

Lambeth Better Start Children's Centre Parent Satisfaction Survey 2021

Introduction

Lambeth Council, in partnership with its Better Start children's centres, carries out an annual Parent Satisfaction Survey to gather the views and experiences of children's centre users.

The 2021 survey was available via the council website from 1st October to 15th November 2021. Posters and postcards encouraging parents and carers to complete the survey were displayed in all operational children's centre buildings and 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 in the period September 2020-July 2021. The majority of children's centre buildings in Lambeth were open and delivering a range of activities and services throughout that period, but there were significant restrictions as a result of the Covid pandemic, with very limited-service delivery in the period January to March 2021. Throughout the year, centres operated with a range of further measures in place to minimise the risk of Covid transmission. These included: increased use of outdoor spaces; booking systems to enable staff to manage numbers safely; and social distancing measures which meant the number of spaces available in groups was limited in line with government guidance and to provide a Covid safe environment for staff and families. There were also changes to the service offer, with smaller group activities, and some services were delivered predominantly or solely via virtual means. There was a particular emphasis during periods of national lockdown on distribution of food parcels and Alexandra Rose vouchers (to be exchanged for fruit and vegetables at Lambeth's market stalls), and this is reflected in survey responses.

The information in this report follows the same structure as the survey itself, with a focus on:

1. Service use – by different service type
2. Service satisfaction – by different service type
3. Service impact – by different service type
4. Overall satisfaction with Better Start Children's Centre provision in Lambeth.
5. Demographic information provided by respondents.

Appendix A contains free text responses parents provided in support of their answers.

541 responses were received in total.

Q1. The survey was intended to gather the views of expectant parents and carers and those with children under four living in Lambeth. Respondents who did not fall into this category were directed to alternative routes to provide feedback. This applied to 19 of the 541 who started to complete the survey, meaning 522 proceeded. Responses to individual questions were not mandatory, and not all respondents answered all questions.

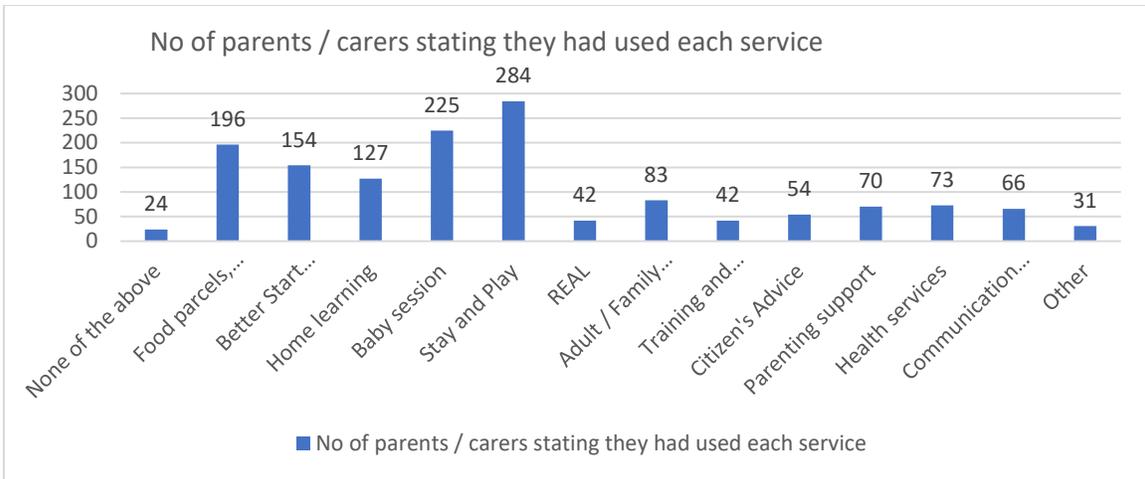
1. Service use

Q2. Parents and carers were asked to select the Better Start area where they had used services the most to feedback on. This was so the results could be analysed on an area by area basis as well as borough wide. Parents and carers could complete more than one survey if they wished to provide feedback on different Better Start areas. 516 respondents selected a Better Start area.

Q3. Respondents were then asked to indicate which services they had used over the course of the year from a drop down list. They could select as many services as they wished. 492 respondents answered this question.

57% of respondents had used 'small group stay and play' sessions for toddler and young children, and 46% had used sessions for babies. A significant proportion (39%) had received food parcels, veg bags or Rose vouchers, and 30% had received support from a Better Start worker. Better Start workers provide case work 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 or adult and family learning activities, or received advice from Citizens Advice service. The list of services and the number and % of respondents indicating they had used them is as follows:

| ANSWER CHOICES | RESPONSES | |
|---------------------------------------|-----------|-----|
| None of the above | 5% | 24 |
| Food parcels, veg bags, Rose vouchers | 40% | 196 |
| Better Start worker | 31% | 154 |
| Home learning | 26% | 127 |
| Baby session | 45% | 225 |
| Stay and Play | 57% | 284 |
| REAL | 8% | 42 |
| Adult / Family learning | 17% | 83 |
| Training and employment | 8% | 42 |
| Citizen's Advice | 11% | 54 |
| Parenting support | 14% | 70 |
| Health services | 15% | 73 |
| Communication and language | 13% | 66 |
| Other | | |



2. Service Satisfaction

Q4. 466 parents responded to the question ‘How satisfied or dissatisfied are you with the services you have used?’

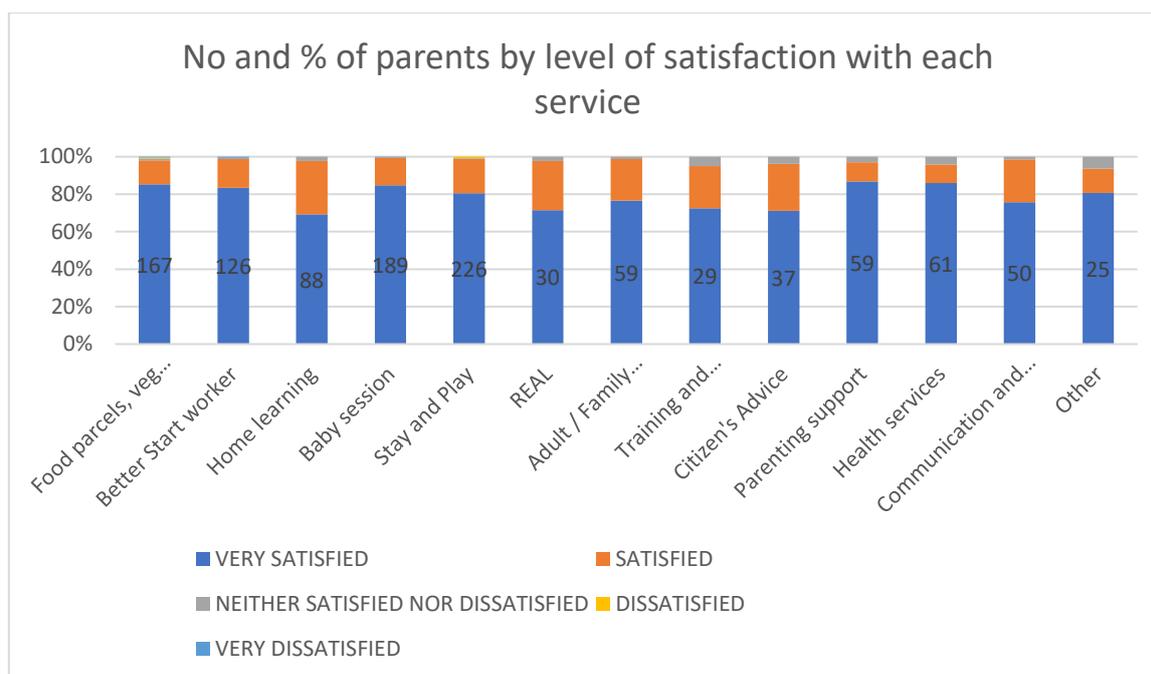
For each individual service, satisfaction rates were very high, with the large majority of responses in each case indicating that they were ‘very satisfied.’ The majority of those who did not select ‘very satisfied’ chose ‘satisfied’ with very small number – 1,2 or 3 at most – indicating they were ‘neither satisfied nor dissatisfied,’ ‘dissatisfied’ or ‘very dissatisfied with an individual service.

In total, 1,135 responses were that parents were ‘very satisfied’ with a particular service. 248 were that they were ‘satisfied.’ 21 responses were ‘neither satisfied nor dissatisfied,’ 3 were ‘dissatisfied’ and 4 were ‘very dissatisfied.’

Services with particularly high (80+%) numbers of respondents indicating they were very satisfied included Better Start worker support; Small Group Stay and Play sessions and sessions for babies; parenting support; health services; and access to food parcels, veg bags and Rose vouchers.

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

| | VERY SATISFIED | SATISFIED | NEITHER SATISFIED NOR DISSATISFIED | DISSATISFIED | VERY DISSATISFIED | TOTAL |
|---------------------------------------|----------------|-----------|------------------------------------|--------------|-------------------|-------|
| Food parcels, veg bags, Rose vouchers | 85% 167 | 13% 25 | 1% 2 | 1% 1 | 1% 1 | 196 |
| Better Start worker | 83% 126 | 15% 23 | 1% 1 | 0% 0 | 1% 1 | 151 |
| Home learning | 69% 88 | 28% 36 | 2% 3 | 0% 0 | 0% 0 | 127 |
| Baby session | 85% 189 | 15% 33 | 0% 0 | 0% 0 | 0% 1 | 223 |
| Stay and Play | 80% 226 | 19% 52 | 0% 1 | 1% 2 | 0% 0 | 281 |
| REAL | 71% 30 | 26% 11 | 2% 1 | 0% 0 | 0% 0 | 42 |
| Adult / Family learning | 77% 59 | 22% 17 | 1% 1 | 0% 0 | 0% 0 | 77 |
| Training and employment | 73% 29 | 23% 9 | 5% 2 | 0% 0 | 0% 0 | 40 |
| Citizen's Advice | 70% 37 | 25% 13 | 4% 2 | 0% 0 | 2% 1 | 53 |
| Parenting support | 87% 59 | 10% 7 | 3% 2 | 0% 0 | 0% 0 | 68 |
| Health services | 86% 61 | 10% 7 | 4% 3 | 0% 0 | 0% 0 | 71 |
| Communication and language | 76% 50 | 23% 15 | 2% 1 | 0% 0 | 0% 0 | 66 |
| Other | 81% 25 | 13% 4 | 6% 2 | 0% 0 | 0% 0 | 31 |



Q5. 361 people provided further information on why they were **satisfied** with a particular service, with the number and % of responses per service area as follows:

| ANSWER CHOICES | RESPONSES | |
|---------------------------------------|-----------|-----|
| Food parcels, veg bags, Rose vouchers | 38% | 140 |
| Better Start worker | 30% | 109 |
| Home learning | 24% | 89 |
| Baby session | 48% | 173 |
| Stay and Play | 58% | 210 |
| REAL | 7% | 26 |
| Adult / Family learning | 12% | 45 |
| Training and employment | 6% | 22 |
| Citizen's Advice | 8% | 30 |
| Parenting support | 12% | 42 |
| Health services | 13% | 46 |
| Communication and language | 13% | 46 |
| Other | 7% | 26 |

Q6. 16 people provided further information on why they were **dissatisfied** with a service. The number and % of responses per service area is in the table below:

| ANSWER CHOICES | RESPONSES | |
|---------------------------------------|-----------|---|
| Food parcels, veg bags, Rose vouchers | 19% | 3 |
| Better Start worker | 13% | 2 |
| Home learning | 13% | 2 |
| Baby session | 6% | 1 |
| Stay and Play | 19% | 3 |

| | | |
|-------------------------|-----|---|
| Adult / Family learning | 6% | 1 |
| Training and employment | 13% | 2 |
| Citizen's Advice | 19% | 3 |
| Parenting support | 6% | 1 |
| Health services | 13% | 2 |
| Other | 6% | 1 |

The additional comments and information provided by parents / carers in response to question 6 are included in Appendix A – Parent / Carer comments.

3. Service impact

Q7. 436 parents responded to the question ‘Has using this service made a positive difference to you or your child?’ with options 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

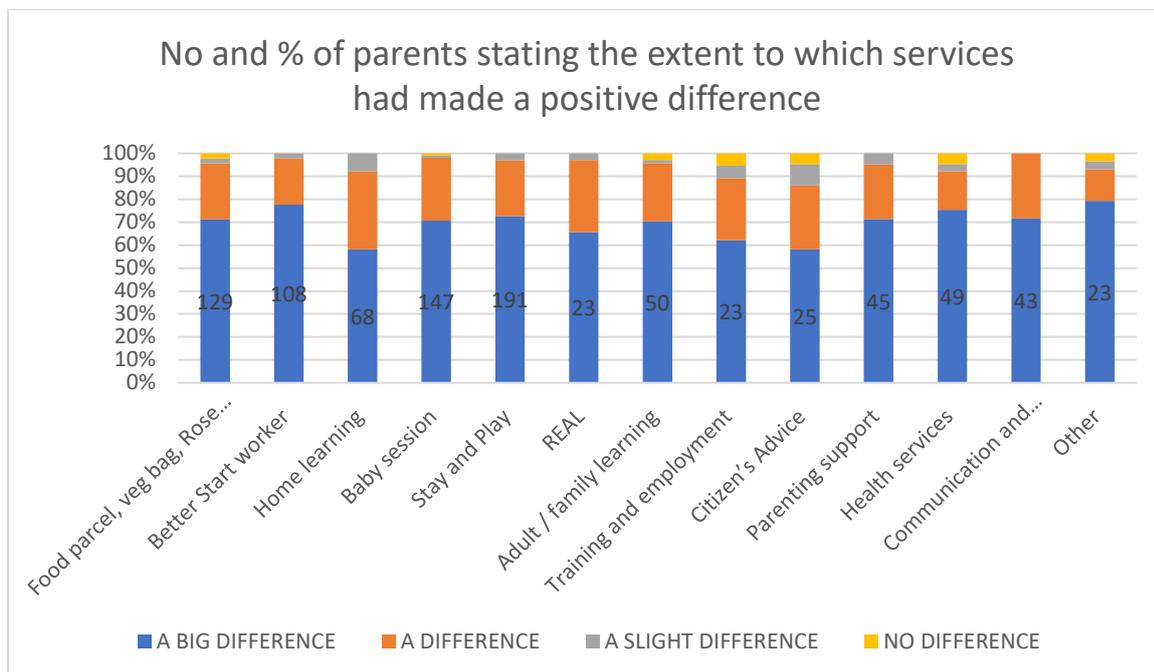
For each individual service the majority (50+%) of those responding felt the service had made a big difference. A total number of 915 responses were received selecting this option.

331 responses were received stating that the service selected had made a difference. 43 responses said that the service selected had made a slight difference, and 14 said no, the service had not made any difference.

The individual services that the highest % (70+%) of respondents said had made a big positive difference were Better Start worker support; Parenting support; Health Services; Speech and Language support; play sessions for babies and toddlers; and access to food parcels, veg bags, and Rose vouchers.

The number and % of responses by service area was:

| | A BIG DIFFERENCE | A DIFFERENCE | A SLIGHT DIFFERENCE | NO DIFFERENCE | TOTAL |
|-------------------------------------|------------------|--------------|---------------------|---------------|-------|
| Food parcel, veg bag, Rose vouchers | 71% 129 | 24% 44 | 2% 4 | 2% 4 | 181 |
| Better Start worker | 78% 108 | 20% 28 | 2% 3 | 0% 0 | 139 |
| Home learning | 58% 68 | 34% 40 | 8% 9 | 0% 0 | 117 |
| Baby session | 71% 147 | 27% 57 | 1% 2 | 1% 2 | 208 |
| Stay and Play | 73% 191 | 24% 64 | 3% 8 | 0% 0 | 263 |
| REAL | 66% 23 | 31% 11 | 3% 1 | 0% 0 | 35 |
| Adult / family learning | 70% 50 | 25% 18 | 1% 1 | 3% 2 | 71 |
| Training and employment | 66% 23 | 29% 10 | 6% 2 | 0% 0 | 35 |
| Citizen’s Advice | 58% 25 | 28% 12 | 9% 4 | 5% 2 | 43 |
| Parenting support | 71% 45 | 24% 15 | 5% 3 | 0% 0 | 63 |
| Health services | 75% 49 | 17% 11 | 3% 2 | 5% 3 | 65 |
| Communication and language | 70% 43 | 28% 17 | 2% 1 | 0% 0 | 61 |
| Other | 79% 23 | 14% 4 | 3% 1 | 3% 1 | 29 |



Q8. 329 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 | |
|---|-----------|-----|
| Access to resources such as food parcels, veg bags and Alexandra Rose vouchers | 36% | 118 |
| Support from Better Start worker | 27% | 91 |
| Home learning activities | 22% | 72 |
| Small group sessions for babies (eg Baby Explorers, Baby Singalong) | 49% | 162 |
| Small group stay and play sessions for toddlers and young children | 55% | 184 |
| The REAL programme | 6% | 21 |
| Adult and family learning courses (eg Mosaic making, ESOL) | 11% | 38 |
| Other goods or equipment to support you and your family (for example, nappies, baby clothes, equipment) | 0% | 0 |
| Training and employment support | 7% | 22 |
| Food bank referrals | 0% | 0 |
| Support from a Better Start worker | 0% | 0 |
| Phone calls to check how you and your family are and to offer support | 0% | 0 |
| Advice services delivered by Citizen's Advice | 8% | 25 |
| Parenting support, including HENRY, Baby and Us, Being a Parent, and Circle of Security | 11% | 38 |

| | | |
|---|-----|----|
| Children's centre newsletter | 0% | 0 |
| Links to online activities and resources | 0% | 0 |
| Online courses such as parenting or family learning | 0% | 0 |
| Health services including breastfeeding support and health review appointments | 13% | 44 |
| Chatterbox or Chattertime sessions to support your child's communication and language | 13% | 43 |

Q9. 10 responses provided further information on why a particular service **had not made a positive different** to the parent or child. The number and % of responses by service area was:

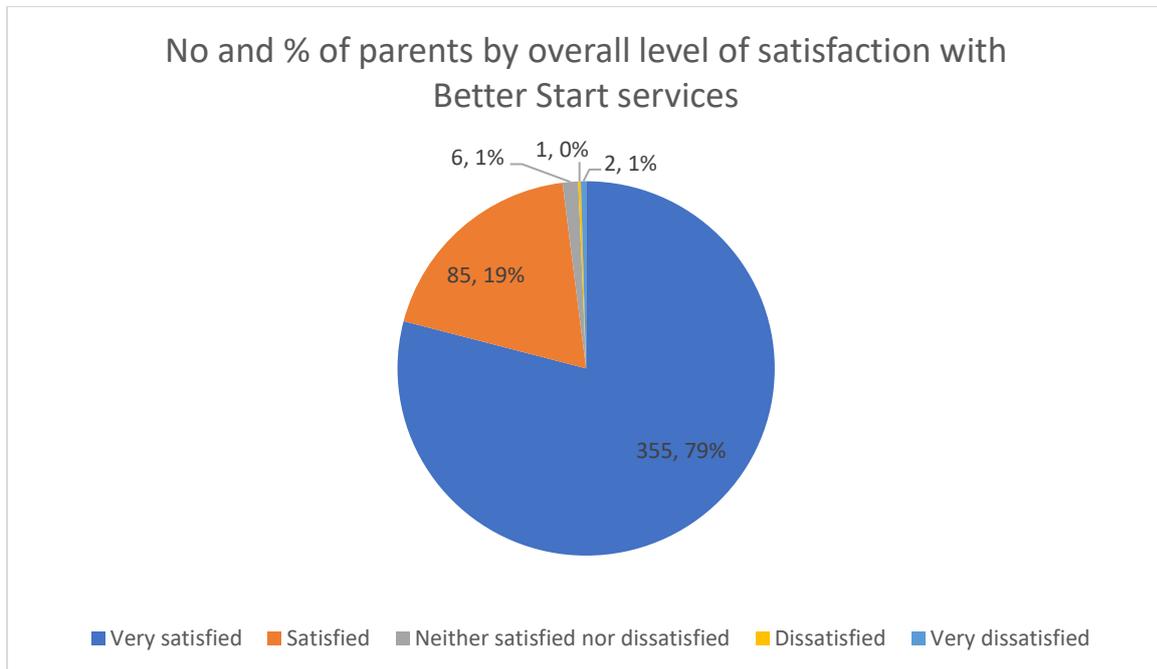
| ANSWER CHOICES | RESPONSES | |
|---|-----------|---|
| Access to resources such as food parcels, veg bags and Alexandra Rose vouchers | 20% | 2 |
| Support from Better Start worker | 0% | 0 |
| Home learning activities | 0% | 0 |
| Small group sessions for babies (eg Baby Explorers, Baby Singalong) | 10% | 1 |
| Small group stay and play sessions for toddlers and young children | 0% | 0 |
| The REAL programme | 0% | 0 |
| Adult and family learning courses (eg Mosaic making, ESOL) | 10% | 1 |
| Other goods or equipment to support you and your family (for example, nappies, baby clothes, equipment) | 0% | 0 |
| Training and employment support | 0% | 0 |
| Food bank referrals | 0% | 0 |
| Support from a Better Start worker | 0% | 0 |
| Phone calls to check how you and your family are and to offer support | 0% | 0 |
| Advice services delivered by Citizen's Advice | 20% | 2 |
| Parenting support, including HENRY, Baby and Us, Being a Parent, and Circle of Security | 0% | 0 |
| Children's centre newsletter | 0% | 0 |
| Links to online activities and resources | 0% | 0 |
| Online courses such as parenting or family learning | 0% | 0 |
| Health services including breastfeeding support and health review appointments | 30% | 3 |
| Chatterbox or Chattertime sessions to support your child's communication and language | 0% | 0 |

4. Overall satisfaction with Better Start children's centre provision in Lambeth

Q10. Parents were asked to indicate their overall level of satisfaction with services in the Better Start area they had selected. 449 parents responded. Of these 449:

- 355 / 79% were very satisfied
- 85 / 19% were satisfied

- 6 / 1% were neither satisfied nor dissatisfied
- 1 / less than 1% was dissatisfied
- 2 / less than 1% were very dissatisfied



Q11. and Q12. 345 parents provided further information on why they were satisfied with the services provided in a particular Better Start area, with 345 parents providing further commentary on why they were satisfied with service provision, and 8 parents providing further information on why they were dissatisfied.

Q13. Finally, parents were asked ‘Are there any suggestions you would like to make to help us improve the services in this Better Start area?’

Many parents stated that they had no further suggestions and were happy with the service. A significant proportion asked for ‘more of the same,’ with many noting reductions in stay and play activity following the borough wide reorganisation. Other comments related to the booking system introduced for compliance with covid regulations; the increased use of outdoor space for activities, again in response to covid; and publicity and promotion of services.

5. Demographic information provided by respondents

In response to the question ‘What is your sex?’ 91% selected female and 7% male. A very small proportion (less than 3%) selected ‘prefer not to say’ or ‘prefer to self-describe.’