Have your say! Help improve care and support for families in Wales.

Tell us what you think

Easy read questionnaire

**Introduction**

**Who should take part in this survey?**

Please take part in this survey if you are a parent or child who has been in contact with family support services.

Family support services work with families to help them through problems.

Please tell others about the survey so they can complete it too.

**Why do we want to hear from you?**

We need to know what research needs to be done in future. Research is about finding the answer to important questions.

We want to know what you think about care and support for families in Wales.

By telling us what you think, we can help make sure that future research answers questions that are important to you.

**About the survey**

This project is called “What matters most in developing family support services in Wales?” It is run by Social Care Wales, Health and Care Research Wales and the Welsh Government, with help from the James Lind Alliance.

The results will be published on the Social Care Wales website in autumn 2022.

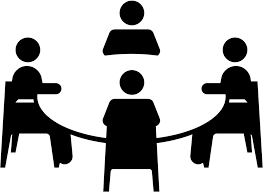
**Questions**

We will ask you four questions about your experiences. Then we will ask a few questions about you.

There are no wrong answers – you can write as much or as little as you like.

When you have finished, please send your completed form by email to healthandcareresearchgrants@gov.wales by Thursday 14 April.

If you need help to do this please ask someone to support you.

**Think about when you, or someone in your family was in contact with family support services. **

Family support services include

* Council services, such as social workers and child welfare workers
* Support from Barnado’s, Action for Children, Women’s Aid, The Children’s Society or other charities
* Support from community groups and people around you to help your family through problems.

**Question 1**

**What kind of support helped you feel listened to?**

For example – “The social worker really listened to me when…”

Or “Knowing there was someone I could ring any time of the day or night”

Remember these are just examples. Please say what you want to say.

[Write here]

**Question 2**

**What kind of support helped you get through the family problems?**

For example – “The parenting course helped me to …”

Or “The social worker showed me I could …”

[Write here]

**Question 3**

**How could the family support have been done differently or better?**

For example – “Could have given me more support by…”

Or “She could have worked together with me better by…”

[Write here]

**Question 4**

**Is there anything else you would like to tell us about care and support for families in Wales?**

[Write here]

We are sorry, but we cannot answer single questions or concerns about care and support. If you need more information or support, please contact your local council or local Citizen’s Advice Bureau.

**Some questions about you**

We would like to know a little about you, to help us make sure that we hear from a wide range of people. These answers are confidential.

**Which of these describes you?** (You can tick more than 1)

I am a parent who has all their children still living at home / none taken into care

I am a parent who has one or more children that have been taken into care

I am a young person / child whose family is, or has been, in contact with family support services

I am care-experienced

Other (if you have ticked this, please explain)

**What kinds of family support have you (or your family) had?** (You can tick more than 1)

Local Authority Children’s social services

Local Authority Adult services

Help from an organisation like Barnado’s, Action for Children, Women’s Aid, The Children’s Society

Social Worker support for families or parents.

Mental Health support

Drug and Alcohol support

Prison services or Probation services

Homelessness services.

Services for Asylum Seekers and Refugees

**Where do you live?**

North Wales (Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire, Wrexham)

Mid Wales (Ceredigion, Powys)

South West Wales (Carmarthenshire, Swansea, Neath Port Talbot, Pembrokeshire)

South East Wales (Cardiff, Bridgend, Blaenau Gwent, Caerphilly, Merthyr, Monmouthshire, Newport, Torfaen, Rhondda Cynnon Taf & Vale of Glamorgan)

**How old are you?**

Under 18

18-24

25-34

35-44

45+

Prefer not to say

**What is your gender?**

Male

Female

Other

Prefer not to say

**What is your ethnic background?**

Asian / Asian British / Asian Welsh

Black / African / Caribbean / Black British / Black Welsh

Mixed / Multiple ethnic groups:

Gypsy, Roma or Traveller

White Welsh / British / English / Scottish / Northern Irish

Any other White background

Other ethnicity

Prefer not to say

**Do you have a long-term physical or mental health condition?**

Yes

No

Prefer not to say

**Next steps**

**Would you like to hear more about the project and results?**

Yes

No



If you answered ‘yes’, please write your contact details below so that we can give you more information.

Name:

Email Address:

**How we will keep your information safe**

By taking part in this survey, you are agreeing to us publishing your questions, but without anyone knowing it is you who asked them.

We go by the Data Protection Act when we hold and use your personal information.

We will keep your information safe. Any personal information that you give will only be used in this project and nowhere else. You can ask us to take your details away from our database at any time.

**Please tick**

**I agree to my information being used**

**I do not agree to my information being used**

**Thank you for taking the time to complete this survey.**

**Please send your completed form by email to** [**healthandcareresearchgrants@gov.wales**](mailto:healthandcareresearchgrants@gov.wales) **by Thursday 14 April.**