

# Lambeth Better Start Children's Centre Family Hub Network Parent Satisfaction Survey 2023

## Introduction

In partnership with our Family Hub Better Start children's centres, Lambeth Council carries out an annual Parent Satisfaction survey to gather the views and experiences of service users.

The 2023 survey was available via the council website from 14 June to 19 July 2023. All the operational children's centre buildings displayed posters encouraging parents and carers to complete the survey. They included a hyperlink and QR code to provide easy access to the survey, which took approximately 10 minutes to complete using the Survey Monkey tool.

The survey asked parents and carers to focus on their experiences of services between September 2022 and July 2023. All the children's centre buildings in Lambeth are part of our Family Hub network and delivered a range of activities and services throughout that period.

The information in this report follows the same structure as the survey, which focuses on the following areas.

1. Service use, by different service types
2. Service satisfaction, by different service types
3. Service impact, by different service type
4. Overall satisfaction
5. Demographic information provided by respondents

Responses to individual questions were not mandatory, and not all respondents answered all questions.

## **1. Service use**

**Q1.** Are you an expectant parent or a parent/carer to a child aged 0-4?

922 parents/carers responded, 97.40% (898) selected yes, and 2.60% (24) selected no.

**Q2.** Parents/ carers were asked to select the Better Start Family Hub network area where they had used services the most for feedback. This was so the results could be analyzed area-by-area and borough-wide. Parents and carers could complete multiple surveys if they wished to provide feedback on different Better Start areas. 866 respondents selected a Better Start area.

A breakdown of the responses received for each Better Start area is tabled below.

Better start Areas	Number	Percentages
Brixton Stockwell Better Start area - covering Stockwell, Liz Atkinson, and Jessop children's centres	264	30.48%
Brixton Tulse Hill Better Start area - covering Jubilee, Loughborough, and Brockwell children's centres	122	14.09%
Clapham and Brixton Hill Better Start area - covering Clapham Manor, Maytree and Treehouse children's centres, and Agnes Riley Gardens one o'clock club	114	13.16%
North Lambeth Better Start area - covering Ethelred, St Stephen's, and Henry Fawcett children's centres	165	19.05%
Norwood Better Start area - covering Benton's Lane, Rosendale, and Crown Lane children's centres	99	11.43%
Streatham Better Start area - covering Hitherfield, Sunnyhill, and Streatham Hub children's centres and Hillside Gardens one o'clock club	102	11.78%

**Q3.** Respondents were then asked to indicate which services they had used over the year from a drop-down list. They could select as many services as they wished. 813 respondents answered this question.

67% of respondents had used 'stay and play' sessions for toddlers and young children, and 51% had used sessions for babies. A significant proportion of 35% had received food parcels, vegetable bags, or Rose vouchers; and 27% had received support from a Better Start worker.

Better Start workers provide casework support to families who need some extra help. Significant numbers had used health services, including those provided by health visitors, breastfeeding support, and speech and language support, attended parenting courses, adult, and family learning activities, or received advice from Citizens Advice service. The breakdown of services used list of services and the number and % of respondents indicating they had used them are as follows:

Services used	Response %	Number
Food parcels, veg bags, Rose vouchers, community pantry	34.69%	282
Better Start worker	27.06%	220
Home learning activities	10.09%	82
Group sessions for babies	50.92%	414
Stay and Play	66.67%	542
REAL	7.63%	62
Adult / Family learning	12.42%	101
Training and Employment	5.29%	43
Citizen's Advice	11.56%	94
Parenting support	13.90%	113
Health services	18.70%	152
Communication and language	17.96%	146
Other	8.73%	71
None of the above	1.72%	14

## 2. Service Satisfaction

**Q4.** 779 parents/carers responded to the question ‘How satisfied or dissatisfied are you with the services you have used?’.

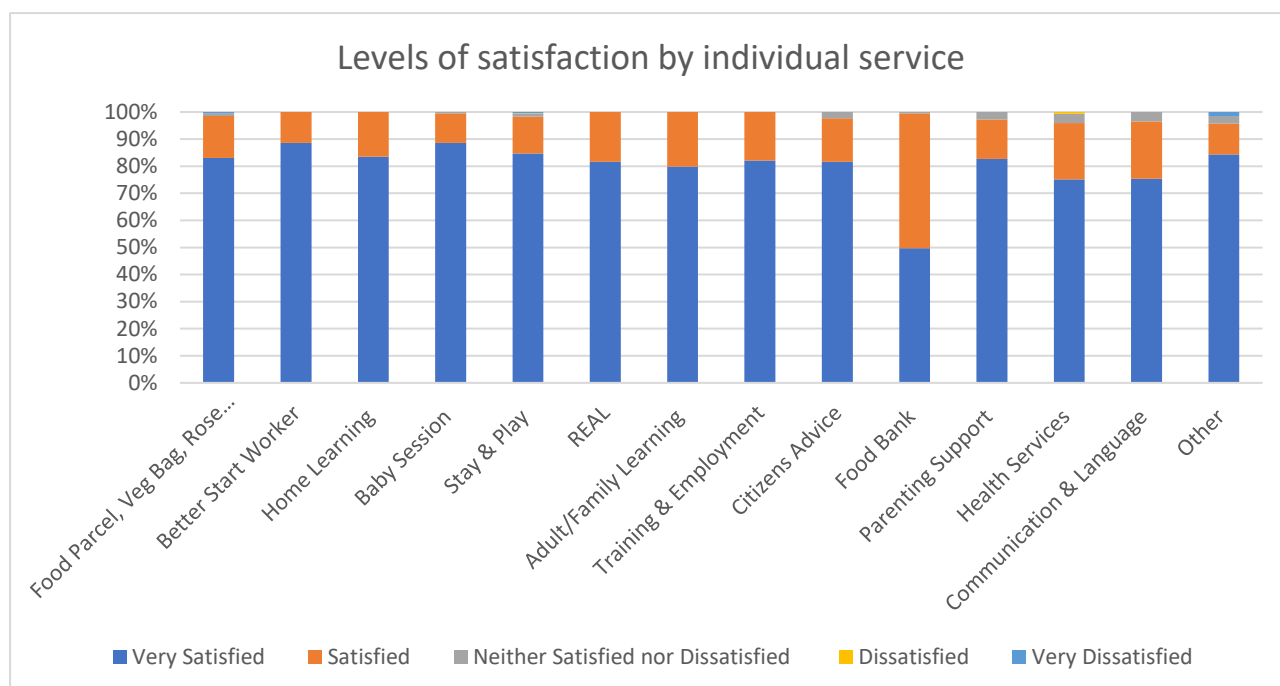
For each service, satisfaction rates were very high, with the large majority of responses in each case indicating that they were ‘very satisfied.’ Most of those who did not select ‘very satisfied’ chose ‘satisfied’, with just 4 indicating they were ‘neither satisfied nor dissatisfied,’ ‘dissatisfied’, or ‘very dissatisfied with an individual service. On average, at least 98% of all service users are satisfied of very satisfied with services.

Services with particularly high rates of respondents in ‘very satisfied’ (80% +) included Better Start worker support, stay and play sessions and sessions for babies, parenting support, Citizens Advice, and Training and Employment.

The levels of satisfaction by individual service area in percentages for all responses were as follows:

Service	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total
Food Parcel, Veg Bag, Rose Voucher	83.09%	15.44%	1.10%	0.00%	0.37%	272
Better Start Worker	88.63%	11.37%	0.00%	0.00%	0.00%	211
Home Learning	83.54%	16.46%	0.00%	0.00%	0.00%	79
Baby Session	88.64%	10.86%	0.49%	0.00%	0.00%	405
Stay & Play	84.72%	13.58%	1.13%	0.19%	0.38%	530
REAL	81.67%	18.33%	0.00%	0.00%	0.00%	60
Adult/Family Learning	79.80%	20.20%	0.00%	0.00%	0.00%	99
Training & Employment	82.05%	17.95%	0.00%	0.00%	0.00%	39
Citizens Advice	81.61%	16.09%	2.30%	0.00%	0.00%	87
Food Bank	87.76%	87.76%	1.02%	0.00%	0.00%	98
Parenting Support	82.73%	14.55%	2.73%	0.00%	0.00%	110
Health Services	75.17%	20.81%	3.36%	0.67%	0.00%	149
Communication & Language	75.35%	21.13%	3.52%	0.00%	0.00%	142
Other	84.29%	11.43%	2.86%	0.00%	1.43%	70

The graph below shows the number of respondents and the levels of satisfaction.



Q5. 593 parents/carers provided additional information on why they were satisfied.

The table below shows the service areas, the responses in percentages, and the number.

Service area	Responses %	Number
Food parcels, veg bags, Rose vouchers	30.69%	182
Better Start worker	23.95%	142
Home Learning	7.59%	45
Baby session	47.39%	281
REAL	5.06%	30
Adult / Family learning	11.30%	67
Training and Employment	3.37%	20
Foodbank	9.95%	59
Citizens Advice	8.77%	52
Parenting support	12.14%	72
Health services	15.18%	90
Communication and language	15.68%	93
Other	9.27%	55

**Q6.** 24 people provided information on service area they were **dissatisfied with**. The table below shows the service area, responses in percentages, and the number.

Service area	Responses %	Number
Food parcels, veg bags, Rose vouchers	4.55%	1
Baby session	4.55%	1
Stay and Play	31.82%	7
Foodbank	4.55%	1
Citizens Advice	4.55%	1
Parenting support	9.09%	2
Health services	18.18%	4
Communication	18.18%	4
Other	13.64%	3

### 3. Service Impact

**Q7** 717 Parents/carers provided feedback on using the Better Start Services and the difference it made for them and their child/children. The response options are as follows:

- Yes, the service has made a big difference.
- Yes, the service has made a difference.
- Yes, the service has made a slight difference.
- No, the service has not made any difference.

Looking at individual service feedback, the majority (75+ percent) of those responding felt the service had made a big difference. A total number of 1395 responses from parents were received.

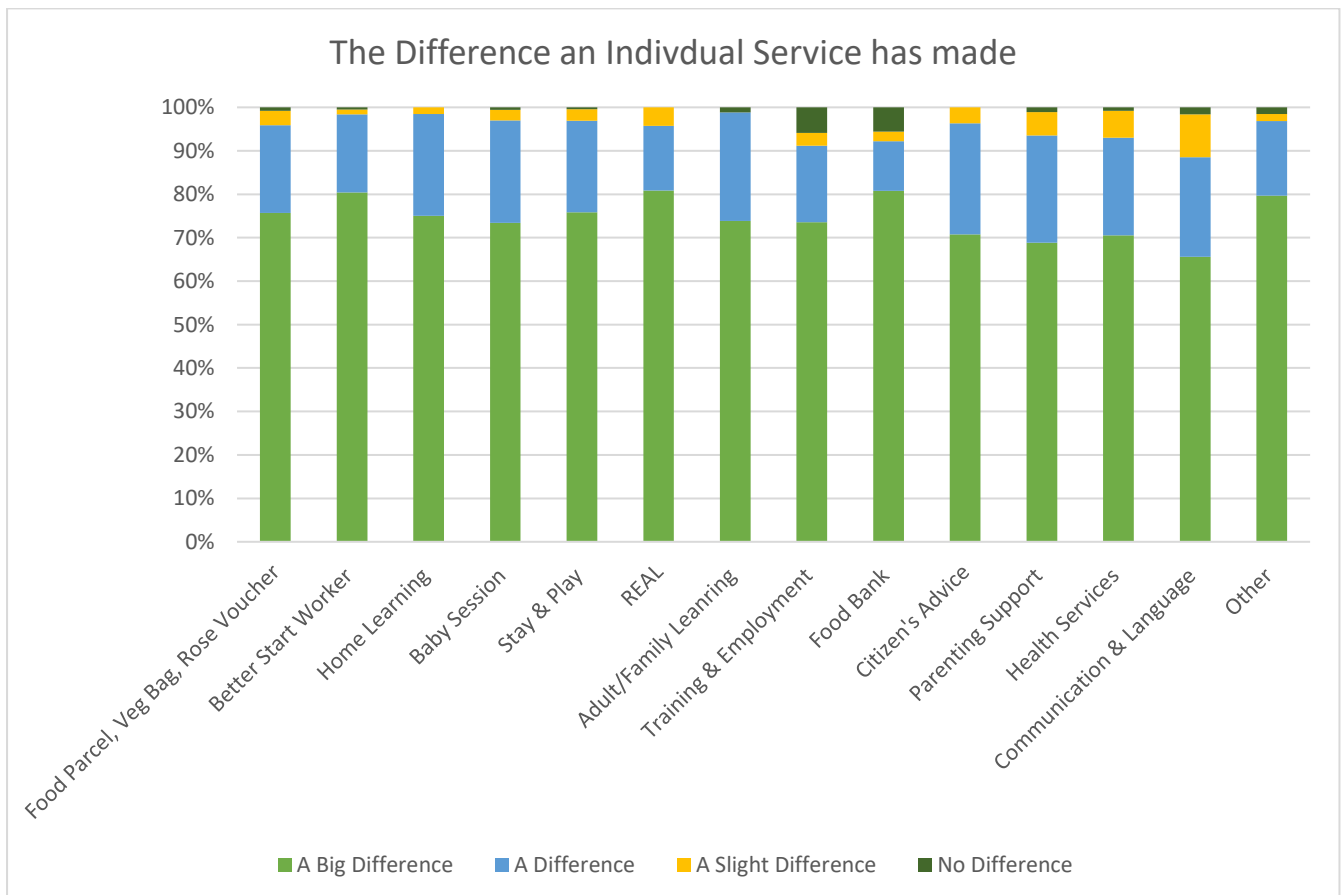
445 responses were received and stated that the service selected had made 'a difference'. 67 responses said that the service selected had made a slight difference', and 15 said the service had 'not made any difference'.

The services reported as making the biggest difference were the Better Start worker support; the REAL Programme; stay-and-play sessions for babies and toddlers; and access to food parcels, vegetable bags, and Rose vouchers, foodbank referrals.

The percentage breakdown of responses by service area was as follows:

Service	A big Difference	A Difference	A Slight Difference	No Difference	Total number of responses
Food Parcel, Veg Bag, Rose Voucher	75.72%	20.16%	3.29%	0.82%	243
Better Start Worker	80.42%	17.99%	1.06%	0.53%	189
Home Learning	75.00%	23.44%	1.56%	0.00%	64
Baby Session	73.44%	23.58%	2.44%	0.54%	369
Stay & Play	75.87%	21.06%	2.66%	0.41%	489
REAL	80.85%	14.89%	4.26%	0.00%	47
Adult/Family Learning	73.86%	25.00%	0.00%	1.14%	88
Training & Employment	73.53%	17.65%	2.94%	5.88%	34
Food Bank	85.54%	12.05%	2.41%	0.00%	83
Citizens Advice	70.73%	25.61%	3.66%	0.00%	82
Parenting Support	68.82%	24.73%	5.38%	1.08%	93
Health Services	70.54%	22.48%	6.20%	0.78%	129
Communication & Language	65.57%	22.95%	9.84%	1.64%	122
Other	79.69%	17.19%	1.56%	1.56%	64

The graph below shows the number of responses by service:



**Q8.** 517 responses provided further information on why a particular service **had made a positive difference** to the parent or child. The number and % of responses providing further information by service area was:

Answer Choices	Responses %	Number
Access to resources such as food parcels, veg bags, and Alexandra Rose vouchers	29.01%	150
Support from Better Start worker	22.24%	115
Home learning activities	6.38%	33
Group sessions for babies (e.g. Baby Explorers, Baby Singalong)	46.23%	239
Group stay and play sessions for toddlers and young children	65.96%	341
The REAL programme	4.45%	23
Adult and family learning courses (e.g. Mosaic making, ESOL)	10.44%	54
Training and employment support	2.71%	14
Food bank referrals	6.96%	36
Advice services delivered by Citizen's Advice	7.74%	40
Parenting support, including HENRY, Baby and Us, Being a Parent, and Circle of Security	11.41%	59
Health services including breastfeeding support and health review appointments	13.54%	70
Chatterbox or Chattertime sessions to support your child's communication and language	13.73%	71
Other	10.06%	52

**Q8.** Parents/ carers provided numerous comments about why a service or services made a positive difference to them and their family. Some of these comments have been summarised.

The summary
<ul style="list-style-type: none"> <li>• Receiving Rose Vouchers and having access to food vouchers helped them to buy fruit and vegetables.</li> <li>• They were able to receive support and advice for their children and themselves during periods of crisis.</li> <li>• The parenting advice and support they received helped to increase their confidence.</li> <li>• The Better Start children's centres gave them access to a wide range of activities for themselves and their child.</li> <li>• Accessing the Better Start children's centres helped to meet other parents and carers and reduce isolation and improve their mental health.</li> </ul>

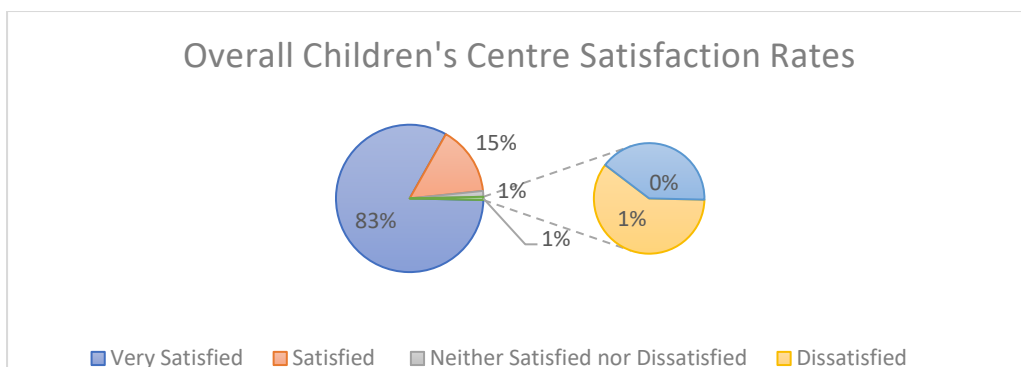
**Q9.** 6 responses provided further information on why a particular service **had not made a positive difference** to the parent or child. The number and % of responses by service area was:

Answer Choices	Responses %	Number
Access to resources such as food parcels, veg bags and Alexandra Rose vouchers	0.00%	0
Support from Better Start worker	16.67%	1
Home learning activities	0.00%	0
Group sessions for babies (e.g. Baby Explorers, Baby Singalong)	33.33%	2
Group stay and play sessions for toddlers and young children	16.67%	1
The REAL programme	0.00%	0
Adult and family learning courses (e.g. Mosaic making, ESOL)	0.00%	0
Training and employment support	0.00%	0
Food bank referrals	0.00%	0
Advice services delivered by Citizen's Advice	0.00%	0
Parenting support, including HENRY, Baby and Us, Being a Parent, and Circle of Security	16.67%	1
Health services including breastfeeding support and health review appointments	16.67%	1
Chatterbox or Chattertime sessions to support your child's communication and language	16.67%	1

#### **4. Overall satisfaction**

**Q10.** Parents/carers were asked to indicate their overall level of satisfaction with services in the Better Start Family Hub network area they had selected. 710 parents responded.

- 588 (82.82%) very satisfied
- 108 (15.21%) satisfied
- 9 (1.27%) were neither satisfied nor dissatisfied
- 3 (less than 1%) dissatisfied
- 2 (less than 1%) very dissatisfied





**Q11. and Q12.** 518 parents/carers provided additional information on why they were satisfied with the services provided in a particular Better Start area. 14 parents and carers provided further information on why they were dissatisfied.

**Q13.** Parents/carers were asked ‘Are there any suggestions you would like to make to help us improve the services in this Better Start area?’ 436 (44%) parents responded.

Many parents/carers said they had no further suggestions and were happy with the service. A significant proportion asked for ‘more of the same,’ more stay-and-play sessions for extended periods or afternoon sessions, more singing sessions, adult learning classes, and increased publicity of children’s centres activities.

**Q14.** Parents/carers were asked about the Family Hub Start for Life DFE national programme to provide additional services from pregnancy up to 19 or 25 for people with special educational needs and disabilities. Parents were asked to select the services they would find helpful, and 692 responded as below.

Answer Choices	Responses %	Number
Better Start Case workers supporting families with older children	47.83%	331
Opportunity to take part in a Parent Champion programme	23.12%	160
More groups to support breastfeeding, infant feeding, and starting solids	30.64%	212
Support as a new parent	47.54%	329
Increased offer of parenting programmes	42.34%	293
Digital Family Hub to support families to access services	30.64%	212
None of the above	13.15%	91

**Q15.** As part of the Family Hub Start for Life programme, we will be asking parents and carers to have a greater say in our Better Start (Start for Life) offer of services and support for families with young children. If you would like to hear more, please give us your email address or mobile number. 244 (26%) parents supplied their contact details

**Q16.** Parent were asked to provide the first part of their postcode. 623 parents/carers supplied this information.

## 5. Demographic information

**Q17.** 664 parents/carers responded to the question What best describes your gender, the table below shows the results.

Answer choices	Percentage	Number
Female	90%	577
Male	9.79%	65
Preferred not to say	2.56%	17
Used another term for example non-binary	0.75%	5

**Q18.** 656 parents/carers responded to the question 'Do you consider yourself to be trans?' 96.49% (633) selected no, 1.22% (8) selected yes, and 2.29% (15) selected prefer not to say.

Answer choices	Percentage	Number
No	96.49%	633
Yes	1.22%	8
Prefer not to say	2.29%	15

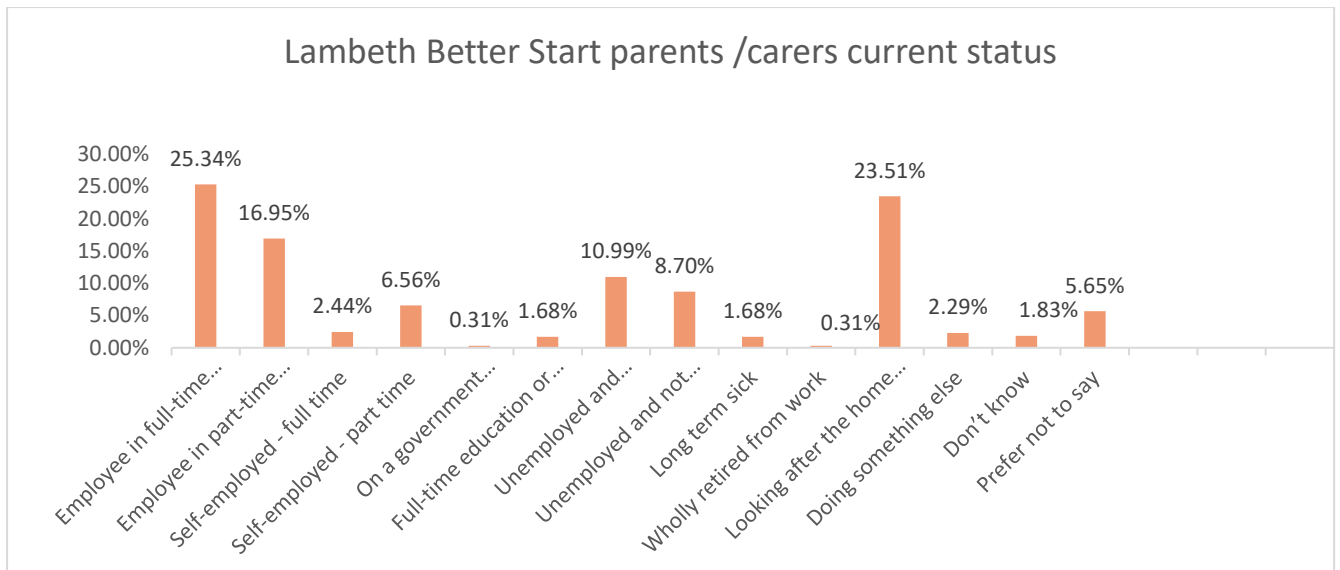
**Q19.** In response to which age group applies to you 665 parents/carers responded to the question.

The table below shows the ages of the parents and carers accessing Lambeth Better Start children's centres.

Age range	Number	Percentage
16-24	32	4.81%
25-34	297	44.66%
35-44	282	42.41%
45-54	34	5.11%
55-64	7	1.05%
65 +	3	0.45%
Prefer not to say	10	1.50%

**Q20.** Which of these activities best describes what you are doing at present?

655 parents/carers responded to the question. The graph below shows the parents/carers' responses.



**Q21. Do you consider yourself to have a disability or long-term health condition?**

657 parents/carers responded to the question. The table below shows the responses in percentages and numbers.

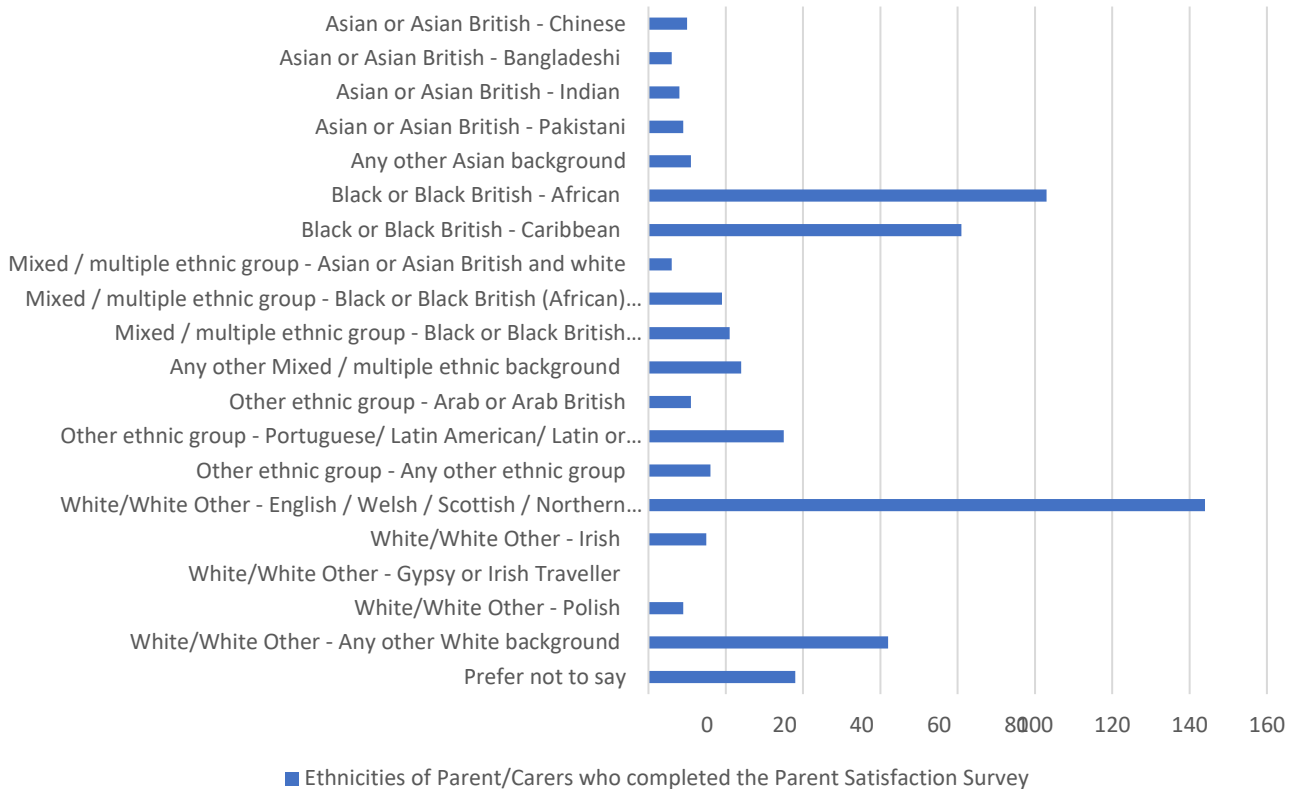
Answer Choices	Responses %	Number
Yes	11.72%	77
No	84.32%	554
Preferred not to say	3.96%	26

**Q22. What is your ethnic group?**

628 responded to the question 'What is your ethnic group'.

The graph below shows the ethnic groups of the parent/carers who completed the survey and are accessing Lambeth Better Start children's centres.

### Ethnicities of Parent/Carers who completed the Parent Satisfaction Survey



### Q23. Which of the following languages do you speak at home?

634 responded to the question ‘Which of the following languages do you speak at home’.

There were 27 languages spoken within the Lambeth Better Start children’s centres.

The top 5 responses are shown in the table below.

Answer choices	Responses	Number
English	74.29%	471
French	7.41%	47
Spanish- Latin American	6.31%	40
Yoruba	4.10%	26
Other	6.62%	42

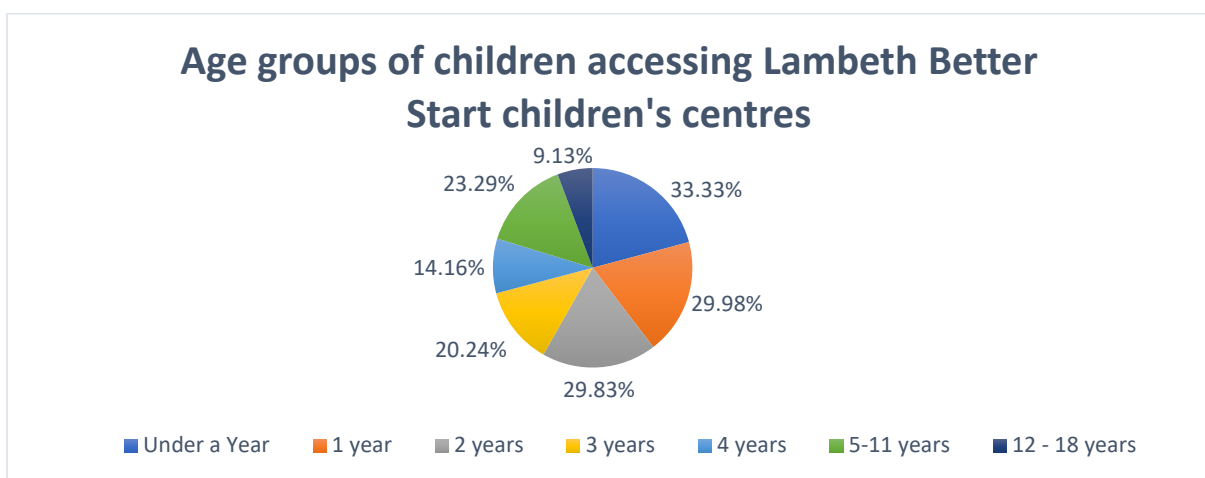
### Q24. How many children do you have in the following age groups?

657 parents/carers responded to the question ‘How many children do you have in the following groups’.

The table below shows the breakdown.

Answer Choices	Responses %	Number
under 1 year	33.33%	219
1 year	29.98%	197
2 years	29.83%	196
3 years	20.24%	133
4 years	14.16%	93
5-11 years	23.29%	153
12 - 18 years...	9.13%	60

The graph below shows the ages of children accessing the Lambeth Better Start children's centres

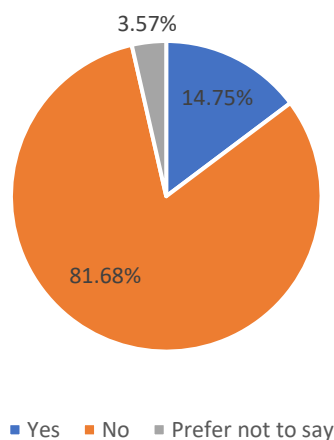


**Q25.** Do any of the children you have included above have any special educational needs, a disability, or a long-term health condition?

644 parents/carers responded, 14.75% (95) selected yes, 81.68% (526) selected no, and 3.57% (23) preferred not to say.

The next chart shows the no. of children with a special educational need accessing the children's centre.

### No of children who have a special educational need, a disability or a long term health condition



### Q26. Are you or your partner currently pregnant?

A total of 648 parents/carers responded to the question. The table below shows the responses by percentages and the number.

Answer Choices	Responses %	Number
Yes	6.17%	40
No	91.36%	592
Preferred not to say	2.47%	16

### Closing summary

The overall parent and carer satisfaction with Family Hub Better Start services remains very high, 98% were satisfied or very satisfied. This is comparable to the results collected in 2021 -2022, whereby the level of satisfaction was 98% satisfied or very satisfied, and less than 1% was dissatisfied. Our centres remain a valued asset by local communities.

The demographic profile of parents/carers responding to the survey is comparable to Lambeth borough. A vast majority of respondents in the 2023 survey had high levels of satisfaction, with the services on offer and reported they would like to see this offer expanded. The Start for Life programme has enabled us to increase our service delivery in response – we have expanded the service delivery around Better Start support, parenting offer, and stay and play capacity in all the Family Hub networks.