



Better Start Service and Support During Covid – Parent Satisfaction Survey

Introduction

Lambeth Council conducted a survey using the Survey Monkey tool to gather feedback on the services and support provided by Better Start Children's Centres during period March – July 2020, when children's centre buildings were closed due to government restrictions linked to the coronavirus pandemic.

The survey also asked for views on proposals to introduce some additional services as and when government guidelines and restrictions allowed for this. The proposals put forward were informed by the government position when the survey was written in mid June 2020.

The survey was available online from 23rd June to 17th July 2020, and was promoted through the children's centre newsletter, Lambeth Talk, Love Lambeth and by Better Start staff teams.

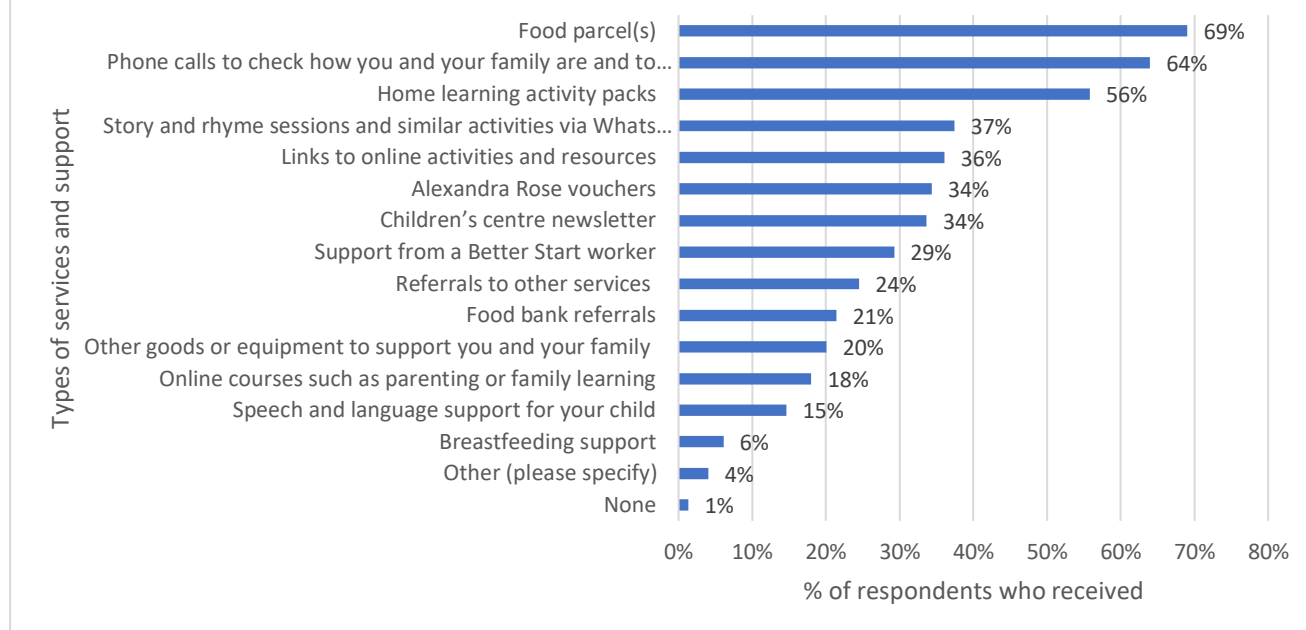
295 responses were received.

Responses and key findings

Virtually all the parents responding to the survey had accessed services and support during the period March – June / July (the date on which they completed the survey).

- 1. Parents were asked to indicate what type of services or support they had used from a drop-down list; many had used a variety of services.**

Better Start children's centre teams have offered a range of services and support to families during coronavirus. Please can you tick any services or support that you have received.



2. Parents responding were asked to 'rate' their level of satisfaction with the services and support they had received, with options of

- Very Satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

The very high majority (**82%**) of those responding indicated that they were 'very satisfied' with the services and support they had received. **17%** indicated they were 'satisfied' and **1%** 'neither satisfied nor dissatisfied.'

None of those responding stated that they were dissatisfied or very dissatisfied with the service.

3. Parents and carers responding that they were 'satisfied' or 'very satisfied' were then asked to 'tell us what you liked about the service we provided.'

223 provided further comments. These comments are included in full at the end of the report. They are overwhelming positive, with respondents repeatedly praising the staff and the services, and stating the huge different that the support they received had made to themselves and their families.

Examples of comments made include:

'I was supported by daily phone calls checking on both myself and children's health and wellbeing. Accessing help for citizens advice; google drive and breastfeeding and nutrition one to one was quick and efficient with appointments booked within the hour of asking by early years Practitioner. I was supported with advice on healthy eating and a new recipe every week to try out at home using the food staples in my food parcel box. I was delivered growing resources, free art and craft resources

and activity packs to occupy my children. Song and story time online was amazing and lovely to see the Early Years team I felt I was on site at my local Children's centre. I was supported with food parcels and sanitary products, baby food, wipes and nappies. I felt the support given by the children's centre staff was phenomenal and I haven't got enough words to thank them for all their hard work. The WhatsApp support group I joined was amazing because I felt less isolated as other mums and dads were sharing recipes, arts and crafts ideas, parenting skills in sleep, play time support and potty-training tips. The WhatsApp support group is a reciprocal conversational space with the Early years Practitioner giving us advice, speech tips for our children and babies or her ears for us to sound off our concerns and worries. I will personally miss this attentive service when normality begins.'

If it wasn't for this support me and my children would have struggled extremely during this pandemic. I could not thank enough and how me and my children are grateful. Thank you

Without the support I don't know how my mental health wellbeing would be like. I appreciate the food parcels, activity packs but mostly the phone calls to see if I'm OK and the children. Also checking up on my pregnancy. The love and support has been the best support system ever.

4. Respondents who had indicated they were dissatisfied or very dissatisfied were also asked to provide further comments, but no respondents selected this option.
5. Respondents were then asked '**Is there anything else you would like to tell us about the services and support you have received during this period?**'

145 parents / carers provided further comments in response. These are included in full at the end of this report, and again are extremely positive. One example of the feedback received compares the parent's experience in Lambeth with that of friends living elsewhere:

'The service has been phenomenal and well organised. I feel lucky to be living Lambeth as my friends from neighbouring boroughs didn't receive quarter of the support I received in care, health and wellbeing.'

6. **The survey then asked parents and carers for their views on proposals to provide additional services as lockdown restrictions were eased.** The text included was as follows:

The government has not published any specific guidance for children's centres, but has clearly stated that stay and play groups are not currently allowed.

Current guidance relevant for children's centre purposes states that you should not meet in a group of more than six people, and that this should be outside with social distancing of at least two metres between people from different households.

Better Start teams will be reviewing guidance as it is published, and monitoring this for any additions that may be able to be made to the current service offer over the summer period (July – August).

Additional services that it might be possible to provide under current guidelines include:

- *Outdoor play appointments for individual families to use children's centre play space*
- *Walk and Talk meetings with children's centre Better Start workers to make use of local parks and outdoor facilities*
- *Additional support for children who are due to start nursery or reception in September*
- *Outdoor and socially distanced coffee and chat sessions for new mums, dads and their babies in small groups (numbers subject to government guidance – current group size could not exceed 6)*

135 people answered this question, with responses in full included at end of this report. A significant number of those responding stated that they had no comments. The majority of those who provided more information were in agreement with proposals, even if they meant that the increased service offer may not be available to them in the first instance due to the age of their children.

Comments received indicate a high level of trust in the staff teams and the decision making process, with many parents, especially those completing the survey late June / early July, voicing their fears about returning to group activity. Many also state how much they miss the face to face services and how much they would like children's centres to reopen when it is safe for them to do so.

There were no negative responses to the proposals put forward.

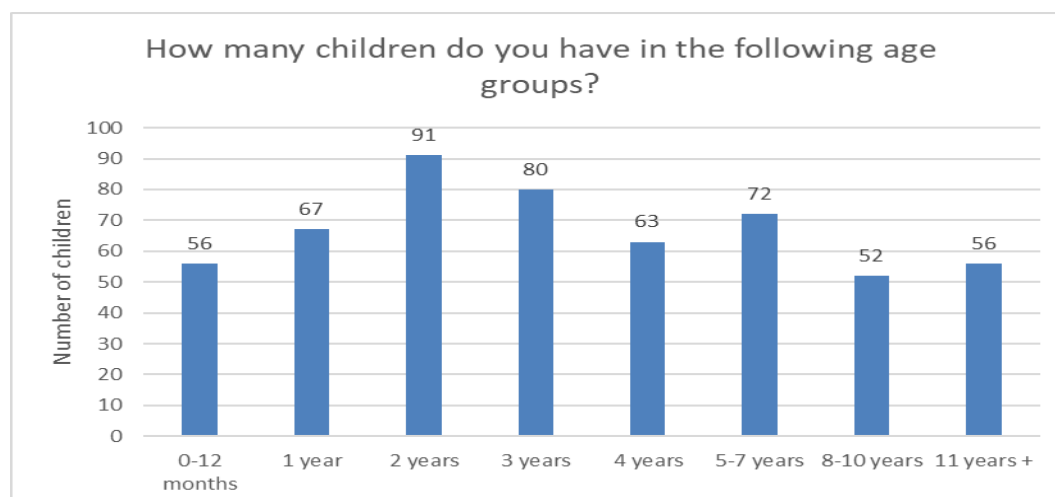
7. Parents / carers were then asked '**Do you have any other ideas about ways in which Better Start children's centre staff could continue to support you while group activity is prohibited by government guidelines?**'

Many of those responding had no further suggestions and were happy with proposals developed to date, but a small proportion made further suggestions about outdoor activities, for example using parks, or about 'virtual' meet up groups whereby parents and carers could meet each other virtually. A very small number suggested services that are already available (eg Online Chatter Time groups). All suggestions received will inform the next stage of service planning from September 2020.

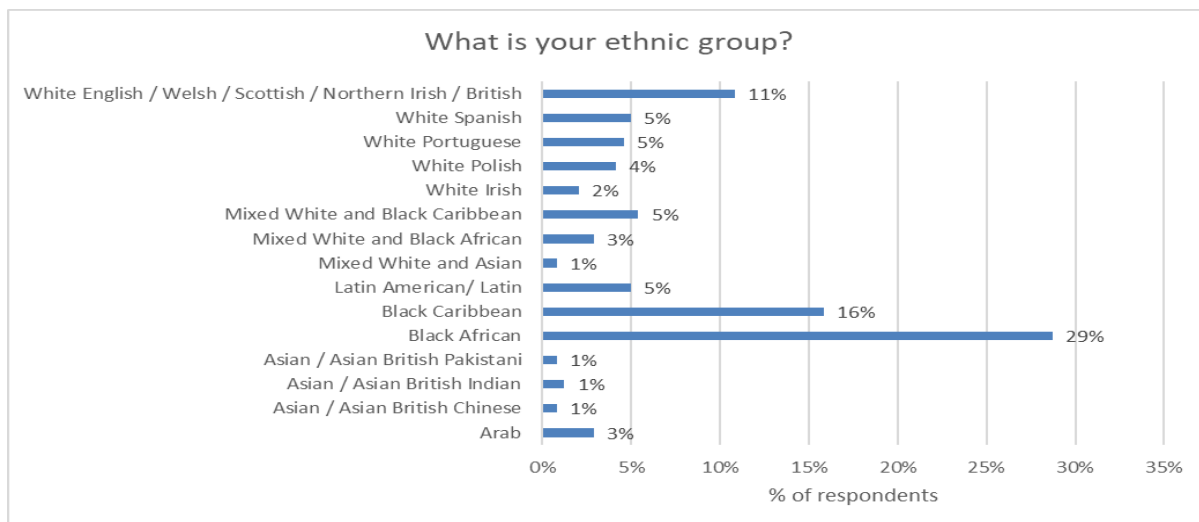
8. Demographic information

As this survey was intended to be an easy means of service users providing feedback and not intended to inform decision making processes, a limited amount of demographic information was requested. Respondents were asked to provide information on the number of children they had and their ages; their ethnicity; language spoken in the home; and their postcode. None of these questions were mandatory.

Number and age of children:



Ethnicity:



The largest group by ethnicity was Black African (29%) followed by Black Caribbean (16%) and White British (11%).

Language:

77% of those responding stated they spoke English at home. In total, respondents identified 27 primary languages other than English.

Postcodes:

The post codes with the highest number of families using the services were SW9, SW2, SE11, SW8, SE27 and SW16.

9. Parent / Carer comments

Parents and carers responding to this survey were encouraged to make additional comments about the services and support received and proposals for future service delivery. The volume of comments made was high, but all have been included below.

Spelling has been corrected using spell check and minor amendments have been made where needed for clarity. Where staff names have been included, the relevant Better Start area has been added. No further changes have been made.

Q3 If you have selected very satisfied or satisfied, please tell us what you liked about the service we provided.

If you have selected very satisfied or satisfied, please tell us what you liked about the service we provided.
They always call to check on me and my children. They provided all the link to help the children to learn. They brought all my Rose Vouchers to my doorstep. Thank you for all your services.
A pack of activities was dropped off to our house.
Absolutely amazing service, So Happy with the amount of Support and care they have given me. I received food Parcels which helped me out a lot. THANK YOU!!!
All is good
All staff have been so helpful and always phoning to check how me and my children are and if we need anything.
All the people involve are the most nice and helpful. They care a lot about how my kids and I was doing during the difficult time. They was always happy to help me in different situation.... Even in the misunderstand one. Nappies, Rose voucher, food from the school, food banks the help me a lot to survive until the next monthly payment. I just can thank all the people been involve and help me
All this time is giving us the best support and they take care of everything my family feel like this is a blessing
Always call you letting you know when the food parcel is coming. Always texting or calling on you to see if everything is okay Thank you Loughborough primary school team and Jubilee Primary school team, I'm very grateful for your help, thank you and god bless you.
Always checking up on me and my daughter even providing advice when I needed regarding childcare and work. Gemma (Brixton Stockwell Better Start area) is the next creating creative ideas and sending updates almost weekly
Always keeping us updated and checking in on the children and family
Always kind and helpful, provide the best support and help for families in need.
Always ready to assist any time I need their support. Calling to know how I and my family are doing.
Amazing service, the team heard about my situation and helped me a lot, communicated with calls, texts, emails. The team did lots of referrals which was very helpful. Supported me and my child with extra links to help with his speech
Amazing service don't know what I would have done without the food parcel
At such a difficult time, many families have needed a helping hand and additional support. Thank you for making the process so easy and for allowing us to give these families the crucial support they need. Food packages especially have relieved the burden on so many parents struggling to care for their children.
Beautiful wonderful humans all the parents agree with me that the new Manager has made everything much better and professional service she cares and staff cares
Because it helped when I couldn't get shopping and struggling to buy food and other things for my young children and sometimes I get calls or messages asking if I'm okay
Because it was just what we needed when we needed it. It was lovely to have a team that kept us in their thoughts and the weekly catch up kept me mentally well. I lost my mum a few years back and I felt like I had a mummy figure watching out for me.
Because they were in contact with every week to if we are in need or lacking something, and in between they were able to help, in their own little way which appreciate a lot and my kids too are happy with their fun pack.
Been consistent and always calls to ask before delivery. They took my current Health situation into consideration for further deliveries

If you have selected very satisfied or satisfied, please tell us what you liked about the service we provided.
Better than I expected
Brixton and Tulse hill children support centre has been great. The support and love we received from Michelle (Brixton Tulse Hill Better Start area) is next to none and it really feels like we have gained a family. The good supply has been a blessing in general and health wise.
Calling
Child benefits and housing benefit still didn't pay me.
consistently supported me to cope better than I thought possible under these difficult times with food parcel and also activity for my children
Dominique (Brixton Stockwell Better Start area) is lovely and genuinely cares.
Efficiency support. Care information
Everyday WhatsApp message which my kid loves it. Story time. Brilliant. Rebecca (North Lambeth Better Start area) called us to asking about everything. Being very helpful.
Everything
Everything
Everything especially the food parcels
Everything the course and the lady that provided me the triple p course she was very helpful and really done a lot for me! Amazing! Thank you so much! Very grateful!
Excellent staff
food parcels It's great, because we are in difficult times with financial problems and it's helping us a lot recently to recover from this Covid 19 period of uncertainty and not much money left after rent
for calling to see how the family are doing and to check if we needed help.
Full support when need, care, listen and understand
Getting a video from Jolene (North Lambeth Better Start area) a couple of times a week made us feel a little bit normal, it felt like having a visitor and the children loved it. The staff kept checking on us and when we were struggling did all they could to help us. It was really nice having someone checking how we were regularly, so we didn't feel so alone.
Getting support on fussy eating was useful. Eased my concerns during lockdown that my toddler was not suffering too much nutritionally and how to still encourage good habits. Referral to Henry adviser and also someone from St Thomas's was useful as was some practical ideas from Better Start worker. Referral to online parenting course also useful for toddler behaviour as well as some reassurance from Better Start worker. Also tip of using Evelina Chattertime online sessions from the better start worker to help with lockdown concerns about language development as it was just me and my son so hard to keep a flow of language around my son.
Good
Good helping
Grateful for the service as not only was we in a lockdown I had support at the end of the phone.
Grocery shopping with my two year old has been very difficult during this pandemic for various reasons. Not to mention the significant loss in income due to loss of work. So, I've really had to limit shopping trips. This would mean that we'd often run out of fresh fruit/veg. Receiving the food deliveries has been beyond helpful. There's lots of fresh fruit/veg as well as essential dairy products for my little girl. Everything is fresh, healthy, packed well and delivered by friendly volunteers. Everyone I've had contact with over the phone has also been so friendly and helpful. Thank you so much to everyone, I can't tell you just how much your support is appreciated! Also, the activity pack contains so many useful items and ideas...it will help keep my daughter entertained for many home craft sessions!
Having contact with another adult
Hello!! You help us a lot! Thank you so much! You do a great job! Amazing
Help when I needed it
Helped with food at such a difficult time. Lost my zero hours job, single dad.
Home activity pack

If you have selected very satisfied or satisfied, please tell us what you liked about the service we provided.
How easy it was to access
Huge thank you
I always get an email or call even voice mail to see if I need food or activities for my daughter
I am a single mom with 2 babies, 2yr and 3, they I don't know what I would have done if it was not for the children centre. They have been absolutely amazing and fantastic.
I am very grateful for St Michael's Fellowship for all the support given to me and my family. They have been such amazing help including the food parcels, and incredible support
I am very grateful that I was able to receive help in times of need. Thanks for your good work, God bless you.
I am very satisfied with the service I and my family receive. It has really helped. Thanks to the wonderful team
I am worried about Sharna going Nursery but feel better now I speak to someone the food delivery is been a lifeline' I would have really struggling without it. Thank God for giving me Children Centre
I appreciate the weekly food parcel.
I can't believe the amount of time they have helped me any family.
I can't not tell you how much this kept our head above water they are like extended family for me when I was alone
I even got advice about my older child. The help was endless. My girlfriend and I are very grateful
I felt the warm and kind from the worker. And all supporting was very helpful for my family.
I find that the staff have been very warm, welcoming and supportive towards me and my family.
I get to express myself to the better start worker, good or bad.
I had communication on a weekly basis and found it very nice and was always able to provide help when I needed it.
I had my first baby on 2nd of April. My partner stopped working. They helped us a lot during Covid. Thank you very much to Eunice for all your help and support. You are a Star, thank you to the team.
I have been generously helped out with food parcels, which has always been delivered to me consistently every week. I also have a Better Start worker who always communicates with me and provides me with help whenever i need it.
I have been on my own with a baby and struggling with feeding, the girl I spoke to was so helpful and gave good advice and someone called me for further support
I have been provided with many help which am grateful for. I have been helped with my daughter who is a part of the SEN group. We have been given an amazon gift card for her, toys and education equipment. Another amazing thing has been the food bank, every Wednesday. Which has helped me and my family. Thank you
I have been very well supported. Especially from Allison (Brixton Tulse Hill Better Start area) of Jubilee. Her weekly check up phone calls have been a lifesaver.
I just want to say they are the best
I like that I was contacted weekly by better start worker as I found it very helpful
I like the care that my family and I have been shown
I like the delivery because it was on time and it is really helpful because I have children and I can't do shopping.
I like the fact that Shirley (North Lambeth Better Start area) from Ethelred called every week to check how me and my family were managing, she called one week when I was an emotional wreck and she was very supportive, directed me into the right area as well as giving me some advice.
I like the phone calls that they give to us to support us during the pandemic time
I liked all service, food, accessories for children, information about all support from Lambeth
I liked all the services they gave me during the lockdown. I got food parcels and rose vouchers which helped to not spending much money for food. Activities for the children and resources to use which kept us going. I was receiving calls every week to check on us. That help our mental health at least we can't visit the children centre but they always had us in their thoughts. It was very helpful. I got a lot from all the services provided and am very grateful.
I liked that every delivery contained a surprise activity for my daughter. We received fresh and non perishable food which has encouraged us to do more cooking and experiment with other food.
I liked the weekly email with lovely ideas for things to do with my daughter at home durou the look down.

If you have selected very satisfied or satisfied, please tell us what you liked about the service we provided.
I loved that the welfare of my child was paramount to them. They bring food parcels every week and most importantly they call to check up on us weekly
I never managed to feel scared or alone for long as Sabrina (Brixton Tulse Hill Better Start area) would call be every week and give me chat and lift my spirits
I really like everything e.g. Constant calls, food delivery, Rose vouchers and more
I really liked how supportive and attentive staff members have been. They have shown a genuine concern for mine and my children's well-being, and I have felt supported during this difficult time that COVID 19 has brought about.
I wanna say a massive thank you to all of the team supporting on this hardest time off this pandemic time giving your free time to support all the families around Lambeth very appreciated for all your support towards my family
I was in constant contact with a better start worker to make sure myself and kids were fine, handling the lockdown as best as possible, was provided with resources to keep the kids busy and felt very supported. Excellent service.
I was provided with everything I needed in order to get me and my two children through covid-19
I was struggling with my two kids Financially and mentally with the service that was provided was extremely helpful for my family for example we were able to worry less things such as our next meals etc.....on the mental side it's was good to have someone to checking up on you ever so often etc
I was supported by daily phone calls checking on both myself and children's health and wellbeing. Accessing help for citizens advice; google drive and breastfeeding and nutrition one to one was quick and efficient with appointments booked within the hour of asking by early years Practitioner. I was supported with advice on healthy eating and a new recipe every week to try out at home using the food staples in my food parcel box. I was delivered growing resources, free art and craft resources and activity packs to occupy my children. Song and story time online was amazing and lovely to see the Early years team I felt I was on site at my local Children's centre. I was supported with food parcels and sanitary products, baby food, wipes and nappies. I felt the support given by the children's centre staff was phenomenal and I haven't got enough words to thank them for all their hard work. The WhatsApp support group I joined was amazing because I felt less isolated as other mum's and dads were sharing recipes, arts and crafts ideas, parenting skills in sleep, play time support and potty-training tips. The WhatsApp support group is a reciprocal conversational space with the Early years Practitioner giving us advice, speech tips for our children and babies or her ears for us to sound off our concerns and worries. I will personally miss this attentive service when normality begins.
I'm very happy with the help they give me even if I don't live in Lambeth, they have helped me and my 3 children a lot thank you very much
I'm with 4 kids & food Pasha it was so helpful I couldn't go out during lockdown. Thank you
If it wasn't for this support me and my children would have struggled extremely during this pandemic. I could not thank enough and how me and my children are grateful. Thank you
I'm very grateful for the food parcel it helps me and my kids a lot must especially during the lockdown.
I'm very happy that I get help with everything which is I'm single mam with 2 toddlers it was hard without you guys help and I really appreciated thank you
The food parcel was really nice, and supportive.
It gives mum's idea how to keep the children busy at home with activity they send it to us
It has been lifesaving during this pandemic. Very useful
it has been beneficial during the lockdown, and they are trucking also currently me and the kids if we are doing good.
It helps a lot
It helps us with the food parcel which reduce the pressure of me going to the shop my children
It was a good support group and it was good we good lambeth gave out activity packs
It was great to have people care and check up on our family at this difficult time
It was helpful
It was nice to receive a call during lockdown.
It was very handy and exciting to get much needed essentials. And my family is very grateful.
It was very nice to hear a friendly voice check in and see how we are

If you have selected very satisfied or satisfied, please tell us what you liked about the service we provided.
It was very stressful getting out and about with the kids so the food deliveries helped, and the children loved the activities. Plus, the phone calls helped it was nice to talk to someone. Don't think I could have got through this time with you guys support
It's been so helpful and valuable.
It's refreshing to get phone calls asking about our well-being. It shows that centre staff care about our welfare.
It's nice to know that the children centres are keeping in contact with young parents like myself during the pandemic. Although the children centres are closed I'm very pleased with the support I've been receiving from them. As I am a valuable mother they have taken my needs into consideration and have helped me in the best way they can.
Jubilee and Loughborough children's centres have provided delicious, nutritious, healthy food. The online resources are a good point of call for advice. The online courses have been invaluable.
Jubilee has been my lifeline
Just wanted to thank everyone on all the help and support ❤️
Kept me sane
Kind staff food when we need it. Help to do things with the children at home
Knowing that someone cared I got food and nappies when I needed it
Loved that we had lots of activities sent to do with kids and the story and singing from staff was brilliant like being at the Centre when we couldn't
Lovely caring staff
Made sure me and my family were ok asked if we need any help
My children have loved the activities provided and I have enjoyed the newsletter
My kids enjoyed the activity bag they received and they very happy to draw and paint new things every day.
My son enjoyed every single video that we received on What'sApp and we did some of the activities at home with my kids. Thank you
my son liked the home learning package. There were many interesting things. We like the Hitherfield children centre and its staff. They are very friendly people. This is my son's favourite children's centre.
Nice to get check in to see how we are
People very kind
Personal contact via food parcels, texts and enquiries and offers of advice (personal contacts via food parcels). always felt we were being looked after.
Personally, I am extremely grateful for the support given as every little helps.
Phenomenal staff
Phone calls from staff to check how we are doing and delivering to our houses even when we are unable to get to the office.
Really helpful for me and my family
Referral was made in a good time and I got my delivery quickly. Regular phone calls or contact was good.
Regular WhatsApp messages with useful info and links to resources and ideas for keeping kids busy
Satisfied about the food
Satisfied, helped my life a lot
Serin loved the songs and story times with Jolene (North Lambeth Better Start area)
Shirley (North Lambeth Better Start area) was very friendly, and it was nice to have someone check up on us and make sure we were ok
Siempre estuvieron pendiente de nosotros
SO GRATEFUL YOU ARE HERO
Staff are nice, caring and non-judgemental. The service is invaluable
Staff checked to see we were ok and helped with any we need
Staff have been on hand to help.

If you have selected very satisfied or satisfied, please tell us what you liked about the service we provided.
Staff have been so amazing. Going beyond to keep us safe and happy
staff on hand when needed by mobile phone
Staff were very polite and caring.
Stockwell and Jessop teams have been very kind. They call me all the time and see how me and my children are and if they can help or support me. I have had calls from children centre staff and the staff of the preschool, Gemma calls to see how we are, and I like to talk.
Stockwell children centre provided good friendly support service to the community at large. In-terms of their dedicated services to those who are in need of help whether it be social, intellectual, physical, mental, emotional and economical they are there to help, and that make it satisfying to know that someone is there when you needed guidance or a shoulder to lean on.
Support from the food parcel service was recommended and helpful at this time by Stockwell children services. Passing on useful information that was communicated throughout to help with my children.
The attentiveness of staff. Jolene (North Lambeth Better Start area) from Henry Fawcett Children's Centre, Nadine and Shirley (North Lambeth Better Start area) from Ethelred Children's Centre
The Centre responded quickly and within days made contact to see how we were doing. They have continued to check in with us week after week. They understood my situation and responded to what I needed help with and there was always an abundance of support and things, tips and ideas for supporting my boys!
The check up phone call was brilliant
The children centre has been really supportive at this difficult time in every way.
The Children's Centre staff really went the extra mile to provide excellent support at this difficult time.
The delivery food bank coming at home just what all we need first for eat many thanks
The Effra and Jubilee Children Centre are very helpful, friendly and have a lot of support to me and for my family. I am very happy for all the people who help us during this pandemic period.
The food came well parcelled. There were expiry dates written on the eggs and everything was neatly packaged
The food deliveries have been a blessing to me and my family
The food has been amazing and I was given lots to take with me
The food parcels are excellent. It has made sure we have a healthy diet with lots of fruits and veg. The support of the workers via calls and WhatsApp has been super. The courses have kept us busy and educated. Very grateful to Michelle (Brixton Tulse Hill Better Start area) and the Jubilee team.
The food parcels have been a life saver for when there wasn't food available in the shops or difficult to get out to shop due to small children. So grateful
The help has been consistent and everything that has been promised it has been delivered
The monthly check ins from Natalie (North Lambeth Better Start area) are great as are the daily circle times
The newsletter and activities were quite varied I was not on the email list and was added when requested
The nice people who was helping me.
The pack was great, as it provided you with lots of ideas and things to do with the kids and I loved the free book
The phone called is very reassuring supporting and loving. For the music and the activity, the stories are very good for the children and they enjoyed every minute of it
The service is very supportive and you do not feel alone, scared and frustrated.
The service was extremely helpful to me and my children during this stressful time due to corona. It has helped greatly in managing the children and also financially as I was barely able to afford the food we required due to be long at home for a long period of time. Thank you to Lian, Shirley and Nadine (North Lambeth Better Start area) for all of their consistent support through this time.
The service was helpful to my family and the delivery was always punctual
The staff are incredibly supportive and engaged and there is a genuine desire to support families which is felt on the receiving end
The staff are very committed and hardworking, friendly and always at your service. I love the fact that they risk their lives in the heat of the covid 19 to bring foods to my doorstep

If you have selected very satisfied or satisfied, please tell us what you liked about the service we provided.
The staff at the Children's centre have been fantastic! Checking up on me and the children. May God continue to bless them abundantly.
The staff have been so good I have never felt this supported during such a horrible time
the staff that make contact was very kind and compassionate and was willing to listen
The staff were always friendly went out there way to deliver the food parcels every week and always called me up on the day to let me no they were coming only down fool was that sometimes the food was out of date but other than that I thank you all enough for your help
The Stockwell team children centre was great helping us during pandemic they Dominic was distributing parcel food bank voucher and rose voucher for my children. I want to say thank u a lot for supporting us.
The support from Maytree Children's Centre has been amazing, even though me and my son were only attending the baby classes, a member of the team called us to see how we were doing and i was also sent an online link to loads of activities to do with my son which has been extremely helpful. Thank you all.
The support package, the warm phone calls to find out how we were.
The support, communication and commitment on a weekly basis was overwhelming. My family and I appreciated it all very much
The team have been great and the service is a life saver. Having young children and not always able to get out to the shops this has really helped me and many other families out. Communication has been fantastic and our food parcel always comes with a smile and warm welcome. Thank you Sabrina! (Brixton Tulse Hill Better Start area)
The team have gone above and beyond to help whilst in the current pandemic. Regular contact, links to assist couldn't ask for a better service.
The team was very kind and supportive as well as be very professional they almost do what they promise they will provide.
The voucher helps me a lot by buying fruit and vegetables for me and my son thank you so much for the help
The way they care about people, the support they're provided us, consider if we are well the parcel food has been facilitating.
The weekly e-mails check if we need any help.
The weekly varied produce that comes every Friday which has helped a great deal as my Partner he is out of work because of the Coronavirus Pandemic so this has helped greatly in providing fresh produce (fruit and vegetables) for my family. I also was given an art activity pack that my son who has autism really enjoyed. Thank you to all the wonderful staff at Stockwell Children's centre they have all been amazing.
The work that Claire and Dominique (Brixton Stockwell Better Start area) and all of the team at the children's centre have done over this time has been wonderful. Me and my family have been blessed to have them help us
The workers have been so friendly during this period. The food parcels have been full of goodies and have helped my family a lot . And the Rose vouchers have really helped as my home eats loads of fruits
There was someone there to talk to if you needed help and was consistently messaged every week about how I was doing.
They check on me and my kids and offered other support. I was also receiving my food parcel every week.
They check on us every week in bad time I really appreciated they send me voucher and send me in WhatsApp some players music and story thanks so much to the team and one person I really appreciate to Gemma (Brixton Stockwell Better Start area) she's so good never forget us in bad days. She's text me asked me how I feel thanks so much.
they have been very supportive and welcoming.
They have been very supportive and helpful to my family without them I wouldn't know how we are going to survive during Covid-19 because throughout and this present we have to rely on them for food. Once again THANKS SO MUCH FOOD BANK STOCKWELL CHILDREN CENTRE
They have been so helpful! We'll done to the team for looking after us during this difficult time
They have gone above and beyond
They helped me with all the things I needed
They phone me and they send me hot food and vegetables and fruits etc. They asked me what I want they are very helpful for everything.

If you have selected very satisfied or satisfied, please tell us what you liked about the service we provided.
They support families, also care for people who need help.my family receive help from Better Start during COvid 19, in this had time, especially for families,
They supported me and my kids with food and I want to thank the Dominique (Brixton Stockwell Better Start area) she was there for me and my kids.
They tell me about food bank and send me address and time. Every week reminds me. They are kind and helpful. They are trying to make life not difficult for us. God bless them Thank you so much
They were welcoming kept me informed and any problems was easy to make contact
They were call me and ask many times that everything is ok and send me voucher 2 times as well.
They were very kind and supportive all this time with phone calls texts playtime.... lots of activities and support.
They've helped out so much and gave us loads of activities and packs, Jubilee sure start have shown a lot of support
This service has helped me a great deal!! It's given me food to eat, when I had nothing; plus the ladies who helped are very caring and supportive. God bless and many thanks to all 🙏🙏🙏
Timely and flexible
Up to date information, phone calls to check on the children
Variety of vegetables, milk, butter, tea and fruits. Well organised separate bags for everything.
Very attentive to families needs, provide me with rose vouchers. Very thankful especially in corona. Also given my son an activity pack which has helped keep him busy. Very friendly and supportive staff
Very consistent service and good communication.
Very good help
Very good.
Very helpful and polite.
Very much appreciated in the weird time of coronavirus. It's handy to get a lovely food package delivered rather me as a single parent having to go out with 3 dependant kids shopping. Saved me stress.
Very organised and delivered on time everytime, the lady supplying it is very nice
Very polite call the day before delivering our parcel help us with our every needs e.g. foods. because of this pandemic due to we don't have work and stuck at home. God bless the centre to help my family
Very satisfied
Very satisfied all the worker come to my house all good people,
Very supportive and knowledgeable
Very supportive people
Well packed food. Full of varieties.
Well supported help. Organised and Home delivery. It's hard to go out in this pandemic situation. With this help we were able to stay home so that we stay safe.
Well, I couldn't go to collect as I had to stay in with the children isolated, I had the parcel delivered to me. 😊🙏 Thank you ever so much.
When I receive the phone call it makes me feel happy because o feel that I can talk to someone Thank you very much I really appreciate it
When we were told we were going into lock down, I was so scared. I felt so alone and did not know what would happen to us. Shirley (North Lambeth Better Start area) called and helped to make me feel like everything was going to be ok. I got a call from Shirley every week, she sorted out a regular delivery of food for us. My daughter watches all of Jolene's (North Lambeth Better Start area) videos over and over again. I am so grateful.
Without the support I don't know how my mental health wellbeing would be like. I appreciate the food parcels, activity packs but mostly the phone calls to see if I'm OK and the children. Also checking up on my pregnancy. The love and support has been the best support system ever.

Q4 If you have selected dissatisfied or very dissatisfied, please tell us how we could have improved the service we provided.

If you have selected dissatisfied or very dissatisfied, please tell us how we could have improved the service we provided.

No responses

Q5 Is there anything else you would like to tell us about the services and support you have received during this period?

Is there anything else you would like to tell us about the services and support you have received during this period?

It been excellent. Not just the food parcels but mainly the emotional support from the weekly phone calls by Allison Patten from Jubilee.

N/a

A good sense of community welfare and interaction.

A massive thank you to all of guys

All good

All of the fruit was fresh and ready, and it was very good for me and my children when I really needed it.

All the amazing resources for my children, food, books, hot food, we even got toothbrushes for my boys. But most of all it was the connection to people in the group activities. They buddied me up with another parent and we have become good friends

Am okay

Amazing staff and great support thank you

At the moment everything is good. I don't have anything to said.

Barbara (Streatham and Norwood Better Start area) was fantastic during this period and useful tips with my 22 month old.

Brilliant help thank you

Course online for parents and asking me if I need any helps

Everything s is fine

Excellent support

Give them all a raise

Good

Good

Good

Good services

Helped our family a lot during a hard time

Henry Fawcett staff are so helpful

how to deal when a child had anxiety

I am very happy and pleased with all the staff that have helped me and my family.

I am very happy with everything

I am very happy with the services

I can believe how good everything ones has helped me it is very good Centre Brixton Tulse hill

I cannot wait to see the staff again. I have an appointment next week yay

I don't know how I would have been able to feed my children. So happy they reached out to me. Feel blessed

I get call every week to check on me and my family that makes me feel so loved

I got real support that did not feel forced.

I have got thee support I needed my child has had lots of activity packs and craft stuff we have been kept busy

Is there anything else you would like to tell us about the services and support you have received during this period?
I have spoken to Androulla (Brixton Tulse Hill Better Start area) to say that I am humbled by the support from her during this time. She took the time to find me the right support and give me the courage to move forward. I am totally grateful for everything.
I just like to thank u I'm grateful.
I like children's food so if you can add some porridge.
I received a very good help
I want to say big thank you for all the staff and service for your support for us during these uncertain times.
I would have struggled without it! I am very grateful!
I would like to say a huge thank you to all the services that I have received support from.
I would like to say huge thank you for helping me and my family during this difficult time.
I would like to say my deepest thank you to the whole team
I'm happy with support. Thank you.
I'm very lucky to have the children centre close by, it helps me a lot with all different things regarding parenting and children's health.
If there was ever another period of lockdown I would be very keen to access these services again.
I'm very grateful for the food parcel I been received it helps me and my children a lot, must especially during the lockdown.
Individually all of the staff are very good, especially Dominique (Brixton Stockwell Better Start area) are outstanding in every way she supports my children with clothing, books and toys I really appreciate her
It also about calling regularly
It has been a wonderful service
It has been so good
It helped through the lockdown to know they were still there supporting families
It helped us who need the help
It is a very good service, as my partner not working during this period it help a lot. Thank you so much
It was fantastic for the food to be delivered at home. Thank you and volunteers so much for the support you provided to us
It was helpful and I didn't feel alone
It's just been great 👍 LO
It's been very helpful.
It's kinda personalized
Just acknowledgment of any information that was forwarded to me on WhatsApp. keeping me up to date with what help i can get or needed at this crucial time was useful.
Just say thank you for everything they help us since the day they start deliver food
Just to say thank you for the extraordinary support
Just wanna day a big thank you to all involved
Just want to thank all the people involved putting their lives in risk to support us in this hard time. Thanks for all of you!
Keep up the good work much appreciated
Me and my children have really enjoyed taking part in the circle time and song time sessions via what's app I think it's great my children love it. We have also been getting creative using the materials and resources the children centre has sent us. As well as the food parcels etc
Money advice, exercise, sleep advice, vouchers are some of the great help I received in this difficult time. Which obviously helped to make things a lot easier.
most grateful to the staff.
My children are very excited with every arts and crafts they receive

Is there anything else you would like to tell us about the services and support you have received during this period?
N/a
No
No
No
No
no
No
No
No
no
No
no
No
No please.
No thank you
No thank you
No the service has been outstanding
None
Nope so happy for the support and care they had
Not bad, but good news, thank you 🙏 all worker coming to house during pandemic period for food support
Not more comments
Not much to say thanks who take time out to listen
Other than thank you, no.
Overwhelmed with support! Top of the class. They gave me the strength to leave my partner by putting me in touch with the right person
phones call informing you when you would be getting your deliveries thank you jubilee Children centre
Phyllis (Streatham and Norwood Better Start area) is always helpful
Really approachable and caring staff.
She supported me with housing.
Shirley Lian and Nadine (North Lambeth Better Start area) so helpful and kind
Still helped out
Thank you for all you are doing for families. There is such a great need for what you do.
Thank you for risking your own life for families during this difficult time.
Thank you for the help provided even if I don't live in lambert
Thank you I spoken to lots and help a lot my child so many resources even books and toothbrushes we learn the song about brushing our teeth. 😊
Thank you really helped me. Was definitely appreciated and grateful.
Thank you soo much!
Thank you to everyone and bless you all. The food, the videos to watch of singing and stories so wonderful, checking my family we okay, sending paper and pen. Thank you so much
Thanks for the help it has been most appreciated helping family to have better lives
That I appreciate all the team members for the ongoing support.
That it has been so so much helpful
That the services and support offered genuinely target the needs of each family - it is a clear a lot of thought has gone into how the support is delivered.

Is there anything else you would like to tell us about the services and support you have received during this period?
The activities have been really fun that I have received via email and also the activity bags which I have also received, my son has enjoyed this very much. I have been going through quite a tough period in my life and knowing that there has been someone there to talk to that really cares, has meant a lot to me.
The cinema ticket 🎟️ to support the parents and children are very helpful but unfortunately they stop kindly have it back please Thanks 🙏
The pack was great, lots of activities and resources in it.
The people involved were caring and supportive. I wasn't asked to come for the food parcel but they rather delivered it themselves which was amazing
The rose voucher was very, very helpful, keep it up. Thank you.
The rose vouchers continued and they tried the best to give us the times of opening for each market still!
The service has been phenomenal and well organised. I feel lucky to be living Lambeth as my friends from neighbouring boroughs didn't receive quarter of the support I received in care, health and wellbeing.
The service has been phenomenal. I have had one to one phone support throughout.
The service provider took the time out to get in contact with other care providers in support of my son.
The services have been a lifeline don't know what I would have done without it
The services were so good and they should continue to support us in any way they can especially we families with special needs children. It's very difficult. Am so happy with everything.
The team from Jessop children centre are outstanding more helpful than other centres
The very best the staff are exceptional
Their services were a perfect one with good people.
They always check on you to see you are good, and if there is anything they can do to help.
They are incredible and deserve a pay rise.
They checked in with me and my family every week
They have been good
They have been very helpful
They send me food one times milk vegetable.... thanks
they were able to talk to my child school and through that the school has been calling my son to check on him
They were very helpful I feel my second family
TO GET MORE SUPPORT FROM THE GOVERNMENT BECAUSE IT HELP POOR FAMILIES LIKE MYSELF
Very caring the staff have been really good.
Very good people
Very good support in hard times
very happy. They never failed.
Very helpful and try to do as much as possible to help.
Very much appreciated.
Was also given great advice for services that I would normally receive via the NHS that has stopped due to pandemic, and was informed of the online videos
Weekly delivery of newsletter on how to cope with covid 19 was also helpful to me and my family
would be great if you will keep doing it
Yes I have liked.
Yes it helps, by me having someone to talk to and my children feeling a sense of belonging that we are not left behind.
Yes the food bank is come four boxes for this I'm very happy
Yes they need an award. I have friends in Streatham who have had food support from these guys. They have helped the whole of lambeth

Is there anything else you would like to tell us about the services and support you have received during this period?

Yes, I would like to know if I can get more information and support equipment (nappies, baby clothes....) food parcel, food bank.

About Better Start children's centre services as lockdown restrictions are eased

The government has not published any specific guidance for children's centres, but has clearly stated that stay and play groups are not currently allowed.

Current guidance relevant for children's centre purposes states that you should not meet in a group of more than six people, and that this should be outside with social distancing of at least two metres between people from different households.

Better Start teams will be reviewing guidance as it is published, and monitoring this for any additions that may be able to be made to the current service offer over the summer period (July – August).

Additional services that it might be possible to provide under current guidelines include:

- Outdoor play appointments for individual families to use children's centre play space
- Walk and Talk meetings with children's centre Better Start workers to make use of local parks and outdoor facilities
- Additional support for children who are due to start nursery or reception in September
- Outdoor and socially distanced coffee and chat sessions for new mums, dads and their babies in small groups (numbers subject to government guidance – current group size could not exceed 6)

Q6 Do you have any comments on these suggestions?

Do you have any comments on these suggestions?
--

A little anxious still maybe in September

a think is safety first review and access the situation as you go along as a parent use common sense to protect you and your family

All sound good. They don't apply to me as my child is in full time nursery.

An outdoor activity would be great especially for new parents feeling alone

Any services that can include face to face meetings would be greatly beneficial

As long as song time and story can continue online through the various platforms; I personally don't have an issue.

Be good to run small groups

Can

Chats like what we have been having, I have made so many friends
--

Does not make sense What about the mental wellbeing of the families????

early advice before my children go back to school next year.
--

Exercise in the parks would be good.

For now, I think I support it, for the fact. That the pandemic is reducing we are still hearing some cases outside, we just have to be careful for our lives. Thanks
--

Good

Good ideas

Great not to feel alone.

Do you have any comments on these suggestions?
Group activities are hugely beneficial to the children and their parents. My daughter and I have really enjoyed and she has learnt and grown in this environment. I am unsure on how you target children who are not getting these opportunities in any other setting or most vulnerable children. Lots of advertising needed to make people aware of your services. Can you send info to mobile phone numbers Perhaps not relevant for this - but many people I talked to found the timetable of the hubs confusing and unable to understand which session is where...
Having an outdoor space would be great
I agree
I am happy to do what the staff feel is best
I am NOT in support of group gatherings for now. I am still scared.
I am very happy about these measures because it is very good for everyone's safety including me and my family.
I believe all this can be reopened as per government recommendations.
I can't wait to come back to the centres
I can't wait to get back to normal, but I am also scared
I can't wait to go back and meet with the other parents from the online group.
I don't have any have any comment for this task as it is just confusing for me but whatever is thought to be the best decision with safety measures it will be ok for everyone I think.
I had already one appointment with the Outdoor play with the children's centre in Stockwell and my kids and I can't wait to do it again in two weeks' time
I just hope we can get back to normal for the children's sake as I know my son and other children are missing their friends and okay groups
I just say thanks
I just want to be able to meet with others, I feel so isolated
I think all of the suggestions above are good, and i would definitely engage and attend if these were offered
I think all of those would be very beneficial particularly the use of outdoor facilities
I think during the summer it would be nice to have stay and play sessions on in outdoor spaces. For example, Stockwell children centre has an amazing outdoor space and Clapham manor done a fantastic session called little diggers. We can utilise these spaces to get sessions back up and running.
I think everything should be done the way everyone would be safe.
I think government do right things and safety.
I think meeting in the park for a coffee morning would be a lovely idea, my son also loves the park and outdoors.
I think the ideas above are great. I cannot wait for the children's centres to reopen. Play dates at the park will be amazing.
I think this is a nice idea. My son is too old for this but serving those with young babies is really important
I think it will be welcomed by most families including myself
I would like support for my 4yr old who will be starting reception in September
I would love to meet Marc's replacement and have a meeting with a Better Start worker as well as other families
is a wonderful idea
It is good idea. I would like to attend to outdoor play.
It was not easy but support worker from Stockwell was there for us.
It will be nice
It will be nice to get back to using the children centre
It will be really nice to open the children centre when it is safe to do so
keep motivating parents
Know
Loughborough children centre and Brixton have been so helpful.

Do you have any comments on these suggestions?
More should be done in supporting families with disabilities i.e. autism and how till deal with anxiety during these unprecedented times. Also activities that would greatly benefit children with various disabilities would be greatly welcomed
N/A
N/a
N/a
No
No
No
No
No
No
No
No
No
No
No
No
no
No
No
No
No
No
No
No
no
No
No
no
No
No
No
No
No
No
No
No
No comment
No, I think they all sound like great ideas. Whilst sticking to government guidelines and social distancing measures. I think it's a good way of re connecting after being in lockdown for so long
No please.
No thank you
No.
None
None at the moment

Do you have any comments on these suggestions?
Nope
Nope sounds good
Not at the moment
Not really, but we need to remember we are living through a plague.
Np
Online singing play sessions through Zoom as long as it's secure.
Outdoor activities
Outdoor play appointments at the children's centres will be fabulous.
Outdoor play appointments for children
Play group
Play groups
Safety and well-being is paramount to society and I agree that it would be difficult to maintain social distancing especially with children.
Smaller groups during the week.
Sound good to me
sounds fair Nice if a group for 1.5- 3-year-old to indoor play
Sounds good
sounds good to me
Sounds good would be nice to get back to the children centres even under restrictions
That is a good size group
That will be good. We love to see you all again soon.
That's great!!
The government want the best for everyone, my kids are scared of going out especially my son. He believes stay indoor is safer.
The service is good one it's should continue
The suggestions look realistic to me as I have been very anxious during the lockdown which has not completely disappeared as the virus is still out there.
The suggestions sound good and I would join. Could have outdoor chattertime and maintain social distance.
This would be good
Very good suggestions
Want to come back as soon as possible and safe.
We have already been offered some sessions starting next week. We are so excited about this.
We have already met at Loughborough last week. Was so nice to put a face to the person on the phone
We need to keep some of the great work going if possible, I have seen great improvement to Loughborough this year so much on offer so friendly and open happy people staff
We want to come back to children's centre
Well, my children's birthday is next month and don't know what to do for them and don't have gift for them. They are asking me a Frozen cake can't make. Would be good to get help for their birthday thank you
Would be very interested in outdoor play appointments. I would hope this could be outside in a child centre environment so the children can play safely.
Would definitely need some of this service.
Yes I miss
Yes please
Yes please
Yes please I am a parent and have children

Do you have any comments on these suggestions?
Yes very good ideas possibly child with parent exercise or yoga, Tai Chi, meditation outside in the park and mental health exercise sessions outside. Keeping distances especially for people that have struggled mentally with lock down. It's been very stressful and I have become very sluggish demotivated.
Yes we will like this
You have our best interests at heart.

Q7 Do you have any other ideas about ways in which Better Start children's centre staff could continue to support you while group activity is prohibited by government guidelines?

Do you have any other ideas about ways in which Better Start children's centre staff could continue to support you while group activity is prohibited by government guidelines?
A bit worried about being in groups.
Any
Be available to talk to when needed
Counselling one to one support with mask on
Enjoying the activity ideas and video with familiar faces.
Family yoga in the local park
Food parcels have been a lifeline.
Full support from the Government to people who work there and more activity also the volunteers work for the secondary school children from year 10 to gain and understanding some skills.
Help young mums to get part time jobs
I am more interested in the parenting courses offered. Finding ways to make these interactive even if for shorter sessions would be great. E.g. Henry parenting course. Circle of Security course as well
I am satisfied
I am sorry but I don't have any ideas
I feel like they are doing all they can.
I like very much
I really love it my children centre continue to go there thanks
I think that they are doing a wonderful job at supporting families.
I think they are doing a good job so far so as it is i don't have anything else to add
I think they're doing good service
I would like to be able to see others maybe in small play groups
I would love outdoor outings where social distancing can be done so maybe a play time area could be held in the park or outings to the beach or something.
If possible, to provide nappies, clothes, toys for babies
If they do what they have done so far that would be fantastic. They a superhero's in our eyes. Above and beyond if you ask me. X
I'm quite tech savvy and I'm aware not all my friends are and maybe the Better start team could get the login details for online courses or singing sessions by perhaps registering on behalf for us with our permission.
Just be willing to listen be human and don't be judgemental we are just human show empathy
Just check up on me and my family, it means so much.
Just continuing with the online videos for children and activities
keep going
Keep in contact and keep helping
Keep up phone calls and food help

Do you have any other ideas about ways in which Better Start children’s centre staff could continue to support you while group activity is prohibited by government guidelines?
Know
Making use of outdoor space with time slot appointments would be great.
Maybe 3 times a week the children’s centres could meet up with parents at the park.
Maybe an online Chattertime with teachers
Maybe bringing a little number of kids in the school, what I meant by that is at list 10kids today, and 10 tomorrow and another 10 the next day.
Maybe by doing sessions through zoom or Microsoft team?
maybe some activities for older children
More resources or online group activities.
More support and activities.
N/A
N/a
N/a
N/A
No
No
no
No
No
No
No
No
No
No
No
no
No
No
No
No
No
No
No
No
No
No
No
no
No
No
No
No
No
No
No
No
No
No
No
No

Do you have any other ideas about ways in which Better Start children's centre staff could continue to support you while group activity is prohibited by government guidelines?
No ideas. You guys work so hard during the difficult time 🙏
No please.
No sorry
No Thank you
No, they do more than enough thank you
No, they seem to already go above and beyond
None
None at moment but if you have any ideas pls contact me Kimberly 07342987116
Nope, they're doing what they can
Not now, sorry
Not really
Not really
Not really am very happy with the service
Online education help with providing equipment like laptops for children.
Online gatherings will be okay at this time.
Online has been amazing watching videos, having, video chats on their also
Online rhyme time maybe
provide activities for the families
Provide. Options of video calls
Sessions via zoom to get SEN children getting physically active. Art classes with an adult showing the children what do (not just necessarily SEN children, these classes could involve all children. P.e classes for all ages and abilities (especially for 0-4 yrs) age range. Basic counting and reading classes for in particular 0-5 years age range
Small groups for play
so far so good
Story and song time can remain online using a media platform. I already have one to one with early years Practitioner if I need to ask questions relating to child development. To be fair I and another mum had a potty-training question and answers via video WhatsApp with the Early years team, and it was successful, and they also sent me the tips by post so I could put on my toilet door.
The food has been lifeline for so many
the online activity very should continue
The weekly activities sent via emails is really good and provides activities we can do with the children
They are already doing a good job
To help with the reading, other activities and receive craft for them Thank you
We are doing ok, cheers
Wearing the ppe. Making sure everything is clean.
Would have been helpful to be given some vouchers for fruit as I'm a low income. Single mum. Not entitled to healthy start vouchers and my son receives snack time when he is at school at no cost.
Yes
Yes...why can't six families form a bubble for stay and play so the children play together? It can be rotated on a daily basis. The mental health and emotional wellbeing of the parents and children are at risk with the continued closure of children centres
zoom play / sing a long

