

London Borough of Lewisham

Lewisham Children and Family Centres Public Consultation

November 2023

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1. Introduction

- 1.1 Lewisham Council is in the process of reviewing the current Children and Family Centres offer and the emerging Family Hubs offer. To support this Lewisham undertook consultation activities between September and October 2023. The consultations focused on the services at Lewisham Children and Family Centres provided by Early Years Alliance, Downderry school and Kelvin Grove and Eliot Bank schools. The consultation will inform the design of services from April/October 2024.
- 1.2 The **Parent and Carers** consultation consisted of:
 - Public consultation surveys for local parents and carers seeking their views on current services, areas for improvement and their priorities for 0–5-year-olds and their families. Views were obtained via an online survey which was promoted by Children and Family Centres and other services. It was also promoted at a Family Hub outreach event in Honor Oak on the 14th October 2023. **144** parents responded.
- 1.3 The **Stakeholders** consultation consisted of:
 - An online survey for Lewisham professionals working with the service, seeking their views on current services and areas for improvement. **34** responded.
- 1.4 The **Children and Family Centre** co-design workshops consisted of:
 - 2 workshops held at The Clyde Family Hub
- 1.5 This report provides a summary and analysis of the findings from these consultation exercises. Key themes emerged that were consistent across all respondents and are highlighted in each section. These were:
 - Better promotion of services
 - Needs of families
 - Accessibility
 - Partnership working
- 1.6 Section 2 contains a summary of all findings, and sections 3, 4 and 5 provide detail on the findings from each individual exercise. Appendix 1 contains equalities data collected from parents and carers accessing the online survey.
- 1.7 This report provides information on the experience of parents, stakeholders and service providers, which has been used to shape the development of a new early childhood offer for children aged 5 and under and their parents/carers.

2. Executive summary

Feedback from parents and carers

2.1 Analysis of **144 responses** to the online survey showed that:

- Of the parents and carers who responded, **Downderry and Bellingham Children and Family Centres were the ones most accessed.**
- Of those parents and carers who had **not accessed a Children and Family Centre**, the most common reasons were '**I don't know what services they offer**' and '**I don't know what a Children and Family Centre is**'.
- The services that parents and carers had **accessed the most** at Children and Family Centres was **stay and play sessions** (24%); **health visiting services** (14%) and **infant feeding support** (7%).
- **85%** of those who accessed services at Children and Family Centres were **satisfied or very satisfied with the services**.
- The main reasons parents and carers gave for being satisfied or very satisfied were that **staff are helpful, friendly, and welcoming; services are free or affordable; being able to meet other parents and activities for children at stay and play sessions**.
- Parents and carers said that the **Children and Family Centres had helped** them with the following the most: **supporting their child's learning through play** (14%); **supporting them in their role as a parent** (13%) and **getting advice and information** (11%).
- **The top 5 areas of support** that are most important to parents and carers of children from 0-5 years old are - **being able to meet other parents and carers** (16%); **support in their role as a parent** (13%); **help with their child's physical health or developmental needs** (11%); **help with their child's communication and language** (11%) and **support with school readiness and transition to school** (8%).
- Parents and carers said they got most of their information and support they needed as a parent or carer from family and friends (24%); websites (19%), Children and Family Centres (19%) and social media (10%).

2.2 Analysis of the written feedback showed that:

- Parents and carers said there **could be better promotion of services**. This was a recurrent theme mentioned at different points in the survey and by those who accessed Children and Family Centres and those who did not.
- Parents and carers said that they wanted **more stay and play sessions**.

- Parents and carers said they wanted **stay and play sessions at different times including weekends and more sessions in the afternoons.**
- **Parents valued stay and play sessions for the peer-to-peer support** for themselves as well as the activities for their children.

Feedback from stakeholders – professionals working with children and families.

2.3 Analysis from the **34 responses** to the stakeholder online survey showed that:

- **A variety of staff in different roles from different services took part** which included **schools, Family Thrive, health visiting, Family Hubs, early years settings, social care, midwifery and the voluntary and charity sector.**
- The **most common reasons for referral** or signposting into a Children and Families Centre was **supporting their role as a parent** (18%), **supporting their child's behaviour in a positive way** (15%), **getting advice and information** (13%).
- The services **professionals thought families found the most valuable** about Lewisham Children and Family Centres were **stay and play sessions** (13%); **parenting support** (13%); **foodbank and community support** (10%) and **1 to 1 family support** (10%).
- The **top 5 areas of support** that professionals think are most needed for parents of a child 0-5 years old are **being able to meet other parents and carers** (8%); **foodbank and community supermarket** (8%), **support in their role as parent** (7%); **help with special educational needs and disability** (7%) and **help with their child's communication and language** (7%).

2.4 Analysis of the written feedback were in four main theme areas:

Theme 1: Better promotion of services: respondents said that more could be done to promote the service and outreach was used as an example of this.

Theme 2: Needs of Families: respondents talked about different needs including housing, services for children with SEND.

Theme 3: Accessibility: respondents said that more could be done in terms of availability and access to services.

Theme 4: Partnership Working: respondents said that services needed to encourage parent participation, feedback, and consultation. Respondents said that there should be better communication between different services.

Workshops held with Children and Family Centres

- 2.5 The Children and Family Centres providers were invited to two co-design workshops held at the Clyde Family Hub in September and October 2023. Managers and key staff from all three providers, Early Years Alliance, Downderry Kelvin Grove and Eliot Bank attended and took part.
- 2.6 The first workshop, held on 21st September 2023, looked at the existing core offer provided by Children and Family Centres, with a focus on what outcomes had been achieved, and explored in detail:
- What is a ‘good’ early childhood offer consists of and what is needed in Lewisham?
 - What outcomes could it support and the difference it would make to the lives of those accessing the offer?
 - What activities are needed to deliver this offer?
- 2.7 The workshop also explored the options available to align Children’s Centres with the Family Hub offer to deliver a consistent, equitable and sustainable early childhood offer across Lewisham.
- 2.8 The second workshop, held on 18th October 2023, explored in further detail what activities are required to deliver the outcomes identified in the first workshop and exercises were undertaken to explore:
- A core early childhood offer
 - What of this offer would Children and Family Centre staff deliver?
 - How would we deliver this e.g. what staff would we need?
- 2.9 A third workshop will follow in January 2024 to consider the options available to deliver the offer i.e., procure (outsourced), in-house, or hybrid model.

Summary of overall findings

- 2.10 Some themes emerged from the feedback which were consistent across the parent and carers and stakeholders’ consultation.
- 2.11 **Theme 1: Better promotion of services**
Parents and carers and professionals said that existing services could be better promoted. Parents who had not accessed the Children and Family Centres talked about not knowing what services existed or what they provided. Parents who had accessed the services also felt that services and activities needed to be better advertised. Professionals gave examples of how to promote the service including outreach.
- 2.12 **Theme 2: Needs of Families:** Parents and carers focused on stay and plays sessions and highlighted the benefits of activities for the children and peer to peer support for the parents. Parents and professional both talked about

the need for services for children with SEND and that there needed to be more work with fathers.

- 2.13 **Theme 3: Accessibility:** Parents and carers commented on the times of stay and play sessions asking for weekend sessions and more afternoon sessions. Professionals also said that more should be done in terms of availability and access to services.
- 2.14 Both in the parents and carers survey and the professionals survey a question was asked about what they thought the top five areas are that are most important to parents and carers of children 0-5 years old. The three areas that featured in both sets of top five were:
- being able to meet other parents and carers
 - support in their role as a parent
 - help with their child's communication and language

3. Feedback on the Children and Family Centres services from parents and carers

- 3.1 Parents were asked a series of eight multiple choice questions and given the opportunity to provide written feedback. An overview of the feedback from each of the questions is set out below. Written feedback is grouped into areas. There were 144 responses in total. All questions that have 'please tick all that apply' have totals of more than a 144 as respondents were able to choose more than one option.

Question 1: What Children and Family Centres have you used in the last year? (Please tick all that apply)

| 1. What Children and Family Centres have you used in the last year? (Please tick all that apply) | Number of responses for this option | % of responses for this option |
|--|-------------------------------------|--------------------------------|
| Bellingham Children and Family Centre | 44 | 20% |
| Downderry Children and Family Centre | 55 | 25% |
| Evelyn Children and Family Centre | 24 | 11% |
| Kelvin Grove Children and Family Centre | 20 | 9% |
| Ladywell Children and Family Centre | 24 | 11% |
| None | 29 | 13% |
| Any other Children's Centre (Please specify) | 22 | 10% |
| Not Answered | 3 | 1% |
| Total | 221 | 100% |

| 1a) Any other Children's Centre (Please specify) | Number of responses for this option |
|---|--|
| Burnt Ash | 5 |
| Marvels Lane | 5 |
| Clyde | 3 |
| Besson St Garden | 2 |
| Eliot Bank | 3 |
| Acorn Children's Club | 1 |
| Downham Health and Leisure Centre | 1 |
| Dulwich Wood and Rye Oak Family Centre | 1 |
| Dumps Adventure Playground | 1 |
| Greenwich East | 1 |
| Lambeth Children's Centre | 1 |
| Wavelength Children's Centres | 1 |
| Peckham Rye | 1 |
| Sunrise | 1 |
| TNG | 1 |
| N/A | 1 |
| Total | 29 |

Question 2: If you have not accessed any Children and Family Centres in the last year, can you please tell us why?

| 2. If you have not accessed any Children and Family Centre in the last year, can you please tell us why? | Number of responses for this option | % of responses for this option |
|---|--|---------------------------------------|
| I don't know what a children and family centre is | 12 | 7% |
| I don't know where to go | 9 | 6% |
| I don't know what services they offer | 18 | 11% |
| I don't feel I need to use these services | 8 | 5% |
| I go elsewhere for this support | 4 | 2% |
| Other (please specify) | 6 | 4% |
| Not Answered | 105 | 65% |
| Total | 162 | 100% |

| 2a) Any other reasons why you have not accessed a Children and Family Centre (Please specify) |
|--|
| Difficult to get to the main children's centres other than Downderry |
| I find it hard to know what is on, when |
| I used these services when my kids were younger |
| N/A I attend Downderry very often |
| Nowhere near enough to me |
| Sometimes it's too early and so difficult to attend with 2 kids under 2 |
| There isn't one that's easy to get to |
| What is the difference between a Children and Family Centre and a Family Hub |

Question 3: What Children and Family Centre services have you used?
 (Please tick all that apply)

| 3. What Children and Family Centre services have you used? (Please tick all that apply) | Number of respondents chose this option | % of responses for this option |
|--|--|---------------------------------------|
| Stay and Play sessions | 105 | 24% |
| Infant Feeding support | 31 | 7% |
| Midwifery services | 27 | 6% |
| Health Visiting services | 60 | 14% |
| Cooking activities | 22 | 5% |
| Parenting support | 41 | 9% |
| Baby Massage | 31 | 7% |
| 1-1 Family support | 12 | 3% |
| Domestic abuse support | 4 | 1% |
| One off workshop | 19 | 4% |
| Short course | 21 | 5% |
| Foodbank and community supermarket | 25 | 6% |
| Website | 15 | 3% |
| Other (Please specify) | 9 | 2% |
| Not Answered | 13 | 3% |
| Total | 435 | 100% |

| 3a) Other Children and Family Centre services used? (Please specify) |
|---|
| Accessed in Southwark |
| Dance |
| Donated toys and clothes |
| Downderry Children and Family Centre |
| Easter egg hunt |
| I used these when my children were infants |
| I was not aware of these services until the Holy Cross Catholic Primary school shared this survey |
| Messy play |
| Mindful Mums |
| No he ido nunca ha estos sitios (translation - I have never been to these places) |
| None |
| Singing sensory toddler course |
| Singing sessions |
| Tom Tom group marvels lane |

Question 4: How satisfied were you by the service overall?

| 4: How satisfied were you by the service overall? | Number of respondents chose this option | % of responses for this option |
|--|--|---------------------------------------|
| Very satisfied | 96 | 67% |
| Satisfied | 26 | 18% |

| | | |
|------------------|------------|-------------|
| Unsure | 5 | 3% |
| Unsatisfied | 1 | 1% |
| Very unsatisfied | 1 | 1% |
| Not Answered | 15 | 10% |
| Total | 144 | 100% |

Question 4a: Please let us know the reason for your answer.

3.1 There were 71 responses to this question. 85% of those who accessed services were satisfied or very satisfied with the services. The main reasons given for this response was in 4 main areas:

- staff are helpful, friendly and welcoming
- services are free or affordable
- being able to meet other parents
- stay and play activities for the children

“Kind and knowledgeable staff who go the extra mile to make everyone feel welcomed and included.”

“It was great to have free activities that benefitted me and my child, and gave us structure and something to look forward to each week. I wouldn’t be able to afford to go to such activities and workshops if there was a cost.”

“Being a single parent can be very isolating and the setting allows the opportunity to meet and mix with other parents.”

“There’s so much on offer with different groups I love, it’s not just stay and play every day it’s a mix of different things so the children’s sensory needs are met differently every time”.

Some also commented positively on specific services including family support, information and advice, breastfeeding support and parenting support.

Some also commented here on how the services could improve by better promotion of what was on offer; centres and sessions needing to be close to where they live and having stay and play sessions at different times.

Question 5: Please let us know how you feel these services for Children and Families could be improved?

3.2 There were 90 responses to this question.
Answers fell into four main theme areas:

i. **Better promotion of services**

Over 20% of responses included a comment on this. This included those who had accessed Children and Family Centres and those who had not.

“Better advertising of facilities, many parents I come across don’t know about the services”

“Better awareness and signposting about them, eligibility for them and when they take place”

ii. Needs of families

Respondents largely focused on stay and play sessions. 20% of responses included a comment on wanting more stay and play sessions. Many commented on the benefits for children these activities provided as well tackling isolation and providing peer support for parents.

“I believe there could be more stay and play sessions as they are very helpful to people who are struggling to get out and people who are scared to be at home or to people who are struggling with money and can’t afford soft play.”

“I would like more stay and play options at all times including in the later afternoon is possible. They really are so great for the children and parents.”

10% of responses asked for specific types of stay and play sessions. These included:-

“more arts and crafts; sessions for children with SEND; more activities for older pre-schooler; how to cook; how to organise homework sessions; how to include reading to your child”.

Some respondents said that they would like to see additional services. These included:

- Counselling and mentoring
- More work with fathers
- Skills training for young people
- Services for children with SEND

10% of responses said the services could be improved with more funding. Whilst most did not say what the funding should be used for, some specified that this would help pay for more stay and play sessions, replacing equipment and toys. There were also some comments on keeping existing services open.

“They could do with more money so that they are able to deliver lots more play sessions and support for families”.

“Provide more funding so that they can offer more support to families and children. More classes that support parents whilst engaging the child.”

iii. Accessibility

10% of responses included a comment on accessibility times of stay and play sessions. Respondents asked for weekend sessions and more afternoon sessions.

"I would really appreciate family centres to cater to weekends. Going anywhere for working parents is sooo difficult some of these messy play sessions even once a month will be of great help."

"Groups in the pm are also scarce. I'd like some more pm groups for non nappers!"

There were a couple of comments on improving the booking system for sessions.

Question 6: The Children and Family Centres have helped me with the following: (Please tick all that apply)

| 6: The Children and Family Centres have helped me with the following | Number of respondents chose this option | % of responses for this option |
|---|--|---------------------------------------|
| Supporting me in my role as a parent | 84 | 13% |
| Bonding with my child | 67 | 10% |
| Infant feeding | 35 | 5% |
| Weaning and/or healthy eating for my family | 42 | 7% |
| Developing my child's language | 40 | 6% |
| Supporting my child's behaviour in a positive way | 56 | 9% |
| Supporting my child's learning through play | 89 | 14% |
| Learning about the value of outdoor play | 58 | 9% |
| Getting advice and information | 73 | 11% |
| Getting one to one support with a problem | 29 | 5% |
| Getting access to specialist advice | 29 | 5% |
| Finding childcare | 9 | 1% |
| Other (Please specify) | 14 | 2% |
| Not Answered | 17 | 3% |
| Total | 642 | 100% |

6. The Children and Family Centres have helped me with - Other (Please specify)

| |
|---|
| Access to food and clothes for me and my children when I needed it |
| After three kids all born in Lewisham between 17 & 9 years old this service is new to me! |
| Building confidence |
| Food |
| Getting out the house with young child(ren) |
| None |
| Opportunities to learn about how our brains work through thrive to five |
| Providing a play/socialising environment for my child |
| Socialising with other children & meeting other mums of similar aged children |
| Socializing with other mums |
| Somewhere free to go with my child and meet other parents |

Question 7: Which of the following support is most important to you as a parent of a child aged 0-5 years old?

| 7: Which of the following support is most important to you as a parent of a child aged 0-5 years old? | Number of respondents chose this option | % of total responses for this option |
|---|--|---|
| Being able to meet other parents and carers | 114 | 16% |
| Support in my role as a parent | 95 | 13% |
| Support with school readiness and transition to school | 60 | 8% |
| Help with my child's physical health or developmental needs | 78 | 11% |
| Help with my child's communication and language | 77 | 11% |
| Healthy eating for my family | 43 | 6% |
| Keeping fit and active | 48 | 7% |
| Help with special educational needs and disability | 23 | 3% |
| Support as an expectant or new parent/carer | 46 | 6% |
| Help with my or my child's mental health | 29 | 4% |
| Help to improve family relationships e.g. parent conflict, child/young person who is violent or abusive in home | 19 | 3% |
| Ensuring my child is safe from harm and exploitation e.g. missing children, exploitation, radicalisation, peer to peer abuse, bullying, online harassment, sexual harassment/offences | 21 | 3% |
| Being safe from domestic abuse | 11 | 2% |
| Help with housing e.g. risk of being homeless or not in suitable housing | 14 | 2% |
| Help to be financially stable e.g. finding work for adults, support for young people not in education, employment or training, unmanageable debt | 19 | 3% |
| Foodbank and community supermarket | 21 | 3% |
| Other (Please specify) | 8 | 1% |
| Not Answered | 5 | 1% |
| Total | 731 | 100% |

7a) Which support is most important to you as a parent of a child aged 0-5 years old?. Other (Please specify)

Activities, especially post-covid: my child accessed nothing as a toddler

All of those have been helped by Lewisham facilities

Cultural sensitivity and support

Help me to support my kid with early education: motor skills, social skills, numbers and alphabet

Helping me and my child to be more social

Adult learning

Talking about body safety and sex education (in an age appropriate way), being aware there are different parenting styles, tips on returning to work after parental leave, adoption transitions.

Question 8: Where do you get most of your information and support you need as a parent/carer? (Please tick all that apply)

| 8: Where do you get most of your information and support you need as a parent/carer? | Number of respondents chose this option | % of total responses for this option |
|---|--|---|
| Family and friends | 105 | 24% |
| Websites | 82 | 19% |
| Children and Family Centre | 82 | 19% |
| Social media | 44 | 10% |
| GP or practice nurse | 40 | 9% |
| School | 19 | 4% |
| Childcare setting | 15 | 3% |
| Library | 15 | 3% |
| Local community group | 14 | 3% |
| Youth centre | 1 | 0% |
| Religious group or place of worship | 6 | 1% |
| Other (please specify) | 4 | 1% |
| Not Answered | 4 | 1% |
| Total | 431 | 100% |

Of those that said other, responses included not needing support, not wanting support from Lewisham, NCT and Lewisham Autism Support.

4. Feedback on Children and Family Centres services from Stakeholders

- 4.1 Professionals working with children and families were asked a series of eight multiple choice questions and given the opportunity to provide written feedback. Written feedback is grouped into theme areas. There were 34 responses in total.

Question 1: What is your current role?

| 1: What is your current role? (Please specify) | Number of responses for this option |
|---|--|
| Advanced practitioner | 1 |
| AHT for early phase | 1 |
| BSO | 1 |
| Child protection chair | 1 |
| Childminder | 1 |
| community midwife support worker | 1 |
| Consultant Midwife/Public Health Strategist | 1 |
| Early Help Coordinator | 1 |
| Early years educator | 1 |
| Early Years lead and nursery teacher | 1 |
| Early years practitioner | 2 |

| | |
|--|-----------|
| EYFS Lead and Reception teacher | 1 |
| EYFS Lead/Nursery class teacher | 1 |
| Family Liaison Officer | 1 |
| Family Navigator | 1 |
| Family practitioner | 1 |
| Family Practitioner | 1 |
| Health Visiting Assistant Practitioner | 2 |
| Health Visitor | 2 |
| Manager | 3 |
| Nursery and centre manager | 1 |
| Nursery Provider | 1 |
| Preschool unit leader | 1 |
| Programme Lead - Start for Life | 1 |
| Project Coordinator | 1 |
| Teacher | 2 |
| Team manager | 2 |
| Total | 34 |

Question 2: Which service is that in?

| 2: Which service is that in? | Number of responses for this option | % of total responses for this option |
|-------------------------------------|--|---|
| Children's Social Care | 3 | 9% |
| Early Years settings | 4 | 12% |
| Family Hubs | 4 | 12% |
| Family Thrive | 5 | 15% |
| Health visiting | 5 | 15% |
| Kaleidoscope | 1 | 3% |
| Midwifery | 1 | 3% |
| Other (Please specify) | 3 | 9% |
| Schools | 7 | 21% |
| VCS | 1 | 3% |
| Total | 34 | 100% |

Of the three respondents who specified 'other', these were local authority, voluntary sector and charity.

Question 3: If you have referred into a Children and Families Centre in the past year, please tell us the most common reasons (Please tick all that apply)

| 3: If you have referred or signposted into a Children and Families Centre in the past year, please tell us the most common reasons (Please tick all that apply) | Number of responses for this option | % of total responses for this option |
|--|--|---|
| Supporting in their role as a parent | 23 | 18% |

| | | |
|--|------------|-------------|
| Bonding with their child | 9 | 7% |
| Infant Feeding | 3 | 2% |
| Weaning and/or healthy eating for their family | 5 | 4% |
| Developing their child's language | 13 | 10% |
| Supporting their child's behaviour in a positive way | 19 | 15% |
| Supporting their child's learning through play | 13 | 10% |
| Learning about the value of outdoor play | 4 | 3% |
| Getting advice and information | 17 | 13% |
| Getting one to one support with a problem | 4 | 3% |
| Getting access to specialist advice | 8 | 6% |
| Finding childcare | 2 | 2% |
| Other (Please specify) | 6 | 5% |
| Not Answered | 2 | 2% |
| Total | 128 | 100% |

Of the four respondents who specified 'other', two said they had signposted or referred for domestic abuse support, one said for a safe place to network with other parents and one said for stay and play session / sensory sessions / story times.

Question 4: Thinking about the reasons for signposting, what are the most common reasons? (Please choose up to 3)

| 4.Thinking about the reasons for signposting, what are the most common reasons? (Please choose up to 3) | Ranking (scores total) | % of total responses for this option |
|---|------------------------|--------------------------------------|
| Supporting in their role as a parent | 1.91 | 34% |
| Developing their child's language | 0.85 | 15% |
| Supporting their child's behaviour in a positive way | 0.79 | 14% |
| Getting advice and information | 0.56 | 10% |
| Supporting their child's learning through play | 0.47 | 8% |
| Getting access to specialist advice | 0.29 | 5% |
| Learning about the value of outdoor play | 0.18 | 3% |
| Other (Please specify) | 0.15 | 3% |
| Bonding with their child | 0.12 | 2% |
| Infant Feeding | 0.09 | 2% |
| Weaning and/or healthy eating for their family | 0.09 | 2% |
| Getting one to one support with a problem | 0.06 | 1% |
| Finding childcare | 0.06 | 1% |

Of the four respondents who specified 'other', three said that the most common reason for signposting was domestic abuse support and one said they referred for ESOL (English for Speakers of Other Languages).

Question 5: What do you think families find the most valuable about Lewisham Children and Family Centres? (Please tick all that apply)

| 5: What do you think families find the most valuable about Lewisham Children and Family Centres? (Please tick all that apply) | Number of responses for this option | % of total responses for this option |
|--|--|---|
| Stay and Play sessions | 29 | 13% |
| Infant Feeding support | 12 | 5% |
| Midwifery Services | 16 | 7% |
| Health Visiting Services | 19 | 9% |
| Cooking activities | 9 | 4% |
| Parenting support | 29 | 13% |
| Baby massage | 12 | 5% |
| 1 to 1 family support | 21 | 10% |
| Domestic abuse support | 20 | 9% |
| One off workshop | 8 | 4% |
| Short course | 12 | 5% |
| Foodbank and community supermarket | 23 | 10% |
| Website | 7 | 3% |
| Other (Please specify below) | 3 | 1% |
| Not Answered | 0 | 0% |
| Total | 220 | 100% |

Of the three respondents who specified 'other' about what they thought families found valuable about Lewisham Children and Family Centres, one said for friendships and support; one said for specific groups such as Mindful Mums, dads' groups and one said that all the services are free.

Question 6: What areas of support do you think are most needed for parents of a child aged 0-5 years old? (Please tick all that apply)

| 6: What areas of support do you think are most needed for parents of a child aged 0-5 years old? (Please tick all that apply) | Number of responses for this option | % of total responses for this option |
|--|--|---|
| Being able to meet other parents and carers | 28 | 8% |
| Support in my role as a parent | 25 | 7% |
| Support with school readiness and transition to school | 20 | 6% |
| Help with my child's physical health or developmental needs | 23 | 7% |
| Help with my child's communication and language | 24 | 7% |
| Healthy eating for my family | 17 | 5% |
| Keeping fit and active | 11 | 3% |
| Help with special educational needs and disability | 25 | 7% |
| Support as an expectant or new parent/carer | 15 | 4% |
| Help with my or my child's mental health | 18 | 5% |
| Help to improve family relationships e.g. parent conflict, child/young person who is violent or abusive in home | 23 | 7% |

| | | |
|---|------------|-------------|
| Ensuring my child is safe from harm and exploitation e.g. missing children, exploitation, radicalisation, peer to peer abuse, bullying, online harassment, sexual harassment/offences | 16 | 5% |
| Being safe from domestic abuse | 21 | 6% |
| Help with housing e.g. risk of being homeless or not in suitable housing | 23 | 7% |
| Help to be financially stable e.g. finding work for adults, support for young people not in education, employment or training, unmanageable debt | 24 | 7% |
| Foodbank and community supermarket | 26 | 8% |
| Other (Please specify) | 2 | 1% |
| Not Answered | 0 | 0% |
| Total | 341 | 100% |

Of the two respondents who specified 'other' about what they thought were areas of support most needed for parents of a child aged 0-5 years old, one said parental mental wellbeing and the other said housing

"All children are connected to a parent or carer mothership so good parental mental wellbeing is essential to the wellbeing of children"

"Housing is crucial element that then filters into all other aspects of a child's early life"

Question 7: How do you think these services can improve?

4.2 There were 25 responses to this question. Answers fell into four main theme areas:

i. Theme 1: Better promotion of services

Some respondents said there could be more publicity around services. Some felt that outreach was one way to achieve this. One mentioned 'kerb appeal'.

"the parenting support programs are not well known across the borough"

"Going out to find these parents as they may not necessarily come to us. Visiting playgroups, leaflets at the school gates or in children's book bags."

"Kerb appeal - how to look inviting whilst maintaining security and safety is a challenge but crucial to get someone over the threshold".

"Invite schools to your centres".

ii. Theme 2: Needs of Families

Respondents gave a variety of family needs. Two respondents said that there was a need for more specialist services. Two respondents made comments about funding being made available for these services. The following is a list of needs identified by respondents:

- housing
- services for children with SEND
- age-appropriate activities to promote cognitive and social development
- well-equipped play areas.
- inclusive and culturally sensitive
- more service for dads

iii. Theme 3: Accessibility

Several respondents said that more could be done in terms of availability and access to services, including hours that suited working parents and using video link. Some respondents talked about outreach as a way to get to families who may not otherwise access the service.

Some respondents said that the services could be more available via outreach, at different times and by videolink. One respondent said there should be more available for pre-schoolers.

“A variety of parenting groups may be using videos like the midwife team do”.

“Flexible hours to accommodate working parents”.

“Going out to find these parents as they may not necessarily come to us. Visiting playgroups, leaflets at the school gates or in Children’s book bags”.

iv. Theme 4: Partnership Working

Several respondents said that services needed to encourage parent participation, feedback and consultation.

Several respondents said that there should be better communication between different services, information sharing and improved referral routes.

“Feedback systems from parents to improve services. Regular evaluation - making changes based on feedback.”

“Partner with local agencies to offer comprehensive support.”

Question 8: Are there any other comments you would like to make to help us design and improve services for children aged 0-5 and their families in Lewisham?

4.3 There were 12 responses to this question.

Almost 50% of the responses talked about needing more services for children with SEND. One respondent said there should be more infant feeding sessions.

Following on from the theme of partnership working two respondents talked about working with parents to adapt services.

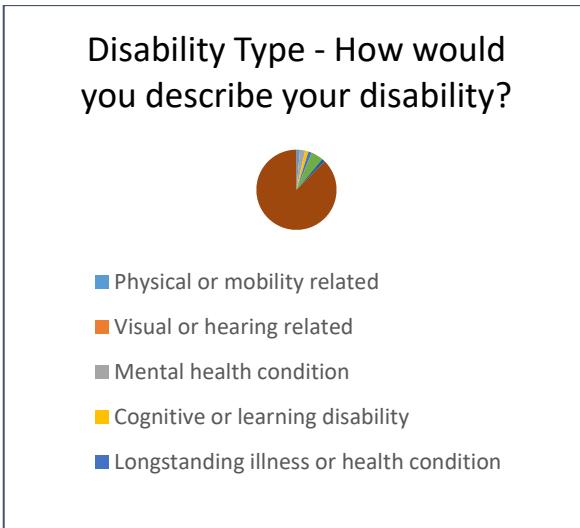
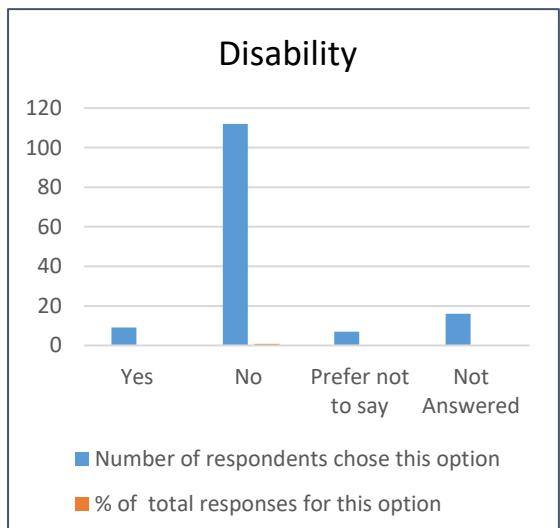
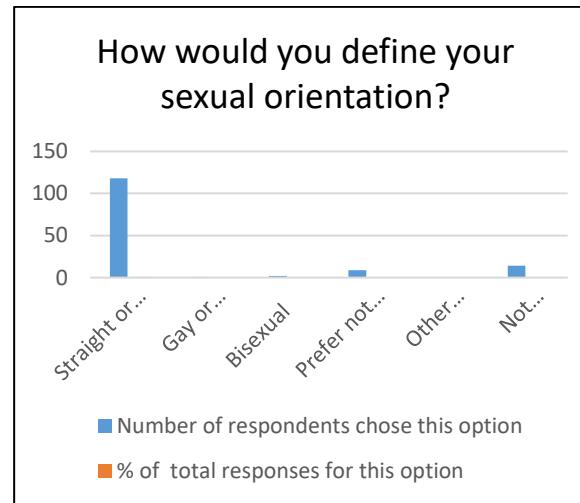
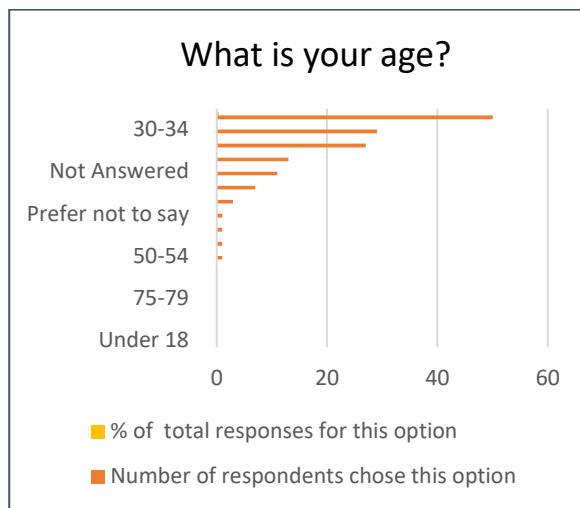
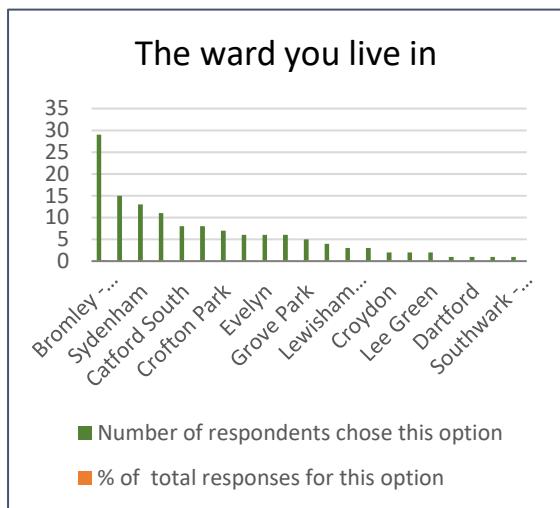
Following on from the theme of better promotion of services one respondent said there needed to be an understanding of the difference between Children and Family Centres and Family Hubs.

“Ensure the families in the community remain integral to the provision by been aware of their needs and continuously evaluate the effectiveness and making necessary change based on feedback and outcomes”.

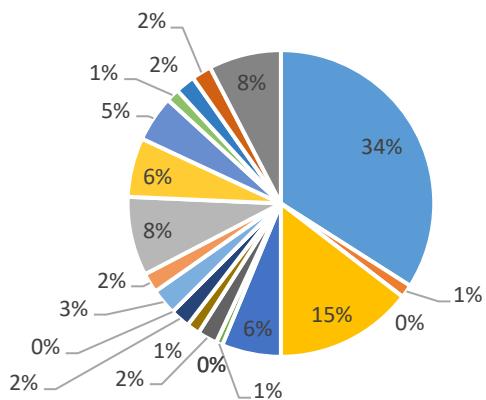
One respondent left positive feedback about existing services.

“We offer a wide range of services which are very popular and also great at getting the right help and advice to the families we met and offering the early help they need.”

5. Equalities data - at a glance

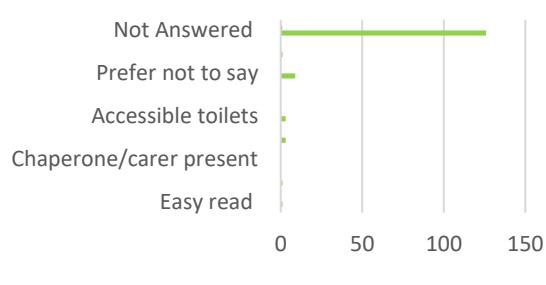


What is your ethnicity?

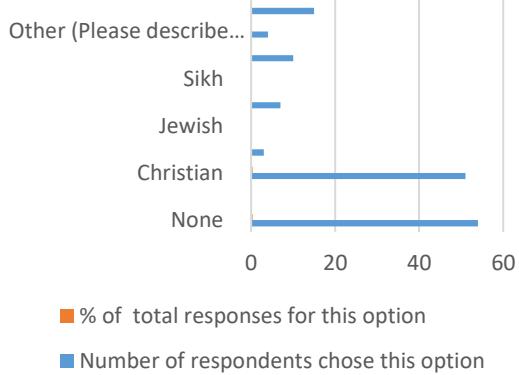


- White - British
- White - Gypsy or Irish Traveller
- Mixed - White and Black Caribbean
- Mixed - White and Asian
- Asian - British
- Asian - Pakistani
- Asian - Chinese
- Black - British
- Black - Caribbean
- Prefer not to say
- Not Answered
- White - Irish
- White - Other
- Mixed - White and Black African
- Mixed - Other
- Asian - Indian
- Asian - Bangladeshi
- Asian - Other
- Black - African
- Black - Other
- Other (Please describe below)

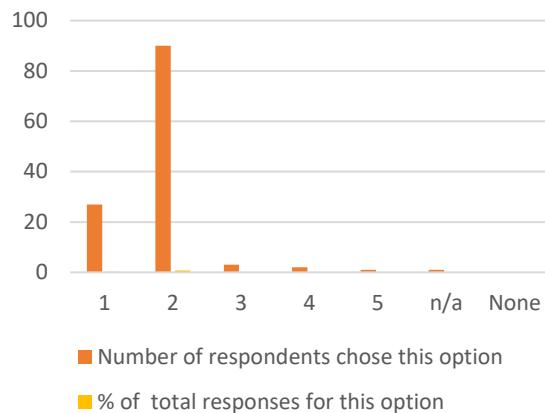
Access Requirements - Do you have any access requirements?



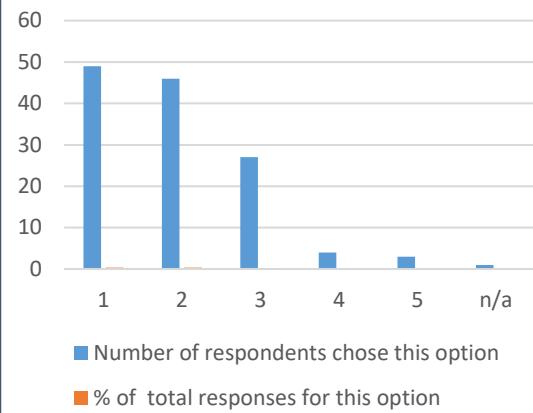
What is your religious belief?



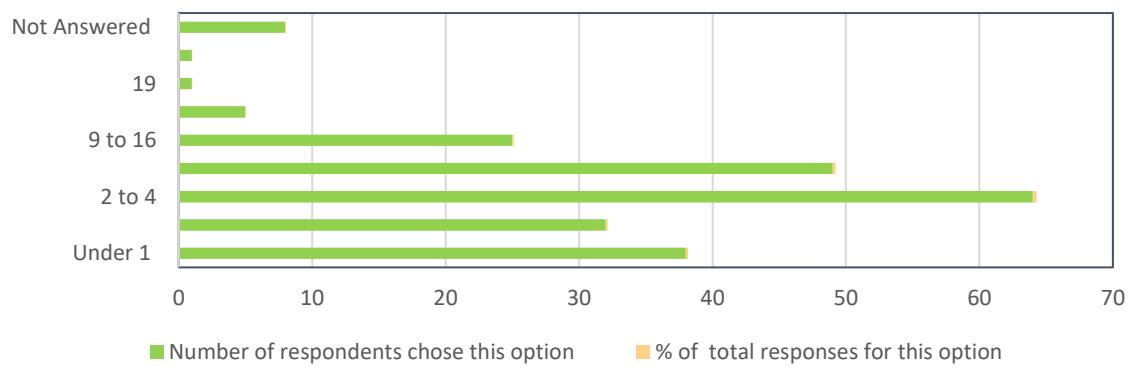
How many adults live in your house?



How many children are there in your family?



What ages are they?



Appendix 1: Equalities data

There were 144 parents and carers that completed the consultation survey online or in the community and consented to their data being used.

| 1. Please provide the first four digits of your postcode to help us understand the needs of the ward you live in | Number of respondents chose this option | % of total responses for this option |
|---|--|---|
| Bellingham | 1 | 1% |
| Brockley | 4 | 3% |
| Bromley borough | 29 | 22% |
| Catford South | 8 | 6% |
| Crofton Park | 7 | 5% |
| Croydon | 2 | 1% |
| Dartford | 1 | 1% |
| Deptford | 6 | 4% |
| Evelyn | 6 | 4% |
| Forest Hill | 8 | 6% |
| Grove Park | 5 | 4% |
| Hither Green | 15 | 11% |
| Ladywell | 2 | 1% |
| Lee Green | 2 | 1% |
| Lewisham Central | 3 | 2% |
| New Cross Gate | 3 | 2% |
| Perry Vale | 1 | 1% |
| Rushey Green | 11 | 8% |
| Southwark borough | 1 | 1% |
| Sydenham | 13 | 10% |
| Telegraph Hill | 6 | 4% |

| 2. What is your age? | Number of respondents chose this option | % of total responses for this option |
|-----------------------------|--|---|
| Under 18 | 0 | 0% |
| 18-24 | 3 | 2% |
| 25-29 | 13 | 9% |
| 30-34 | 29 | 20% |
| 35-39 | 50 | 35% |
| 40-44 | 27 | 19% |
| 45-49 | 7 | 5% |
| 50-54 | 1 | 1% |
| 55-59 | 1 | 1% |
| 60-64 | 1 | 1% |
| 65-69 | 0 | 0% |
| 70-74 | 0 | 0% |
| 75-79 | 0 | 0% |

| | | |
|-------------------|----|----|
| 80-84 | 0 | 0% |
| 85+ | 0 | 0% |
| Prefer not to say | 1 | 1% |
| Not Answered | 11 | 8% |

| 3. What is your sex? | Number of respondents chose this option | % of total responses for this option |
|-------------------------------|--|---|
| Male | 10 | 7% |
| Female | 122 | 85% |
| Prefer not to say | 4 | 3% |
| Other (Please describe below) | 0 | 0% |
| Not Answered | 8 | 6% |

| 4. Is your gender identity different from the gender you were assigned at birth? | Number of respondents chose this option | % of total responses for this option |
|---|--|---|
| Yes, my gender identity is different | 1 | 1% |
| No, my gender identity is the same | 117 | 81% |
| Prefer not to say | 3 | 2% |
| Not Answered | 23 | 16% |

| 5. What is your ethnicity? | Number of respondents chose this option | % of total responses for this option |
|-----------------------------------|--|---|
| White - British | 49 | 34% |
| White - Irish | 2 | 1% |
| White - Gypsy or Irish Traveller | 0 | 0% |
| White - Other | 21 | 15% |
| Mixed - White and Black Caribbean | 9 | 6% |
| Mixed - White and Black African | 1 | 1% |
| Mixed - White and Asian | 0 | 0% |
| Mixed - Other | 0 | 0% |
| Asian - British | 3 | 2% |
| Asian - Indian | 2 | 1% |
| Asian - Pakistani | 3 | 2% |
| Asian - Bangladeshi | 0 | 0% |
| Asian - Chinese | 4 | 3% |
| Asian - Other | 3 | 2% |
| Black - British | 12 | 8% |
| Black - African | 9 | 6% |
| Black - Caribbean | 7 | 5% |
| Black - Other | 2 | 1% |
| Prefer not to say | 3 | 2% |
| Other (Please describe below) | 3 | 2% |

Not Answered

11

8%

There were six responses to **Other (Please describe below)**

| Other ethnicity |
|------------------------|
| Latam |
| Latina |
| South America |
| Vietnamese |
| West Indian Caribbean |
| White European |

| 6. How would you define your sexual orientation? | Number of respondents chose this option | % of total responses for this option |
|---|--|---|
| Straight or heterosexual | 118 | 82% |
| Gay or lesbian | 1 | 1% |
| Bisexual | 2 | 1% |
| Prefer not to say | 9 | 6% |
| Other (Please describe below) | 0 | 0% |
| Not Answered | 14 | 10% |

| 7. Disability | Number of respondents chose this option | % of total responses for this option |
|----------------------|--|---|
| Yes | 9 | 6% |
| No | 112 | 78% |
| Prefer not to say | 7 | 5% |
| Not Answered | 16 | 11% |

| 8. Disability Type - How would you describe your disability? | Number of respondents chose this option | % of total responses for this option |
|---|--|---|
| Physical or mobility related | 2 | 1% |
| Visual or hearing related | 0 | 0% |
| Mental health condition | 3 | 2% |
| Cognitive or learning disability | 2 | 1% |
| Longstanding illness or health condition | 2 | 1% |
| Prefer not to say | 7 | 5% |
| Other (Please describe below) | 2 | 1% |
| Not Answered | 126 | 88% |

There were three responses to **Other (Please describe below)**

| Other disability |
|-------------------------|
| Epilepsy |

| | |
|---|--|
| Mental and physical/mobility related disability | |
| I don't have any disabilities | |

| 9. Access Requirements - Do you have any access requirements? | Number of respondents chose this option | % of total responses for this option |
|---|---|--------------------------------------|
| Easy read | 1 | 1% |
| BSL/interpreter | 1 | 1% |
| Chaperone/carer present | 0 | 0% |
| Step-free access | 3 | 2% |
| Accessible toilets | 3 | 2% |
| Wheelchair access | 0 | 0% |
| Prefer not to say | 9 | 6% |
| Other (Please describe below) | 1 | 1% |
| Not Answered | 126 | 88% |

| 10. What is your religious belief? | Number of respondents chose this option | % of total responses for this option |
|------------------------------------|---|--------------------------------------|
| None | 54 | 38% |
| Buddhist | 0 | 0% |
| Christian | 51 | 35% |
| Hindu | 3 | 2% |
| Jewish | 0 | 0% |
| Muslim | 7 | 5% |
| Sikh | 0 | 0% |
| Prefer not to say | 10 | 7% |
| Other (Please describe below) | 4 | 3% |
| Not Answered | 15 | 10% |

There were five responses to Other (Please describe below)

| Other religion and belief |
|---------------------------|
| Atheist |
| Cristiano |
| Pastafarian |
| Quaker |
| Spiritual |

| 11. How many adults live in your house?(free text) | Number of respondents chose this option | % of total responses for this option |
|--|---|--------------------------------------|
| 1 | 27 | 22% |
| 2 | 90 | 73% |

| | | |
|------|---|----|
| 3 | 3 | 2% |
| 4 | 2 | 2% |
| 5 | 1 | 1% |
| n/a | 1 | 1% |
| None | 0 | 0% |

| 12. How many children are there in your family? (free text) | Number of respondents chose this option | % of total responses for this option |
|--|--|---|
| 1 | 49 | 38% |
| 2 | 46 | 35% |
| 3 | 27 | 21% |
| 4 | 4 | 3% |
| 5 | 3 | 2% |
| n/a | 1 | 1% |

| 13. What ages are they? | Number of respondents chose this option | % of total responses for this option |
|--------------------------------|--|---|
| Under 1 | 38 | 17% |
| 1 to 2 | 32 | 14% |
| 2 to 4 | 64 | 29% |
| 5 to 9 | 49 | 22% |
| 9 to 16 | 25 | 11% |
| 17 to 18 | 5 | 2% |
| 19 | 1 | 0% |
| 19 to 25 with SEND | 1 | 0% |
| Not Answered | 8 | 4% |