

# Early Help Services:

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

## What do you think?



# Questionnaire



# Our plans for a new 0-19 Family Support Service



Leicestershire County Council is planning to merge 4 early help services to create one new 0-19 Family Support Service.



We want to know what you think about the plans.



Please read through the easy read document called “Early Help Services: Have your say on plans for a new 0-19 Family Support Service”.



Please tell us what you think about the plans by answering the questions in this document.



Please send us your answers back by 22nd April 2018.

# Your role



**Question 1:** Are you.... (please tick only one)

- A user or a family member of someone who uses an early years service? - **go to Question 4**
- Someone who is just interested? - **go to Question 7**
- A Leicestershire County Council worker? - **go to Question 7**
- A worker in a school or nursery? - **go to Question 2**
- Answering for a voluntary or community group? - **go to Question 2**
- A Health professional? - **go to Question 2**
- A councillor? - **go to Question 2**
- A worker who has links to an early years service? - **go to Question 2**
- Something else? - please say - **go to Question 2**





**Question 2:** If you are answering for an organisation, is this the official reply from your organisation?

Yes

No

**Question 3:** If 'Yes' Please give your details

Name:

Your role:

Name of the  
organisationPost code of  
the  
organisation

# How you used the service



**Question 4:** How long ago did you last use an early years service?

- 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



**Question 5:** 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



Please explain what service you got



**Question 6:** Where did you have the service?  
Tick all that apply

At a Children's Centre

At a Supporting Leicestershire  
Families Centre

At home

At another location

Don't know

# Our plans



**Question 7:** What do you think about these ideas from our plans?

A. Having one service for 0-19 year old?



Agree strongly



Agree



Not sure



Disagree



Strongly disagree



Don't know



B. Children and young people are at the heart of support that is being offered?



Agree strongly



Agree



Not sure



Disagree



Strongly disagree



Don't know





### C. We work with the whole family?



Agree  
strongly



Agree



Not sure



Disagree



Strongly  
disagree



Don't  
know



### D. We focus on families that have the most difficult challenges?



Agree  
strongly



Agree



Not sure



Disagree



Strongly  
disagree



Don't  
know



**Question 8:** What do you think about these ideas for how we deliver the service?

A. Putting information and advice on a new, better website?



Agree  
strongly



Agree



Not sure



Disagree



Strongly  
disagree



Don't  
know



B. Supporting people locally through drop-in sessions, group work and one-to-one support?



Agree  
strongly



Agree



Not sure



Disagree



Strongly  
disagree



Don't  
know



C. Using services from other organisations in the local area?



Agree  
strongly



Agree



Not sure



Disagree



Strongly  
disagree



Don't  
know



D. Running the services from Family Wellbeing Centres and community venues, as well as in people's homes?



Agree  
strongly



Agree



Not sure



Disagree



Strongly  
disagree



Don't  
know



We plan to run the services from 15 centres. These are explained on page **12**, **13** and **14** of the other document.



**Question 9:** Do you think these 15 centres are the best for the service?



Agree strongly



Agree



Not sure



Disagree



Strongly disagree



Don't know



Why do you say this? Are there any other places that should have a centre?



**Question 10:** Do you agree or disagree with our plans?



Agree  
strongly



Agree



Not sure



Disagree



Strongly  
disagree



Don't  
know



**Question 11:** Is there anything you particularly like about our plans?



**Question 12:** Is there anything you particularly don't like about our plans?



**Question 13:** Are there any other ways we could run the service better with the money we have?



**Question 14:** Would our plans make it easier or harder for you to get a service if you needed it?



Much easier



Easier



No difference



Harder



Much harder



Don't know

Why do you say this?



**Question 15:** What else would help you get support if you needed it?



**Question 16:** Would our plans make it easier or harder for other people to get a service if they needed it?



Much easier



Easier



No difference



Harder



Much harder



Don't know

Why do you say this?



**Question 17:** What else would help other people get support if they needed it?



# Any other comments



**Question 18:** Do you have any other comments?

# About you



Please answer these questions about yourself. Your answers will help us to make sure we are getting the views of all the different people in Leicestershire.



**Question 19:** Are you...

Male?  Female?  Other?



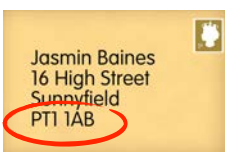
**Question 20:** Is your gender the same as the one you were given at birth?

Yes  No



**Question 21:** What was your age last birthday?

**Question 22:** What is your full post code?





**Question 23:** Are you a parent or carer of a young person aged 17 or under?

Yes       No - go to Question 26



**Question 24:** If 'Yes' how old are your children?

0-4       11-15

5-10       16-17



**Question 25:** If you answered 'Yes' to Question 23, do any of your children have a long term health problem or disability?

Yes       No



**Question 26:** Are you a carer of a person aged over 18?

Yes       No



**Question 27:** Do you have a long term illness or disability?

Yes       No



**Question 28:** What is your ethnic group?

White

Black

Mixed

Asian

Other



**Question 29:** What is your religion?

No religion

Jewish

Christian

Muslim

Buddhist

Sikh

Hindu

Other



**Question 30:** How many cars or vans does your house have?

None

Three

One

Four or more

Two

Don't know



**Question 31:** What is the highest qualification you have?

- No qualifications
- GCSEs or 'O' levels
- 'A' levels
- Diploma in higher education
- University degree
- Masters degree
- A professional qualification or NVQ
- Other

**Question 32: Are you...**

- In a full time job?
- In a part time job?
- Working for yourself?
- On a government training scheme?
- At school, College or University?
- Unemployed?
- Long term sick or disabled?
- Retired?
- Looking after the home?
- Doing something else?



**Question 33:** Are you working for Leicestershire County Council?

Yes

No

**Question 34:** Are you...



Bisexual - attracted to both men and women

Gay - men who are attracted to men

Lesbian - women who are attracted to women

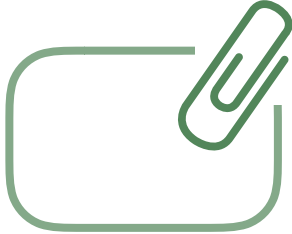
Heterosexual or straight- attracted to people of the opposite sex

Other

# Thank you



Thank you for giving us your views.



To send us your completed questionnaire you can either:

- Save it to your computer and add it as an attachment in an email to: **earlyhelppreview@leics.gov.uk**



- Print it out and post it to:  
**Early Help Consultation  
Leicestershire County Council  
Have Your Say  
FREEPOST NAT18685  
Leicester  
LE3 8XR**



You don't need to put a stamp on the envelope.



Please send your answers back by Sunday 22nd April 2018.

If you need more information about these plans please contact us on:



Telephone: **0116 305 3416**

Email: **earlyhelppreview@leics.gov.uk**