

Early Help Services: Have your say on proposals for a new 0-19 Family Support Service



May 2018

Strategic Business Intelligence Team
Leicestershire County Council

Early Help Services Review - Public consultation survey results

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- Communications Team, Leicestershire County Council

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Key Findings

- In total, 794 responses were received. Demographic responses indicate that the majority of respondents were aged between 25 and 44. Results also indicate a higher proportion of females responded to the survey and that the majority were parents or carers.
- Over half of responses (53.9%) were from Early Help service users or family members (past or present). Amongst these, two thirds (66%) indicated that they had accessed early help services within the last three months and the majority (89%) had used Children's Centres. Respondents described a range of services received, including breastfeeding support, various support groups and health visitor or midwife support.
- Two thirds (74%) of respondents agreed with the proposed principle relating to a whole family approach and two thirds agreed with the proposed principle relating to children and young people being at the heart of support (70%). However, fewer respondents agreed (44%) with the principle of providing an integrated service for 0-19 year olds.
- When asked about proposed locations, 62% of respondents disagreed, with 43% indicating that they strongly disagreed with the proposed locations. Amongst subsequent comments, the most frequently referenced theme related to concerns about accessibility and/or transport.
- Over half of respondents agreed with each of the other ideas for delivering the service, including targeted support and involving local groups. Respondents were less likely to agree with the idea related to online self-help information, advice and guidance.
- Nearly two thirds (63%) disagreed with the proposals overall, with 42% of respondents indicating that they strongly disagreed. Early Help service users or family members of a service user (past or present) were significantly more likely to disagree with the proposals overall.
- When asked if there was anything they particularly liked about the proposals, the most frequently referenced theme related to integrated services or integrated working. When asked if there was anything they particularly disliked about the proposals, the most frequently referenced theme related to the closure of centres.
- Asked if there were any other ways that the council could deliver the service better within the resources available, the suggestion to keep the centres open was the most commonly referenced theme amongst respondents, followed by suggestions to make efficiencies elsewhere.
- The majority of respondents (77%) indicated that the proposals would make it harder for them to get support, with just over half (51%) indicating that the proposals would make it much harder. Almost half of all subsequent comments referenced travel or accessibility concerns.

Key Findings

- Respondents were asked what else would help them to access support. Many respondents cited local support or groups as being important in helping them to access support and many others reflected the view that the service should be kept as it is and centres should not be closed.
- The majority of respondents (89%) indicated that the proposals would make it harder for other people to get support, with over half of respondents (65%) indicating that the proposals would make it much harder. Almost half of all subsequent comments referenced travel or accessibility concerns.
- When asked what else would help people access the support they need, the top three recurring themes were local support or groups, the suggestion to keep the service as it is or not to close centres and improved information, publicity and signposting.
- When asked if they had any other comments, respondents often raised concerns, particularly regarding the impact of the proposals. Many respondents also took the opportunity to highlight the positive impact or value of the current service. Other common themes amongst comments include general disagreement with the proposals and the suggestion or request to re-think the proposals.
- Concerns related to mental health and/or anxiety represented another recurring theme raised amongst responses to more than one open-comment question. Across the open comments, other respondents were concerned that the proposals were a 'false economy,' with a number of references to the risk of creating bigger problems and greater financial costs in the long term. Respondents also took the opportunity across the various questions to highlight positive aspects of the existing service and its value.
- In addition to the responses received to the formal consultation, 40 letters and emails providing comments and feedback in response to the consultation were received from a range of stakeholders. The majority of responses raised concerns regarding the proposals, many highlighting concerns regarding the long term impact of the proposals and/or concerns regarding accessibility or transport issues. Concerns were also raised regarding specific proposals or areas. Some of the correspondence included suggestions and requests for further discussions.

Chapter 1: Introduction and methodology

Early Help Services

Leicestershire County Council's 'Early Help' service offers a range of support to help tackle problems for children, young people and their families at an early stage. The service comprises Supporting Leicestershire Families (SLF), Children's Centres, Youth Offending Service (YOS) and Community Safety, and Early Help Information, Support and Assessment (EHISA).

The council's budgets are under increasing pressure, meaning that early help costs need to be reduced by £1.5m. Contributions from Government and partners for some early help services have ended or are due to come to an end which would reduce the funding available by a further £2.3m – meaning budgets need to reduce by £3.8m in total.

This means that the authority has to deliver early help services differently. At the moment, there are four separate services with separate staff, buildings and management. The Council is proposing to join up support with the aim to focus on the whole family rather than treat particular issues in isolation. The proposed aim will also help the organisation to be more efficient by reducing overheads such as management costs and the number of buildings from which services are delivered.

The new proposed model would integrate the four existing areas together into a single Family Wellbeing Service, providing a core age-related offer targeted at vulnerable children, young people and their families, via whole-family working. Families will be assessed to identify need and multi-skilled Early Help Workers will deliver group and one-to-one intervention proportionate to need.

The proposals published at the launch of the consultation put forward plans for the new Family Wellbeing Service to deliver services from locality based teams operating from 15 service buildings, with five key public-facing Family Hub Buildings which would be located strategically across Leicestershire. The proposals also suggested that these would be supported by ten 'spoke' buildings for service delivery. The service would also incorporate flexible delivery in people's homes and from Community Centres.

Overview of the process

The council has consulted with the public on the proposed changes to the Early Help service. A consultation survey was made available on the council website from 22 January 2018. This was accompanied by an information booklet which set out the proposals.

The survey asked for views on the proposed 0-19 Family Wellbeing Service. The consultation closed on the 22 April 2018 (a three month fieldwork window).

Communications and media activity

A range of targeted and general activity was used to reach key audiences and encourage them to take part in the consultation, including:

- Face-to-face conversations with service users
- Drop-in sessions for people who use early help services were held at children's centres and SLF hubs – promoted through face-to-face and posters. Paper copies of the survey were also distributed to centres to encourage responses.
- Briefing sessions for partner agencies and stakeholders
- Briefings for staff - promoted through email and face-to-face
- A number of media releases issued urging people to have their say, and promoting consultation events - circulated to all local and regional broadcast and print outlets and generated a wide-range of coverage.
- Social media posts across Facebook, Twitter and LinkedIn
- News story published on the council's website
- Consultation published and promoted on the council's website, with short URL (www.leicestershire.gov.uk/earlyhelp)
- Consultation information events for residents were held at venues across the county - promoted through media, social media and posters.

Alternative formats/Equality and Human Rights Impact Assessment (EHRIA)

The EHRIA screening process highlighted equalities considerations and steps were put in place to make the process open and inclusive, and reduce any barriers to participation.

The consultation information and questionnaires were made available to download from the council's website, including in Easy Read format. Copies were also available as hard copy and in alternative formats on request - as stated in the information booklet. A freepost return address was provided for completed hard copy surveys to encourage responses.

Drop in sessions were held during the consultation period to provide an opportunity for people who use services to get help from staff to complete the consultation survey.

The consultation information events were held at accessible venues.

A help line was provided for anyone who wanted assistance completing the surveys over the phone.

The survey was designed to be user-friendly on mobile devices, in view of the demographic and to facilitate access.

Analysis methodology

Graphs and tables have been used to assist explanation and analysis. Question results have been reported based on those who provided a valid response, i.e. taking out the ‘don’t know’ responses and no replies. Chart percentages have been rounded to the nearest whole number

The responses of different demographic groups were also statistically compared using Chi-Square analysis.

Analysis of open-ended comments

The survey contained ten open-ended questions. A total of 4,330 comments were left across these questions. For the purpose of analysis, coding frames were devised for each of the questions. All of the comments were read and coded by analysts. Open comments themes are available in Appendix 2. Children and Family Services Department has been provided with all responses in full for further consideration. This report includes examples of verbatim comments and where obvious, spelling mistakes and grammatical errors have been corrected.

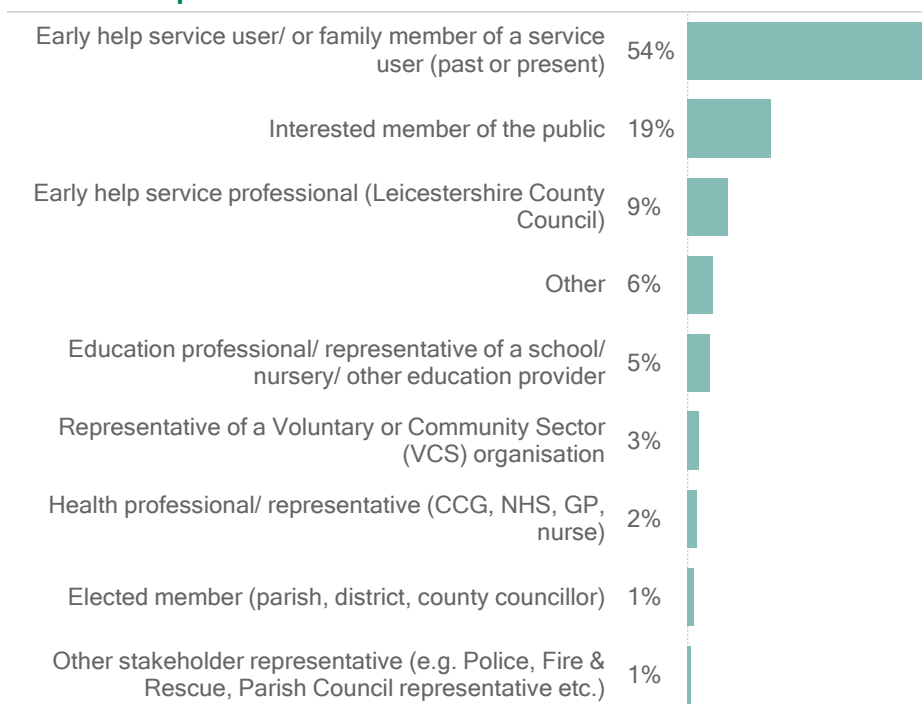
Response rate and stakeholder profile

During the consultation period, 794 people responded to the survey, comprising 493 online submissions and 301 paper responses. Two-thirds of respondents were females (62%). Two thirds of respondents were of White ethnicity and half of all respondents (49%) indicated that they were aged between 25 and 44 years. The majority of

respondents who provided a valid postcode were from Hinckley and Bosworth district (29.5%) and Charnwood District (18.1%).

Over half of responses (53.9%) were from Early Help service users or family members (past or present). The breakdown of respondents is shown in chart 1, and a full respondent profile is provided in Appendix 3.

Chart 1: Respondent breakdown



Base: 794

Those who responded ‘other’ include volunteers, representatives of other organisations such as schools, and Leicestershire County Council employees.

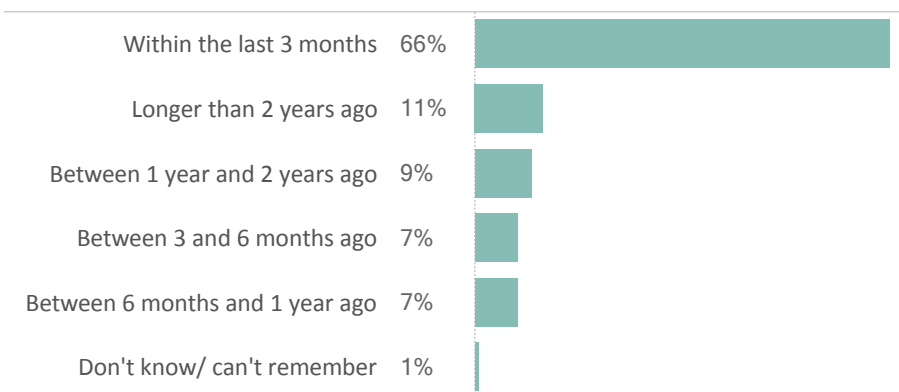
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Thirty respondents (3.8%) indicated that they were providing an official organisational response to the consultation. These included stakeholders from the voluntary and community sector, education, health and local government. A full list of these organisations is available in Appendix 4.

Service usage

Chart 2 shows that amongst service users (past or present), two thirds (66%) indicated that they had accessed early help services within the last three months.

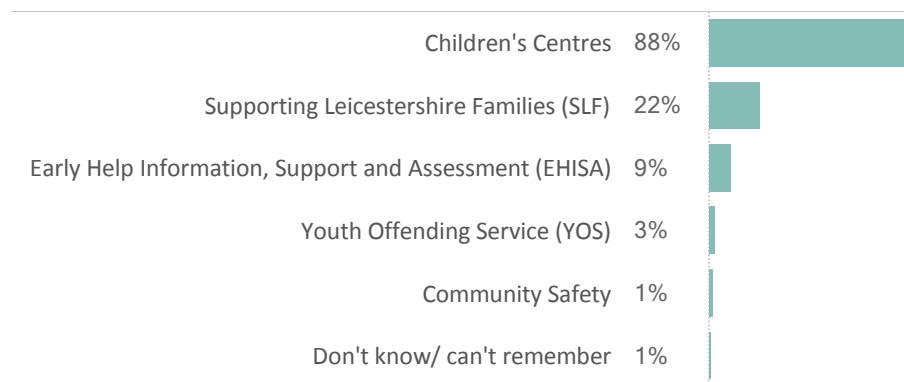
Chart 2: Most recent use of Early Help Services



Base: 428

The majority of respondents (89%) had used Children's Centres, with 22% indicating that they had used the Supporting Leicestershire Families service. Chart 3 provides a breakdown of early help services used by respondents.

Chart 3: Early Help services used



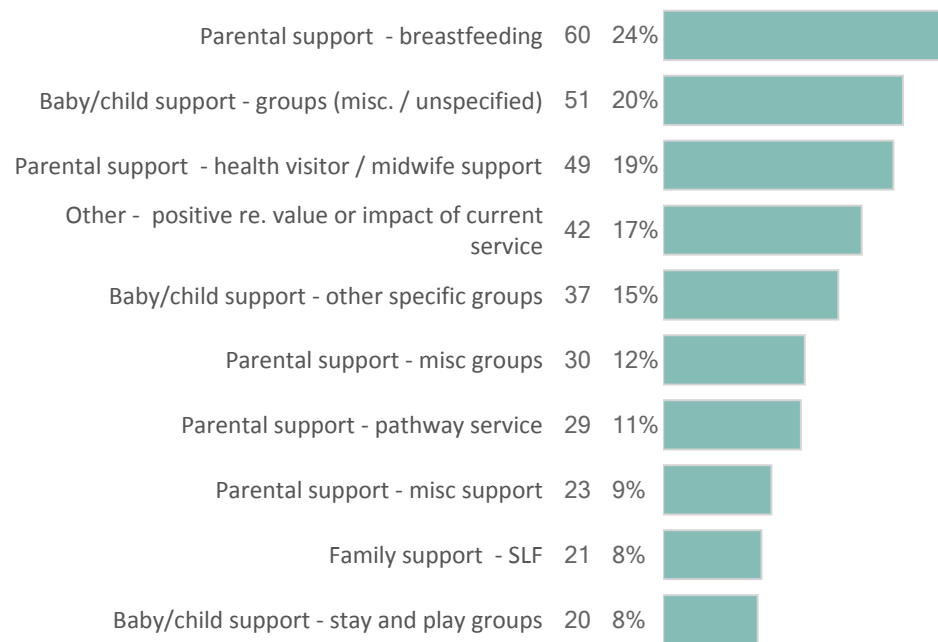
Base: 426

Respondents were also asked to describe the service they received. Comments represented a wide range of service areas, with respondents often referencing specific services such as breastfeeding support, health visitor/midwife support and the pathway service. Respondents also used this opportunity to provide positive feedback regarding the value or impact of the service(s). Chart 4 shows the top 10 codes assigned to the comments. A full list of codes is in Appendix 2.

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"Bosom babies breastfeeding support"
"Various baby groups"
"Play groups for my new born daughter"
"Health visiting appointments"
"I have found the support to have been invaluable"
"Baby next steps group session"
"Parent support group."
"Attended a pathway group at Thurmaston children's centre weekly when my daughter was between around 2 and 7 months old."
"Various early years support and advice groups"

Chart 4: Descriptions of services used—top 10 codes

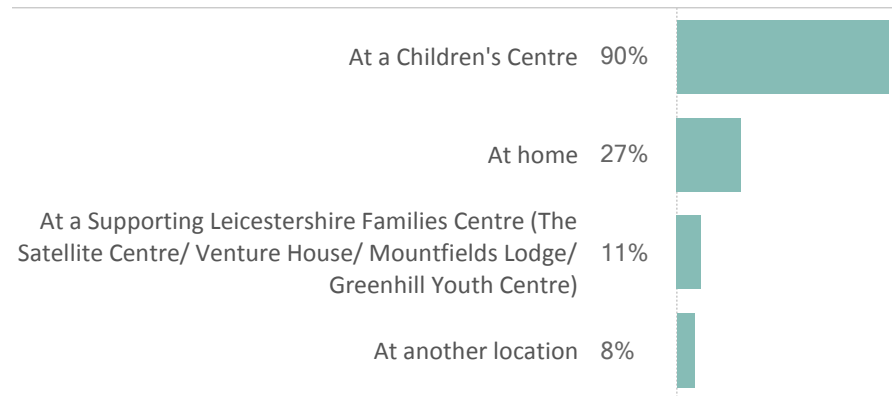


Base: 253

When asked where they had accessed services, the majority of respondents (90%) indicated that they had accessed them at a Children's Centre.

Chart 5 provides further details of where respondents had accessed services.

Chart 5: Location of Early Help Services used (multiple response)



Base: 425

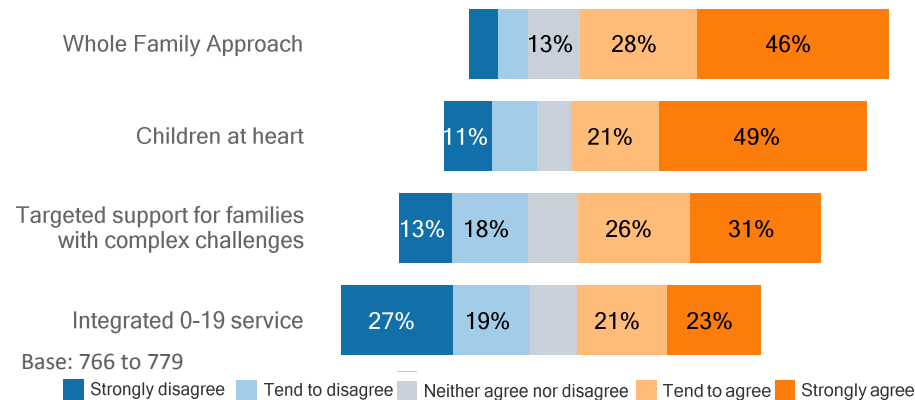
Chapter 2: Our proposals

Respondents were asked several questions about what they thought about the council’s proposals.

Q7 Views on proposed principles

Respondents were asked to what extent they agreed or disagreed with the principles being proposed. Chart 6 shows that over two thirds of respondents (74%) agreed with the principles relating to a whole family approach and to children and young people being at the heart of support. However, fewer respondents agreed (44%) with the principle of providing an integrated service for 0-19 year

Chart 6: Views on proposed principles¹



Respondents who were Early Help service users or family members (past and present) were significantly more likely to disagree with

¹ Chart headings abbreviated - see appendix 1 for the full wording of proposed principles May 2018

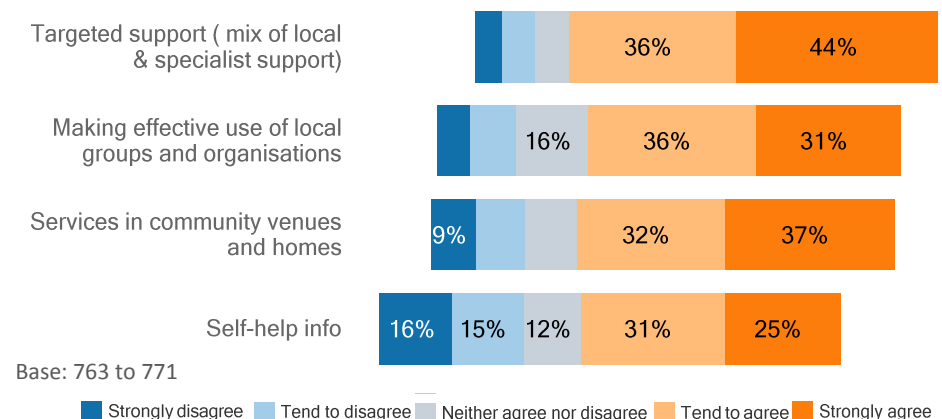
the principles related to an integrated 0-19 service and a focus on complex families.

Respondents who indicated that they were parents/carers of a young person under 17 years old were also significantly more likely to disagree with the principle of an integrated 0-19 service.

Q8 Views on ideas for service delivery

Respondents were asked to what extent they agreed or disagreed with the various ideas for delivering the service. Chart 7 shows that over half of respondents agreed with each of the ideas listed. The majority of respondents (80%) agreed with the idea of targeted support provided locally through a mix of drop-in sessions, group work and hands-on individual support – supported by specialist

Chart 7: Views on ideas for service delivery²

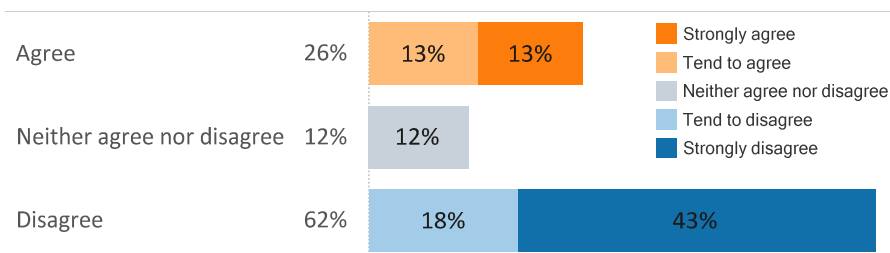


² Chart headings abbreviated—see appendix 1 for the full wording of ideas for service delivery

Q9 Proposed locations

Respondents were asked to what extent they agreed or disagreed that the 15 proposed locations for the Family Wellbeing Centres are best for delivering the services across the county. Chart 8 shows that 62% of respondents disagreed, with 43% indicating that they strongly disagreed with the proposed locations. Respondents who indicated that they were a parent/carer of a child aged 0-4 were significantly more likely to disagree.

Chart 8: Views on proposed locations



Base: 751

Respondents were then asked to provide additional comments to explain their response to the previous question. Chart 9 shows the top 10 codes. A full list of codes is available in Appendix 2. The most frequently referenced theme in response to this question related to concerns about accessibility and/or transport. A number of responses under this theme also reference accessibility concerns for rural locations. Other common themes in response to this question include concerns for the vulnerable (such as those with financial, physical and/or mental health issues), concerns regarding the distribution of locations (including whether the choice of proposed locations is based on need) and concerns around service availability,

(including potential capacity issues and whether groups or sessions will be able to continue).

Whilst many responses reflected specific concerns regarding the proposals, many respondents also commented on the value or positive impact of the Early Help service, particularly from personal experience. In addition, 41 respondents also suggested alternative services or stated support for specific locations in their responses, such as centres in Hinckley, Braunstone, Castle Donington and Earl Shilton.

“Closing them in areas that require significant travel would further isolate vulnerable people and families.”

“Not enough locations with bus routes for families [who] do not drive and have to use public transport. Me and my son would have to travel.

“These families are our most vulnerable, consisting with mental/physical issues, therefore the stress and pressure to travel to a hub isn't always the best solution.”

“My local children's centre in Desford has and is helping me greatly with advice, weigh-ins & classes for me & my premature baby and toddler.”

“The proposed services don't seem very equally spread across the county.”

“A lot more families will fall through the gaps with the inevitable risk of increased mental un-health, stress, isolation and a decrease in children's well being.”

“I think it will significantly reduce the services offered and therefore impact the well being of children and their families.”

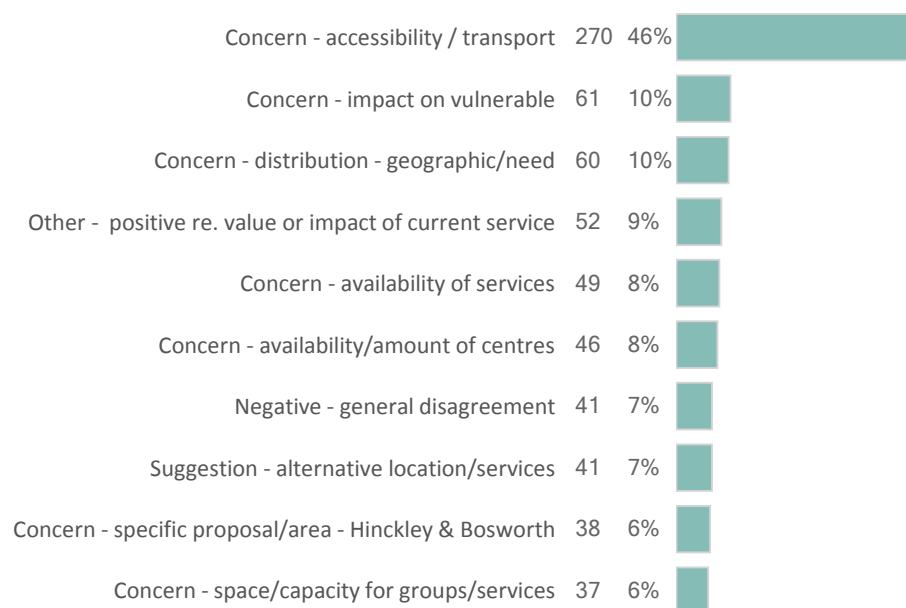
“These are not enough to support the amount of people needing to use the service”

“I think there should be a Family Support Centre in Melton and another 2 in Leicester central”

“I disagree with closing of centres”

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Chart 9: Comments regarding proposed locations– top 10 codes



Base: 588

A number of respondents also raised concerns regarding specific proposals or geographic areas and these are summarised in chart 10. For example, comments related to Hinckley and Bosworth included concerns regarding Desford, Barwell and Bagworth and repeated references to deprivation and accessibility. Comments regarding Charnwood district included recurring references to Shelthorpe and Cobden, also highlighting the fact that these are areas of high deprivation. For the Charnwood area, specific references were also made regarding Mountsorrel, Shepshed, Anstey and Thurmaston.

Comments regarding Melton included concerns about the suitability of Venture House. Comments relating to North West Leicestershire district included references to Ashby, Warren Hills, Measham and Castle Donington.

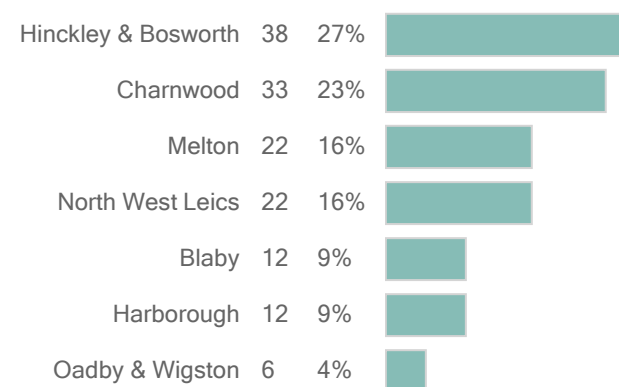
“Desford. Desford reach area is very large. I don't drive and know many families, in my situation, some of the village[s] surrounding Desford are very isolated, coming to Desford and meeting other parents has saved my life.”

“If you close Mountsorrel (as proposed), this means families travelling by bus into Loughborough to receive services, and the nearest centre for the families living in south Charnwood would then be Shelthorpe .”

“What happens to those people who want to use the facilities but are unable to drive and will have to travel on public transport. This will bear a cost implication on poorer families.”

“...Moira and Blackfordby have no bus service to Measham, not everyone drives, least of all the people most in need of your services...”

Chart 10: Concerns with references to specific proposals or areas



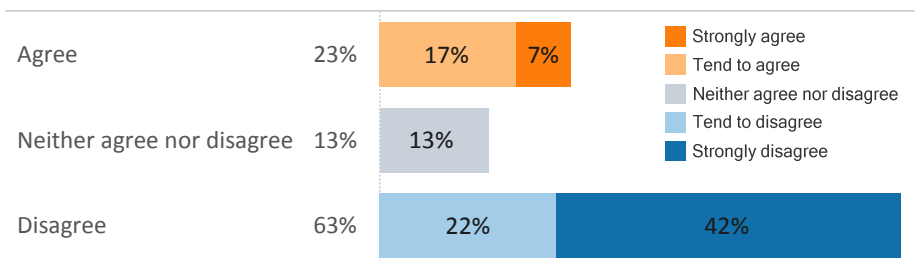
Base: 141

Q10 The proposals overall

Respondents were asked to what extent they agreed or disagreed with the proposals overall. As shown in chart 11, nearly two thirds (63%) disagreed, with 42% of these respondents indicating that they strongly disagreed with the proposals. Just under a quarter (23%) agreed with the proposals overall.

Respondents who indicated that they were Early Help service users or family members of a service user (past or present) were significantly more likely to disagree with the proposals overall. Female respondents and those who were parents/carers of a child were also significantly less likely to agree.

Chart 11: The proposals overall



Base: 763

Q11 Aspects liked about the proposals

Respondents were asked if there was anything they particularly liked about the proposals. Chart 12 shows that the most frequently referenced theme in response to this question related to integrated services or integrated working. The second most frequently referenced theme reflected respondents who indicated that they did not like anything about the proposals.

Other recurring themes and areas which respondents liked about the proposals include the whole family approach, the focus on families' or children's needs, efficiency savings, and targeted support. Respondents did also highlight a number of concerns, including concerns regarding families missing out, concerns regarding the closure or lack of centres and concern regarding the long term impact of the proposals.

"I like the concept of one 0-19 Service."

"Integrating all services"

"Approaching the whole family to support is good"

"I like the fact the work will focus on whole families as I feel this kind of work achieves the best outcomes for the family."

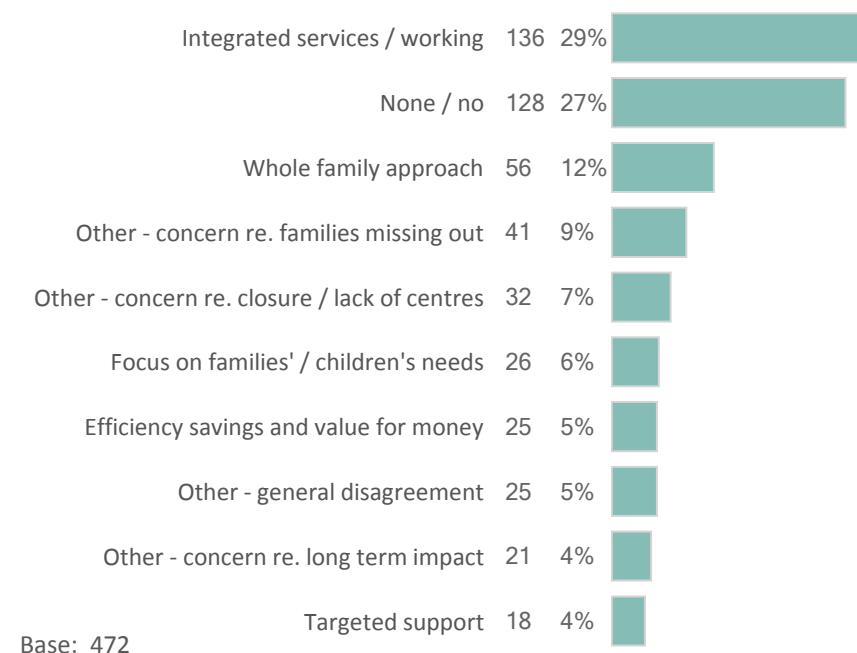
"Care needs to be taken with a very targeted approach as you can end up missing people who need help."

"Closing local centres will leave family support significantly reduced."

"I like the idea of putting families at the centre of this proposal"

"Consolidation will help reduce admin and background costs."

Chart 12: Aspects liked about the proposals—top 10 codes



Q12 Aspects disliked about the proposals

Respondents were asked if there was anything they particularly disliked about the proposals. As chart 13 shows, the most frequently referenced area of dislike related to the closure of centres. Related to this theme, many respondents also highlighted issues around accessibility and/or the location of services.

The loss of services or provision was referenced by 84 responses. Comments also highlighted the integration or co-location of services as an area of dislike, with several respondents expressing particular concern about the youth offending service being integrated or co-located with other services.

Concerns were also raised regarding the potential impact of the proposals on vulnerable children and families (including those living in areas of high deprivation) and regarding the increase in targeted services or reduction in universal services.

As with responses to other questions, respondents also provided positive comments and feedback regarding the impact or value of the service, often from personal experience.

“Closing such a large number of Children's Centres is a huge mistake.”

“The proposal of losing so many venues”

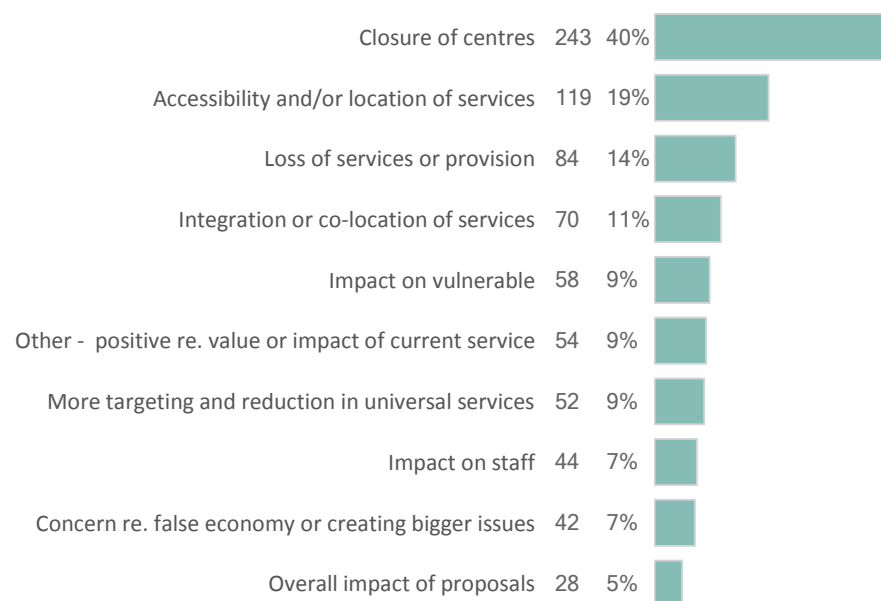
“I think some of the family centres are too far apart and I'd like to see consideration for travel support if the family centre is a certain distance away from their home”

“Closing of play groups, lack of feeding support, less support for post natal depression”

“The concept of merging children's and youth offending schemes in the same building.”

“A reduced service offer for vulnerable families”

Chart 13: Aspects disliked about the proposals—top 10 codes



Base: 611

Q13 Suggestions for service delivery within available resources

Respondents were asked if there were any other ways that the council could deliver the service better within the resources available. The suggestion to keep the centres open was the most commonly referenced theme, followed by suggestions to make efficiencies elsewhere. A notable proportion of respondents replied ‘don’t know’ or indicated that they did not think there were any other ways to deliver the service better within the resources available. A number of respondents suggested that partnership working could be improved. Some respondents made suggestions regarding the structure of the new service, for example separating specific age groups or services. A number of respondents also took the opportunity to provide positive feedback regarding the value or impact of the service.

“Keep the centres open”

“Still keep some centres in the villages for specific things not just combining it all”

“Make cuts to areas less important than supporting families with children under 5”

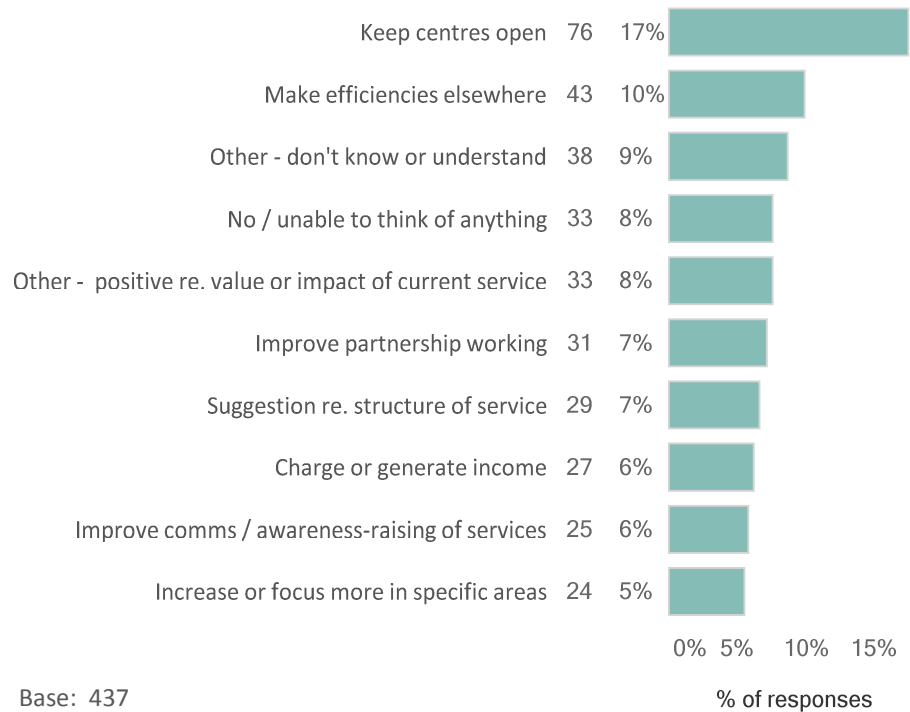
“Getting rid of higher up management would help so more building[s] can be kept”

“Collaborative working - less duplicate working.”

“Look at renting out space in children centres to get income when they are not being used to deliver these services rather than closing them.”

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Chart 14: Suggestions for service delivery—top 10 codes

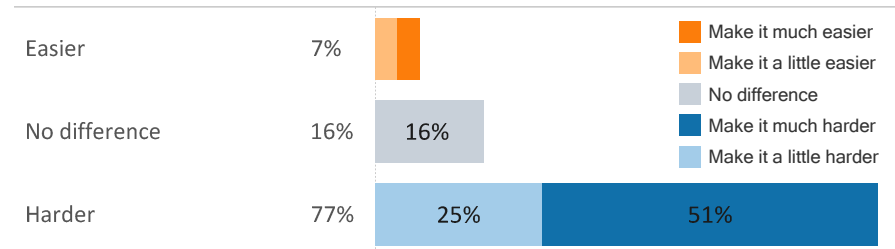


Q14 Impact of proposals on ability to get support

Respondents were asked how they thought proposals would impact upon their ability to get support. The majority of respondents (77%) indicated that it would be harder, with just over half of respondents (51%) indicating that the proposals would make it much harder to get support. Less than one in ten (7%) indicated that the proposals would make it easier to get support.

Respondents who indicated that they were a parent/carer of a child aged 0-4 were significantly more likely to say that the proposals would make it harder to access support.

Chart 15: Impact of proposals to access support



Base: 691

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After being asked how they thought proposals would impact upon their ability to get support, respondents were asked to provide comments to supplement their answer. Almost half of all responses (213) to this question referenced travel or accessibility concerns. Other recurring themes in response to this question include concerns regarding the reduction or loss of services and the impact of tighter thresholds for support, in particular concern that the family would not be considered ‘vulnerable’ or ‘in need.’

However, 35 respondents did indicate that their personal circumstances would mean no significant impact for them and 34 respondents indicated that they did not use services or that the question was not applicable. Concerns regarding the service’s ability to cope with demand and the fact that reduced resources will make it harder to access services were also recurring themes amongst responses.

“I would have to get, and pay for, a bus to one of the hubs. It is a 50 minute journey each way. Organising and timing that with a baby and a toddler would be very hard to do.”

“I wouldn’t be able to go to other centres as I don’t drive.”

“If drop in groups and sessions are stopped at the children’s centres [I] would have nowhere to drop in for support or advice.”

“Not having a building to drop into could impact greatly on the support children[’s] centres currently offer. Having midwifery and health delivering their services and doing early child development checks in centres help support families to continue to make connections and this may be lost.”

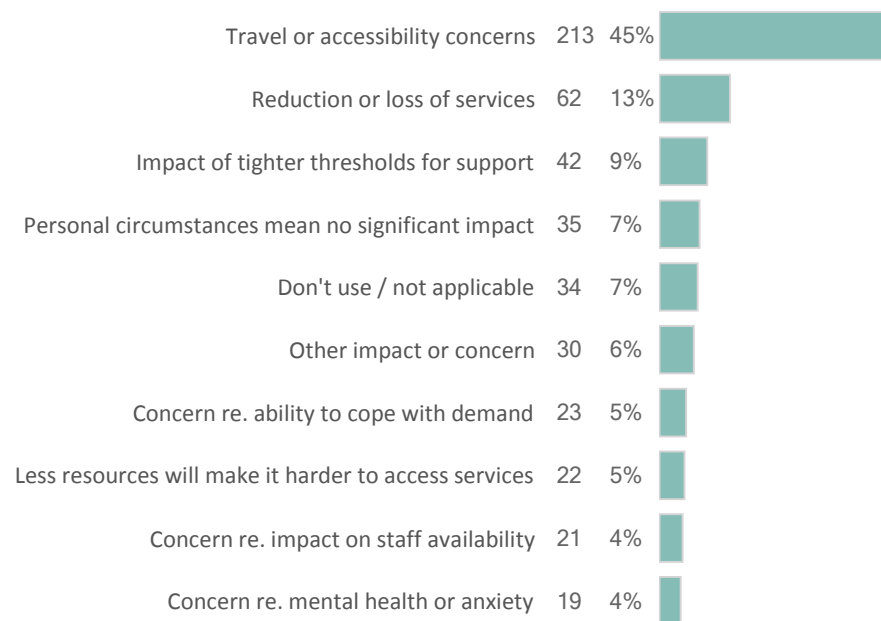
“I don’t receive support from these services and as I don’t live in Leicestershire it won’t impact on me directly.”

“There won’t be any support from Children’s Centres for someone like me, or for many people who gain a lot from their local Children’s Centres, but don’t fall into the category of being the more complex cases. I’m sure there will be a high percentage of people who currently access those services who would be unable to if this goes ahead.”

“I wouldn’t feel confident to cross the district to access a centre if I’d never been to one before”

“Services may become oversubscribed.”

Chart 16: Impact of proposals to access support - top 10 codes



Base: 470

Q15 Suggestions for accessing support

Question 15 asked respondents what else would help them to access support if they needed it. As shown in chart 17, many respondents (93) cited local support or groups as being important in helping them to access support and the second most referenced theme reflected the view that the service should be kept as it is and centres should not be closed. Respondents also referenced other aspects of support that would help them, including improved information or publicity and signposting. There were also a notable number of references to online support, which were frequently qualified with the proviso that it needs to be easy to access and navigate. Support with transport was referenced by 29 respondents, including improved public transport and financial support. Other recurring themes in response to this question include more staff support, telephone support and health services (GP or other health professional).

“Support in the locality”

“A local group, as is currently offered. Cherubs in Anstey was a literal lifesaver for myself & my son.”

“Enhanced publicity/information... perhaps more reporting/information points for example in libraries although there would be some training involved for staff to signpost accordingly and appropriately. Given the fewer localities some tie-in with info regarding transport links etc.”

“Keep the centres open”

“Things staying the way they are now!”

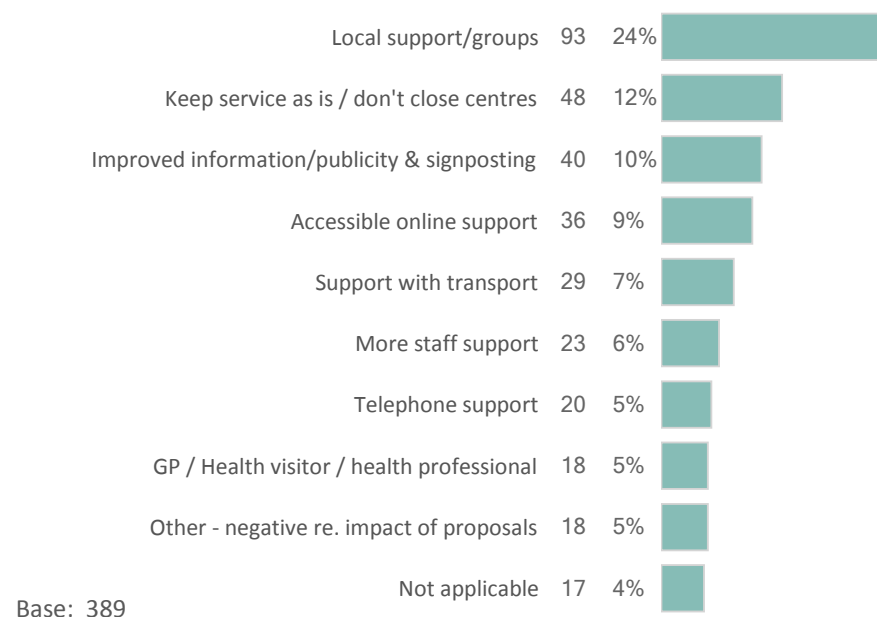
“Easy access internet page explaining all of the services offered and the specialist areas”

“A more regular bus service”

“Transport or [subsidies] to the new centres”

“Free transport”

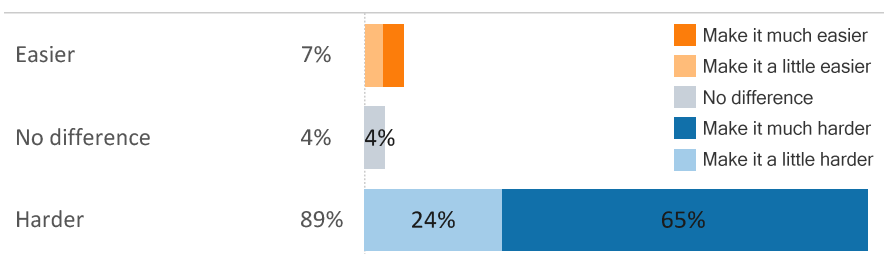
Chart 17: Suggestions for accessing support—top 10 codes



Q16 Impact of proposals for other people to access support

Respondents were asked how they thought proposals would impact upon other people's ability to get support. The majority of respondents (89%) indicated that it would be harder, with over half of respondents (65%) indicating that the proposals would make it much harder to get support. As with the responses to question 14 (about their ability to get support), less than one in ten (7%) indicated that the proposals would make it easier to get support.

Chart 18: Impact of proposals for other people to access support



Base: 707

After being asked how they thought proposals would impact upon other people's ability to get support, respondents were asked to provide comments to supplement their answer. Over half of the responses to this question referenced travel or accessibility concerns. Many respondents also referred to their previous comments.

Other recurring themes include concern regarding the reduction or loss of services, families or vulnerable people missing out and the potential lack of support, including peer support. Respondents also referenced the impact of tighter thresholds for support and the fact that fewer resources will make it harder to access services.

Comments that reflected a positive or hopeful view regarding the impact of the proposals were referenced by 18 responses.

"It is often a struggle to get "hard to reach" families to access services offered in [their] own community, but by making them travel a considerable distance, this may make it harder for them. They would be financially hit if [they] do choose to access services by public transport."

"Less venues, less provision i.e. groups."

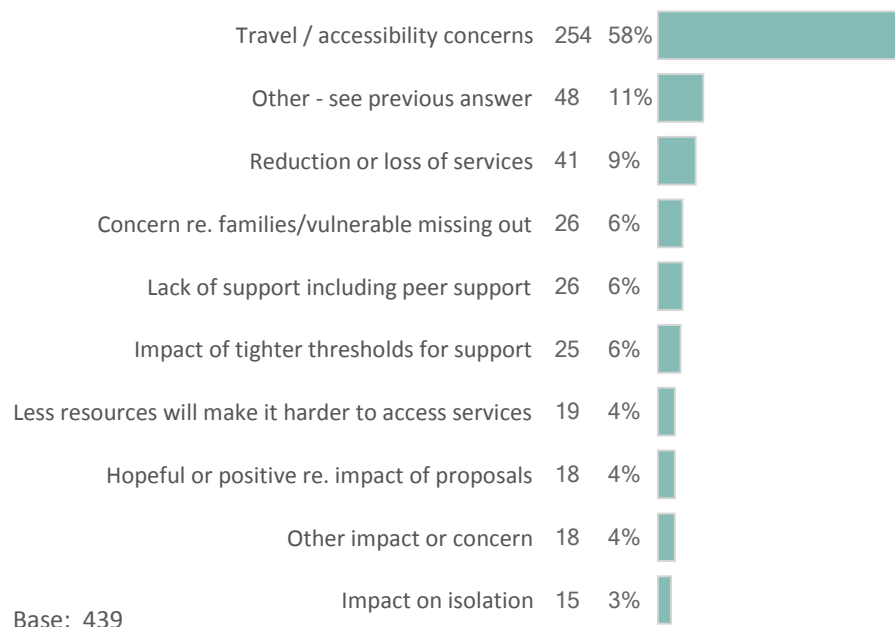
"Time for the various sessions [would be] more limited"

"I also think that families who aren't considered vulnerable would be put off using the new services as they would feel like the service isn't targeted at them and therefore they may feel like they are not entitled to access the support on offer"

"As the support will be much more targeted, it seems that many other people will lose the offer of support. It is important for people from all backgrounds to have a support network available to them"

"Could make it easier for people to access services."

Chart 19: Impact of proposals for other people to access support— top 10 codes



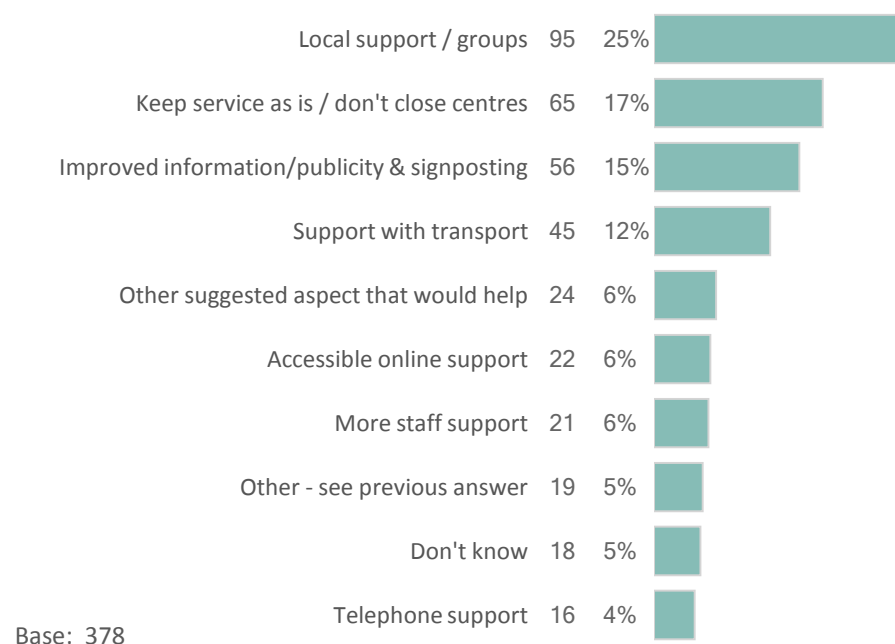
Q17 Suggestions for people to access support

Respondents were asked what else would help other people access the support they need. The top three recurring themes in response to this question were the same as those for question 15 (what else would help you to access support if you needed it?), namely local support or groups, the suggestion to keep the service as it is or not to close centres and improved information, publicity and signposting. Other frequently occurring themes include support with transport, accessible online support and more staff support.

- “More local facilities”*
- “Leave more centres open in better locations”*
- “Much better transport links”*
- “Transport costs provided to low income families to access centres further away.”*
- “To leave Children's Centres where they are”*
- “Things staying as they are”*
- “Knowing what is on offer where and when”*
- “Good publicity of services available so people know the services are still available even if not on the doorstep.”*
- “Better information and guidance online”*
- “More support workers running time limited/ targeted support”*
- “Just telephone support/encouragement may help - targeted phone line”*

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Chart 20: Suggestions for people to access support—top 10 codes



Q18 Any other comments

When asked if they had any other comments, respondents often raised concerns, particularly regarding the impact of the proposals (82). Many respondents (79) also took the opportunity to highlight the positive impact or value of the current service. Other common themes amongst comments include general disagreement with the proposals and the suggestion or request to re-think the proposals.

"It would be a travesty to lose the children's centre [provision] in Leicestershire and feel this will impact families hugely in a negative way."

"I think these proposals will have a big effect on people/children who need the help. Making it harder for people to live each day."

"The centres and staff supported me through some very difficult situations and if they weren't there I feel I wouldn't be the mum I am today"

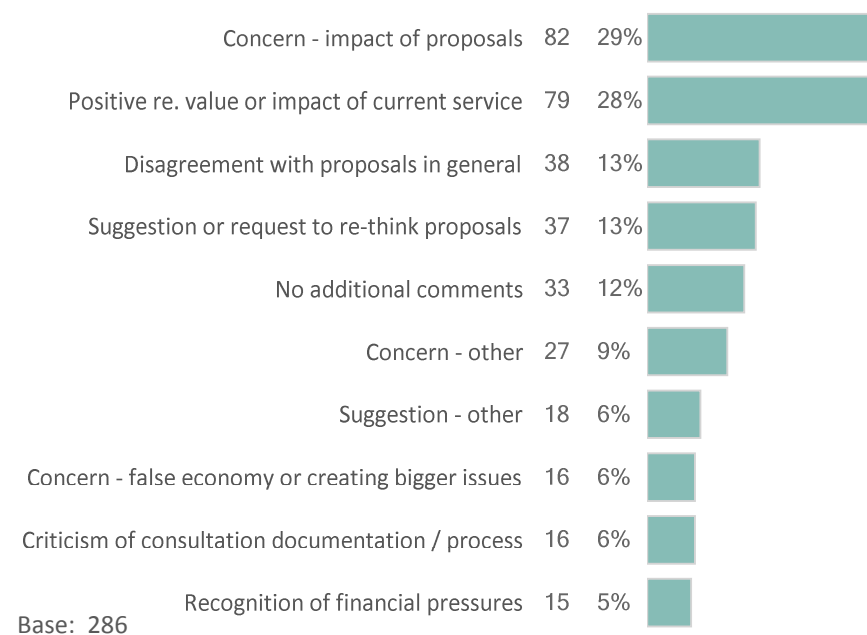
"So disappointed with the proposals"

"Please rethink your proposals to close so many children's centres."

"Keep the children['s] centres open"

"I don't think the children's centres are used well enough. I don't think their services are made clear to local residents/users. They are not promoted enough at present..."

Chart 21: Any other comments—top 10 codes



Recurring themes from the open comments

A number of recurring themes were observed across the various open-comment questions.

Whilst some comments were observed which reflected a positive view of one or more aspects of the proposals, the majority of key themes which emerged from this analysis highlighted various concerns regarding the proposals.

Across the various open-comment questions, many respondents stressed their concerns regarding accessibility and transport to the proposed locations. These comments often included references to vulnerable children and families, including those on low incomes and those facing additional challenges.

Respondents also took the opportunity across the various questions to highlight positive aspects of the existing service and its value, including personal experiences of the service and praise for the service that they had received or are currently receiving.

Although not featured in the top 10 codes for most of the coded comments, concerns related to mental health and/or anxiety represented another recurring theme raised amongst responses to more than one open-comment question. Respondents, several speaking from personal experience, often expressed concern that the proposals would have a negative impact for anyone who has mental health issues or anxiety, for example the associated challenges around travelling to a new location and the risk of isolation.

Other respondents were concerned that the proposals were a 'false economy,' with a number of references to the risk of creating bigger problems and greater financial costs in the long term. A number of these comments also pointed towards the importance of preventative work in this context. Respondents often felt that the impact of tighter thresholds would also cause longer term issues and would exclude certain families in need of support.

Respondents also made a number of suggestions for more funding or income generation, for example charging for the use of building space.

Several respondents queried the level of detail provided in the consultation document and commented that they required further information on the proposals.

Chapter 4: Other consultation feedback

In addition to the responses received to the formal consultation survey, 40 letters and emails providing comments and feedback in response to the consultation were received. Additional responses were received from a range of stakeholders including members of the public, parents, volunteers, schools, the voluntary and community sector, health, local government, a local councillor and a Member of Parliament. The key themes reflected in the content of these responses are summarised below. Children and Family Department has been provided with all responses in full for further consideration.

Whilst a few responses made positive references to some aspects of the proposals, including whole family working, tailored support and an integrated service, the majority of responses raised concerns regarding the proposals. These responses highlighted concerns regarding the long term impact of the proposals and/or concerns regarding accessibility or transport issues.

Concerns raised regarding the long term impact include references to breastfeeding support, long term financial implications, and greater issues for families:

"...fewer Children's Centres means less breastfeeding, which has many public health and economic consequences..."

"...These centres are vital to the wellbeing of families and I am concerned about the financial implications of such a move on both the council and the NHS...."

"...Given that many village families will struggle to travel to a Children's Centre outside of Barwell there is a strong chance that this will isolate families who need support and guidance, and cause existing issues to snowball into much greater problems..."

Concerns raised regarding accessibility or transport issues often made reference to public transport, the distance between the proposed location and the impact on vulnerable families, for example:

"...Under the proposals vulnerable families and children in need will be forced to make extended and in some cases prohibitively expensive journeys to the remaining centres..."

"...the centres remaining in the new model are significant distances apart from each other. Consequently, families will have to travel significant distances to access services."

Many of the additional responses received highlighted concerns around the potential loss of services or the impact of the proposed locations on existing services. For example one parent noted:

"...These groups run across a number of [centres] that are planned to close and as the group is volunteer ran and self funded finding another venue that they can afford would be extremely difficult..."

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Many of those submitting additional responses were keen to note the positive impact or value of the current services, several from personal experience:

“...these centres were vital to both mine and the girls wellbeing. They enabled us to meet other families which we are still now in contact with and take part in activities which encouraged the girls to learn new skills, improve their confidence and progress to be ready for school...”

Concerns were also raised regarding specific proposals or areas, including Barwell (which included a petition signed by 505 people), Anstey, Mountsorrel and Fleckney. Other concerns raised amongst the additional responses received include concerns regarding proposed alternatives (particularly online support), concerns regarding the consultation process, concerns related to proposed thresholds, localities and concern regarding future demand, for example in view of planned housing developments.

Some of the correspondence received includes suggestions and requests for further discussions from stakeholders regarding the proposals, for example the future use and management of buildings, the continuation of services and further discussions requested regarding partnership working.

Appendix 1 - Questionnaire



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.

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

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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

Our proposals

Please see page 7 of the supporting document for information about our detailed proposals.

Q7 To what extent do you agree or disagree with the following principles we are proposing?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
An integrated service for 0-19 year olds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children and young people are at the heart of the support offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whole family approach - families receive a co-ordinated approach that works for each member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support targeted at the families who are facing the most complex and significant challenges and would most benefit from support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 To what extent do you agree or disagree with the following ideas for delivering the service?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Self-help information, advice and guidance available online for all parents and carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Targeted support provided locally through a mix of drop-in sessions, group work and hands-on individual support – supported by specialist support workers operating across the county	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making effective use of services available from other organisations and groups in the local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivering services from Family Wellbeing Centres and community venues, as well as in people's homes as required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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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
-

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
-

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?

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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?

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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
- 5-10
- 11-15
- 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
- Mixed
- Asian or Asian British
- Black or Black British
- Other ethnic group

Q29 What is your religion?

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

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

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

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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.

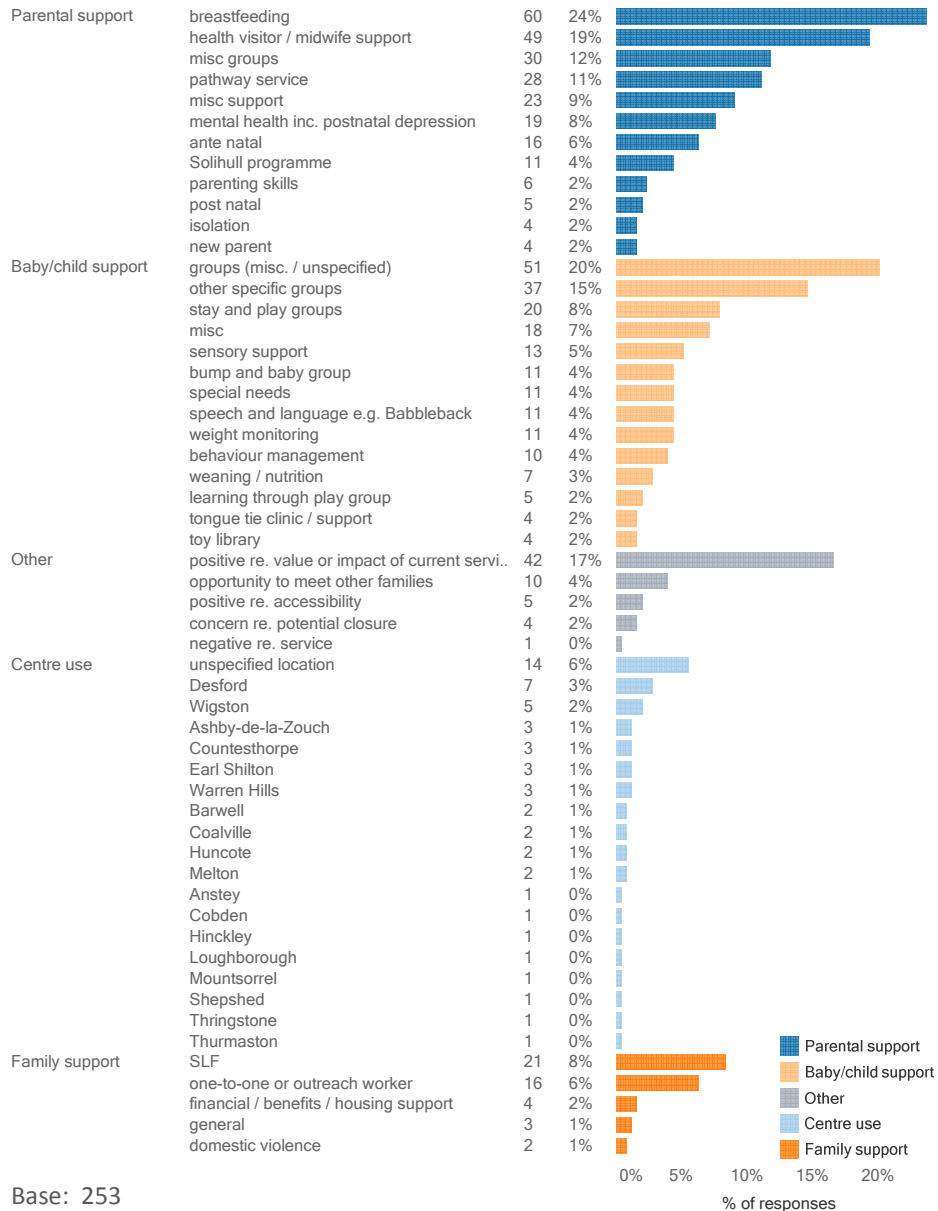
When the consultation closes on Sunday 22nd April 2018, we will report the results back to Cabinet in Summer 2018.

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.

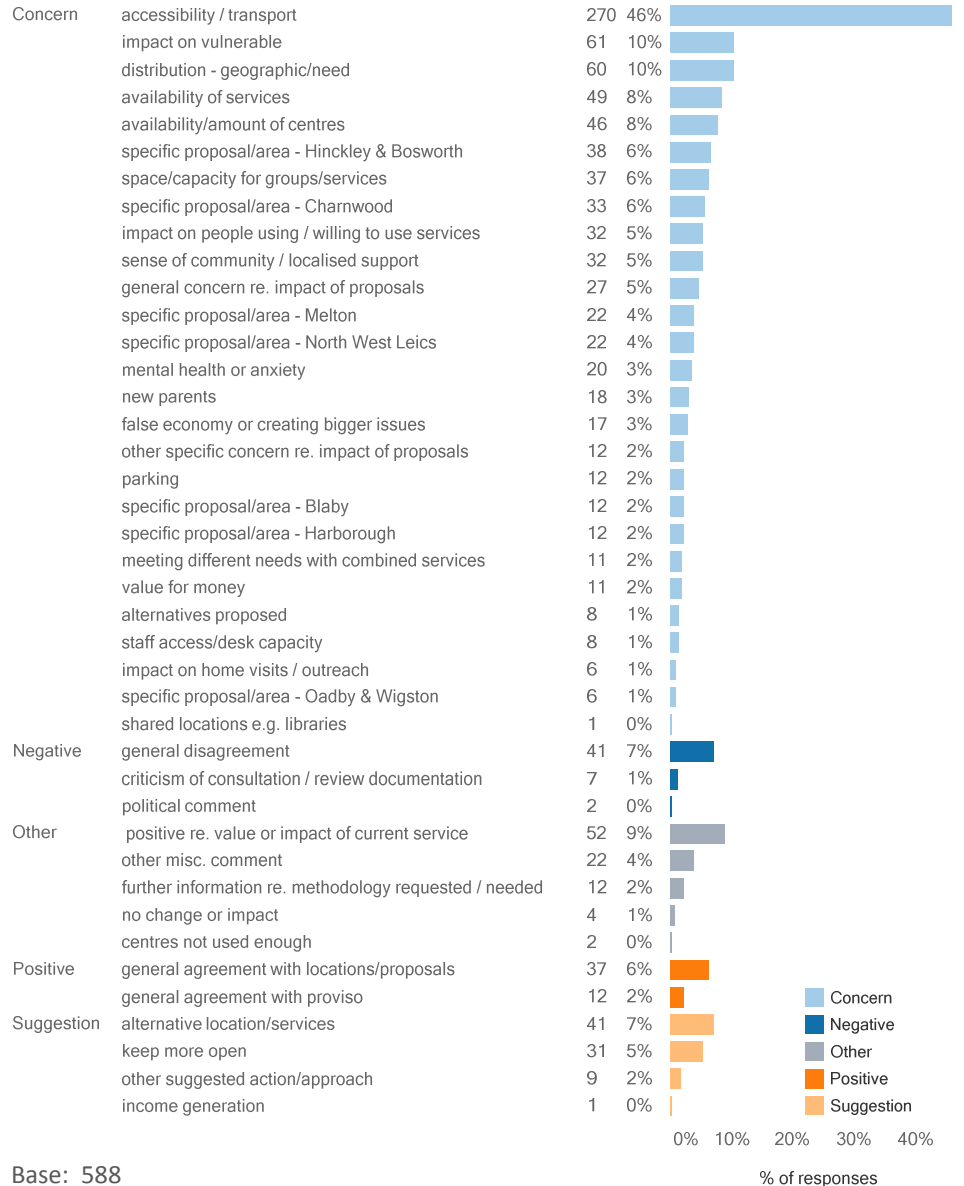
Appendix 2 - All open comment themes

Descriptions of services used (Q5a) - by code family



Base: 253

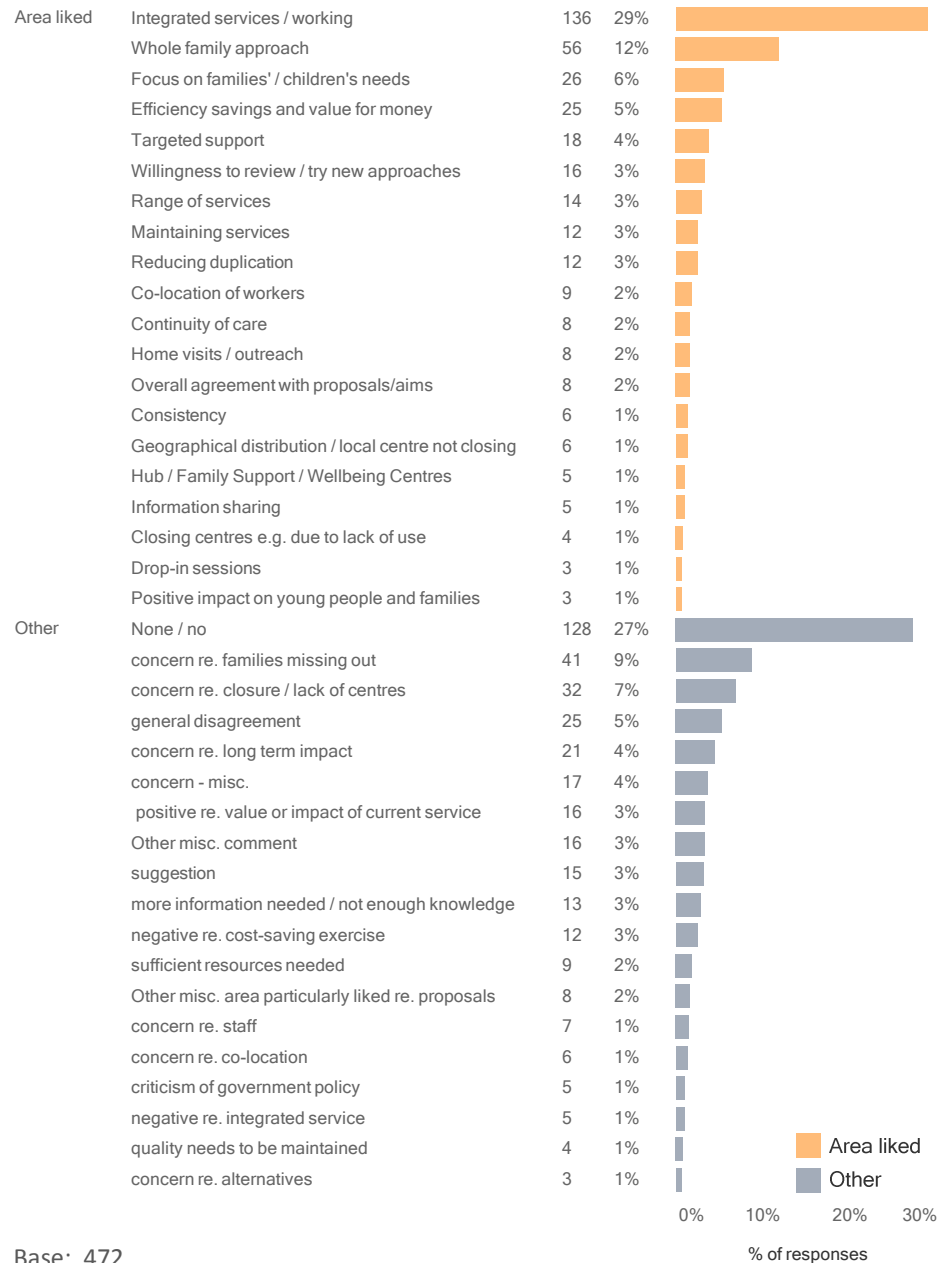
Comments regarding proposed locations (Q9a) - by sentiment



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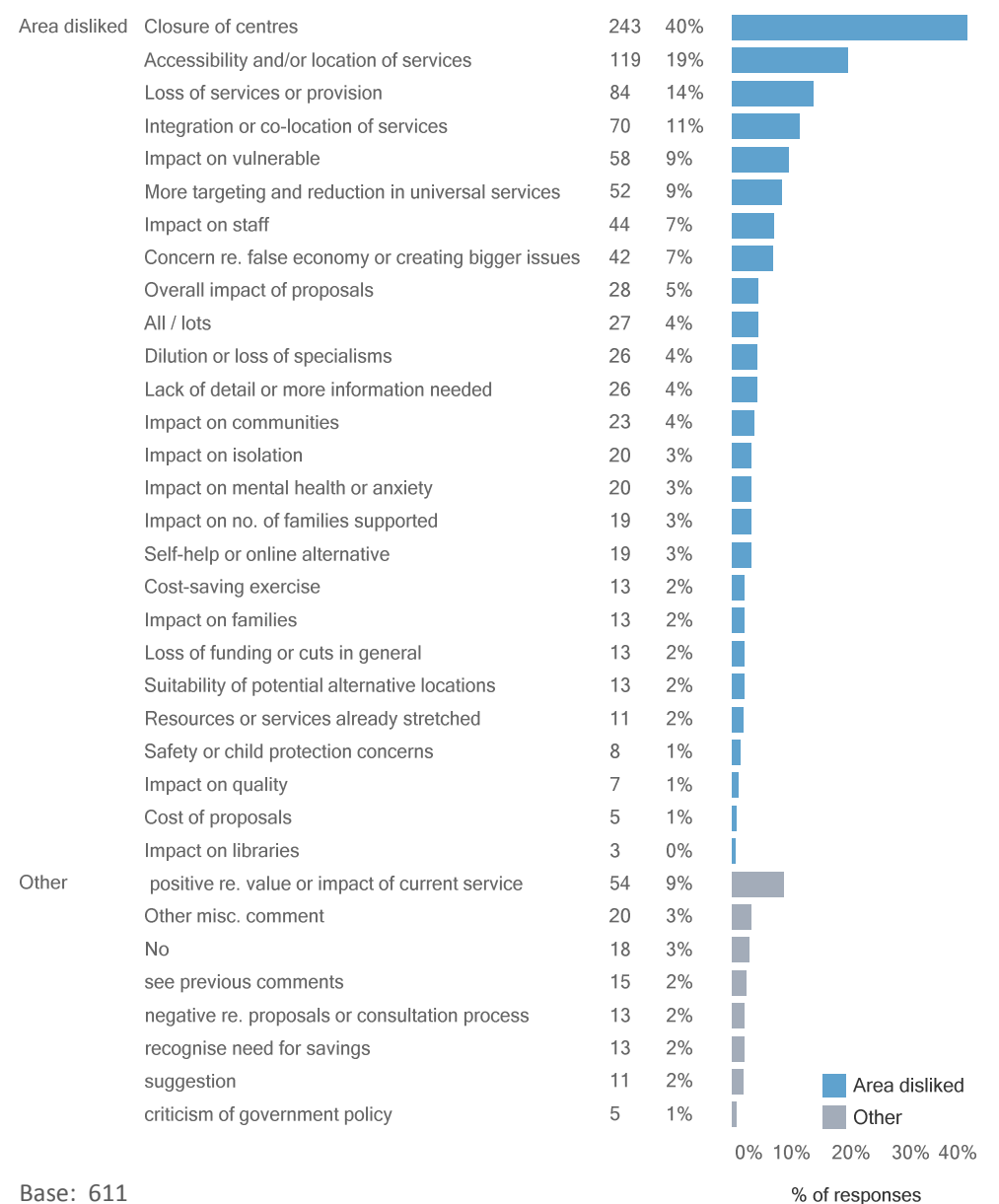
Aspects liked about the proposals (Q11) - by code family



Base: 472

May 2018

Aspects disliked about the proposals (Q12) - by code family

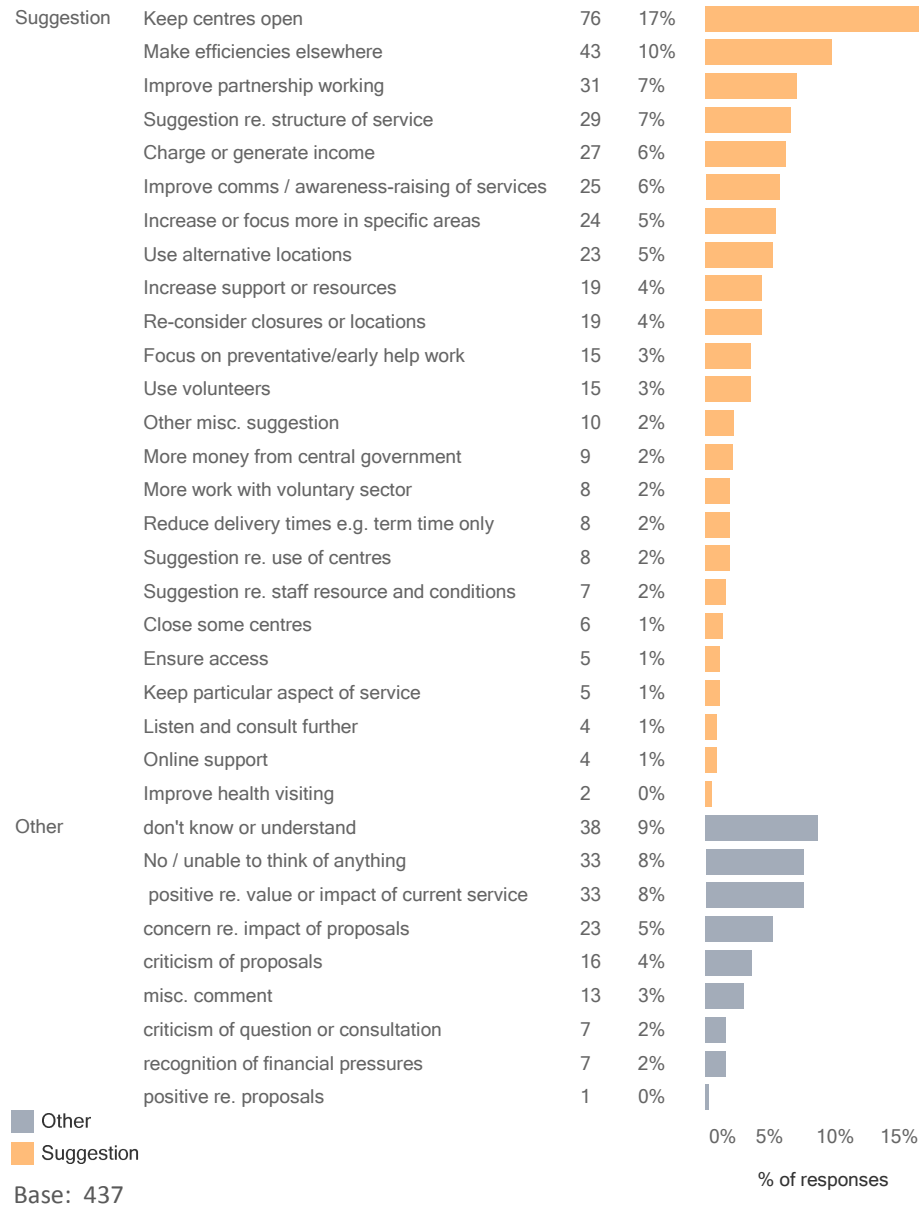


Base: 611

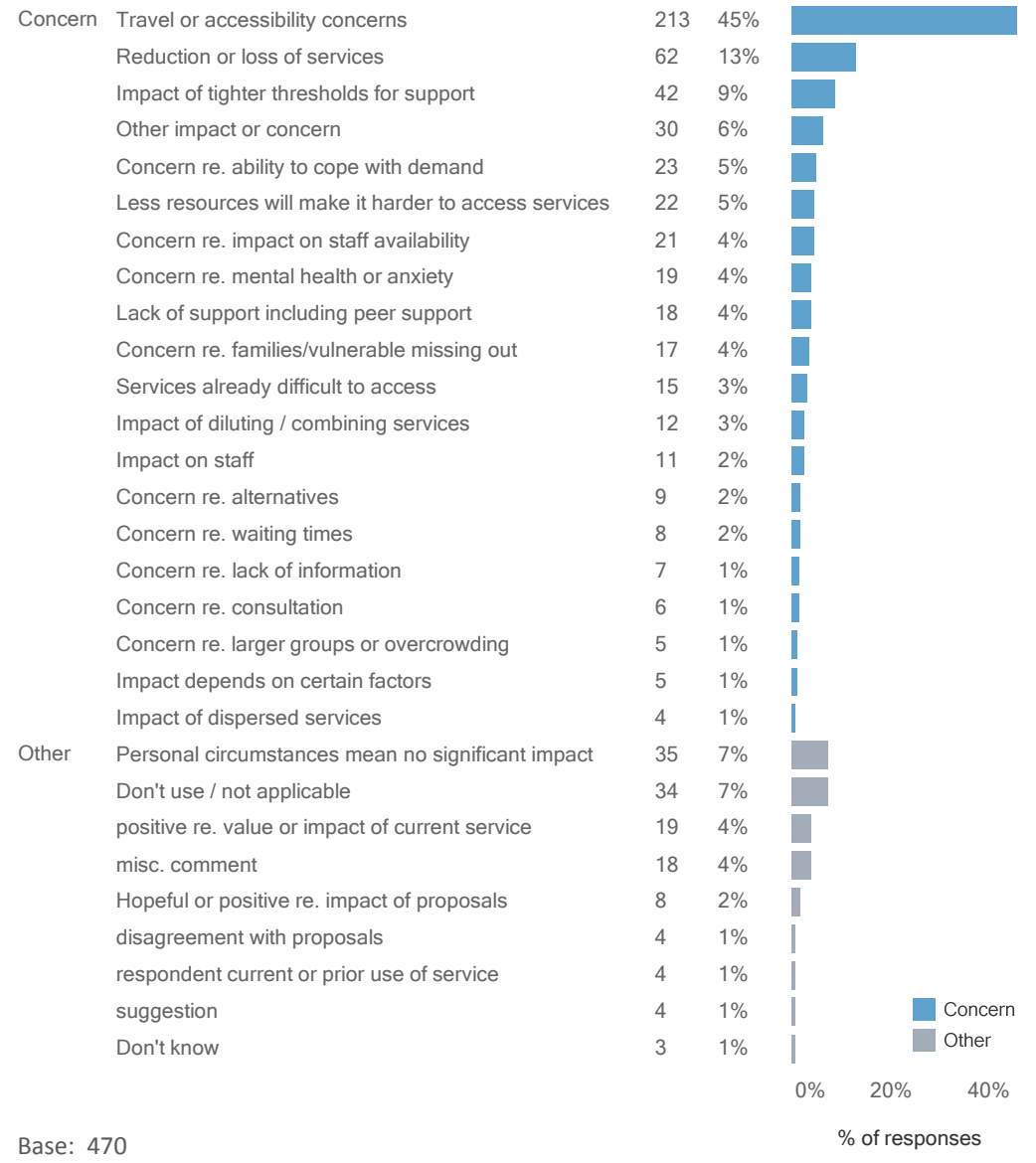
236

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Suggestions for service delivery (Q13) - by code family

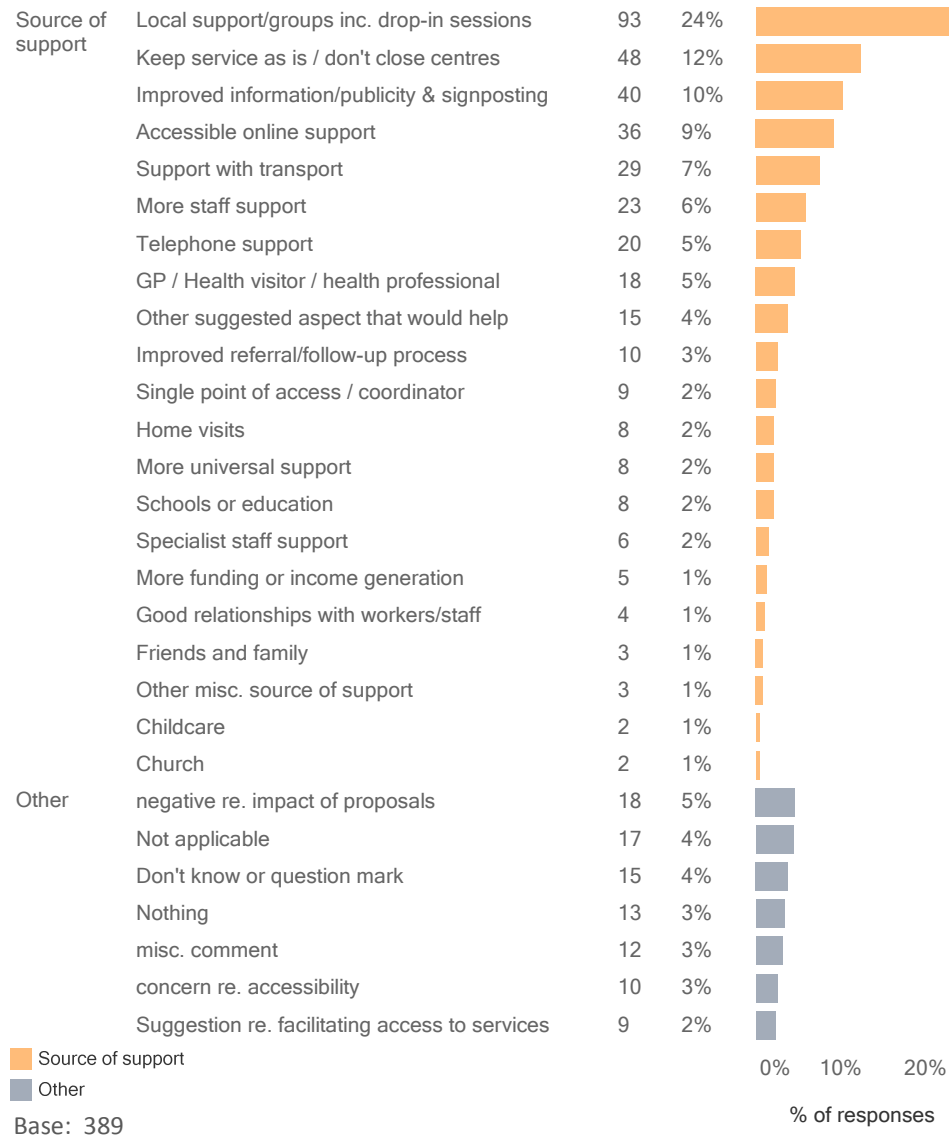


Impact of proposals to access support (Q14a—why do you say this?) - by code family

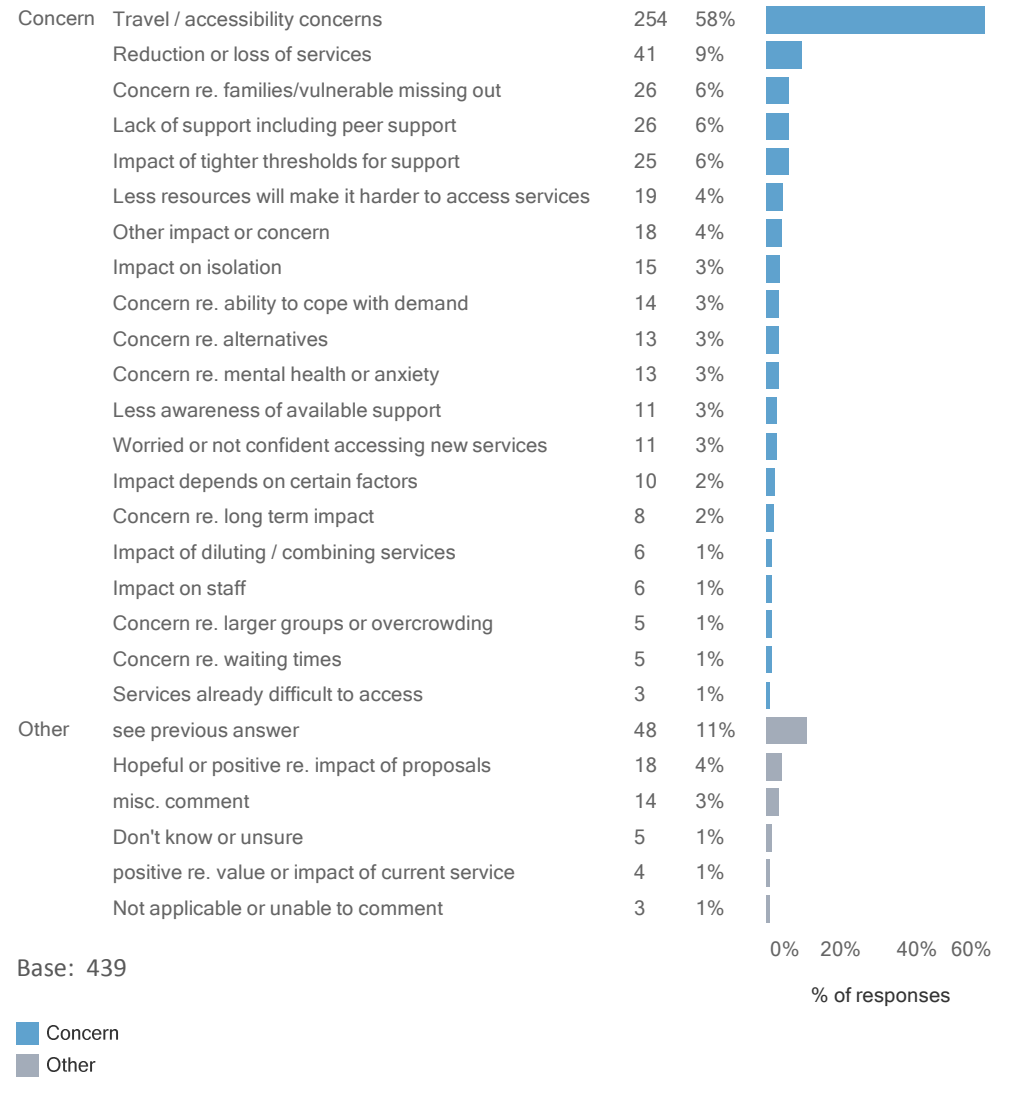


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Suggestions for accessing support (Q15) - by code family

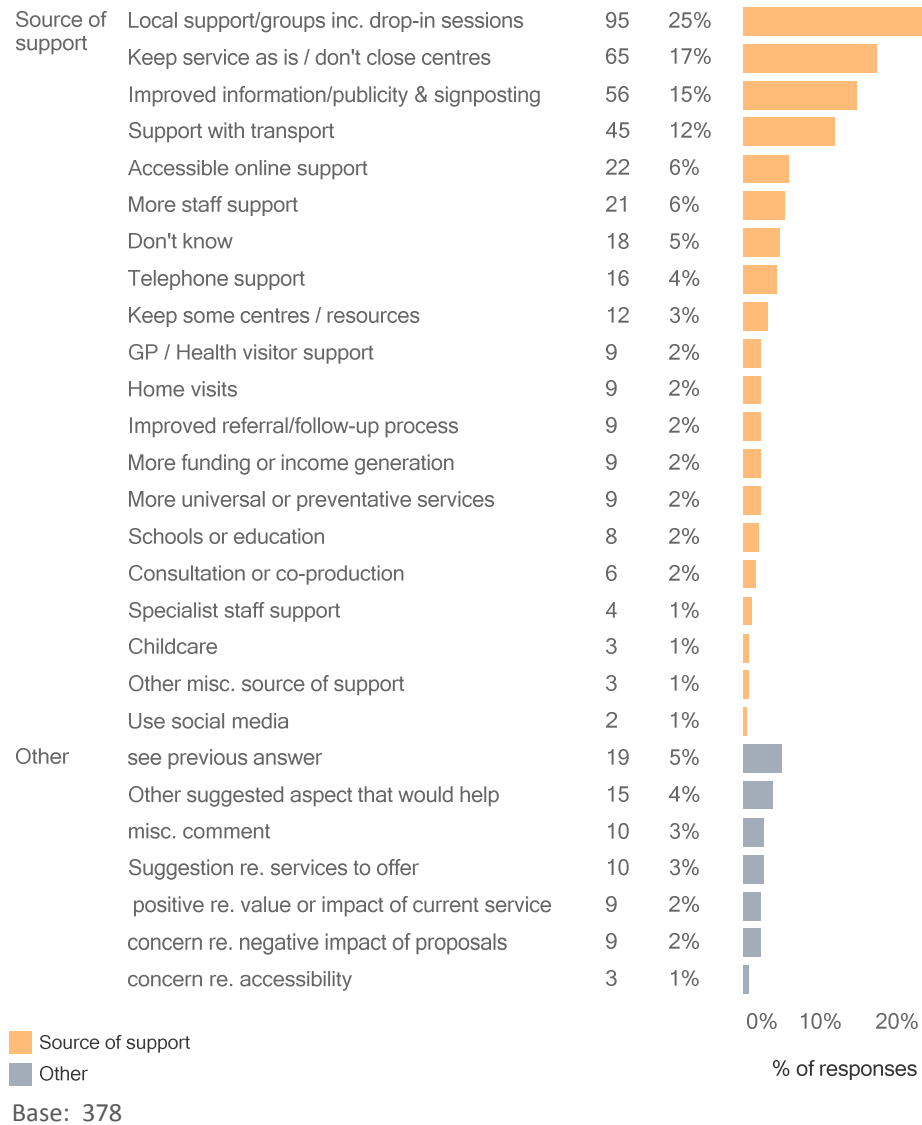


Impact of proposals for other people to access support (Q16a) - by code family

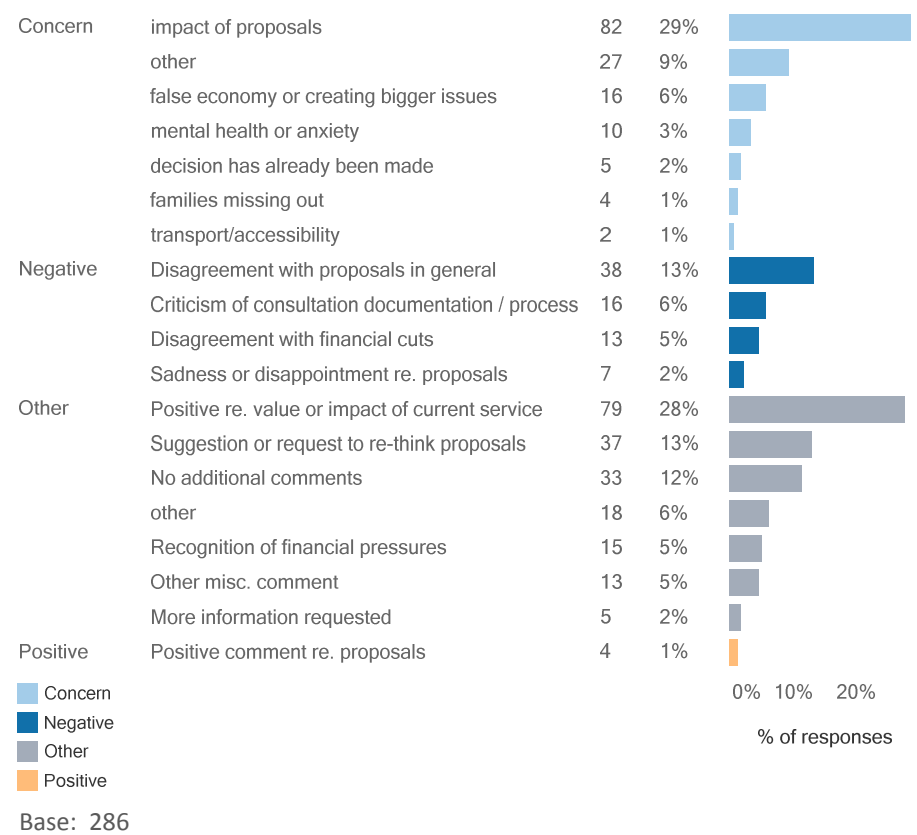


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Suggestions for people to access support (Q17) - by code family



Any other comments (Q18) - by code family



Appendix 3 - Respondent profile

Gender identity*	Survey Responses			2011 Census (16+)
	794	% Ex NR*	% Inc NR*	%
Male	60	10.8	7.6	49.0
Female	495	88.7	62.3	51.0
Other (e.g. pangender, non-binary etc.)	3	0.5	0.4	
No reply	236		29.7	

*2011 Census asks for respondent gender

Is your gender identity the same as the gender you were assigned at birth?	794	Survey Responses		
		% Ex NR*	% Inc NR*	%
Yes	545	99.1	68.6	
No	5	0.9	0.6	N/A
No reply	244		30.7	

Age	794	Survey Responses		
		% Ex NR*	% Inc NR*	%
15-24	59	11.0	7.4	14.3
25-44	391	72.8	49.2	13.2
45-64	74	13.8	9.3	17.8
65-84	12	2.2	1.5	11.6
85 and over	1	0.2	0.1	
No reply	257		32.4	

District	Survey Responses			2011 Census (16+)
	794	% Ex NR*	% Inc NR*	%
Blaby	44	9.4	5.5	14.3
Charnwood	85	18.1	10.7	25.9
Harborough	31	6.6	3.9	12.9
Hinckley & Bosworth	139	29.6	17.5	16.2
Melton	33	7.0	4.2	7.7
North West Leicestershire	112	23.9	14.1	14.2
Oadby & Wigston	21	4.5	2.6	8.7
Leicester City	4	0.9	0.5	
No reply	325		40.9	

IMD 2015 County band	794	Survey Responses		
		% Ex NR*	% Inc NR*	%
Top 10% (most deprived)	93	20.0	11.7	
10-50%	191	41.1	24.1	
50-90%	142	30.5	17.9	N/A
Bottom 10% (least deprived)	39	8.4	4.9	
No reply	329		41.4	

RUC 2011	794	Survey Responses		
		% Ex NR*	% Inc NR*	%
Rural town and fringe	108	23.0	13.6	12.2
Rural village and dispersed	37	7.9	4.7	9.2
Urban city and town	324	69.1	40.8	78.0
No reply	325		40.9	

*NR = No reply

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	Survey Responses			2011 Census (16+)		Survey Responses			2011 Census (16+)
Are you a parent or carer of a young person aged 17 or under?	794	% Ex NR*	% Inc NR*	%	Ethnicity	794	% Ex NR*	% Inc NR*	%
Yes	493	88.0	62.1	(Data includes all people cared for regardless of age)	White	519	94.0	65.4	92.2
No	67	12.0	8.4		Mixed	7	1.3	0.9	0.8
No reply	234		29.5		Asian or Asian British	10	1.8	1.3	6.0
If yes, what are the ages of the children in your care?	794	% Ex NR*	% Inc NR*	%	Black or Black British	4	0.7	0.5	0.6
0-4	362	54.3	45.6	(Data includes all people cared for regardless of age)	Other ethnic group	12	2.2	1.5	0.4
5-10	195	29.2	24.6		No reply	242		30.5	
11-15	78	11.7	9.8		Religion	794	% Ex NR*	% Inc NR*	%
16-17	32	4.8	4.0		No religion	304	54.7	38.3	25.3
	127		16.0	Christian (All denominations)	221	39.7	27.8	62.6	
Do any of the children in your care have a long-standing illness, disability or infirmity?	794	% Ex NR*	% Inc NR*	%	Buddhist	2	0.4	0.3	0.3
Yes	94	19.8	11.8	N/A	Hindu	3	0.5	0.4	2.8
No	380	80.2	47.9		Jewish	1	0.2	0.1	0.1
No reply	320		40.3		Muslim	4	0.7	0.5	1.2
Are you a carer of a person aged 18 or over?	794	% Ex NR*	% Inc NR*	%	Sikh	3	0.5	0.4	1.2
Yes	47	8.5	5.9	(Data includes all people cared for regardless of age)	Any other religion or belief	18	3.2	2.3	0.4
No	509	91.5	64.1		No reply	238		30.0	6.3
No reply	238		30.0		Cars/vans in household	794	% Ex NR*	% Inc NR*	%
Do you have a long-standing illness or disability?*	794	% Ex NR*	% Inc NR*	%	None	103	18.9	13.0	15.3
Yes	96	17.4	12.1	19.1	One	193	35.5	24.3	41.3
No	457	82.6	57.6	80.9	Two	222	40.8	28.0	33.0
No reply	241		30.4		Three	14	2.6	1.8	7.7
					Four or more	9	1.7	1.1	2.7
					Don't know	3	0.6	0.4	
					No reply	250		31.5	

*2011 Census asks if respondents day-to-day activities are limited a lot

*NR = No reply

Early Help Services Review - Public consultation survey results

Highest qualification	Survey Responses			2011 Census (16+)
	794	% Ex NR*	% Inc NR*	%
No qualifications	36	6.5	4.5	
GCSEs/O-levels or equivalent	100	18.2	12.6	
A-levels or equivalent	46	8.4	5.8	
Diploma in higher education	77	14.0	9.7	
Lower degree or PGCE (e.g. BA or BSc etc)	152	27.6	19.1	N/A
Higher degree (e.g. MSc, Phd etc)	57	10.4	7.2	
Professional, vocational or work-related qualifications	68	12.4	8.6	
Other	14	2.5	1.8	
No reply	244		30.7	
Employment status	794	% Ex NR*	% Inc NR*	%
Employee in full-time job (30 hours plus per week)	168	30.6	21.2	
Employee in part-time job (less than 30 hours per week)	145	26.4	18.3	
Self employed full or part-time	30	5.5	3.8	
On a government supported training programme - e.g. Modern Apprenticeship / Training for Work	1	0.2	0.1	
Full-time education at school, college or university	7	1.3	0.9	N/a
Unemployed and available for work	40	7.3	5.0	
Permanently sick / disabled	15	2.7	1.9	
Wholly retired from work	17	3.1	2.1	
Looking after the home	100	18.2	12.6	
Doing something else	26	4.7	3.3	
No reply	245		30.9	

*NR = No reply

May 2018

LCC employee	Survey Responses			2011 Census (16+)
	794	% Ex NR*	% Inc NR*	%
Yes	37	6.8	4.7	N/A
No	507	93.2	63.9	N/A
No reply	250		31.5	N/A
Sexual orientation	794	% Ex NR*	% Inc NR*	%
Bisexual	13	2.5	1.6	N/A
Gay	0	0	0	N/A
Heterosexual/straight	497	94.1	62.6	N/A
Lesbian	1	0.2	0.1	N/A
Other	17	3.2	2.1	N/A
No reply	266		33.5	N/A

*NR = No reply

Appendix 4 - Organisations providing an official response to the survey

Beacon Academy	Priory Belvoir Academy
Blaby District Council, Council Offices, Desford Road, Narborough	The Bridge (East Midlands)
Bosom Babies Breastfeeding Support	Think Family Partnership, Charnwood Borough
Castle Donington College	Tiny tigers childminding
Charnwood Borough Council	together partnership
Childminders Support Group, Bagworth	VASL
East Leicester and Rutland CCG	Warren Hills Community Primary School
Groby Nursery & Playgroup	West Leicestershire Clinical Commissioning Group
HBBC	Whitwick Parish Council
Hinckley and Bosworth Borough Council	Woodcote Primary School
Ibstock Day Nursery	Young Leicestershire
Imagination, mobile childcare service	
Infant Tongue Tie Division and Support	
Little Rainbows Community Preschool	
Melton Borough Council	
Moira Primary	
MRC Community Action	
Oadby & Wigston Borough Council	
On behalf of the Partnership of Leicestershire Home-Start Schemes	

About the Strategic Business Intelligence Team

The team provides research and insight support to the council, working with both internal departments and partner organisations.

The team provides assistance with:

- Asset Mapping
- Benchmarking
- Business case development
- Community profiling
- Consultation
- Cost benefit analysis
- Journey mapping
- Data management
- Data cleaning/matching
- Data visualisation/ Tableau
- Engagement
- Ethnography
- Factor/cluster analysis
- Focus groups/workshops
- Forecasts/modelling
- Literature reviews
- GIS Mapping/ Mapinfo
- Needs analysis
- Profiling
- Questionnaire design
- Randomised control trials
- Segmentation
- Social Return on Investment/evaluations
- Statistical analysis/SPSS
- Surveys (all formats)/ SNAP
- Voting handsets
- Web analytics
- Web usability testing

Contact

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If you require information contained in this leaflet in another version e.g. large print, Braille, tape or alternative language please telephone: 0116 305 6803, Fax: 0116 305 7271 or Minicom: 0116 305 6160.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ ઇચ્છતાં હો તો 0116 305 6803 નંબર પર ફોન કરશો અને અમે આપને મદદ કરવા યત્ન કરીશું.

જો તમને આ માહિતી સમજવામાં મુશ્કેલી પડે તો 0116 305 6803 નંબર પર ફોન કરીને અમારો સંપર્ક કરો અમે તમને મદદ કરવા યત્ન કરીશું.

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে 0116 305 6803 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔ 0116 305 6803

假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 6803，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 6803, a my Ci dopomożemy.

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