (all denominations) Muslim
 Buddhist Sikh
 Hindu Any other religion

Q30 In total, how many cars or vans are owned or available for use by members of your household?

- None Three
 One Four or more
 Two Don't know

Q31 What is your highest level of qualification you have obtained?

- | | |
|---|--|
| <input type="checkbox"/> No qualifications | <input type="checkbox"/> Lower degree or PGCE (e.g. BA or BSc etc) |
| <input type="checkbox"/> GCSEs/O-levels or equivalent | <input type="checkbox"/> Higher degree (e.g. MSc, Phd etc) |
| <input type="checkbox"/> A-levels or equivalent | <input type="checkbox"/> Professional, vocational or work-related qualifications |
| <input type="checkbox"/> Diploma in higher education | <input type="checkbox"/> Other |

Q32 Which of these activities best describes what you are doing at present?

- | | |
|--|--|
| <input type="checkbox"/> Employee in full-time job (30 hours plus per week) | <input type="checkbox"/> Full-time education at school, college or university. |
| <input type="checkbox"/> Employee in part-time job (less than 30 hours per week) | <input type="checkbox"/> Unemployed and available for work |
| <input type="checkbox"/> Self employed full or part-time | <input type="checkbox"/> Permanently sick / disabled |
| <input type="checkbox"/> On a government supported training programme - e.g. Modern Apprenticeship / Training for Work | <input type="checkbox"/> Wholly retired from work |
| | <input type="checkbox"/> Looking after the home |
| | <input type="checkbox"/> Doing something else |

Q33 Are you an employee of Leicestershire County Council?

- Yes No

Q34 Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it, but we would be grateful if you could tick the box next to the category which describes your sexual orientation.

- | | |
|--|----------------------------------|
| <input type="checkbox"/> Bi-sexual | <input type="checkbox"/> Lesbian |
| <input type="checkbox"/> Gay | <input type="checkbox"/> Other |
| <input type="checkbox"/> Heterosexual / straight | |

Thank you for your assistance. Your views are important to us.

When the consultation closes on Sunday 22nd April 2018, we will report the results back to Cabinet in Summer 2018.

Please return your completed survey to: Early Help Consultation, Leicestershire County Council, Have Your Say, FREEPOST NAT18685, Leicester, LE3 8XR

Data Protection: Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county council and its partners. Leicestershire County Council will not share any information collected from the 'About you' section of this survey with its partners. The information will be held in accordance with the council's records management and retention policy. Information which is not in the 'About you' section of the questionnaire may be subject to disclosure under the Freedom of Information Act 2000.

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