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 organisation 

Post 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 for giving us your views.

Please now send your answers back 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

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