



# North East Lincolnshire Council

Parent childcare survey 2023



## **Table of contents**

### **Introduction**

### **Summary**

- 1. Childcare preferences**
- 2. General comments**
  - 2.1 Affordability**
  - 2.2 Availability**
  - 2.3 Access**
- 3. What next**
- 4. Results of the Parent Childcare Survey 2023**
- 5. Survey responses and comments**
- 6. Other comments**
  - 6.1 Affordability**
  - 6.2 Availability**
  - 6.3 Access**
- 7. Requests for further information**

## **Introduction**

The 2023 parent survey was undertaken in NEL from late August to the end of September. The survey went out via the social media platforms and was also shared by our childcare providers. A total of 498 surveys were started with 430 being completed or partly completed.

## **Summary**

Most respondents had more than one child (63%) with 42% of all having 2 children. The most represented age group was the parents /carers of Primary aged children at 46%, followed by the under 2's (16%) and 3- and 4-year-olds (14%)

Less than half (42%) of families already use formal childcare. This is a decrease from last year of 13% however 24% of respondents left the question and didn't answer. For those who do not use formal childcare, not needing any was the main reason at 51%, followed by not being able to afford it at 32%.

Most families currently use childcare to enable them to work (84%) with the majority (62%) using childcare all year round.

Over half of those responding (64%), could get the right amount of childcare required to enable them to work. This figure dropped to 52% for those who needed a funded childcare place. The main reason for not being able to access the childcare families required was that they cannot afford the hours that they need. Needing atypical hours, before 8am (56%) and after 6pm (24%) were also stated as a barrier to accessing the required hours.

Since June 2022, 38% of families have used more childcare than the previous year. A third of families (34%) had little or no change to their childcare needs whereas 28% stated they now use less: 20% stated that they can no longer afford to pay the childcare costs.

### **1. Childcare Preferences**

Most families prefer their childcare to be close to home (51%) and 64% need childcare in order work, study, or train. Sixty-five percent of respondents needed 15 or more hours per week.

### **2. General comments**

There main themes from the comments included

**2.1 Affordability-** Many families found childcare to be expensive with some paying out a high percentage of what they earn for childcare. Most feel more help is needed to support working parents, especially for those with under three years old. Some families stated that they rely on family and friends to help out as they cannot afford to use formal childcare for all the hours they need.

**2.2 Availability-** More families are finding the 8 to 6 childcare offers no longer meets their needs. This has increased by 7% since last year and is now 56% need an earlier start to meet their needs. Families with school age children would like more wraparound childcare to be available, ideally on or close to the school site.

**2.3 Access-** Some families have found it hard to find information about what is available locally. Others feel that there is not enough choice available especially for children with additional needs. The lack of funding to support children's needs outside of education is a barrier to the using childcare services.

### 3. What next

NELC will share the results of the survey with local childcare providers and will work with them to review and explore ways to increase their childcare offers to meet the needs of local families.

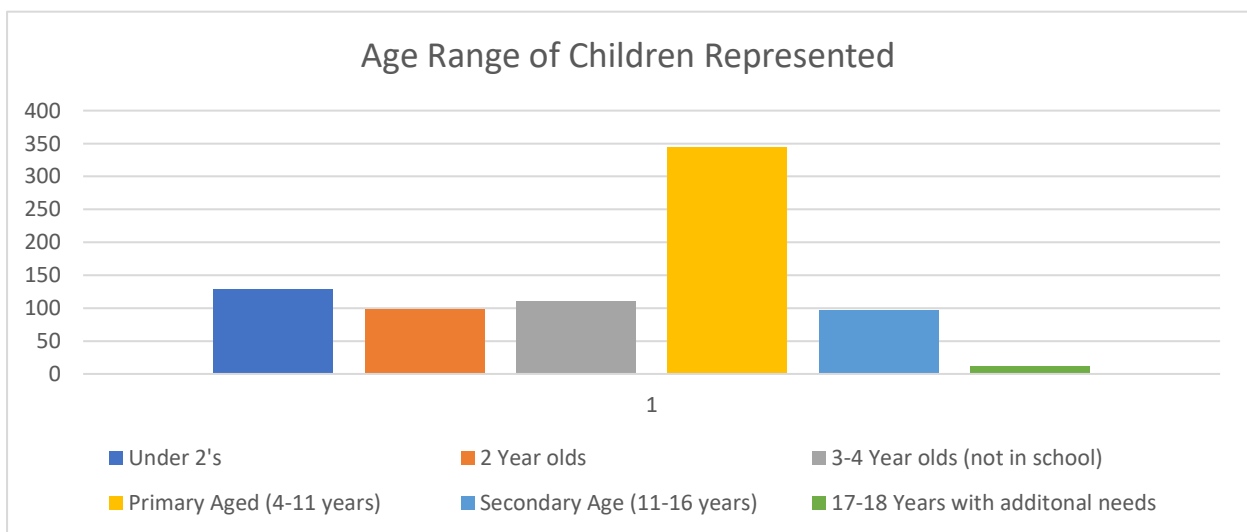
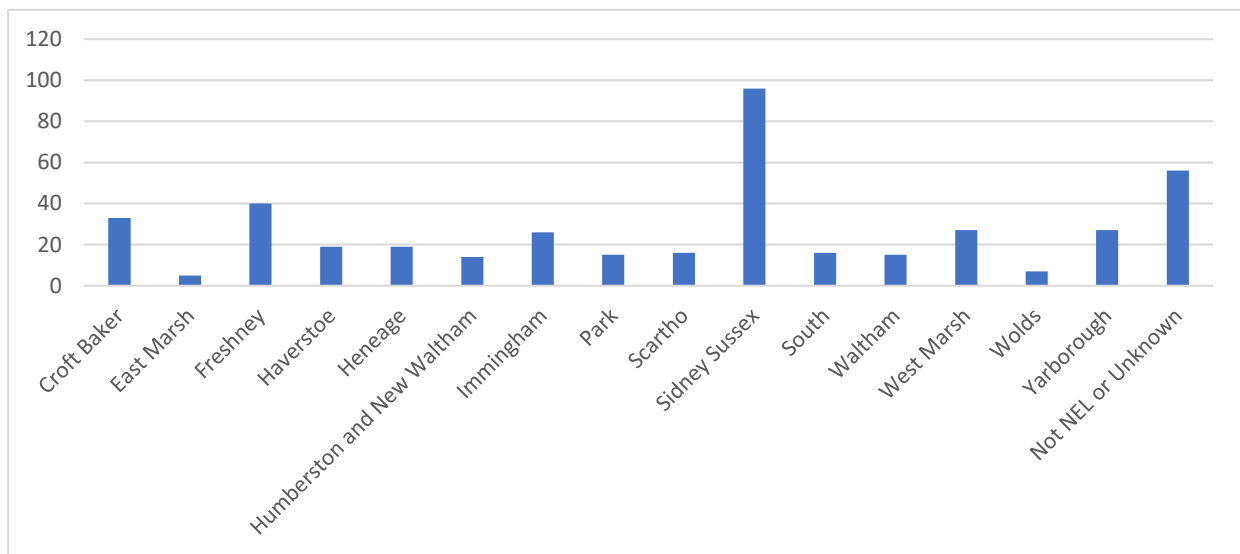
The childcare funding pages on the NELC website will be reviewed, as well as the information shared on the social media pages. This will ensure that information is clear, up to date and comprehensive for families with a specific focus on the availability of childcare and funding for local families.

### 4. Results of the Parent Childcare Survey 2023

All fifteen wards within the borough were represented, including the full 0 to 18 age range within the responses. The biggest response (22%) came from families living in Sidney Sussex ward.

Over half (59%) of respondents had school age children with primary age also having the highest number 46%) across all age ranges. The under 4's represented 39% with 2% of respondents not specifying the age range of their children.

#### Responses



## 5. Survey responses and comments

**For 2 year olds** Some two-year-olds can get up to 15 hours funded childcare.

**Q. Does your child get 2 year funding?**

Yes	42%	No	34%
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**For under 3's** From April 2024, new childcare funding offers will be rolled out to more families

**Q. Would you take up these new offers if you are eligible?**

Yes	94%	No	6%
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**Most three- and four-year-old** children with working parent/s can get 30 hours of funded childcare a week (term time).

**Q. Does your child get 30 hours funded childcare?**

Yes	65%	No	35%
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**Q. Do any of your children have additional needs?**

Yes	14%	No	79%	Blank	7%
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**Q. Have you found it difficult to find the right childcare for your child with additional needs?**

Yes	66%	No	31%	Blank	3%
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**Q. What issues did you have?**

Setting not able to meet their needs	42%
Didn't feel confident with the options available	32%
Other (please specify) (28%)	
<ul style="list-style-type: none"> <li>• Lack of information for parents to what settings and options are out there</li> <li>• Not enough childcare providers in the area offering places for children with additional needs or unable to meet their needs (5)</li> <li>• Not enough choices in my area</li> <li>• Limited funding for inclusion hours to safely support child outside of education.</li> <li>•</li> </ul>	

**Q. Do you use registered childcare?**

Yes	42%	No	34%	Blank	24%
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**Q. Which type of registered childcare do you use?**

Childminder	20%	School Nursery	10%
Nanny	0%	Breakfast Club	20%
Pre-school	24%	After School Club	19%
Day Nursery	41%	Holiday Club	10%

**Q. If you don't use formal childcare, what stops you?**

My chosen childcare provider is full	2%
I can't afford it	32%
I can't get the hours I need	11%
I don't need childcare	51%
Other (please specify) (12%)	
<ul style="list-style-type: none"> <li>• Not required/ No longer needed/ Child/ren in school (11)</li> <li>• Child due to start soon (3)</li> <li>• Can't meet SEND support needs</li> <li>• No child care facilities to meet my child's SEND needs (4)</li> <li>• Total lack of availability for child care respite and suitable short breaks in and by NELC area.</li> </ul>	

**Q. If you do use formal childcare, when do you use it?**

Only when schools are open (term time)	38%	All year round (including school holidays)	62%
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**Q. Do you know you can "stretch" the funded childcare offers?**

Yes	68%	No	32%
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**Q. Why do you use formal childcare at the moment?**

So that I can work	84%	So that I can study/train	6%
I use the funded childcare places for 2, 3 & 4 year olds	17%	To help my Childs development	45%
So that I can do other things	4%	To give me respite as my child has additional needs/SEND	4%
Other 0.5%			
<ul style="list-style-type: none"> <li>• I am ill and need break</li> </ul>			

**Q. How many hours of childcare do you use over a normal week?**

Less than 15 hours	32%	Between 15 to 30 hours	46%
More than 30 hours	19%	None	2%

**Q. Since June 2022 have you used more or less childcare**

I use less childcare because I can no longer afford too	20%
I use less childcare because the hours/days offered no longer suit me	3%
I use less childcare because my childcare providers is closed	1%
I use less childcare because I no longer need the childcare as my work has changed	4%
I use more childcare because I can no longer use family and friends to look after my child/ren	19%
I use more childcare as I have increased my working hours	19%
<p><b>Other 34%</b></p> <ul style="list-style-type: none"> <li>• I use the same amount of childcare (29)</li> <li>• I have family support mainly/ Granny look after my kid/ Same grandparents no cost/ Husband stays at home (12)</li> <li>• Nowhere suitable for a child with complex needs that is suitable regular and reliable (2)</li> <li>• Less my child is now in nursery/ full time education (10)</li> <li>• Don't need/use childcare at the minute/ I never needed childcare/ Child/ren now in school (19)</li> <li>• I use more childcare to prepare my child for school/ spend time with peers (3)</li> <li>• More as gone back to work (6)</li> <li>• I use what i feel is right for me personally and for my child's development</li> <li>• The places for The hours I need are full and can not afford</li> <li>• I used less before as I've been on adoption leave but I'm going back to work so will use more now I have the 30 hours funding</li> <li>• Child care need started in January 2023 and has been consistent</li> <li>• I would use more but can't afford it (2)</li> <li>• Company are supportive / work from home so able to work around my childcare needs (3)</li> </ul>	

**Q. Can you get the right amount of hours for children for**

	Yes	No
work, training and education	64%	36%
the funded childcare for 2, 3 & 4 year olds	52%	48%

**Q. If you use formal childcare (pre-school, nursery, school nursery, childminder, after school, holiday club, etc) or have used formal children but cannot get enough hours, what stops you using more childcare?**

The childcare provider is full	9%
I can't afford it	57%
The childcare provider offers all parents the same number of hours	4%
My chosen childcare provider isn't open for all the days/times I require	12%
<p><b>Other 19%</b></p> <ul style="list-style-type: none"> <li>• Holiday club would be beneficial/No out of school provision at the school (2)</li> <li>• I have been able to get the amount of hours required/ Don't need more (6)</li> <li>• Don't require child care (17)</li> <li>• I have him split between two nurseries</li> <li>• I want to spend time with my child/ don't want them to do more hours than necessary (3)</li> <li>• Meeting individual additional needs/ Sen support/ ratios/ funding (2)</li> <li>• I am able to increase when I need to</li> <li>• my chosen child care does not offer wrap around care and is restricted to the sessions they offer 8-6 8-1 or 1-6 I need childcare for after school 3.15 until 6</li> <li>• Cannot find childminder that accepts funded hours</li> <li>• None childcare facilities for SEND child/ require a provider with additional needs training and can take their sibling which isn't possible.</li> </ul>	

**Q. Do you need childcare for these times or days?**

Early Morning (5am to 8am)	56%	Late Evening (6pm to 10pm)	24%
Overnight (10pm to 6am)	4%	Weekends	16%

**Q. What extra childcare do you need? (Tick all that apply)**

Pre-school	7%	School Nursery	2%
Day Nursery	10%	Breakfast club	25%
Childminder	6%	Out of school club	26%
Nanny	1%	Holiday club	22%



### Q. Where do you need childcare?

Close to home	51%	Close to work	19%	Close to school	27%
<b>Other 2%</b> <ul style="list-style-type: none"><li>• Not needed (3)</li><li>• Any / all of the above</li><li>• With flexible places</li><li>• We travel 15 miles to nursery/Will travel to the nursery I feel most comfortable leaving my child (2)</li><li>• Anywhere within 3 miles</li></ul>					

### Q. Is there anything you would like to tell us about childcare provisions in North East Lincolnshire?

#### Affordability

- The after school club is over priced and therefore underutilised. At nearly £25 for 3.30-6 it is unaffordable for most/ Inadequate provision at affordable rates (2)
- Not enough help or funding for low income/working families/ Too expensive, would cost more than I earn/ childcare is very expensive but have to pay for my full-time job. (5)
- The financial support for those that need childcare i.e. those working 30+ hours a week, who you claim earn too much to benefit, is embarrassing. Punishing the workers yet those out of work get it all free.
- Good ones never get in, super expensive if you don't get funded hours, my oldest is in nursery but struggling to go back to work as it would be £60 a day for my 8month old to go for a day
- I cannot increase my working hours because the increase in childcare costs would not make it viable (2)
- The cost needs to be brought down
- Not enough affordable childcare/after-school clubs. Wish my children's schools had decent breakfast clubs that I could use the gov scheme for
- I had no problem finding a nursery place from age one. My only issue is spending nearly £1000 a month on fees

#### Availability

- Only a certain few do the school pick ups from each school (2)
- My youngest isn't able to use his full 30 hours until June 2025 due to lack of spaces and I added him to the list before June this year. Yet my daughter has full flexibility due to spaces available.
- Nursery does not provide wrap around care, so have to split my childcare between two providers
- I am struggling finding the right childcare place for my baby daughter plus the cost of having her in nursery would mean all my extra wages would be going on childcare.

- Carers are few and far between and good quality carers for complex children with severe disabilities even harder to find
- Hardly any to choose from and very few provide 8-6 all year round which working people need
- Have to use a nursery out of town as no where local that I deem appropriate for my youngest has space. I also have a child in primary school and there is no after-school or holiday clubs available. The school provides a breakfast club which would meet working hours but only one days after school club, which ends at 4.15pm, and I wouldn't finish work until 5pm.at the earliest.
- The after school club availability for my 5 year old is completely insufficient in its entirety. After school clubs are only available for certain year groups on certain days and have limited capacity on a first come first served basis. This changes every half term which means some weeks/months my child cannot use the clubs even if they are available to her year group.
- Breakfast club starts at 8 and this is the time a lot of parents actually have to be at work
- There are fantastic provisions for childcare but do find with Holiday clubs the places are limited and not advertised as well as they could be
- My little boy is at preschool/nursery but they do not provide after school club for this age. I am a teacher so have to then get a childminder to pick him up. It's very upsetting not being able to pick my child up from school.
- I have been lucky with childcare for my children, the provider is open all year round extra BHs, weekend and christmas. The only problem was lack of flexibility, sessions had to be booked way in advance and had to be the same each week. I can appreciate why, but given some contracts and flexibility of employers now; it would be useful if childcare could be the same.
- Each school should offer breakfast club or afterschool club for all ages including pre-school / nursery. The providers should be funded appropriately in order to be able to provide high quality of care and service and keep their fees affordable. This will help families to work and earn good living, pay tax not use social care services to cover their needs. (9)
- There should be more activities for kids during half terms and school holidays and it should be more affordable for what they offer. There should be a kind of day camp for kids that provides not only activities but also food and means of transport. I am happy to pay for off school activities but £20 a day without food and transport seems a bit much and it is not even for a full working day.
- More flexible childcare required (3)
- There isn't sufficient places across settings in the area for the amount of children needing spaces
- School holiday and clubs hours are not great for working families most start at 9 and finish at 3 so still having to take holidays and cut hours to sort these things out
- Lack of places available in all areas. Long waiting lists. No primary's have wraparound. Expensive and only 1 choice in our area.

## Access

- I work as a part time carer I would love to complete my nursing but the placement hours are 7 am till 7 pm and would involve me traveling also I feel childcare limits me so much in my career And is just enabling me to keep using universal credit If I was able to complete my nursing I would be a sole provider and wouldn't need universal credit at all

- The wrap around with SEN support or for children with SEND/medical needs is poor. Smaller ratios and 1:1 is too difficult to access and the before, after school and holiday clubs are even harder to find (4)
- I believe all children should be entitled to a FULL TIME or equivalent (eg two part time) key worker. It's unfair that some children have a part time worker therefore their needs are only being met some of the time. How can they pick up on their targets and needs if they miss out on half of their education? I am otherwise happy with the childcare provisions provided
- The HAF vouchers can't be used because they don't need SEND needs
- Please ensure all your staff have autism training, it's so difficult to find support.

### Other

- NELC proposal to close Reynolds daycare had a negative effect on my mental health
- The quality varies dramatically
- I recently had to change from my previous childminder due to her cutting her days down and not enough space to cover the 30 hours funding. Also when my daughter was under 2 limited baby room spaces and also spaces in my childcare.
- Please support Scartho Nursery School in being financially viable for the setting and local authority.
- St Joseph's Catholic Primary Voluntary Academy has been a big help with childcare provisions.
- The Children's House in Stallingborough is fab and fits our needs
- More SEND training given to child care providers please.
- My child care setting is amazing, it is important that my child go to setting in their local area so allow them to build friends ready for school.
- Trying to close Reynolds day care put a lot of pressure on families to look for other alternatives and there was not many options providing a full day care option.
- I wish the 15 hours funding was available for all working families like the 30 hours is.
- I feel deeply that the maintained council provision should be protected as they provide a quality of care and education that you can't find elsewhere. If it's Possible, offering places for 2year olds as the funding rolls out would be fantastic.

**Q. We are here to help if you would like to receive more information about any of the following topics, please provide an email address and we will be in touch**

Of the respondents, 81 requested further information on the following subjects. The Families First Information Service (FFIS) have made contact and provided the relevant information and offered further assistance if required.

	Requests	Percentage
I would like to know more about the childcare available locally,	43	20%
I would like to know more about the funding I may be entitled to, to help pay for childcare	60	28%
I need some help finding the right childcare	11	5%

I would like to know more about what information, advice and support is available to families locally.	28	13%
I would like to know more about activities, clubs, or fun things to do	66	31%
<b>Other 3%</b> <ul style="list-style-type: none"> <li>No childcare starts early enough. Or for overnight shifts I have a degree in social science Been offered some good jobs But would require me to work 2 night shifts I cannot do that</li> <li>Any details on holiday clubs for children with additional needs please</li> <li>I would like to know why NELC rely on charities I would like to know why you have a " short breaks manager" for years taking a large wage despite no short breaks run by NELC were actually available. I would like to know why you have so many managers yet so little choice I would like to know why parents can't choose and find their own</li> </ul>		