

LAMBETH BETTER START CHILDREN'S CENTRES

PARENT SATISFACTION SURVEY 2024

INTRODUCTION

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

The 2024 Parent Satisfaction survey builds upon successive years, consistently showing extremely high satisfaction levels (98%) (clients were either very satisfied or satisfied). Like in previous years, we have seen significant numbers of parents and carers from diverse backgrounds take part in the survey. The questions asked in 2024 are comparable to those that were asked in 2023, and comparison of the results between 2023 and 2024 is included in this document.

BACKGROUND

The 2024 survey was available via the council website online from 7 June to 16 August 2024. 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 12 minutes to complete using the Survey Monkey tool.

The survey asked parents and carers to focus on their experiences of services between September 2023 and July 2024. 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 types
4. Overall satisfaction
5. Demographic information provided by respondents
6. Overall summary

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 0-11?

917 parents/carers responded, 893 (97.3%) responded yes, and 24 (2.62%) responded no. The number of responses is comparable to the 2023 survey when 922 parents and carers completed the survey.

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 analysed area-by-area and borough-wide. Parents and carers could complete multiple surveys if they wished to provide feedback on different Better Start areas. 878 respondents selected a Better Start area. A breakdown of the responses received for each Better Start area for 2024 is below.

Better Start Areas	2024	2023
Brixton Stockwell Better Start area - covering Stockwell, Liz Atkinson, and Jessop Children's Centres	206 (23.46%)	264 (30.48%)
Brixton Tulse Hill Better Start area - covering Jubilee, Loughborough, and Brockwell Children's Centres	234 (26.65%)	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	88 (10.02%)	114 (13.16%)
North Lambeth Better Start area - covering Ethelred, St Stephen's, and Henry Fawcett Children's Centres	173 (19.70%)	114 (19.05%)
Norwood Better Start area - covering Benton's Lane, Rosendale, and Crown Lane Children's Centres	91 (10.36%)	99 (11.43%)
Streatham Better Start area - covering Hitherfield, Sunnyhill, and Streatham Hub Children's Centres, and Hillside Gardens One O'clock Club	86 (9.79%)	102 (11.78%)

2. SERVICE SATISFACTION

Q3. How satisfied or dissatisfied have you been with service provision in this Better Start area?

865 parents/ carers responded to the above question. The chart 1 and chart 2 below show the responses to 2024 and 2023 surveys.

Chart 1: Satisfaction with Children's Centre Services 2024

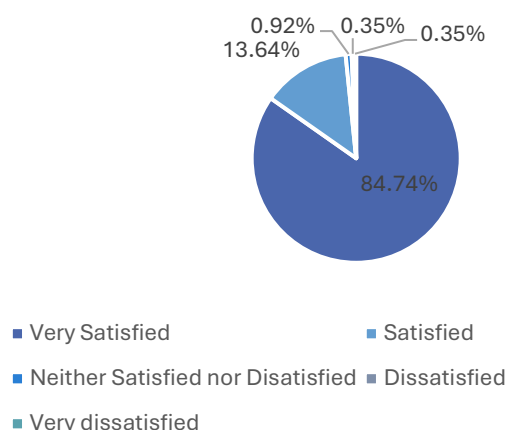
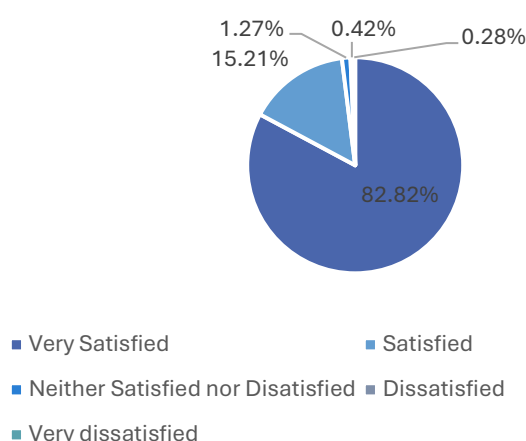


Chart 2: Satisfaction with Children's centre Services 2023



The 2024 parent satisfaction shows there has been a slight increase in satisfaction level, from 98% in 2023 to 99%, and 1% of service users were neither satisfied nor satisfied, dissatisfied, or very dissatisfied.

Q4. You said you were 'satisfied' or 'very satisfied' with service provision at a centre, please tell us what you liked about the service we provided.

715 parents/ carers provided additional information.

A selection of the comments of the parents/carers are below.

- Staff are very welcoming and supportive. I suffer with severe anxiety and depression and a particular staff really helped me through this by doing weekly sessions with me (something like therapy)
- I need these stay-and-plays to get myself and my child out of that house and interacting with other people. They are well organised and have lovely activities laid out.

I've only been to the dads' playgroup at Brockwell Park as I work in the week. I can't believe how much they offer and all for free! Met some good mates there as well

- The sessions are really amazing, such a great variety and a wonderful summer programme.
- Came to my home to see bad housing conditions and contacted housing for mould. Information EHCP.
- The clinic I have attended has provided exemplary service, I regularly attend the baby clinic and stay-and-play sessions. They are always well-planned and tidy, and the staff are very friendly and welcoming.
- Together time is an EXCELLENT program. I also love the programs with creches. And the quality of the programs are excellent. Really nice staff too.
- I love the variety of activities each week. The care and attention to detail to each one is obvious. I enjoy meeting other parents while being in a safe environment.
- Amazing gardening experience which has been valuable for my child especially as we do not have a garden at home. The song time has allowed my child to get more confident.
- Excellent playgroups for my children led by knowledgeable and friendly staff
- Staff amazing, activities brilliant - it's such an invaluable resource
- Course opportunities, stay and play sessions, crèche during the courses, friendly staff
- They offer a great schedule with lots of different classes for babies at different times and locations. The facilities at the centres are great and the staff are very welcoming
- 1. Very friendly & supportive staff. The staff always greets the parents, engaging in conversation & support with the children 2. The provision provided at the centres stimulates the children. 3. The children are engrossed in the activities provided; children enjoy singing sessions. 4. Great to have the centres for parents to meet & have their children play with each other & learn from each other.
- I came in for an appointment with an Advisor and my son struggling, he has autism. The manager came out and helped. She was so kind. She asked me about if I was getting help and told me what I could. I felt like she really cared for us
- Brilliant centres, high-quality settings, and resources. Has been a lifeline for life with a toddler. Thank you!

Q5. 'You said you were 'neither satisfied nor dissatisfied', 'dissatisfied' or 'very dissatisfied' with service provision at a centre, please tell us how we could have improved the service we provided.

22 parents/carers provided additional information.

A selection of the comments of the parents/carers are below.

- Timings and length of sessions of some sessions
- cleanliness of the centre
- more classes about babies' psychological development
- Some staff to be more welcoming
- More variety of adult Education courses.

Q6. 'Are there any suggestions you would like to make to help us improve services in this Better Start area?

604 parents/carers responded to the above question

A selection of the comments of the parents/carers are below.

- More classes available such as healthy cooking
- More outings
- More afternoon sessions/more provision in the summer
- More weekend sessions
- Opportunities for children to learn musical instruments.
- Not having to book sessions.

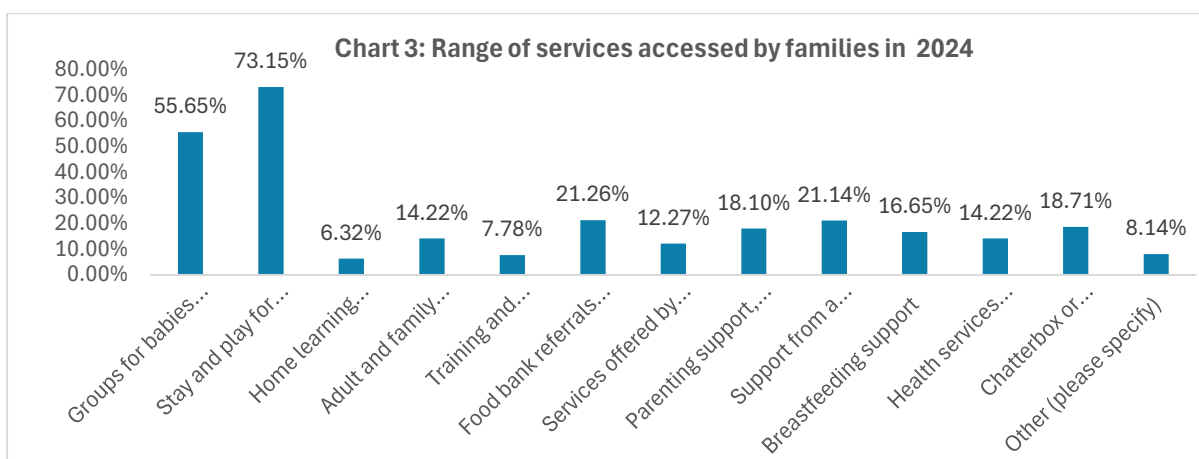
3. SERVICE USE, BY DIFFERENT SERVICE TYPES

Q7. Better Start children's centres offer a range of services and support to families. Please can you tell us which services you have received?

823 parents/carers responded to the above question.

Services used	2024 Percentage	2024 Number	2023 Percentage
Groups for babies including Baby Explorers, Baby Singalong	55.65%	458	50.92%
Stay and play for toddlers and young children	73.15%	602	66.67%
Home learning activities including the REAL programme	6.32%	52	10.09%
Adult and family learning courses (such as ESOL classes	14.22%	117	12.42%
Training and employment support	7.78%	64	5.29%
Food bank referrals and access to community pantry and Rose vouchers	21.26%	175	34.69%
Services offered by Citizen's Advice or advice organisations	12.27%	101	11.56%
Parenting support, such as Baby Steps, Circle of Security, Together time, Baby and Us and Being a Parent	18.10%	149	13.90%
Support from a Better Start worker	21.14%	174	27.06%
Breastfeeding support	16.65%	137	n/a (check)
Health services including health review appointments, midwifery, and HENRY	14.22%	117	18.70%
Chatterbox or Chattertime sessions to support your child's communication and language	18.71%	154	17.96%

Other (please specify)	8.14%	67	8.73%
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A selection of the comments of the parents/carers are summarised below.

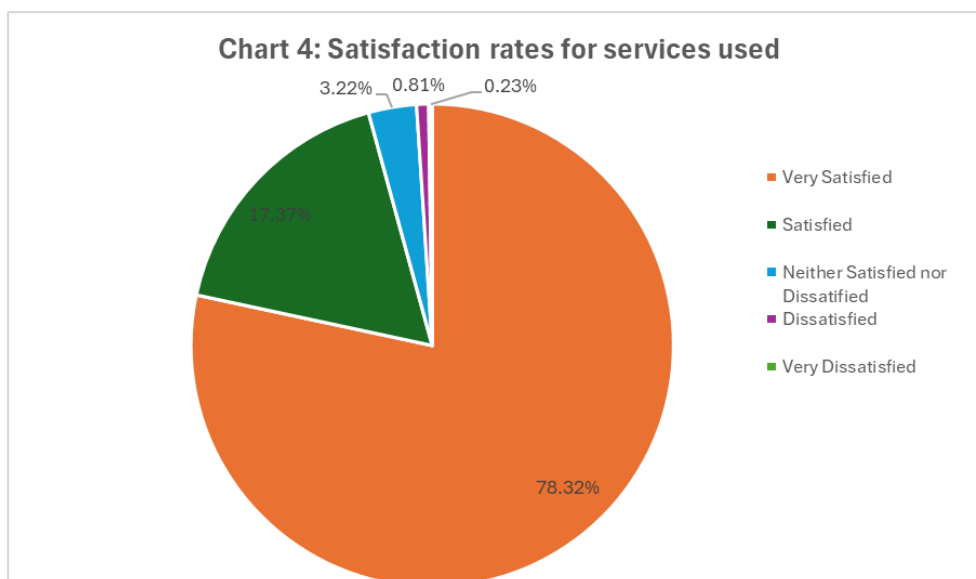
- Fathers stay and play
- Helping me find activities and holiday clubs. Helping me to get a laptop set up an email
- Baby yoga
- Weekly welcome group
- Parent champion training
- Baby massage, Together Time, Circle of Security (and crèche), Messy play, and stay and Play.
- Helping to fill the DLA form with BSW from Better Start
- Rose vouchers
- Sensory room
- Messy play, story and songs
- Support, mental health service advice

4. OVERALL SATISFACTION

Q8. How satisfied or dissatisfied are you with the services that you have used? 806 parents/carers responded to the above question

- 733 (78.32 %) Very satisfied
- 118 (17.37%) Satisfied
- 8 (3.22) Neither satisfied nor dissatisfied
- 3 (0.81%) Dissatisfied
- 3(0.23%) Very dissatisfied

95% of parents/carers were very satisfied or satisfied with the service they used.



Q9. 'Please tell us more about why you are satisfied with the service or services that you have used.

615 parents/carers responded to the above question and provided additional information.

Summary of why parents and carers were satisfied is below

- Well organised and engaging activities
- Friendly and welcoming staff who are knowledgeable about child development
- Great outdoor space
- The activities support children's communication and social skills
- Inclusive environment and allowing children to explore and play freely
- Friendly groups with regular users and feels like a community
- Opportunities to meet other parents/carers and reduce isolation.
- Opportunities for parents/carers to attend courses and improve employment opportunities.
- Assistance to parents/carers who are struggling financially.
- Lots of helpful advice about housing, childcare and how to be a better parent

Q10. Please tell us more about why you are dissatisfied with the service or services that you have used.

49 parents/carers responded to the above question and provided additional information.

A selection of the comments is below

- Timings and variety of sessions
- More adult education classes such as ESOL
- Some sessions are too busy
- Advertising of some sessions could be better
- The advice received did not resolve the issue
- Cancellation or late start of sessions.

5. SERVICE IMPACT, BY DIFFERENT SERVICE TYPE

Q11. What difference has using this service/these services made to you or your child?

802 parents/carers provided feedback on using a range of Better 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 slight positive difference
- No, the service has not made any difference
- No, the service has a negative difference

Looking at individual service feedback, the majority (83%+ percent) of those responding felt the service had made a big difference. In comparison to 2023, this has increased from 75%.

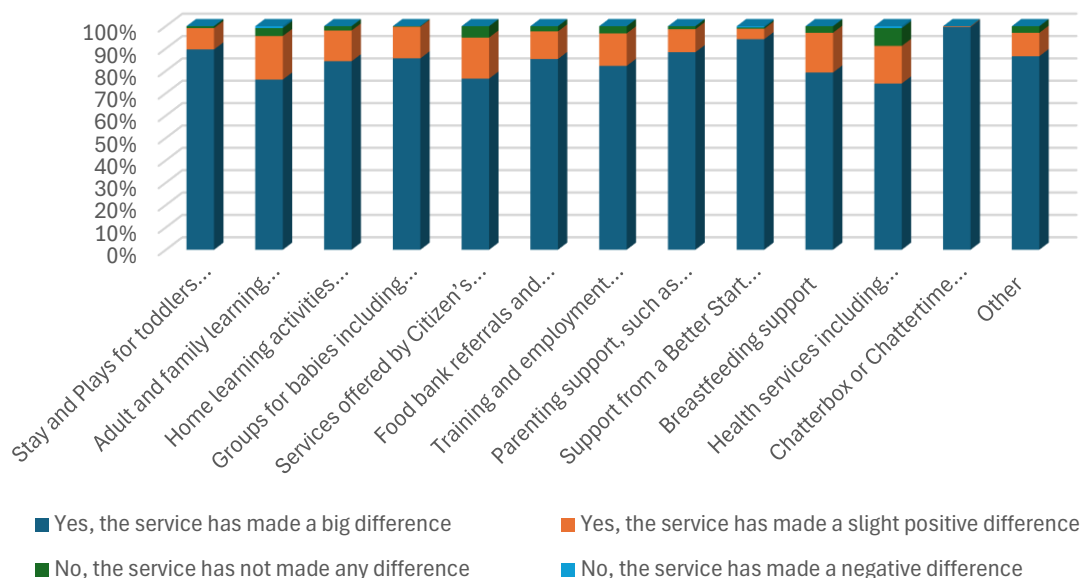
A total number of 2298 responses to this question were received under the different services. 1952 responses were received and stated that the service selected had made 'a big positive difference'. 300 responses selected the service has made an '*a slight positive difference*', 44 selected the '*service has not any difference*', and 3 selected the service 'has made. '*a negative difference*'. The services reported as making the biggest difference were the Better Start worker support; Parenting Support, stay-and-play sessions for babies and toddlers; and access to foodbank referrals and access to community pantry and Rose Vouchers.

The table and graph below show the responses in percentage and number.

Service	Yes, the service has made a big difference	Yes, the service has made a slight positive difference	No, the service has not made any difference	No, the service has made a negative difference	Total number of responses
Stay and Plays for toddlers and young children	89.59% 525	9.56% 56	0.85% 5	0.00% 0	586
Adult and family learning courses (such as ESOL classes)	76.11% 86	19.47% 22	3.54% 4	0.88% 1	113
Home learning activities including the REAL programme	84.31% 43	13.73% 7	1.96% 1	0.00% 0	51
Groups for babies including Baby Explorers, Baby Singalong	85.62% 375	14.16% 62	0.23% 1	0.00% 0	438
Services offered by Citizen's Advice or advice organisations	76.53% 75	18.37% 18	5.10% 5	0.00% 0	98
Food bank referrals and access to community pantry and Rose vouchers	85.29% 145	12.35% 21	2.35% 4	0.00% 0	170

Service	Yes, the service has made a big difference	Yes, the service has made a slight positive difference	No, the service has not made any difference	No, the service has made a negative difference	Total number of responses
Training and employment support	82.26% 51	14.52% 9	3.23% 2	0.00% 0	62
Parenting support, such as Baby Steps, Circle of Security, Together time, Baby and Us and Being a Parent	88.36% 129	10.27% 15	1.37% 2	0.00% 0	146
Support from a Better Start Worker	94.15% 161	4.68% 8	0.58% 1	0.58% 1	171
Breastfeeding support	79.26% 107	17.78% 24	2.96% 4	0.00% 0	135
Health services including health review appointments, midwifery and HENRY	74.34% 84	16.81% 19	7.96% 9	0.88% 1	113
Chatterbox or Chattertime sessions to support your child's communication and language	75.68% 112	21.62% 32	2.70% 4	0.00% 0	148
Other	86.57% 58	10.45% 7	2.99% 2	0.00% 0	67

Chart 5: The difference the individual service has made 2024



Q12. Lambeth has been awarded additional funding under the Family Hub Start for Life national programme that allows us to provide extra services and support for families and children - from pregnancy right up to age 19, or 25 for young people with special educational needs and disabilities. We are proposing to build on our existing Better Start children's centre offer to deliver the Family Hubs Start for Life programme. From the list below, would you select which services you may find helpful to be included:

786 parents/carers responded to the above question. The table below shows responses in percentage and number.

Response	2024 Percentage	2024 Number	2023 Percentage
Better Start Case workers supporting families with older children	47.71%	375	47.83%
More groups to support breastfeeding, infant feeding, and starting solids	30.03%	236	30.64%
Support as a new parent	45.42%	357	47.54%
Increased offer of parenting programmes	38.55%	303	42.34%
Digital Family Hub to support families to access services	26.97%	212	30.64%
None of the above	16.16%	127	13.15%

Q13. Please can you tell us the first part of your postcode (e.g. SW4, SE27).

718 parents/carers responded and provided their postcode.

6. DEMOGRAPHIC INFORMATION PROVIDED BY RESPONDENTS

Q14. What best describes your gender?

755 parents/carers responded to the question above. The table below shows the responses in percentage and number.

Response	2024 Percentage	2024 Number	2023 Percentage
Female	89.54%	676	90%
Male	9.67%	73	9.79%
Prefer not to say	0.66%	5	2.56%
Used another term for example non-binary	0.13%	1	0.75%

Q15. Do you consider yourself to be trans?

747 parents/carers responded to the above question. 96.92% (724) selected no, 1.74% (13) selected yes, and 1.34% (10) selected preferred not to say. The table below shows the responses in percentage and number.

Response	2024 Percentage	2024 Number	2023 Percentage
Yes	1.74%	13	1.22%
No	96.92%	724	96.49%
Prefer not to say	1.34%	10	2.29%

Q16. ‘Which age group applies to you?’

756 parents/carers responded to the above question. The table below shows the ages of the parents and carers accessing Lambeth Better Start children’s centres in percentage and number.

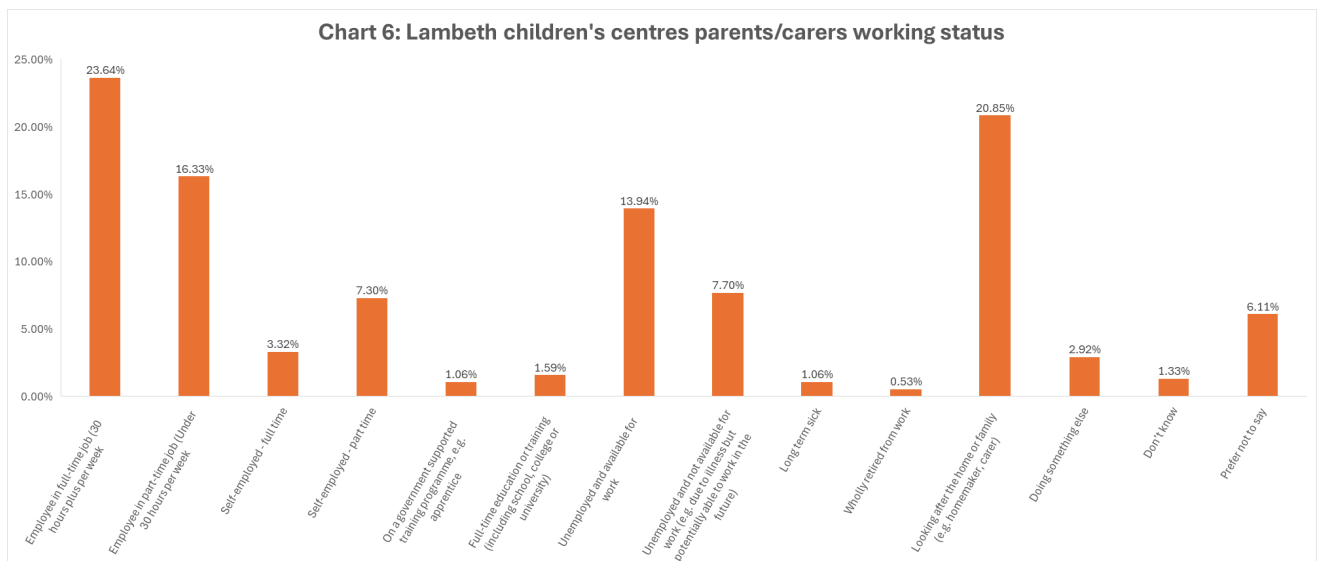
Response	2024 Percentage	2024 Number	2023 Percentage
16 - 24	5.16%	39	4.81%
25 - 34	43.12%	326	44.66%
35 - 44	42.72%	323	42.41%
45 - 54	5.82%	44	5.11%
55 - 64	1.46%	11	1.05%
65+	0.66%	5	0.45%
Prefer not to say	1.06%	8	1.50%

Q17. Which of these activities best describes what you are doing at present?

753 parents/carers responded to the above question. The table and chart below show the breakdown of parent/carers employment activities.

Response	2024 Percentage	2024 Number	2023 Percentage
Employee in full-time job (30 hours plus per week)	23.64%	178	25.34%
Employee in part-time job (Under 30 hours per week)	16.33%	123	16.95%
Self-employed – full-time	3.32%	25	2.44%
Self-employed – part-time	7.30%	55	6.56%
On a government-supported training programme, e.g. apprentice	1.06%	8	0.31%
Full-time education or training (including school, college or university)	1.59%	12	1.68%
Unemployed and available for work	13.94%	105	10.99%
Unemployed and not available for work (e.g. due to illness but	7.70%	58	8.70%

Response	2024 Percentage	2024 Number	2023 Percentage
potentially able to work in the future)			
Long term sick	1.06%	8	1.68%
Wholly retired from work	0.53%	4	0.31%
Looking after the home or family (e.g. homemaker, carer)	20.85%	157	23.51%
Doing something else	2.92%	22	2.29%
Don't know	1.33%	10	1.83%
Prefer not to say	6.11%	46	5.65%



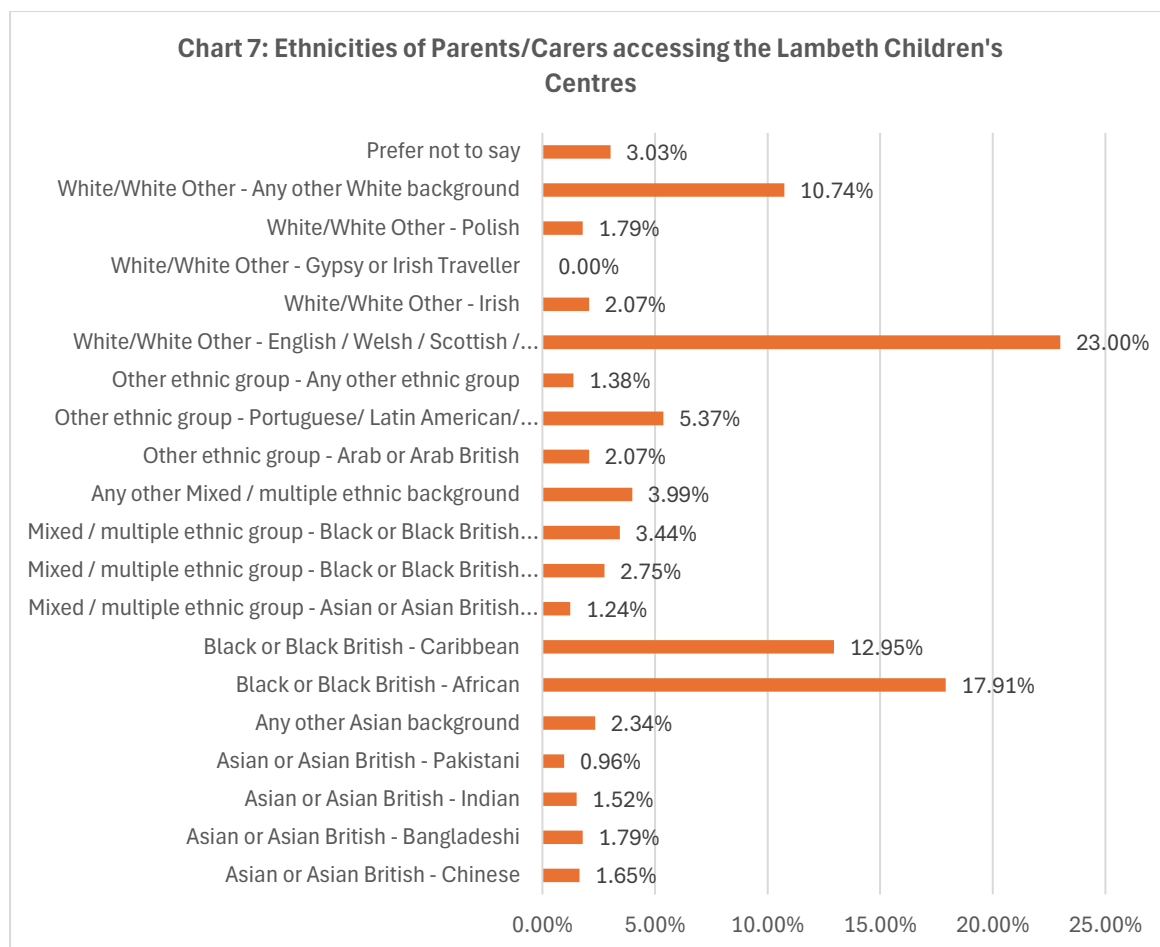
In comparison to the 2023 parent satisfaction survey, we can see that results are very similar in 2024. We have seen a slight increase in parents/carers who are unemployed and looking for work from 10.99% to 13.94%.

Q18. Do you consider yourself to have a disability or long-term health condition? The table shows the responses in percentage and number for 2024, the responses are comparable to 2023.

Response	2024 Percentage	2024 Number	2023 Percentage
Yes	8.60%	64	11.72%
No	88.44%	658	84.32%
Prefer not to say	2.96%	22	3.96%

Q19. What is your ethnic group?

726 parents/carers responded to the question above. The graph below shows the ethnic groups of the parents/carers accessing Lambeth Better Start children's centres.



Q20. Which of the following languages do you speak at home?

716 parents/carers responded to the question above. There are 27 languages spoken within the community of Lambeth Better Start children's centres. The top 6 responses are shown in the table below in percentage and number for 2024 and percentage 2023 for comparison.

Response	2024 Percentage	2024 Number	2023 Percentage
English	73.46%	526	74.29%
Spanish - Latin American	6.15%	44	6.31%
French	5.45%	39	7.41%
Portuguese - European	4.05%	29	3.31%
Arabic	4.05%	29	3.79%
Other	7.82%	56	6.62%

Compared to the 2023 parent satisfaction survey we have seen an increase in Portuguese European and Arabic speakers and a slight decrease in French and Yoruba speakers.

Q21. How many children do you have in the following age groups?

755 parents/carers responded to the above question. The table below shows the responses in percentage and number.

Response	2024 Percentage	2024 Number	2023 Percentage
under 1 year	31.39%	237	33.33%
1 year	30.86%	233	29.98%
2 years	34.83%	263	29.83%
3 years	20.53%	155	20.24%
4 years	12.85%	97	14.16%
5-11 years	24.64%	186	23.29%
12 - 18 years	8.74%	66	9.13%

Chart 8 shows the breakdown of responses received in 2024.

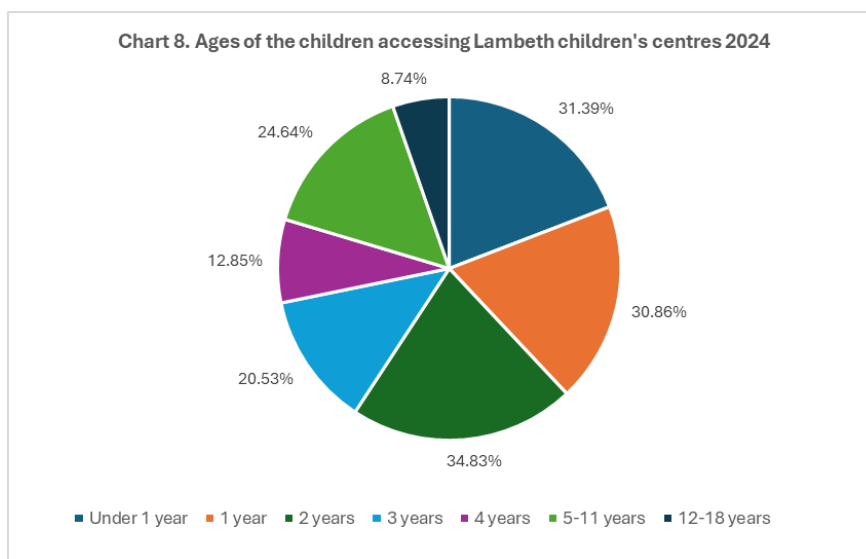
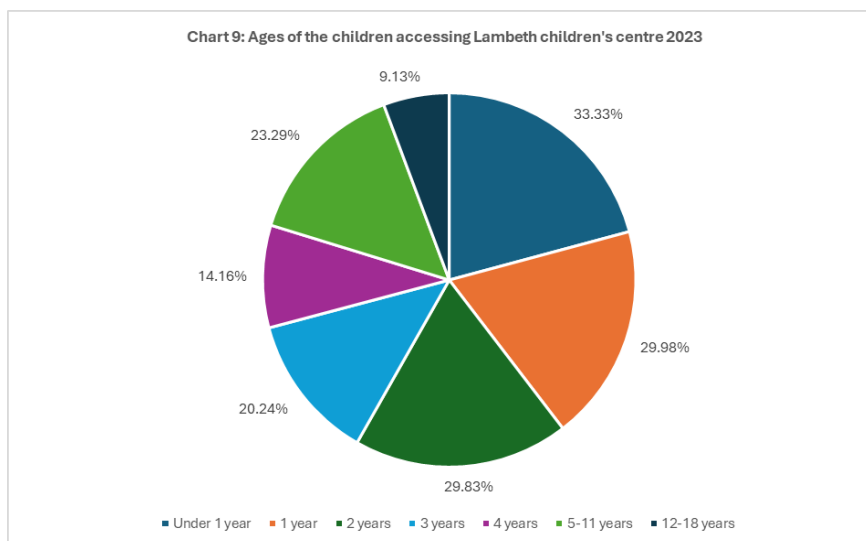


Chart 9 shows the breakdown of responses received in 2023.



Q22 Do any of the children you have included above have any special educational needs, a disability, or a long-term health condition?

724 parents/carers responded, 15.33% (111) selected yes, 82.46% (597) selected no and 2.21% (16) preferred not to say. The graph below shows the no. of children with a special educational need, disability, or long-term health condition accessing the Lambeth children's centres.

Chart 10 shows the responses in 2024.

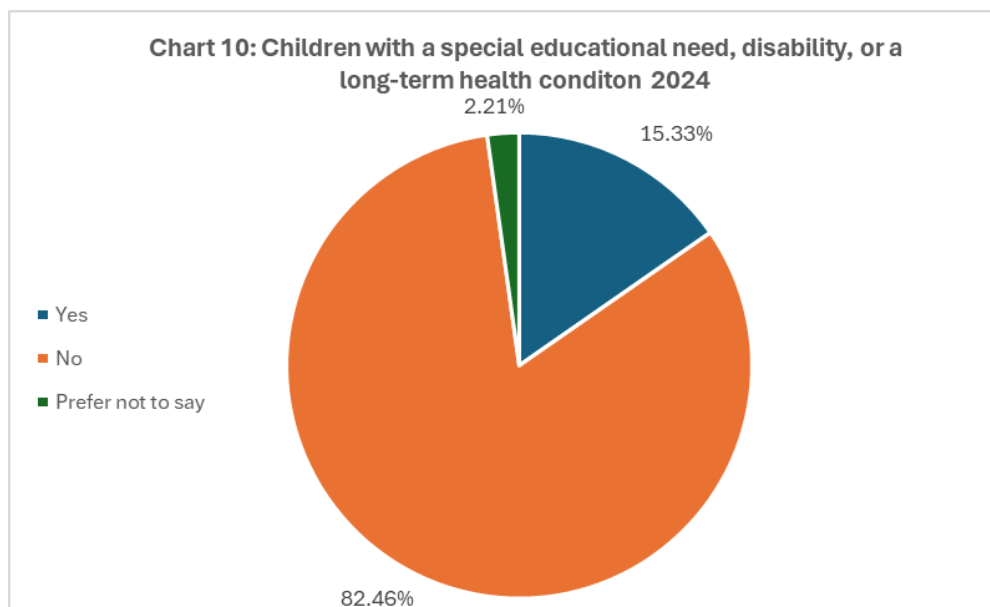
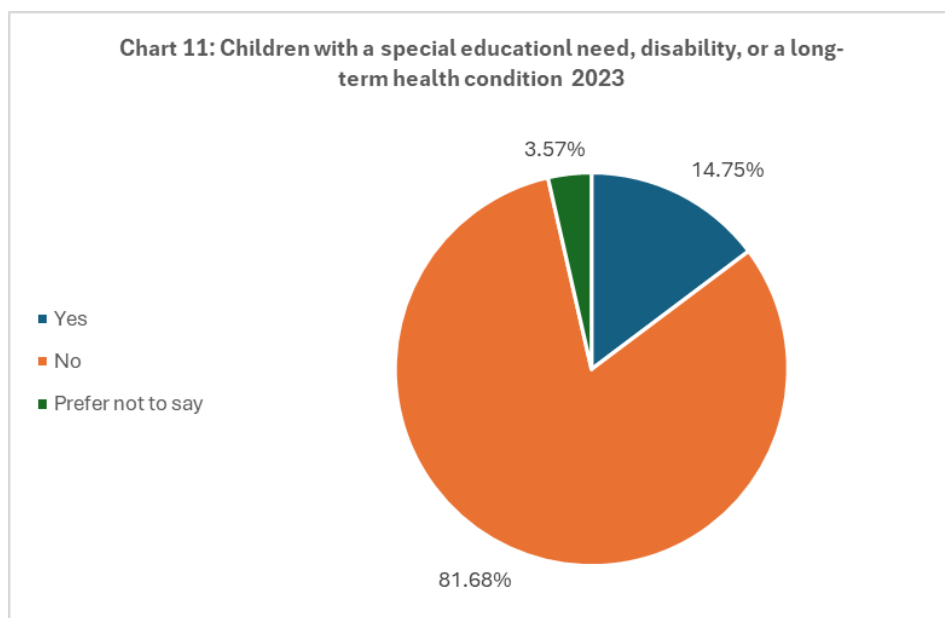


Chart 11 shows the responses in 2023.



Q23 Are you or your partner currently pregnant?

738 parents/carers responded to the above question. The table below shows the responses by percentage and number.

Response	2024 Percentage	2024 Number	2023 Percentage
Yes	9.08%	67	6.17%
No	89.97%	664	91.36%
Prefer not to say	0.95%	7	2.47%

7. OVERALL SUMMARY

The 2024 parent and carer satisfaction survey fairs very well in comparison to the 2023 results, indeed we have seen a slight increase from 98% to 99% of respondents who were either very satisfied or satisfied, which continues to be exceptionally high and demonstrates the positive trend. Looking at the breakdown of the ages of the respondents to the 2024 survey we have seen slight increase of parents between the ages of 16-24. In the 2025 survey it would be good to see this continue to rise so we capture the voice of this cohort of parents and carers.

In relation to the demographic questions such as 'what best describes your gender', 'do you consider yourself to be trans, which age group applies to you, which of these activities best describe what you are doing at present', 'do you consider yourself to have a disability or long-term health condition', 'What is your ethnic group' In comparison to the 2024 this has remained largely the same in comparison to the 2023 survey.

Where we have seen some slight changes are in the following areas 'which of the following languages do you speak at home' We have seen an increase of in Portuguese European and Arabic speakers.

We have also seen increase in parents/carers who are unemployed and looking for work from 10.99% to 13.94%.

When we analysed the ages of the children accessing the Lambeth children's centres, there has been a small increase of 2-year-olds, 29% in the 2023 survey and in the 2024 survey this has increased to 35%. We can also see a slight increase of 1-year olds accessing the children's centres. We have seen an increase of 5–11-year-olds accessing services, which could be due to the roll out of the Start for Life/Family hub programme.

15% of children accessing the Lambeth children's centres have a special educational need, disability, or a long-term health condition in 2024. In comparison 2023 this was 14.75%. This figure could be seen as lower than expected and could be due to families waiting for confirmation of a diagnosis from specialist services.

While the overall picture is a positive one, however there are some areas for improvement and we will need to ensure that parents and carers are well informed as to why sessions are changed, or why the timings of some sessions are at a particular time and why there are only a limited no of adult education classes such as ESOL.

In conclusion, the 2024 parents and carers response to the satisfaction survey captures the high regard the service users have for the Lambeth children's centres.