Help us help families like yours

The council is conducting research to understand what it is like raising a child in South Gloucestershire. Specifically, we want to hear from families with children aged five and under about the services your family has accessed. We want to know:
- what has worked well,
- what hasn’t worked so well,
- if there are gaps where you've felt unsupported or that more could be done.

We're asking you to complete a ten-minute survey to tell us about your experiences which will be used to guide decisions about support for early years and families in your community. It will help us to improve what is in place and plan for other things you might need.

Section 1: About you and your youngest child

We would like you to complete this form to tell us about your experiences with your youngest child. (We are interested in your youngest child because this will reflect the most recent experience, but you are welcome to complete additional forms if you would like to report on feedback for other children).

All information you provide will be treated in strict confidence and will only used for the purpose of improving the support provided to other families.

What is your relationship to the child?

- [ ] Mother
- [ ] Father
- [ ] Grandparent
- [ ] Carer
- [ ] Foster parent

Other (please specify)

If your child has additional needs, please let us know about those needs (whether diagnosed or not).

How old is your child?

- [ ] Not born yet (I am a pregnant mother)
- [ ] 0-6 months
- [ ] 6 months to 4 years old (not yet of school age)
- [ ] 4-5 years old (school age)

Section 2: Tell us about your experiences

Only complete the sections relevant to your child's age

Your experiences during maternity, birth and up to when you child was six months old

Which of the following services are you aware of/have you accessed?

	Aware of	Accessed
Midwife	☐	☐
Antenatal classes	☐	☐
Hospital/birth centre	☐	☐
Health visitor (antenatal)	☐	☐
Online pregnancy resources	☐	☐
Other community-based groups	☐	☐
Children’s centres	☐	☐

How helpful were they?

	Very helpful	Quite helpful	Not very helpful	Not at all helpful	Not used
Midwife	☐	☐	☐	☐	☐
Antenatal classes	☐	☐	☐	☐	☐
Hospital/birth centre	☐	☐	☐	☐	☐
Health visitor (antenatal)	☐	☐	☐	☐	☐
Online pregnancy resources	☐	☐	☐	☐	☐
Other community-based groups	☐	☐	☐	☐	☐
Children's centres	☐	☐	☐	☐	☐

Please use the space below to tell us why you've answered in this way

Please tell us about any other services you may have accessed or any other support you would have found useful at this time

Your experiences of support provided from the time your child was 6 months old up to starting school

Is your child receiving childcare/did your child receive childcare before they started school?

- ☐ Yes, child minder (school hours)
- ☐ Yes, child minder (full working day)
- ☐ Yes, nursery or pre-school (school hours)
- ☐ Yes, nursery or pre-school (full working day)
- ☐ Yes, friends and family
- ☐ None of the above

If you have used childcare (not by friends and family) is there anything you would like to share about how this has worked for you

Which of the following services are you aware of/have you accessed?

	Aware of	Accessed
Health visitor/home visits	☐	☐
Children's centres/family hubs	☐	☐
Playgroups/stay-and-play	☐	☐
Libraries/story-time	☐	☐
Online parenting resources	☐	☐
Community or parent groups	☐	☐
Speech and language support	☐	☐
Occupational therapy	☐	☐
Support for special educational needs	☐	☐
Paediatrician	☐	☐

How helpful have you found these?

	Very helpful	Quite helpful	Not very helpful	Not at all helpful	Not used
Health visitor/home visits	☐	☐	☐	☐	☐
Children's centres/family hubs	☐	☐	☐	☐	☐
Playgroups/stay-and-play	☐	☐	☐	☐	☐
Libraries/story-time	☐	☐	☐	☐	☐
Online parenting resources	☐	☐	☐	☐	☐
Community or parent groups	☐	☐	☐	☐	☐
Speech and language support	☐	☐	☐	☐	☐
Occupational therapy	☐	☐	☐	☐	☐
Support for special educational needs	☐	☐	☐	☐	☐
Paediatrician	☐	☐	☐	☐	☐

Please use the space below to tell us why you've answered in this way

Please tell us about any other services you may have accessed or any other support you would have found useful at this time

Your experiences of support provided to help your child settle into school

Is your child attending school?

- [ ] Yes
- [ ] No

How well supported were you/your child to start school?

- [ ] Fully
- [ ] Mostly
- [ ] To some extent
- [ ] Not supported

Please use the space below to tell us why you've answered in this way

Is there particular support you would have found useful?

Have you accessed any additional support outside of school to help your child settle?

Section 3: Challenges to raising a young child in South Gloucestershire

We recognise that the following questions ask about sensitive issues, which you may not feel comfortable talking about in a survey. However, it is helpful for us to understand about any issues which may have made it more difficult for your family. All survey responses will be kept in strict confidence and will only be used by the council for the purposes of better understanding what support families may need.

Do you believe you face any additional challenges which could impact on you or your family? (Tick as many as apply)

- [ ] Financial security
- [ ] Housing stability
- [ ] Physical disability/health issue (primary carer/s)
- [ ] Physical disability/health issue (within family)
- [ ] Learning disability/mental health issue (primary carer/s)
- [ ] Learning disability/mental health issue (within family)
- [ ] Drug/alcohol use within the family
- [ ] Domestic violence with the family
- [ ] Isolation/loneliness
- [ ] Lack of wider family support
- [ ] Lack of community support
- [ ] Transport issues

Other (please specify)

Do you receive (or are in the process of applying for) any form of financial support? (e.g. Income support, housing benefit, Universal Credit, pension credit)

- [ ] Yes
- [ ] No
- [ ] Prefer not to say

Have you encountered any barriers to accessing services/support?

Section 4: Final questions

Thinking about your experiences as a whole, do you think South Gloucestershire is a good place to have a baby and/or raise a young child?

What could we do to make it better?

Enter the prize draw to win £50
Once the survey closes, we will draw one survey response at random to win £50 shopping vouchers. If you would like to be included in the prize draw please provide your email address below - this will only be used for the purposes of notifying the prize draw winner.

Provide your email address if you'd like to enter the prize draw

Got more to say? Get involved in a focus group
We're following up this survey with focus groups to explore the support offer in greater depth. If you would like to be involved, please provide your email address below. Email addresses will be recorded separately from survey responses and will only be used to contact those interested in focus groups.

Provide your email address if you'd like to get invovled in a focus group

About You

This section is really important. It's vital that we understand the experiences of a wide range of respondents in order to ensure that everyone is treated equally. By understanding more about what people from diverse backgrounds tell us, we can ensure we act appropriately to meet needs. All questions are optional and any responses to these questions will remain confidential. Individuals will not be identified and personal details will not be published.

What is your age?

- [ ] Under 18
- [ ] 19 to 29
- [ ] 30 to 39
- [ ] 40 to 49
- [ ] 50 to 59
- [ ] 60 to 69
- [ ] 70 to 79
- [ ] 80 or over
- [ ] Prefer not to say

Are you?

- [ ] Female
- [ ] Male
- [ ] Other
- [ ] Prefer not to say

Please tell us your sexual orientation

- ☐ Straight or Heterosexual
- ☐ Bisexual
- ☐ Prefer not to say
- ☐ Gay or Lesbian
- ☐ All other sexual orientations

Do you consider yourself to be disabled? (**Please tick all that apply**)

- ☐ No
- ☐ Prefer not to say
- ☐ Yes - Physical impairment, such as difficulty using arms or mobility issues which may mean using a wheelchair or crutches
- ☐ Yes - Sensory impairment, such as being blind/having a serious visual impairment or being deaf/have a hearing impairment
- ☐ Yes - Mental health condition, such as depression, anxiety or schizophrenia
- ☐ Yes - Learning disability/difficulty (such as Down's Syndrome, dyslexia, dyspraxia) or cognitive impairment (such as autism spectrum condition)
- ☐ Yes - Long standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy
- ☐ Yes - Other (please state)

Please tell us your ethnic origin

- ☐ Arab/Arab British 01
- ☐ Asian/Asian British - Bangladeshi 02
- ☐ Asian/Asian British - Chinese 03
- ☐ Asian/Asian British - Indian 04
- ☐ Asian/Asian British - Other 05
- ☐ Asian/Asian British - Pakistani 06
- ☐ Black/African/Caribbean/Black British - African 07
- ☐ Black/African/Caribbean/Black British - Caribbean 08
- ☐ Black/African/Caribbean/Black British - Other 09
- ☐ Gypsy or Irish Traveller 10
- ☐ Mixed/multiple ethnic group - Other 11
- ☐ Mixed/multiple ethnic group - White & Asian 12
- ☐ Mixed/multiple ethnic group - White & Black African 13
- ☐ Mixed/multiple ethnic group - White & Black Caribbean 14
- ☐ White - English / Welsh / Scottish / Northern Irish / British 15
- ☐ White - Other (please state) 16
- ☐ White Irish 17
- ☐ White - Roma 18
- ☐ Other ethnic group 19
- ☐ Prefer not to say 20

If other, please state:

Are you currently, or have you previously, served in the UK Armed Forces?

- ☐ No
- ☐ Yes, I am currently/have previously served in the regular UK Armed Forces
- ☐ Yes, I am currently/have previously served in the reserve UK Armed Forces

Please return your completed questionnaire to South Gloucestershire Council, Insight and Engagement Team, Family support services, PO Box 1953, Bristol, BS37 0DE

Any personal information that you have supplied will be held by South Gloucestershire Council in accordance with the Data Protection Act 2018 and UK General Data Protection Regulations (UKGDPR) 2021. This information will only be used as part of this exercise and personal information will not be published or passed onto any other organisation. Your personal information collected as part of this survey will be kept for two years to help us improve services before being securely destroyed.Our privacy notice, which explains how we will process your personal information, how long we will retain it and your rights as a data subject, is available at www.southglos.gov.uk/privacy