Inclusive Practice

17.26 Childcare providers reported they had 70 children with 'English as an additional language'. Of these French had the majority (10 children, 15.9%), followed by Italian (8 children, 11.4%) and Somali had the least with none. See table 31 below.

17.27 Other languages (10%) identified were Danish, German, Norwegian, Greek, Eritrean, Albanian and Ukrainian.

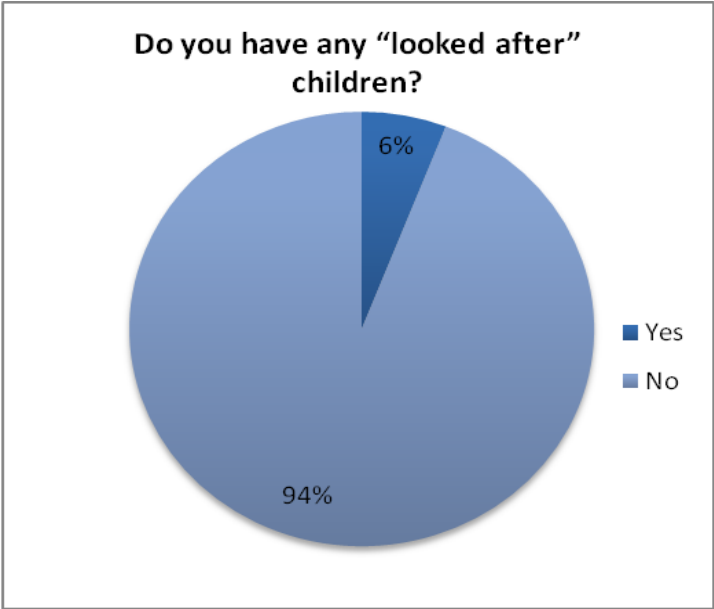**Table 31 – How many children in your setting have English as an Additional Language?**

	Additional Language	
	No.	%
Arabic	6	8.6
Bengali	1	1.4
Bulgarian	1	1.4
Chinese	3	4.3
Espanol	5	7.1
Farsi	2	2.9
French	10	14.3
Finnish	1	1.4
German	2	2.9
Hindi	1	1.4
Italian	8	11.4
Japanese	3	4.3
Mandarin	1	1.4
Polish	1	1.4
Portuguese	4	5.7
Russian	6	8.6
Serbian	3	4.3
Swedish	2	2.9
Somali	0	0.0
Turkish	2	2.9
Urdu	1	1.4
Other	7	10.0
Total	**70**	**100.0**

17.28 As part of their inclusive practice, childcare providers identified further training needs for their staff. The main focus was on Learning Difficulties & Disabilities, Speech & Language i.e. Special Educational Needs Co-ordinators (SENCO) qualification and Every Child a Talker (ECAT), and Health and Safety Training. Other training needs identified were Behaviour management, advanced paediatric first aid, and observations, planning and leadership courses.

Looked after children

17.29   Of the providers who answered (17 respondents), 94% (16) reported they had 'looked after children' in their setting. See figure 28.
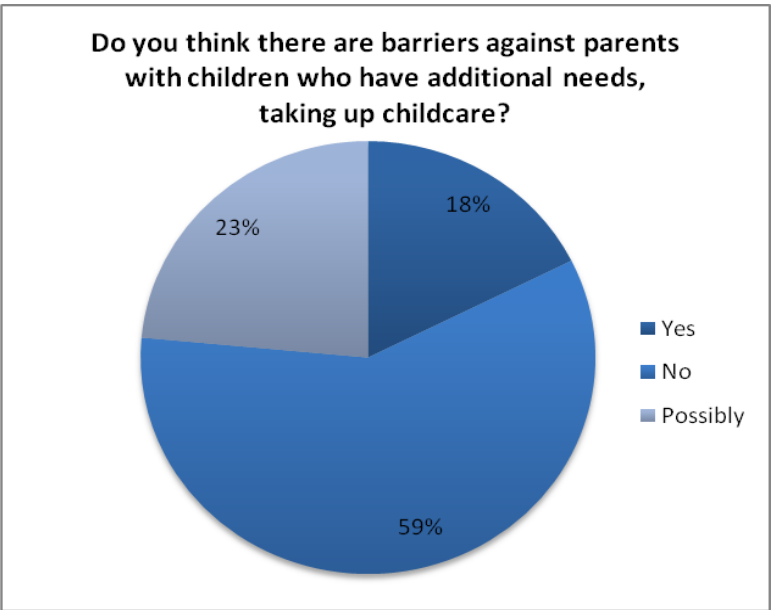
Figure 28

Barriers for additional needs

17.30   The majority of childcare providers did not think that parents with children who have additional needs had barriers to accessing their services (59%). 23% thought they would 'possibly' and 18% answered 'yes'. See figure 29.

Figure 29

17.31   Childcare providers who answered 'yes' gave further details in terms of the barriers parents of children with additional needs would face accessing childcare.

> *"Finance… lack of trained carers"*

> *"Provision is seasonal, cost of 'all day' place 4 days a week can be prohibitive"*

> *"Affordability and settings not having enough money for one to one workers"*

> *"Physical access possibly a problem"*

> *"Accessibility"*

17.32   When asked if they had any plans to improve provision for children with additional needs over the next 18 months. Over half had no plans to do so in the near future and for the rest it is ongoing, improving area planning and resources on an individual needs basis.   One provider plans to purchase sensory equipment.

17.33   Children with speech and language needs (8 children, 42.1%) were identified as the highest number with additional needs at childcare settings. This was followed by children on the autistic spectrum (4 children, 21.1%). One childcare provider also identified children who are physically delayed. See Table 32 below.

Table 32

	Additional Needs	
	No.	%
Autistic Spectrum	4	21.1
Behaviour	2	10.5
Down's Syndrome	0	0.0
Dyspraxia	0	0.0
Hearing Impairment	2	10.5
Medical Needs	2	10.5
Multiple	0	0.0
Physical Disability	0	0.0
Speech & Language	8	42.1
Visual Impairment	1	5.3
Total	**19**	**100.0**

Support for childcare providers

17.34   Overall, Childcare providers were happy with the service and support they received, when asked what additional support from Early Years or Family Information Support would help them.

> *"We do have a very good Early Years Advisor and SEN support from the Borough."*

> *"Happy with current levels of support provided"*

> *"You do a very good job"*

> *"We are extremely satisfied with early years support"*

> *"They are there when I need support"*

17.35   However, they identified areas where they need support, which included training, access to information and support in putting strategies into practice.

> *"The support we receive is excellent. The only difficulty is that most training is offered during work hours, which makes it difficult for us to fully utilise it."*

> *"Trainings and networking more special educational needs coordinators (SENCO) visits"*

> *"More up to date information on changes to legislation"*

> *"More drop in visits- for example not just for training or SEN"*

> *"Marketing"*

> *"Support to put in to practice action plans related to health and safety, safeguarding and business plan"*

18   FOCUS GROUP

18.1   As part of the Childcare Sufficiency Assessment, focus groups were held in the borough, one in the north and another in the south with parents and carers who use childcare provision. The discussions highlighted how childcare is used at different stages after childbirth and why. For all it is the practicality in terms of allowing them to tend to other areas of their lives. Both groups mainly used childcare to achieve a better balance between work or study and home life.

> *"My son goes to grandparents once a week and I use the centre twice a week all day. I work part-time to spend more time with my child."*

> *"I use it for baby massage and health visitor, I make full use of this."*

> *"My daughter goes to nursery and before I took her to drop in sessions and Maxilla crèche when I had courses."*

18.2   The social aspect for both parent/carer and children is integral for using childcare. Many commented on the difference in development between their children and those who do not use group childcare. Parents and carers highlighted the benefits, which include interacting with people sharing similar experiences as themselves.

> *"My son is far ahead socially compared to his friends who do not, including mentally and language."*

> *"My son developed language skills quicker by interacting with children of all ages… from watching older kids he eats and drinks independently."*

> *"I bring my grandchild here because his mother has bi-polar. He needs it for the interaction and so does his mother."*

> *"I met more moms as I didn't really know anyone, who had a child… just speaking to other mothers."*- First-time mother in her group of friends.

18.3   Factors such as price, place and people greatly influence decisions to use formal childcare. Price is first considered, then location; convenience and facilities, and staff; their qualifications and experience. Perception of quality, security and ambience are also an important aspect.

> *"This centre was best for childcare in terms of price, staff and better atmosphere, they are very good."*

> *"Nannies are 2-3 times the price of nursery."*

> *"A lot of people in this area cannot afford childcare and we need a place like this to bring children here."*

"As a first time mum I felt that this centre was the safest, it is important to be happy when you leave your child … it is very difficult to go back to work if you feel that your child is unhappy."

"I went to 10-12 nurseries this was the best, it blew others away."

"I was due to go back to work and if I didn't get a place here [for my second child] I would have taken my [first] child out of nursery and not gone back to work."

Other formal childcare

18.4 Participants widely held a preference for children's centres over nurseries or childminders. This was especially so for those residing in the south. Quality of care, security and qualifications caused issues of concern in particular with childminders. One participant in the north was willing to pay for formal childcare because of the disruption a free nursery place would cause to their routine.

> *"Difference between childminder and nursery- it is not the same as a centre. This is like a school you can contact them... my friends notice the difference between the two."*

> *"I don't like the idea of leaving my child with one person. I don't like the idea of me not being there for 8 hours a day."*

> *"I would never use a childminder because they are taking care of other children. The quality of care would not be the same as the quality of care in [a] centre or nursery."*

> *"I feel safer in nursery than [with a] childminder; I saw a video on the internet of a bad minder."*

> *"It is not the same as nursery, especially the interaction for children."*

> *"Do childminders have the same qualifications as nursery staff."*

> *"School holidays affect decisions to put children in centres and nursery. Planning on leaving my child in centre till he goes to school...I am willing to pay for childcare because of school holidays."*

Informal childcare

18.5 Informal childcare is classed as arrangements made between friends and family members. Attitudes towards informal childcare varied significantly between the groups. Even though some participants had similar circumstances for childcare needs, those residing in north of the borough actively used it to fill gaps where formal and professional childcare does not meet their needs. Whereas those from the south did not share the same views, it was perceived as being a burden to others. This may be due to social and cultural background, and location.

North

> *"When I returned to work I had to use grandparents from April to August, when a place became available."*

> *"Grandparents live in Chelsea and drive to pick up son once a week. I also use the grandparents or sister when I have an intensive work week. My sister lives near where I work… my sister uses nursery two days a week and grandparent twice a week, both maternal and paternal."*

> *"Just friends, as my parents live abroad and husband's parents live in Chelsea. I use a childminder when I have money for 2-3 hours. I leave my son with friends for a few hours only."*

South

> *"No family but friends and they all have children… I can't ask friends with children to look after my own children; I need bigger space to look after a large group of children."*

> *"Niece of partner and my mother lives in Greenford; my child doesn't go there."*

> *"Most people aren't from London and no family to help with childcare."*

Access and Lack of information

Childcare

18.6   When accessing childcare information in the borough, all participants felt they *'stumbled'* onto childcare provision. There was also a disparity between the north and south when accessing information.

18.7   Although both groups found information from other parents, the north was more diverse in their approach including using outreach workers to receive information about childcare. In comparison to those in south, who had a more insular approach using the internet. Some participants had accessed the Family Information Services provided by the borough, but did not realise so because of the name and description used.

18.8   Many only considered childcare after the birth of their children and when they had to return to work. This greatly impacted what choices they had for work and childcare, in terms of what, when and how much.

> *"You don't know what to do especially when having a child for the first time. You aren't told these things. If you want a certain nursery at a certain time, you need to apply a year beforehand. A lot of people find that they left it too late."*

> *"I was offered more work but couldn't due to the centre nearby being closed down (Latymer Christian Centre) and there was no capacity here because of extra children. The earliest chance for space will be September."*

18.9   Participants felt information should be provided before the birth and by professionals who have regular access to their children. This would have prepared them when making provision for childcare.

> *"No health visitors could provide info on childcare. If they do it is more hush hush i.e. try and sign up early."*

> *"Someone should tell you when you are pregnant i.e. midwife or health visitor as they visit child. They should tell you if you want to return to work [to] apply now."*

Schools

18.10   Some participants knew the processes involved in selecting schools, in terms of obtaining information about when, where and how to apply. The majority of parents and carers plan to send their children to schools run by the borough with the preference to them being sent to schools within their catchment areas. In the south, some were considering private school as their local schools are religious and they did not feel they would be first priority. They also stated their decisions would be based on the opinions of other parents and OFSTED ratings, unlike private schools, state schools do not allow parents to visit until they have applied.

Impact of childcare

18.11   In adequate childcare greatly impacts the quality of lives of parents, carers and children. Local provision in the borough is viewed as a *'great community resource'*. However demand outweighs provision available, this is especially so for the south of the borough and has resulted in people having to leave employment in order to care for their children. There is a frustration with not knowing where to go for help.

> *"No sufficient childcare in the area, so many friends have to stay at home because of no childcare."*

> *"I don't know where to complain to demand better."*

> *"I don't think I can call the council and complain about there not being enough childcare in the area."*

18.12   Women are particularly affected by what is viewed as insufficient childcare; they give up employment to give care. This in turn affects other areas of their lives.

> *"I feel uncertain about what will happen next. I can extend my maternity or leave work."*

> *"If I don't work for 2-3 years, it will be difficult for me to get back into my profession."*

"Insufficient childcare does not just affect women but also men. They are part of the relationship."

"To work childcare would have been shared between self and sister."

Areas of improvement

18.13   The main area of improvement was identified by participants in the south was a change in admission criteria. Many of the local schools in the area are religious and even if you are religious but did not belong to the religion. Participants perceived this as discriminatory. Education should be accessible and religion should not be an obstacle.

19   RECOMMENDATION

19.1   The Royal Borough of Kensington and Chelsea will build on current communication channels that support parents to register for schools and nurseries, and work closely with Health Visitors to ensure that parents receive information and guidance about childcare options.

19.2   It will continue to utilise the Family Information Service (FIS) to monitor the net loss and gain of childcare places in the borough.

19.3   It will continue to monitor the demand for childcare in light of changes to Tax credits and Minimum Fee Entitlement.

19.4   It will carry out an annual satisfaction survey with an agreed percentage of childcare providers.

APPENDIX I : Parental Survey

The Royal Borough of Kensington and Chelsea

Survey of Childcare

Please complete this survey and return it by **Friday the 30th April 2010**.

Fully completed surveys will be eligible to enter a free draw in which you could win a £50 voucher for the supermarket of your choice. If you wish to enter the draw, please fill in your contact details at the end of this survey.

1. **How many children do you have attending the childcare provider from which you received this survey?** _____

2. **How old are they? (If you have more than one child tell us the age of each in years and months.)**

Child 1 _____

Child 2 _____

Child 3 _____

Child 4 _____

3. **Do you receive any of the following support toward the costs of childcare and if so, what is the value of this support?**

	Yes	£
Free place	❑	_____
Family Rate	❑	_____
Childcare Working Tax Credits	❑	_____
Childcare vouchers from employer	❑	_____
None	❑	_____

Other (please state) _____

_____ _____

_____

4. **Which of the following best describes what childcare allows or helps you to do? (If more than one description applies, please rate your answers in order of importance - 1 (most important) 2 (next) 3 and so on.)**

Order of importance

Work full time ☐ _____

Work part time ☐ _____

Volunteer ☐ _____

Study ☐ _____

Care for a relative ☐ _____

Catch up with chores ☐ _____

Have some leisure time ☐ _____

Feel your child is learning and developing ☐ _____

Other (please state)

_____

_____ _____

_____

---

5. **If your child or children have any additional needs, how happy are you that these are being met by the childcare provider?**

	Very happy	Happy	It's OK	Unhappy	Very unhappy	Not applicable
Physical Disability	☐	☐	☐	☐	☐	☐
Learning Difficulty	☐	☐	☐	☐	☐	☐
Dietary	☐	☐	☐	☐	☐	☐
English not first language	☐	☐	☐	☐	☐	☐

Other (please state)

_____

_____

_____

---

6. **How easy was it for you to find a childcare place?**

☐ *Very easy*   ☐ *Easy*   ☐ *It was OK*   ☐ *Hard*   ☐ *Very Hard*

---

7. **How did you find out about this childcare place?**

☐ *Word of mouth*   ☐ *Direct Gov Website*   ☐ *Employer*   ☐ *Children's Centre*

☐ *RBKC Family Information Service*   ☐ *School*   ☐ *RBKC Website*

Other (please state)

_____

_____

---

8. **Was this your first choice of childcare for your child or children?**   ☐ *Yes*   ☐ *No*

9. **If no, please tell us why you did not get your first choice of childcare place.**

_____

_____

_____

10. **In terms of this childcare provider how happy are you with:**

	Very happy	Happy	It's OK	Unhappy	Very unhappy
The distance you have to travel	❑	❑	❑	❑	❑
Opening times	❑	❑	❑	❑	❑
Staff	❑	❑	❑	❑	❑
General standards	❑	❑	❑	❑	❑
Range of resources and activities	❑	❑	❑	❑	❑

11. **Do you think the fees you pay for childcare are:**

❑ _Expensive_   ❑ _Fair_   ❑ _Cheap_   ❑ _Very cheap_   ❑ _I don't pay fees_

12. **How happy are you that the services provided by this childcare provider are meeting your child's or children's:**

	Very happy	Happy	It's OK	Unhappy	Very unhappy
Social development	❑	❑	❑	❑	❑
Emotional development	❑	❑	❑	❑	❑
Language development	❑	❑	❑	❑	❑

13. **How happy are you that the services provided by this childcare setting are meeting their needs in terms of:**

	Very happy	Happy	It's OK	Unhappy	Very unhappy	Not sure	Not applicable
Reading and writing (Literacy)	❑	❑	❑	❑	❑	❑	❑
Using numbers (Numeracy)	❑	❑	❑	❑	❑	❑	❑
Physical development	❑	❑	❑	❑	❑	❑	❑
Creative development	❑	❑	❑	❑	❑	❑	❑
Knowledge and understanding of the world	❑	❑	❑	❑	❑	❑	❑
Overall personal development	❑	❑	❑	❑	❑	❑	❑
Enjoyment and fun	❑	❑	❑	❑	❑	❑	❑
General health and well-being	❑	❑	❑	❑	❑	❑	❑
Safety	❑	❑	❑	❑	❑	❑	❑

14. **What would you do if this childcare was not available?**

☐ *Make arrangements with family*   ☐ *Find another childcare provider*   ☐ *Work part time*

☐ *Make arrangements with friends*   ☐ *Give up work to look after children*   ☐ *No change*

Other (please state)

_____

_____

_____

---

15. **Do you feel that your childcare provider allows or would allow you to advise, influence or get involved in the way the service is run?**

☐ *Yes, very much*   ☐ *Sometimes*   ☐ *A little*   ☐ *Not at all*   ☐ *Not sure*

---

16. **Do you feel that the service provided by this childcare provider represents value for the money you pay or is paid?**

☐ *Very much*   ☐ *It's OK or adequate*   ☐ *Not much*   ☐ *Not at all*   ☐ *Not sure*

---

17. **What do you think are the 3 key benefits that you and your family realise from using childcare?**

i) _____

_____

_____

_____

ii) _____

_____

_____

_____

iii) _____

_____

_____

_____

---

18. **What do you think are the main 3 ways in which the childcare your child or children receive could be made better?**

i) _____

_____

_____

_____

ii) _____

_____

_____

_____

iii) _____

_____

_____

_____

If you would like to enter the draw, please enter your contact details below:

Name _____

Telephone no. _____

Email address _____

Choice of Supermarket _____

APPENDIX II : Provider Survey

Childcare Sufficiency Assessment 2011 - Childcare Providers

The Royal Borough of Kensington and Chelsea has to complete a Childcare Sufficieny Assesment (CSA) every three years, to demonstrate there is the right type of provision available for people that live and work in the borough.

It helps us to shape and focus on the provision of sufficient, sustainable and flexible childcare that is responsive to parents' needs.

Your childcare provision is based within our borough and we would like your views and some information about your setting, to help us inform our CSA.

Please can we ask for a few minutes of your time to answer some questions.

Thank you in advance for your time.

Childcare Sufficiency Assessment 2011 - Childcare Providers

Core details

*1. What is the name of your setting? (or your name if you are a childminder)

[   ]

*2. Please indicate what is the primary type of provision you run.

○ Private Nursery

○ Childminder

○ Playgroup/Pre-School

○ Out of School Club

○ Independent School

*3. Please supply the full postcode where provision is delivered.

[   ]

Childcare Sufficiency Assessment 2011 - Childcare Providers

Financial details

4. Do you know the cost of providing a place at your setting?

○ Yes

○ No

Childcare Sufficiency Assessment 2011 - Childcare Providers

Financial details

5. If "Yes" to above, please state the cost per place, per week (this can be worked out by dividing total expenditure by total number of registered places, please complete as appropriate):

Under 2 age group (£) [   ]

2-3 age group(£) [   ]

3-5 age group(£) [   ]

5-8 age group(£) [   ]

8 and above age group (£) [   ]

Occupancy

6. Please provide details of the average occupancy rate for the last six months as a percentage (occupancy defined by number of places taken up divided by total number of registered places).

Under 2 age group [   ]

2-3 age group [   ]

3-5 age group [   ]

5-8 age group [   ]

8 and above age group [   ]

7. Are the majority of your places occupied:

◯ Full-time

◯ Part-time

8. If known, what is your breakeven occupancy rate as a percentage?

[   ]

9. Do you have a waiting list?

◯ Yes

◯ No

10. If 'Yes' to above, how many children do you currently have on your waiting list?

Under 2 age group [   ]

2-3 age group [   ]

3-5 age group [   ]

5-8 age group [   ]

8 and above age group [   ]

Marketing

11. Do you have a marketing plan?

◯ Yes

◯ No

12. Do you conduct customer surveys?

◯ Yes

◯ No

13. How do you advertise your setting/business? (please tick all that apply)

☐ Family Information Service

☐ Local leaflet distribution

☐ Local Press

☐ National Press

☐ Word of Mouth

Other (please specify)

[   ]

14. Do you produce a Parent Pack for prospective customers?

◯ Yes

◯ No

Childcare Providers Survey - CSA 2011

Quality of provision

15. How do you review children's personal development in your setting?

[   ]

16. How do you work in partnership with parents?

[   ]

17. Do you continually review the training needs of your staff?

◯ Yes

◯ No

If 'Yes', please state how

[   ]

18. Have you achieved a Quality Assurance accreditation?

◯ Yes

◯ No

◯ In progress

If 'Yes', please specify which scheme and when it was achieved

[   ]

Childcare Provider Survey – CSA 2011

Inclusive practice

19. How many children in your setting have English as an Additional Language?

Number of Children

Language	Number of Children
Arabic	[ ]
Bengali	[ ]
English	[ ]
Espanol	[ ]
Farsi	[ ]
French	[ ]
German	[ ]
Hindi	[ ]
Italian	[ ]
Mandarin	[ ]
Polish	[ ]
Portuguese	[ ]
Russian	[ ]
Somali	[ ]
Turkish	[ ]
Urdu	[ ]

Other (please specify)

[   ]

20. In regards to inclusion what further training needs for your staff have you identified?

[   ]

21. Do you have any "looked after" children?

◯ Yes

◯ No

If 'yes', how many?

[   ]

22. Do you think there are barriers against parents with children who have additional needs, taking up childcare?

◯ Yes

◯ No

◯ Possibly

if 'Yes', please give further details (location, finance, accessiblity etc)

[   ]

23. Do you have any plans over the next 18 months to improve the provision for children with additional needs? (for example, buying additonal equipment, modifying premises, etc)

[   ]

24. How many children in your setting have the following needs?

	Number of children affected
Autistic Spectrum Disorder	[ ]
Behaviour	[ ]
Down's Syndrome	[ ]
Dyspraxia	[ ]
Hearing Impairment	[ ]
Medical Needs	[ ]
Multiple	[ ]
Physical Disability	[ ]
Speech & Language	[ ]
Visual Impairment	[ ]

Please state any other disability

[   ]

Your thoughts

25. What additional support from Early Years and/or the FIS, do you feel would help you?

Declaration

*26. Thank you for taking the time to reply to our survey. This will help us compile our report and establish if there is sufficient childcare in the borough. It will also help us identify what support you are after, feeding into issues pertinent to the Royal Borough of Kensington and Chelsea.

Information you provide, which is not already public information, will be kept confidential and not shared at an individual level.

Please provide your name below, as a signature, to indicate that you understand the above

APPENDIX III : Employer Survey

The Royal Borough of Kensington and Chelsea has to complete a Childcare Sufficieny Assesment (CSA) every three years, to demonstrate there is the right type of provision available for people that live and work in the borough.

Your place of work might be based or have a site within our borough. To help us establish the needs of your employees, please can we ask for a few minutes of your time to answer some brief questions.

Thank you in advance for your time.

Childcare Sufficiency Assessment 2011 - Employers Survey

1. What is the name of your organisation?

*2. Please supply the postcode of your work location.

*3. Please indicate the nature of your business

○ Agriculture, forestry and fishing (cultivation of land or animals)

○ Arts, sports and recreation (includes leisure and culture facilities and services)

○ Catering and accommodation (includes hotels, hostels, cafes, bars, restaurants and take-away)

○ Construction (building and civil engineering works)

○ Community group (voluntary sector)

○ Education (includes teaching, training and instruction)

○ Health and social care services (includes medical practice, complimentary therapies and residential or day care)

○ IT and telecommunications services (includes training, publishing, repair and consultancy)

○ Manufacturing (production of goods for sale)

○ Media and creative services (includes production, distribution, broadcasting and publishing)

○ Mining, energy and utilities (extraction of metals, oil, and gas, and the supply of electricity, gas and water supply)

○ Personal services (includes cosmetic, domestic and spiritual activities)

○ Professional and business services (includes financial, legal, real estate, office and advertising activities)

○ Retail, hire and repair (the sale, rental and restoration of goods)

○ Transport (includes bus, tube, taxi and train services)

○ Wholesale (the sale of goods in large quantities for resale by retailers)

✱4. How many employees do you have?

◯ 0-19

◯ 20-149

◯ 150-299

◯ over 300

✱5. Approximately what percentage of your employees are female?

[ ]

✱6. Approximately what number of employees work less than 16 hours a week?

[ ]

7. Do you operate shift patterns?

◯ Yes

◯ No

8. Are any employees required to work at the following times? (you may select more than one option)

☐ before 8 am

☐ after 8 pm

☐ weekends

☐ Bank Holidays

✱9. What sort of childcare support do you offer? (you may select more than one option)

☐ Childcare vouchers

☐ Salary sacrifice

☐ Childcare information

☐ On-site nursery/creche

☐ Employer childcare subsidies

☐ None of the above

Other (please specify)

[ ]

✳10. Where do you access information on local childcare provision? (you may select more than one option)

☐ Family Information Service

☐ Children's centre

☐ Childcare providers

☐ JobCentre Plus

☐ Council website

☐ Direct.Gov

Other (please specify)

[   ]

11. Has childcare been identified as a barrier to recruitment and retention?

◯ Yes

◯ No

✳12. Which of the following are childcare issues for your staff? (you may select more than one option)

☐ Poor quality of childcare

☐ Cost of childcare

☐ Hours of availability

☐ Location of childcare

Other (please specify)

[   ]

13. Please provide your contact details if you want to learn more about how to support your employees with childcare.

[   ]

Thank you for your time, co-operation and support - your responses will be treated in confidence and used to inform the audit of childcare provision in the Royal Borough of Kensington and Chelsea.