

## Kingston children's centres consultation (DRAFT)

### Summary of responses

#### 1. Introduction

This report summarises the findings of the consultation on the future of children's centres in Kingston, which ran from 13 December 2018 to 1 February 2019.

#### 2. Format of the consultation

The main consultation channel was an online survey hosted on the Local Offer website: <https://www.afcinfo.org.uk/pages/community-information/information-and-advice/children-centres/kingston-upon-thames-children-s-centres-consultation>

This was complemented by Frequently Asked Questions (on the Local Offer site) and 13 drop-in events held between 9 - 25 January. Paper copies and easyread versions were available on request.

The consultation was publicised via:

- email to users of children's centres on Achieving for Children's database;
- the news section and consultation hub on the Local Offer website;
- publicity in children's centres, libraries and other community venues across the venue; and
- regular Tweets from AfC and Kingston Council accounts.

The survey was divided into four sections:

- Section 1: Your experience of using children's centres. This section comprised 13 questions about respondents' experience of using Kingston children's centres. These included 6 free text boxes to capture any other comments from respondents.
- Section 2: Proposals for the future of children's centre services in Kingston. This section provided contextual information about the proposals and asked respondents for their views. The section included various free text boxes to capture any other comments from respondents.
- Section 3: Enhancing the children's centre offer. This section explained the rationale behind broadening the use of children's centres buildings so that they host services for the whole family, and asked respondents for their views.
- Section 4: Your details. This section asked for details of respondents' postcode, age, ethnicity, disability and gender.



There were 744 respondents in total. This accounts for 15.0% of the registered children's centre users.

### 3. Your experience of using children's centres









1a. Are you completing this questionnaire as (tick all that apply):							
						Response Percent	Response Total
1	A parent or carer of a child or children under the age of 5					88.49%	646
2	A soon-to-be parent					5.62%	41
3	A school representative					1.64%	12
4	A health professional					4.11%	30
5	A professional working with children under 5					7.95%	58
6	A professional working with a partner agency					1.23%	9
7	A voluntary or community sector organisation					1.10%	8
8	A private sector organisation					0.00%	0
9	A councillor					0.27%	2
10	Other (please specify):					3.70%	27
<b>Analysis</b>						answered	730
	Mean:	2.15	Std. Deviation:	2.2	Satisfaction Rate:	11.25	
	Variance:	4.82	Std. Error:	0.08			skipped
							11

The majority of respondents (88.5%) were a parent or carer of a child under five. The next highest was professionals working with children under five (7.9%) followed by soon-to-be-parents (5.6%) and health professionals (4.1%).






27 respondents stated 'other' and 26 respondents completed the 'other' field. Of these, 42.3% were parents of older children or parents who have used centres in the past; 26.9% were relatives such as grandparents, aunts, etc; 11.5% were professionals; 11.5% were residents; 3.8% were parents; and 3.8% were volunteers.

1b. Have you visited a children's centre in the last 12 months?						
					Response Percent	Response Total
1	Yes				94.76%	687
2	No				5.24%	38
<b>Analysis</b>					answered	725
					skipped	16
Mean:		1.05	Std. Deviation:	0.22	Satisfaction Rate: 5.24	
Variance:		0.05	Std. Error:	0.01		

94.8% stated they had visited a children's centre in the last 12 months. Only 5.2% stated they had not.

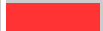


1c. Which children's centre do you usually use in Kingston?						
					Response Percent	Response Total
1	Chessington				14.34%	104
2	Kingston Town				16.55%	120
3	New Malden				11.03%	80
4	Norbiton				1.66%	12
5	North Kingston				18.76%	136
6	Old Malden				6.07%	44
7	Surbiton				13.52%	98
8	Tolworth				18.07%	131
<b>Analysis</b>					answered	725
					skipped	16
Mean:		4.57	Std. Deviation:	2.51	Satisfaction Rate: 50.94	
Variance:		6.28	Std. Error:	0.09		

The children’s centres most used by the respondents are North Kingston (18.8%); Tolworth(18.0%); Kingston Town (16.6%); and Chessington (14.3%). The least used centres are Surbiton (13.5%); New Malden (11.0%); Old Malden (6.1%); and Norbiton (1.7%). The percentage of respondents who use Norbiton was particularly low.






1d. How often do you visit this children’s centre?						Response Percent	Response Total
1	3-4 times per week					10.24%	74
2	1-2 times per week					46.20%	334
3	2-4 times per month					20.61%	149
4	Once a month					10.65%	77
5	Less than once per month					12.31%	89
<b>Analysis</b>						answered	723
	Mean:	2.69	Std. Deviation:	1.17	Satisfaction Rate:	42.15	
	Variance:	1.37	Std. Error:	0.04			
						skipped	18

Children’s centres are well used - almost half of respondents (46.2%) stated they visited children’s centres one or two times a week and a fifth (20.6%) said they attend two to four times per month.









A similar percentage visit 3-4 times per week (10.2%) as visit once a month (10.7%) with the remainder (12.3%) visiting less than once a month.













1e. Do you use any other children’s centres in Kingston? (tick all that apply)						Response Percent	Response Total
1	Chessington					20.32%	114
2	Kingston Town					28.88%	162
3	New Malden					15.69%	88
4	Norbiton					13.55%	76

## Annex 1

				
5	North Kingston		16.40%	92
6	Old Malden		15.51%	87
7	Surbiton		39.04%	219
8	Tolworth		32.98%	185
<b>Analysis</b>			answered	561
	Mean:	8.91	Std. Deviation:	6.39
	Variance:	40.83	Std. Error:	0.27
	Satisfaction Rate:	101.3		skipped
				180

In terms of which other children's centres are used, Surbiton (39.1%); Tolworth (32.9%); Kingston Town (28.9%); and Chessington (20.3%) are the most used. North Kingston (15.7%); New Malden (15.7%); Old Malden (15.5%); and Norbiton (13.6%) are the least used.

1f. Which children's centre services do you use? (tick all that apply)				
			Response Percent	Response Total
1	Adult Learning		10.17%	73
2	Baby Massage		40.95%	294
3	Benefit advice		4.18%	30
4	Childcare advice		32.03%	230
5	Cook and Eat		9.19%	66
6	Domestic Violence support		1.39%	10
7	Early Years advice		30.50%	219
8	English as an Additional Language Sessions		1.67%	12

9	Family Support worker support		4.04%	29		
10	Foodbank Vouchers		2.51%	18		
11	Health Visitor		66.16%	475		
12	Holiday Activities		17.27%	124		
13	JobCentre Plus Advice		1.67%	12		
14	Messy Play		48.47%	348		
15	Midwifery		34.12%	245		
16	Parenting Programme		11.56%	83		
17	Rhyme time		56.27%	404		
18	Stay and Play		83.84%	602		
19	Vitamins		10.58%	76		
20	Other (please specify):		19.08%	137		
<b>Analysis</b>				answered	718	
	Mean:	59.56	Std. Deviation:	104.99	Satisfaction Rate:	287.9
	Variance:	11022.53	Std. Error:	3.92		
					skipped	23

The most popular services delivered at the children's centres are Stay and Play (83.9%); health visitors (66.2%); Rhyme Time (56.3%); Messy Play (48.5%); and baby massage (40.9%).

Respondents were asked to leave comments about any other popular services that they have attended. 137 comments were left (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most popular categories were:

- Baby, Junior and Mama Jammers (27.0%);
- breastfeeding advice and support (20.4%); and

- Crafty Tales (10.9%).

Jammers and Crafty Tales are sessions for babies and children run by external organisations.

The least popular services were domestic violence support (1.4%); English as a additional language sessions (1.7%); JobCentre Plus advice (1.7%); foodbank vouchers (2.5%); and benefit advice (4.2%).

1g. How important are the following children's centre services to you?						
	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant	Response Total
Adult Learning	27.9% (184)	22.6% (149)	35.5% (234)	8.8% (58)	5.3% (35)	660
Baby Massage	33.9% (223)	35.9% (236)	22.7% (149)	4.6% (30)	2.9% (19)	657
Benefit advice	23.0% (145)	21.2% (134)	34.4% (217)	10.9% (69)	10.5% (66)	631
Childcare advice	55.9% (379)	30.8% (209)	9.6% (65)	2.1% (14)	1.6% (11)	678
Cook and Eat	23.0% (145)	29.8% (188)	36.6% (231)	6.5% (41)	4.1% (26)	631
Domestic Violence support	33.1% (208)	16.6% (104)	32.2% (202)	7.0% (44)	11.1% (70)	628
Early Years advice	60.9% (413)	31.0% (210)	6.8% (46)	0.3% (2)	1.0% (7)	678
English as an Additional Language Sessions	17.8% (111)	19.5% (122)	35.2% (220)	11.0% (69)	16.5% (103)	625
Family Support worker support	28.1% (177)	20.4% (129)	32.6% (206)	8.7% (55)	10.1% (64)	631
Foodbank Vouchers	23.5% (146)	15.2% (94)	36.6% (227)	9.8% (61)	14.8% (92)	620
Health Visitor	75.5% (520)	17.9% (123)	4.5% (31)	0.7% (5)	1.5% (10)	689
Holiday Activities	50.2% (324)	29.6% (191)	14.4% (93)	3.6% (23)	2.2% (14)	645
JobCentre Plus Advice	17.2% (107)	16.9% (105)	42.6% (265)	9.6% (60)	13.7% (85)	622
Messy Play	54.8% (375)	36.3% (248)	7.3% (50)	0.6% (4)	1.0% (7)	684
Midwifery	64.7% (428)	18.9% (125)	11.6% (77)	1.8% (12)	3.0% (20)	662
Parenting Programme	43.5% (281)	29.4% (190)	21.1% (136)	3.4% (22)	2.6% (17)	646
Rhyme time	59.8% (407)	31.7% (216)	7.3% (50)	0.4% (3)	0.7% (5)	681
Stay and Play	77.3% (552)	20.3% (145)	2.1% (15)	0.0% (0)	0.3% (2)	714

Vitamins	27.5% (170)	25.2% (156)	37.2% (230)	4.8% (30)	5.3% (33)	619
Other (please specify below)	52.3% (138)	8.3% (22)	31.4% (83)	2.3% (6)	5.7% (15)	264
					answered	732
					skipped	9

The most important services delivered were Stay and Play (97.6%); Health visitors (93.4%); early years advice (91.9%); Messy Play (91.1%); and childcare advice (86.7%).

Respondents were asked to leave comments about any other important services that they have attended. 134 comments were left (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most popular categories were:

- Support (51.4%)
- Breastfeeding advice and support (37.8%)
- Jammers (37.8%)

Overall then, the support on offer at children's centre was noted as important in 89.2% of the comments that were left.

The services considered least important were English as an additional language (27.5%); foodbank vouchers (24.6%); JobCentre Plus advice (23.3%); benefit advice (21.4%); and family support worker support (18.8%).

Any other comments			
		Response Percent	Response Total
1	Open-Ended Question	100.00%	135
		answered	135
		skipped	606





Respondents were keen to emphasise the importance of the support and help provided at the centres, the social and community aspects they provide and the play and development opportunities.

Respondents were asked to leave any other comments. 135 comments were left (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most popular comments were:

- Praising the level of support provided by children's centres (68.6%)
- Praising the social and community aspects of children's centres and the ability to make friends and develop networks at a time that could be isolating otherwise (39.0%)
- Praising the range and quality of play sessions offered at the children's centres.



In terms of the comments relating to the social and community aspects of children’s centres, many respondents were keen to emphasise the positive impact the children’s centres have had on their mental health and wellbeing.


1h. To what extent do you agree that accessing children’s centre services and activities has had a positive impact on your own wellbeing and that of your child(ren)?						
					Response Percent	Response Total
1	Strongly agree				90.03%	650
2	Agree				8.59%	62
3	Neither agree nor disagree				1.25%	9
4	Disagree				0.00%	0
5	Strongly disagree				0.14%	1
<b>Analysis</b>	Mean:	1.12	Std. Deviation:	0.38	Satisfaction Rate:	2.91
	Variance:	0.14	Std. Error:	0.01		
					answered	722
					skipped	19

98.6% of respondents stated that children’s centre services have had a positive impact on wellbeing and that of children.

Respondents were asked to leave any other comments. 188 comments were left (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most popular comments were:

- Praising the level of support and help provided by children’s centres (75.0%)
- Praising the social and community aspects of children’s centres (44.8%)
- Praising the range and quality of play develop opportunities offered at the children’s centres (22.1%).

Again, as with the open text question above, in terms of the comments relating to the social and community aspects of children’s centres, many respondents were keen to emphasise the positive impact the children’s centres have had on their mental health and wellbeing.

1i. To what extent do you agree that attendance at Stay & Play sessions has helped you to know more about how children learn through play?						
					Response Percent	Response Total
1	Strongly agree				70.42%	507

2	Agree		22.22%	160				
3	Neither agree nor disagree		6.94%	50				
4	Disagree		0.42%	3				
5	Strongly disagree		0.00%	0				
<b>Analysis</b>	Mean:	1.37	Std. Deviation:	0.63	Satisfaction Rate:	9.34	answered	720
	Variance:	0.4	Std. Error:	0.02			skipped	21

92.6% of respondents agreed (either strongly agree or agree) that Stay and Play sessions has helped them to know more about how children learn through play. Only 7.4% disagreed. No respondents strongly disagreed.

Respondents were asked to leave any other comments. 90 comments were left (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most popular comments were that children's centres:

- Had helped with interaction and confidence (23.9%).
- Had helped with socialisation for parents as well as children (18.5%).
- Had helped support development (16.3%).

A number of general positive comments were also left (33.7%). It is also worth noting that 7.2% of respondents stated they were not yet clear whether the children's centres had had any impact on them or their child or that the centres had had no impact on them.

<b>1j. To what extent do you agree that attendance at Stay &amp; Play sessions and others such as Rhyme Time, Messy Play, etc have supported your child to develop in:</b>						
	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Response Total</b>
Independence and social skills	80.6% (579)	16.9% (121)	2.5% (18)	0.0% (0)	0.0% (0)	718
Communication and language skills	77.6% (553)	18.1% (129)	4.3% (31)	0.0% (0)	0.0% (0)	713
Physical skills	76.2% (540)	19.9% (141)	3.8% (27)	0.1% (1)	0.0% (0)	709
					answered	718
					skipped	23





97.5% of respondents agreed that attendance at Stay and Play sessions and other such as Rhyme Time, Messy Play, etc have helped their child to develop in independence and social skills; 95.7% of respondents agreed that they helped their child develop communication and

language skills; and 96.1% of respondents agreed that they helped their child develop physical skills.

Respondents were asked to leave any other comments. 92 comments were left (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most popular comments were that children's centres:

- Provide access to facilities they would not be able to access otherwise(35.9%).
- Provide gradual introduction to nursery/ school (18.5%).
- Provide socialisation and advice for parents as well as children (17.4%).

A number of general positive comments were also left (17.4%).

1k. To what extent do you agree that attending children's centre activities supports your child to be ready for nursery or school?							
						Response Percent	Response Total
1	Strongly agree					76.91%	553
2	Agree					19.75%	142
3	Neither agree nor disagree					3.20%	23
4	Disagree					0.14%	1
5	Strongly disagree					0.00%	0
<b>Analysis</b>						answered	719
						skipped	22
	Mean:	1.27	Std. Deviation:	0.52	Satisfaction Rate:	6.64	
	Variance:	0.27	Std. Error:	0.02			






96.7% of respondents agreed (strongly agree or agree) that attending children's centre activities supports their child to be ready for nursery or school.

Respondents were asked to leave any other comments. 92 comments were left (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most popular comments were that children's centres:

- Supported their child's development into nursery (41.3%).
- Supported socialisation (28.3%).

A number of other positive comments were also left (17.4%).



1l. To what extent do you agree that you can ask for support or advice relating to any issues such as health, parenting skills, or employment and training from your local children's centre?

		Response Percent	Response Total
1	Strongly agree		72.58% 524
2	Agree		22.44% 162
3	Neither agree nor disagree		4.43% 32
4	Disagree		0.42% 3
5	Strongly disagree		0.14% 1
<b>Analysis</b>		answered	722
		skipped	19
Mean: 1.33		Std. Deviation: 0.59	Satisfaction Rate: 8.28
Variance: 0.35		Std. Error: 0.02	

95.0% of respondents stated that they agreed they could ask for support advice relating to issues such as health, parenting skills or employment and training from a children's centre. Respondents praised the support and advice that is given and the helpful and approachable staff.

Respondents were asked to leave any other comments. 75 comments were left (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most popular comments were that children's centres provide:

- Good support and advice (44.0%).
- Approachable and helpful staff (21.3%).

1m. At the moment, how do you travel to the main children's centre that you use?			
		Response Percent	Response Total
1	Walk		86.69% 625
2	Cycle		1.11% 8
3	Drive		20.67% 149
4	Public transport		11.10% 80
5	Other (please specify):		1.53% 11

<b>Analysis</b>	Mean:	2.03	Std. Deviation:	1.3	Satisfaction Rate:	20.46	answered	721
	Variance:	1.68	Std. Error:	0.05			skipped	20

In terms of getting to the centres, 86.7% of respondents stated that they walked, with 20.7% driving. Respondents emphasised the importance of being able to access local provision, ideally by foot.

Eight respondents completed the 'Other' field. Of these:

- 50.0% walk;
- 37.5% drive; and
- 12.5% use public transport.

One comment noted the lack of available parking near children's centres and the cost pressures on parents.

1n. Any other comments:			Response Percent	Response Total
1	Open-Ended Question		100.00%	116
			answered	116
			skipped	625

Respondents were asked to leave any other comments. 116 comments were left (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most popular comments were;

- Children's centres provide vital support, advice and networking opportunities (31.9%).
- It is extremely important to retain access to local children's centre provision (31.8%).
- Foot access to local children's centre provision is crucial (22.4%).

#### 4. Proposals for the future of children's centres in Kingston





2a. To what extent do you agree with the proposals that have been set out above?			Response Percent	Response Total
1	Strongly agree		2.76%	20

2	Agree		18.51%	134				
3	Neither agree nor disagree		14.23%	103				
4	Disagree		27.21%	197				
5	Strongly disagree		37.29%	270				
<b>Analysis</b>			answered	724				
	Mean:	3.78	Std. Deviation:	1.21	Satisfaction Rate:	69.44	skipped	17
	Variance:	1.45	Std. Error:	0.04				

64.5% of respondents do not agree with the proposals (strongly disagree/ disagree). 21.3% agree (strongly agree/ agree) and 14.2% neither agree nor disagree.

Respondents were asked to leave any other comments. 239 comments were left (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most common comments were:

- Understanding the reasons for the proposals (16.7%).
- expressing that the proposals are unfair for people who cannot travel easily/ the proposals will lead to increased isolation (15.5%).
- Disagree with the proposals and believe the council needs to re-prioritise (14.6%).
- Concerns that the remaining children's centres too crowded (10.0%).

2b. Would the proposed changes make it more difficult for you to access children's centre services?					Response Percent	Response Total		
1	Yes, definitely		46.41%	336				
2	Yes, to some extent		29.97%	217				
3	No		20.58%	149				
4	Don't know		3.04%	22				
<b>Analysis</b>			answered	724				
	Mean:	1.8	Std. Deviation:	0.87	Satisfaction Rate:	26.75	skipped	17
	Variance:	0.75	Std. Error:	0.03				

Just under half of respondents (46.6%) stated the proposals would definitely make it more difficult to access children’s centre services. 29.9% stated it would make it more difficult to some extent, 20.6% said it wouldn’t make it more difficult, and 3.0% said they did not know. The main comments related to concerns about the capacity of remaining children’s centres and the distance and time taken to travel to a children’s centre.

Respondents were asked to leave any other comments. 137 comments were left (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most common comments were concerns relating to:

- The capacity of the remaining centres to meet the increased need if four centres closed (30.5%).
- The distance that may now need to be travelled to access a children’s centre (28.4%).
- The addition travel time that may be required to access a children’s centre (27.3%).








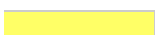

2c. What impact do you think the proposed changes to services would have on you?						Response Percent	Response Total
1	No impact					17.00%	119
2	I would use another children’s centre in the future					15.57%	109
3	I wouldn’t use children’s centres as much in the future					51.71%	362
4	I wouldn’t use children’s centres at all in the future					15.71%	110
<b>Analysis</b>						answered	700
	Mean:	2.66	Std. Deviation:	0.94	Satisfaction Rate:	55.38	
	Variance:	0.88	Std. Error:	0.04			
						skipped	41

Just over half of the respondents (51.2%) stated that the changes would mean that they would not use the children’s centres as much in the future and 15.7% stated they would no use children’s centres at all. 17.0% of respondents the proposals said it would have no impact at all and 15.6% said they would use another children’s centre in the future. Concerns raised related to the capacity of the remaining centres and the required travel.

Respondents were asked to leave any other comments. 161 comments were left (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most common comments were concerns relating to:

- The capacity of the remaining centres to meet the increased need if four centres closed (22.9%).
- The addition travel time that may be required to access a children’s centre (27.3%).

22.4% of respondents stated that they did not think the changes would have any impact on them.

2d. If you said that you would stop using services, or would use them less in the future, please can you tell us why? (tick all that apply)					Response Percent	Response Total
1	Other locations don't offer the services that we need				24.23%	133
2	We are unable to travel to other locations				44.63%	245
3	Opening times at other locations don't suit us				27.32%	150
4	We won't know anyone				23.32%	128
5	We won't get into other sessions as they are too full				53.73%	295
6	Cost of travel				27.14%	149
7	Travel time				60.47%	332
8	Parking facilities				31.51%	173
9	Other (please specify):				8.38%	46
<b>Analysis</b>					answered	549
					skipped	192
	Mean:	14.71	Std. Deviation:	17.49	Satisfaction Rate:	146.29
	Variance:	305.98	Std. Error:	0.75		

Respondents said they would stop using children’s centres or use them less because of additional travel travel (60.5%); sessions being too full (44.6%); and 44.6% said they would be unable to travel to any other locations.

Respondents were asked to leave any other comments. 46 comments were left (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most common comments were concerns relating to:



- The distance being too far to travel to another children's centre (41.3%).
- The need for the familiarity of the existing provisions (13.0%).
- Other sessions at other centres being too full (10.9%).

2e. Please tell us if you have other ideas about how we should deliver children's centre services in Kingston:			Response Percent	Response Total
1	Open-Ended Question		100.00%	188
			answered	188
			skipped	553

Respondents were asked for comments about how else children's centre services could be sustained. 188 responses were received (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most common comments included the following suggestions:


- Re-prioritising other council services (33.6%).
- Seek voluntary contributions (22.4%).
- Fundraising (21.6%).





2f. Any other comments:			Response Percent	Response Total
1	Open-Ended Question		100.00%	86
			answered	86
			skipped	655

Respondents were asked for any other comments and 86 responses were received (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most common comments was to state that the centres and/ or the respondents local centre should not be closed (34.9%). There was no significant commonality between the other responses.








- Do not close the centres and/ or my local centre (34.9%).

## 5. Enhancing the children's centre offer

3a. The intention would be to redevelop our remaining children's centres to offer a wider range of services for families as well as children and young people. Do you agree with this proposal?			Response Percent	Response Total
1	Strongly agree		17.08%	123
2	Agree		32.22%	232

								
3	Neither agree nor disagree		20.56%	148				
4	Disagree		17.36%	125				
5	Strongly disagree		12.78%	92				
<b>Analysis</b>	Mean:	2.77	Std. Deviation:	1.28	Satisfaction Rate:	44.13	answered	720
	Variance:	1.64	Std. Error:	0.05			skipped	21

Just under half (49.4%) of respondents agreed with the proposals to re-develop the remaining children's centres to offer a wider range of services. 30.1% of respondents did not agree.

3b. If we were to redevelop our children's centres to offer more services for families as well as children and young people in line with our proposal what do you think they should be called?								
			Response Percent	Response Total				
1	Children and Family Centres		46.48%	324				
2	Children and Family Hubs		6.74%	47				
3	Family Centres		20.66%	144				
4	Family Hubs		6.31%	44				
5	Family Wellbeing Centres		10.76%	75				
6	Family Wellbeing Hubs		2.58%	18				
7	Other (please specify):		6.46%	45				
<b>Analysis</b>	Mean:	2.62	Std. Deviation:	1.88	Satisfaction Rate:	26.95	answered	697
	Variance:	3.54	Std. Error:	0.07			skipped	44

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The most popular name for the new centres was 'Children and Family Centres' (46.5%), followed by Family Centre (20.7%), and then Family Wellbeing Service (10.8%).

3c. If we were to expand the children's centre offer in line with our proposal, which of the following services would you like to see delivered in the remaining centres and outreach sites? (Tick all that apply)					Response Percent	Response Total	
1	Accredited learning for adults on-site		26.32%	184			
2	Activities for children aged 5-11 during school holidays		73.96%	517			
3	Advice and guidance on financial matters		30.04%	210			
4	Careers advice, information and guidance		26.04%	182			
5	Expansion of support to children aged between 0 to 11 (rather than just 0 to 5)		61.95%	433			
6	Family support drop in advice		58.37%	408			
7	Healthy lifestyles - including obesity, oral health, mental health services		51.07%	357			
8	Housing support advice on site		22.75%	159			
9	Joint activities with libraries		51.36%	359			
10	Joint activities with the Youth Service		26.75%	187			
11	Postnatal support and advice		75.25%	526			
12	School nurse access		39.91%	279			
13	Wider parenting programmes		50.79%	355			
14	Other (please specify):		8.73%	61			
<b>Analysis</b>					answered	699	
Mean:	43.87	Std. Deviation:	90.37	Satisfaction Rate:	291.04	skipped	42

Variance:	8167.05	Std. Error:	3.42
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If the offer was to be expanded, respondents stated they would like the following services to be delivered: activities for children aged five to 11 during school holidays (73.9%); postnatal support and advice (75.3%); expansion of support to children aged between 0 to 11 (rather than 0 to five) (61.9%); and family support drop in advice (58.9%).

3d. How important would these services be to you?						
	Very important	Important	Neither important or unimportant	Unimportant	Very unimportant	Response Total
Accredited learning for adults on site	15.2% (101)	22.4% (149)	33.3% (221)	13.3% (88)	15.8% (105)	664
Activities for children aged 5-11 during school holidays	41.3% (282)	37.6% (257)	15.4% (105)	4.1% (28)	1.6% (11)	683
Advice and guidance on financial matters	14.4% (95)	22.4% (148)	37.0% (245)	13.7% (91)	12.5% (83)	662
Careers advice, information and guidance	13.1% (86)	21.6% (142)	37.0% (243)	13.9% (91)	14.3% (94)	656
Expansion of provision to children aged between 0 to 11	40.9% (276)	37.0% (250)	18.1% (122)	3.1% (21)	0.9% (6)	675
Family support drop in advice	33.3% (220)	40.0% (264)	18.5% (122)	4.8% (32)	3.3% (22)	660
Healthy lifestyles - including obesity, oral health, mental health services	27.9% (186)	37.9% (253)	22.3% (149)	6.3% (42)	5.5% (37)	667
Housing support advice on site	14.7% (96)	16.3% (106)	37.6% (245)	14.9% (97)	16.6% (108)	652
Joint activities with libraries	26.0% (174)	45.7% (305)	22.0% (147)	3.7% (25)	2.5% (17)	668
Joint activities with the Youth Service	15.8% (103)	33.1% (216)	35.9% (234)	8.1% (53)	7.1% (46)	652
Postnatal support and advice	55.0% (368)	32.0% (214)	8.8% (59)	2.5% (17)	1.6% (11)	669
School nurse access	24.6% (161)	38.8% (254)	25.5% (167)	7.2% (47)	4.0% (26)	655
Wider parenting programmes	32.3% (214)	39.6% (262)	20.4% (135)	4.8% (32)	2.9% (19)	662
					answered	702
					skipped	39

Of the suggested services, postnatal support and advice was considered the most important (87.0%); followed by activities for children aged 5-11 during school holidays (78.9%); expansion of provision to children aged between 0 and 11 (77.9%); family drop in support service (73.3%); wider parenting programmes (71.9%); and joint activities with libraries (71.7%).

The least important services were: housing support advice on site (31.5%); accredited learning for adults on site (29.1%); careers advice, information and guidance (28.2%); and advice and guidance on financial matters (26.2%).

**3e. Another way to enable us to continue to deliver as many children's centre services as possible would be to ask for donations for some services. Would you be willing to contribute a small donation to access services at children's centres? For example, £2.50 per family to attend Baby Massage, Messy Play, Stay and Play, or holiday activities. Please note, the contribution would not be applied to sessions delivered by our partners such as adult learning, health-led activities.**

		Response Percent	Response Total
1	Yes	95.77%	680
2	No	4.23%	30
<b>Analysis</b>		answered	710
		skipped	31
Mean: 1.04		Std. Deviation: 0.2	
Variance: 0.04		Std. Error: 0.01	
		Satisfaction Rate: 4.23	

95.8% of respondents stated they would be happy to pay a voluntary contribution to access some services. Just 4.2% stated they would not be.

**3f. Please tell us if you have other suggestions for services you would like to be delivered in the enhanced children's centre service.**

		Response Percent	Response Total
1	Open-Ended Question	100.00%	131
		answered	131
		skipped	610

Respondents were asked for any other suggestions for services they would like to be delivered in the enhanced children's centre service. 131 response were received (some gave multiple answers within their comments). Using a word analysis tool, the comments were categorised and the most common comments were:

- Attendees either already pay and would be happy to continue to pay or would pay more to help sustain services (33.7%).
- More activities should be offered for babies and children (28.8%).
- More early intervention services should be offered (breastfeeding, health visitors, mental health) (17.3%).






**3g. Any other comments:**

		Response Percent	Response Total
1	Open-Ended Question	100.00%	69
		answered	69
		skipped	672

## 6. Your details

4a. First part of your postcode only (eg. KT1, TW11).			
		Response Percent	Response Total
KT6	Surbiton, Tolworth	19%	135
KT2	Kingston, Canbury, Coombe, Norbiton	18.3%	130
KT3	New Malden, Motspur Park	15.2%	108
KT5	Berrylands, Surbiton, Tolworth	13.8%	98
KT9	Chessington, Hook	13.5%	96
KT1	Kingston, Hampton Wick, Norbiton	12.4%	88
KT4	Old Malden	1.8%	13
Other	Various out of borough postcodes	3%	21
		answered	710
		skipped	31

Analysis of the postcodes of respondents shows a representative spread across the borough. The Surbiton and Tolworth areas (which include KT6 and KT5 postcodes) were particularly well represented.

4b. Your age			
		Response Percent	Response Total
1	15-24		0.97% 7
2	25-34		34.95% 252
3	35-44		53.68% 387
4	45-54		6.38% 46
5	55+		3.19% 23

6	Prefer not to say		0.83%	6				
<b>Analysis</b>	Mean:	2.78	Std. Deviation:	0.78	Satisfaction Rate:	35.67	answered	721
	Variance:	0.61	Std. Error:	0.03			skipped	20

Of the respondents, 53.7% were aged 35-44; 34.9% aged 25-34; 6.4% aged 45-54; 3.2% aged 55+; 0.9% aged 15-24; and 0.8% preferred not to say.




4c. Your gender					Response Percent	Response Total		
1	Male		6.36%	46				
2	Female		91.98%	665				
3	Prefer not to say		1.66%	12				
<b>Analysis</b>	Mean:	1.95	Std. Deviation:	0.28	Satisfaction Rate:	47.65	answered	723
	Variance:	0.08	Std. Error:	0.01			skipped	18

6.4% of respondents were male, 91.9% were female; and 1.7% preferred not to say.



4d. Your ethnicity					Response Percent	Response Total
1	White or White British		78.36%	565		
2	Black or Black British		0.97%	7		
3	Asian or Asian British		7.91%	57		
4	Sri Lankan / Tamil		0.97%	7		
5	Mixed / Mixed British		2.77%	20		

6	Any other ethnic background		4.85%	35
7	Korean		0.14%	1
8	Prefer not to say		4.02%	29
<b>Analysis</b>			answered	721
	Mean:	1.84	Std. Deviation:	1.84
	Variance:	3.39	Std. Error:	0.07
	Satisfaction Rate:	12.01		
			skipped	20

78.4% of respondents were White British; 7.9% were Asian; 4.9% were any other ethnic background; 2.8% were mixed/ mixed British; 0.9% were Black or Black British; 0.9% were Sri Lankan/ Tamil; 0.4% were Korean; and 4.0% preferred not to say.

4e. Do you consider yourself to have a disability?					Response Percent	Response Total
1	Yes		1.95%	14		
2	No		95.69%	688		
3	Prefer not to say		2.36%	17		
<b>Analysis</b>			answered	719		
	Mean:	2	Std. Deviation:	0.21	Satisfaction Rate:	50.21
	Variance:	0.04	Std. Error:	0.01		
			skipped	22		

95.7% of respondents stated they do not have a disability; 1.9% stated they do have a disability; and 2.4% preferred not to say.

4f. Do you consider your child to have a disability?					Response Percent	Response Total
1	Yes		2.67%	19		
2	No		94.94%	676		
3	Prefer not to say		2.39%	17		



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<b>Analysis</b>	Mean:	2	Std. Deviation:	0.22	Satisfaction Rate:	49.86	answered	712
	Variance:	0.05	Std. Error:	0.01			skipped	29

94.9% of respondents stated their child did not have a disability; 2.7% stated their child did have a disability; and 2.4% preferred not to say.