

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, Dowederry 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 develop 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, Donderry 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/carers	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.

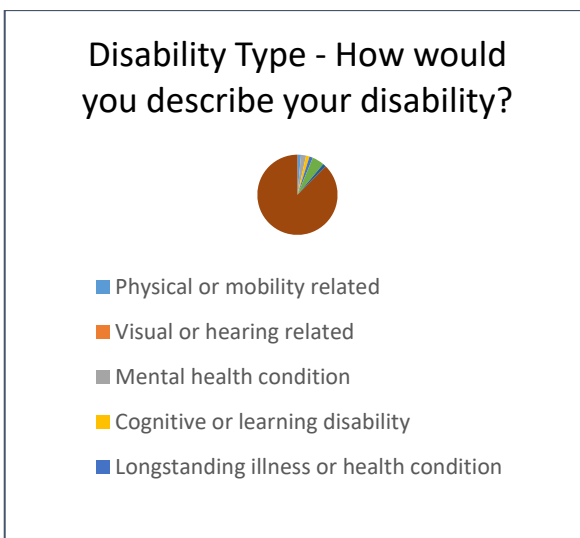
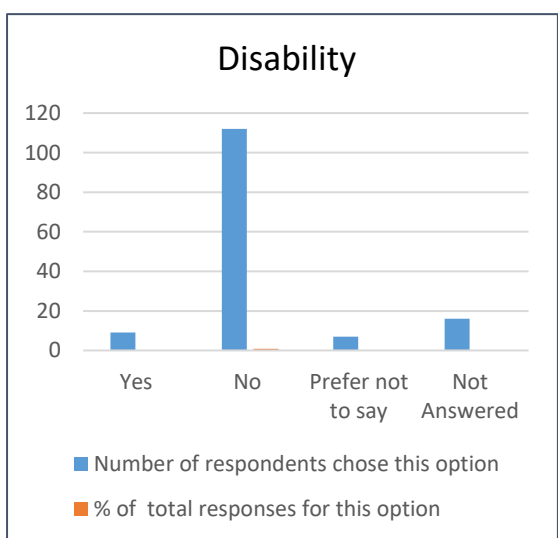
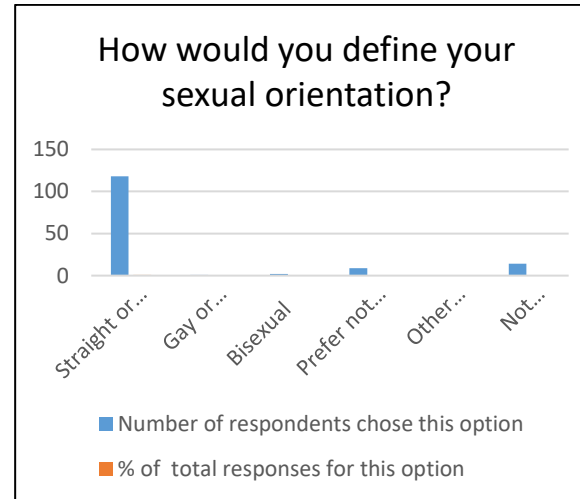
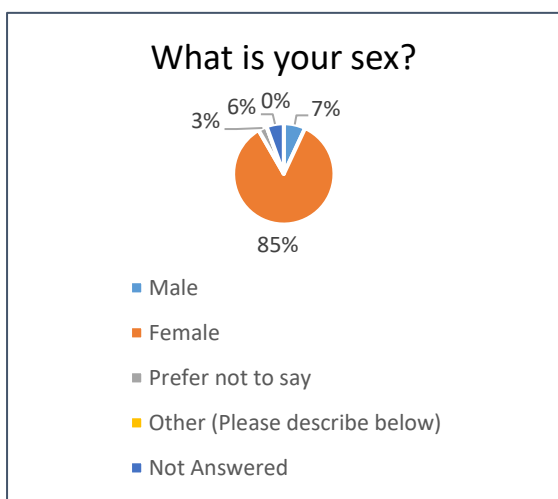
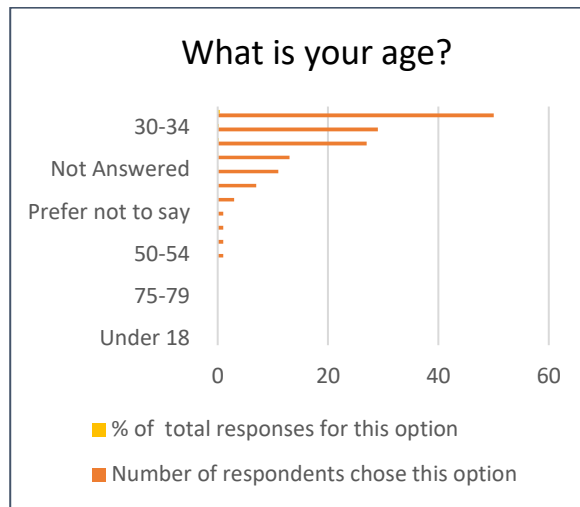
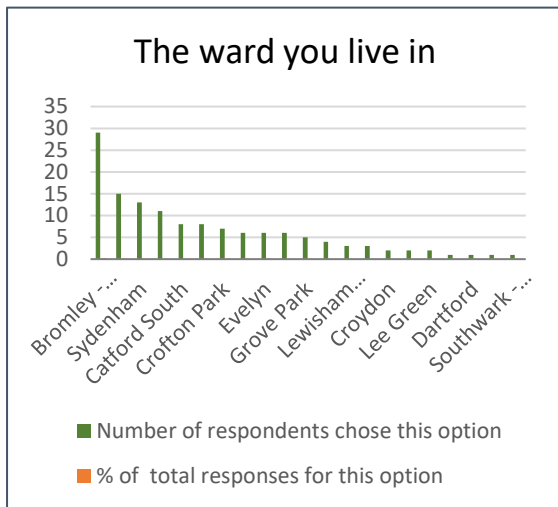
Following on from the theme of better promotion of services one respondent said there needed to be an understanding of the difference between Children and Family Centres and Family Hubs.

“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”.

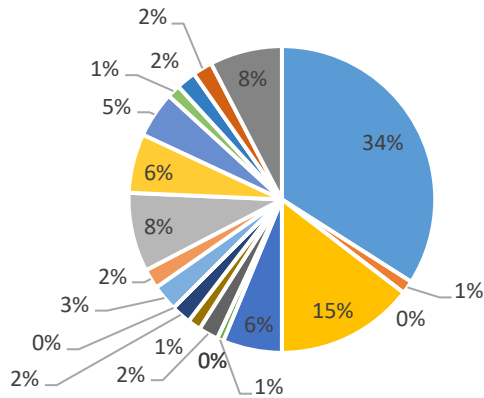
One respondent left positive feedback about existing services.

“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

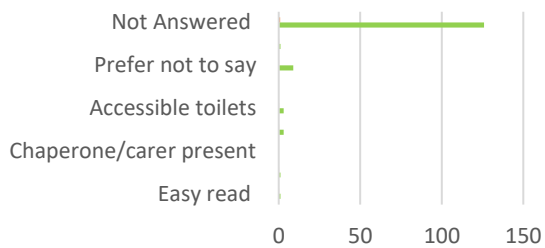


What is your ethnicity?



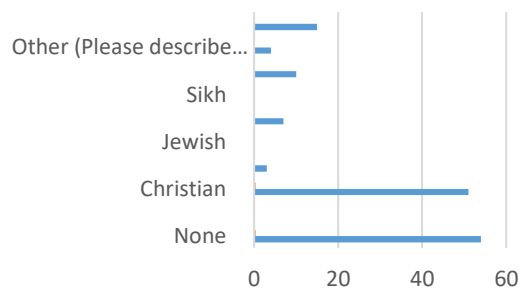
- White - British
- White - Gypsy or Irish Traveller
- Mixed - White and Black Caribbean
- Mixed - White and Asian
- Asian - British
- Asian - Pakistani
- Asian - Chinese
- Black - British
- Black - Caribbean
- Prefer not to say
- Not Answered
- White - Irish
- White - Other
- Mixed - White and Black 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?



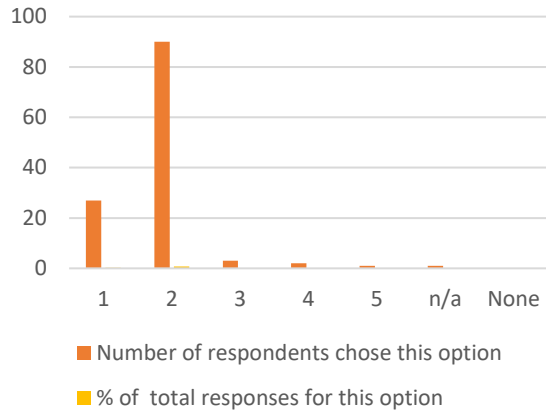
- % of total responses for this option
- Number of respondents chose this option

What is your religious belief?

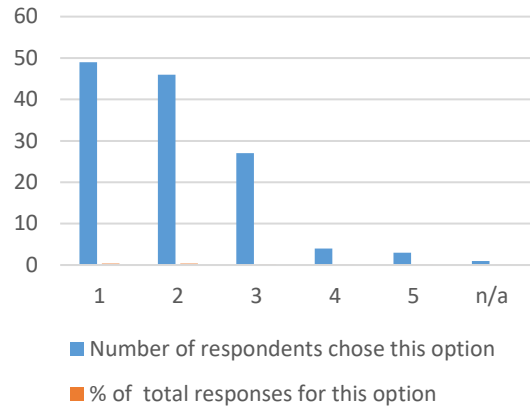


- % of total responses for this option
- Number of respondents chose this option

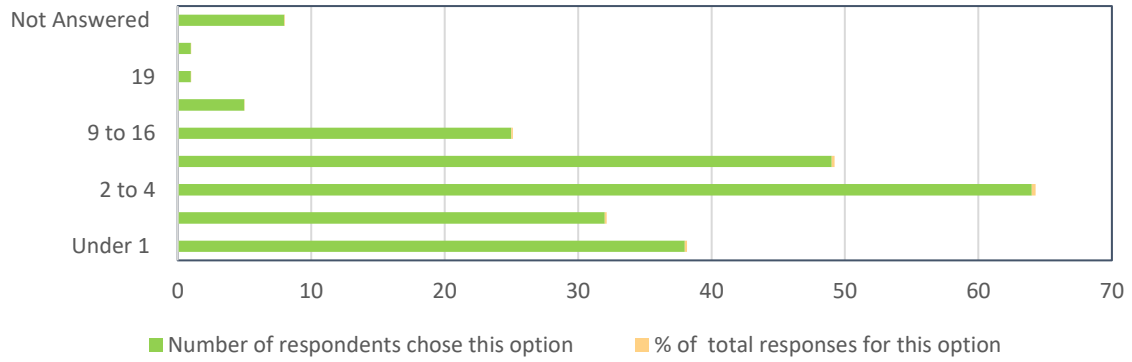
How many adults live in your house?



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%

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

	Number of respondents chose this option	% of total responses for this option
4. Is your gender identity different from the gender you were assigned at birth?		
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%

	Number of respondents chose this option	% of total responses for this option
5. What is your ethnicity?		
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%
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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%