

Parent & Carer Survey 2018

209 parents and carers in Tower Hamlets shared their thoughts and experiences with us. This report summarises the views of those who took part in the survey.



Seven in ten (72%) parents and carers feel confident monitoring their children's internet/social media use but nearly one in five (17%) do not feel confident.



Half (50%) of parents and carers say more information about places they can go with their children and family would improve their family life.



Around six in ten (58%) parents and carers say they are satisfied with the support they have received from a family support service or agency.



Three in ten (30%) parents and carers say they have not had enough information to support their children in dealing with their feelings.



Nearly two thirds (64%) of parents and carers say they worry about their children's health and well-being often.



Three quarters (75%) of parents and carers say that their children's learning environment is supporting their needs adequately.



One in five (21%) parents and carers say their children receive private tuition mostly by them weekly.



Around a third (34%) of parents and carers say they have not had enough information to help them plan their children's future.



Nearly three quarters (73%) of parents and carers say they prefer to receive information via e-mail.



Nearly a quarter (24%) of parents and carers report that their children have been bullied in the past year.

Introduction

This is the report of the 3rd Tower Hamlets Parent and Carer Survey (PCS) which was carried out in 2018 and captured the views of 209 parents and carers in the borough. The PCS was commissioned by the Parent and Family Support Service to obtain the views of parents and carers, and to find out what types of support would be helpful for them. The survey findings will inform the delivery and shaping of services for families in the borough.

Methodology

The survey was open to all parents and carers of dependent children living in Tower Hamlets, or whose children attended school in Tower Hamlets. An incentive was offered to parents and carers to complete the survey in order to boost participation.

The PCS was conducted online and ran from 21st June 2018 to 14th August 2018. The survey was publicised through the council's website and intranet, IDEA stores, children centres, leisure centres, and social media.

All 209 people who participated in the survey gave valid responses, meaning that they completed at least one of the substantive questions in the survey (not just demographic information).

Since this is a small sample, and those who took part are a self-selecting group, the survey is not intended to represent the views of all parents and carers in the borough.

Technical notes

Not everyone who took part in the survey answered each question. Therefore, sample sizes between different questions vary. Where more than one survey question has been included within a single chart, the minimum sample size has been provided.

The results presented throughout this report have been rounded to the nearest percentage point. This means that percentages may not add up to 100.

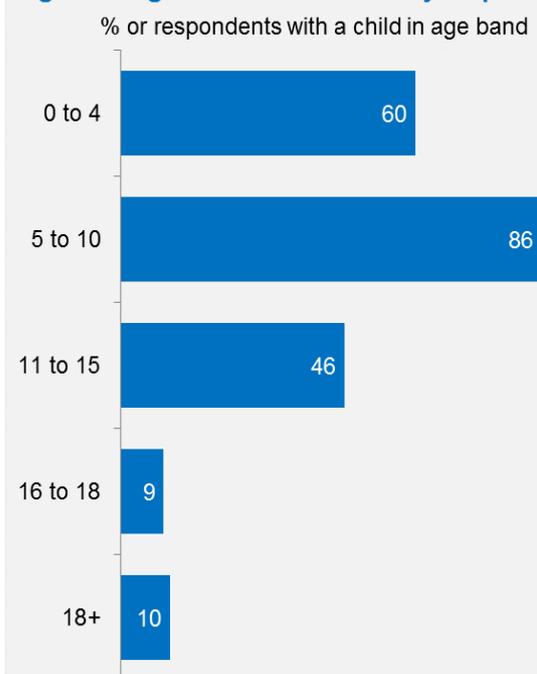
The Survey Cohort

As the Parent and Carer Survey is only intended to represent the views of those who took part in the survey, not all parents and carers in the borough, it is important to understand the cohort when interpreting the findings in this report:

- The large majority of survey respondents (98 per cent) were parents, 1 per cent described themselves as grandparents, 0.5 per cent described themselves as carers, and 0.5 per cent described themselves as foster carers.
- Most respondents (60 per cent) were aged 35 to 49, 28 per cent were aged 25 to 34, 8 per cent were over 50, and 4 per cent were under 25.
- The majority of respondents (81 per cent) were female, 16 per cent were male, and 2 per cent preferred not to say.
- 35 per cent of respondents were Bangladeshi, 25 per cent were BME (excluding Bangladeshi), 20 per cent were White British, 14 per cent were White Other, and 6 per cent said they did not know or did not want to say.

- 4 per cent of survey respondents said that they had a disability, 91 per cent said they did not, and 4 per cent said they did not know or did not want to say.
- 73 per cent of survey respondents said they were in work (either part-time or full-time) while 27 per cent were not in work.
- 28 per cent of respondents had one child, 44 per cent had two children, 17 per cent had three children and 11 per cent had four or more children.
- 17 per cent of respondents were lone parents/carers, while the majority (82 per cent) shared parenting/caring responsibilities with someone else.
- The vast majority of respondents (98 per cent) live with their dependent children sometimes or all of the time.
- The majority of respondents (86 per cent) had a child aged 5 to 10 and relatively few parents had a child over 18 (10 per cent). [Figure 1](#) provides a full breakdown of respondents by the age of their children. Note that respondents with multiple children of different ages are counted more than once, so the total is greater than 100 per cent.
- 16 per cent of respondents have a child with Special Educational Needs or Disability.

Figure 1: Age of children of survey respondents



Source: Parent & Carer Survey 2018, sample size = 208
 Note: Respondents can have more than one child, therefore the total is above 100 per cent.

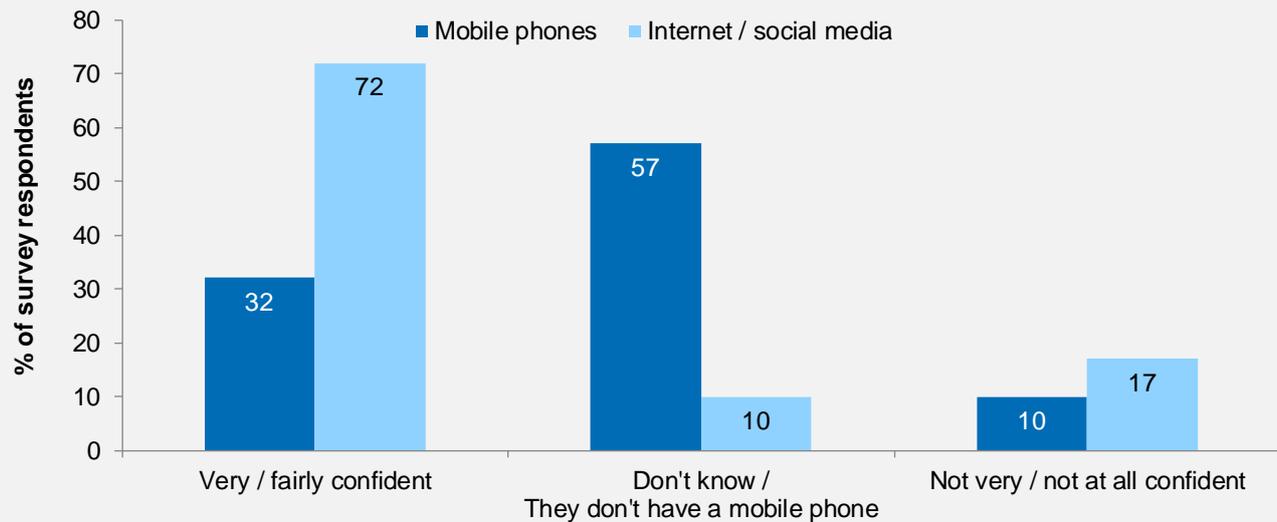
Parenting/caring experiences and confidence

Survey respondents were asked how easy or difficult they found managing their children's behaviour. Most parents/carers (52 per cent) said that they found it 'very easy' or 'fairly easy', 13 per cent said 'very difficult' or 'fairly difficult', and over a third (35 per cent) said they found it neither easy nor difficult. There were no significant differences between responses from parents with children of different ages.

When asked how confident they felt monitoring their child's use of technology, the majority of parents/carers (56 per cent) said that their child did not have a mobile phone, reflecting the fact that most of the survey respondents have young children. 32 per cent felt 'very confident' or 'fairly confident' and 10 per cent said they felt 'not very confident' or 'not at all confident' monitoring their child's mobile phone use. The remaining 1 per cent said that they didn't know, see [Figure 2](#).

When respondents were asked about the internet and social media, seven in ten (72 per cent) said that they felt confident monitoring their children's use, while nearly one in five (17 per cent) said they were 'not very confident' or 'not at all confident'.

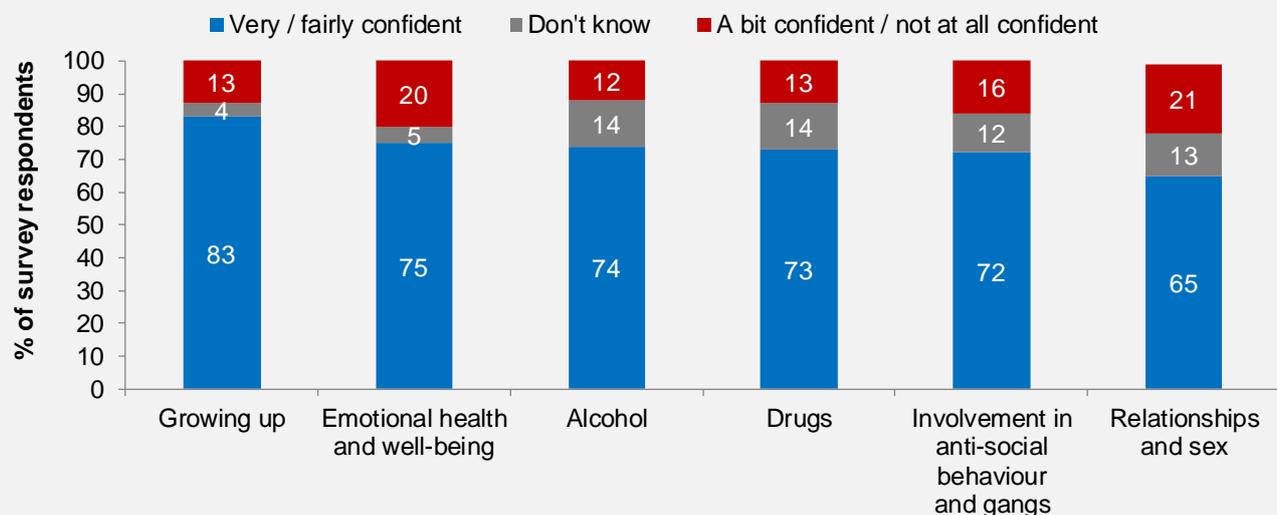
Figure 2: Confidence monitoring children's use of technology



Source: Parent & Carer Survey 2018, minimum sample size = 201

Parents and carers were also asked how confident they felt talking to their children about a range of different issues. Figure 3 shows that the majority of parents felt 'very' or 'fairly confident' about all of the issues, though they felt most confident speaking to children about growing up (83 per cent) and least confident speaking to children about relationships and sex (65 per cent). Over one in five parents and carers (21 per cent) said they felt 'a bit' or 'not at all confident' speaking to their children about relationships and sex.

Figure 3: Confidence talking to children about issues



Source: Parent & Carer Survey 2018, minimum sample size = 201

Getting information

Respondents were asked how they prefer to receive information about parenting/caring. The majority of parents and carers (73 per cent) said that they preferred to receive information via e-mail, 57 per cent said online/internet, 36 per cent said text message, and 34 per cent said through leaflets/flyers.

Parents and carers were asked a similar question about where they go to for information about parenting/caring. Over half of respondents said they go to other parents/carers (56 per cent) and use online searches (51 per cent) for information, making these the two most common responses. [Figure 4](#) provides a full breakdown of the responses to this question.

Survey respondents were also asked if they felt they had received enough information to support their children on a range of issues. [Figure 5](#) provides a summary of the responses.

Parents/carers were most positive about the information they received about healthy food and lifestyle. Over two thirds (68 per cent) said they had either received 'too much' or 'enough' information, while only 13 per cent said that they received 'not enough' or 'no information' about this issue.

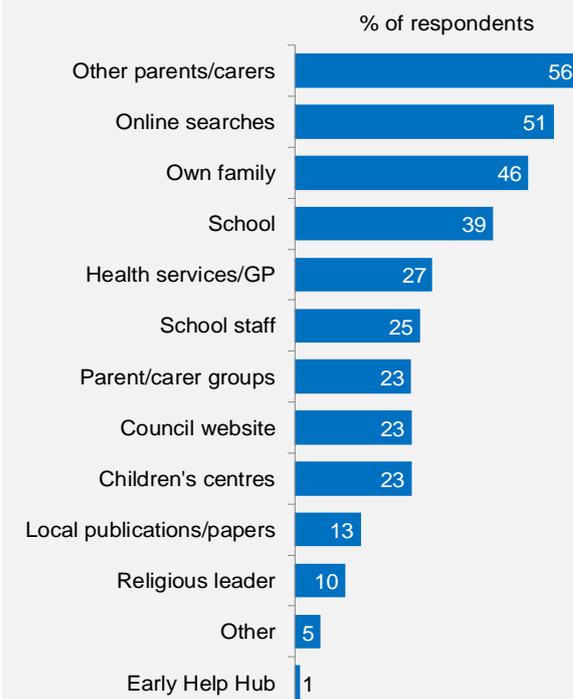
Responses were most negative, with parents/carers saying they had received 'not enough' or 'no information' to support their children on dealing with feelings (30 per cent), managing money (28 per cent), and drugs (22 per cent).

Parents and carers were asked broadly whether they have had enough information to support them in helping their children to plan their future. Only about a quarter (26 per cent) said that they had, while around a third of respondents (34 per cent) said that they had not. The remaining 40 per cent said that they didn't know or that it wasn't applicable to them.

More specifically, respondents were asked about the amount of information they received about different transitions in their children's lives.¹ [Figure 6](#) provides a summary of the responses. Parents and carers were most positive about the transition between nursery and primary school, with nearly three quarters (74 per cent) saying that they had had enough information on this transition.

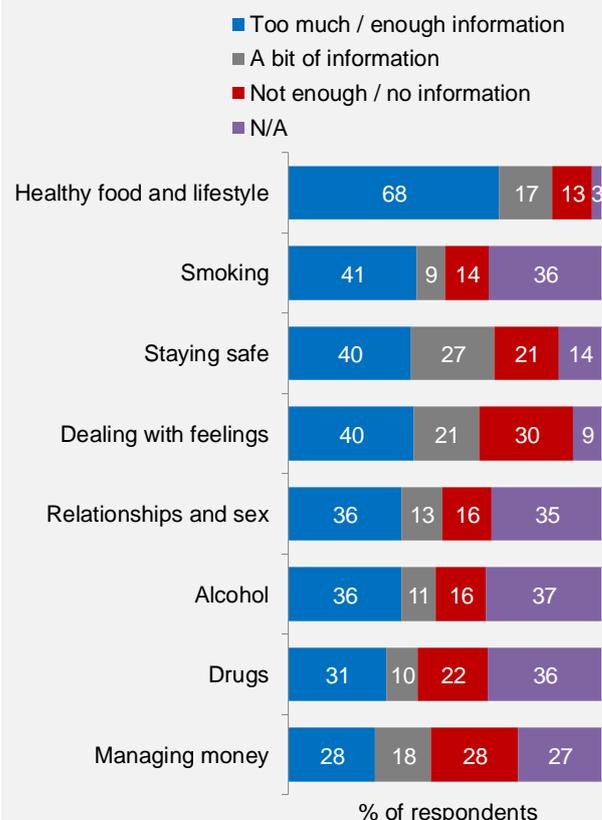
¹ These findings are unlikely to be biased by the ages of the children of respondents because parents/carers were able to select 'not applicable' if they felt the category did not apply to them. These responses have been excluded from the analysis.

Figure 4: Where parents/carers go to for information about parenting/caring



Source: Parent & Carer Survey 2018, sample size=208
 Note: Respondents could select more than one answer, therefore the total is above 100 per cent.

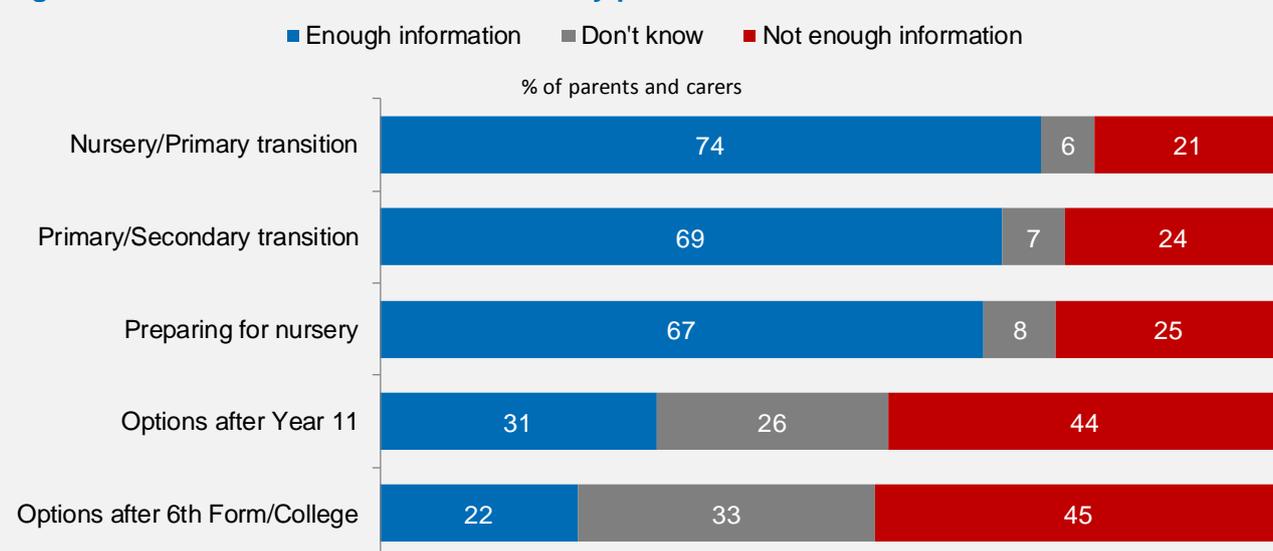
Figure 5: Amount of information parents/carers have received to support children with issues



Source: Parent & Carer Survey 2018, minimum sample size=200

Parents and carers were most negative about information they received on options after sixth form/college. Over one in four respondents (45 per cent) said that they had not had enough information.

Figure 6: Amount of information received by parents/carers about transitions



Source: Parent & Carer Survey 2018, minimum sample size = 49

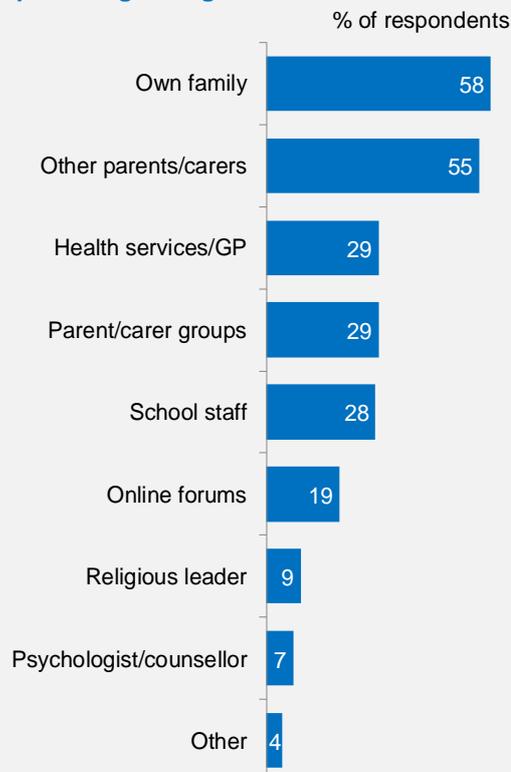
Getting support

In addition to asking parents and carers about where they get information, respondents were also asked where they go to for support. Figure 7 provides a summary of the responses. Parents and carers most commonly said that they go to their own family (58 per cent) and other parents/carers (55 per cent) for support.

Survey respondents were also asked if they had accessed support from a range of family support services and agencies in the last year. Figure 8 provides a summary of the responses. Four in ten respondents (41 per cent) said they had not used any of the services or agencies listed, making it the most common response. Schools were the most commonly used service, with around a third of parents and carers (31 per cent) saying they have accessed support from them in the last year.

Parents and carers who had accessed a service or agency were asked to rate the support they received. The majority of respondents (58 per cent) said that they were either 'satisfied' or 'extremely satisfied' with their support and only

Figure 7: Where parents/carers go to for support on parenting/caring



Source: Parent & Carer Survey 2018, sample size = 201
 Note: Respondents could select more than one answer, therefore the total is above 100 per cent.

6 per cent said that they were either 'dissatisfied' or 'extremely dissatisfied', with the remaining 37 per cent saying they were neither satisfied nor dissatisfied. Due to the small number of respondents reporting use of support services/agencies, analysis of satisfaction by service/agency was not possible.

School and learning

Survey respondents were asked if they thought their children's learning environment supported their needs adequately. Three quarters of parents/carers (75 per cent) said yes, only 9 per cent said no, and 16 per cent did not know or selected 'other'. There were no significant differences despite the type of children's learning environment (i.e. community school versus alternative provision).

Parents and carers were also asked to agree or disagree with a series of statements about their children's school.² Figure 9 provides a summary of responses. Eight in ten (81 per cent) agreed that their children's school keeps them informed about what their children are learning. Over three quarters (76 per cent) agreed that their children's school provides opportunities for them to find out how to support their children's learning at home. Respondents were least positive with the statement 'my children's school provides opportunities for me to contribute to decisions which effect my children's learning and development'. However, most parents/carers (68 per cent) still agreed with this statement, 20 per cent disagreed.

Figure 8: Family support services used by parents/carers in the last year

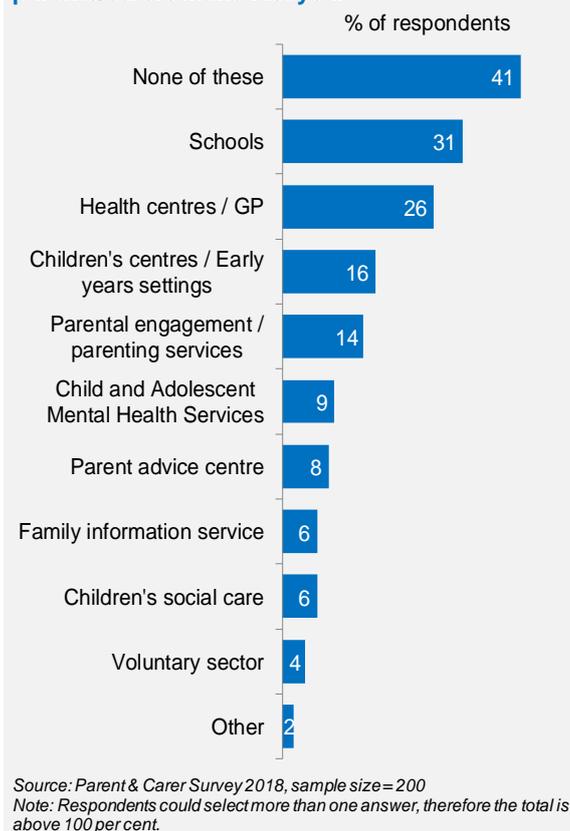
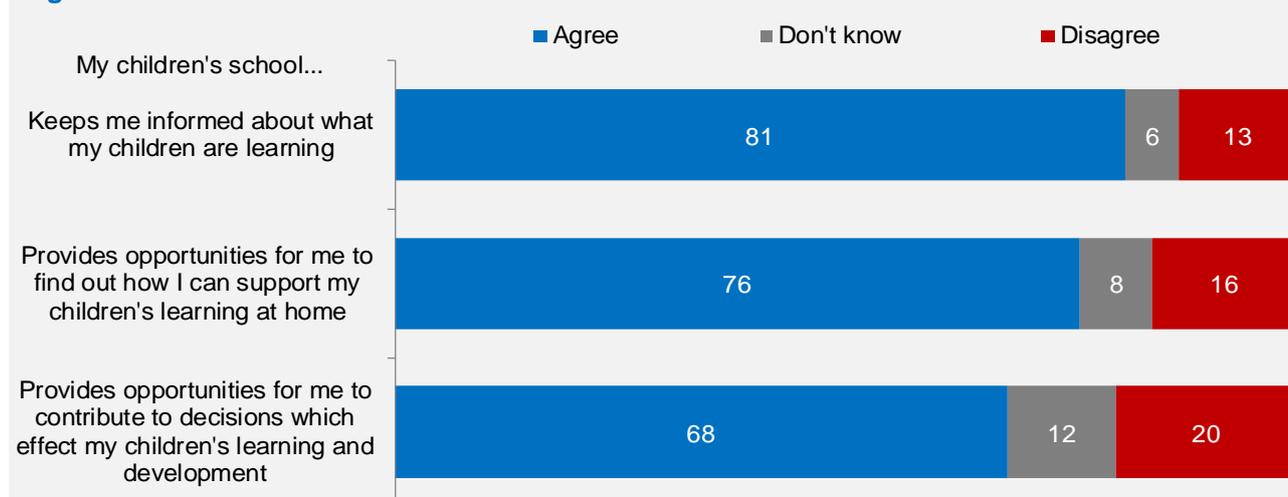


Figure 9: Parent/carer views about their children's school



Source: Parent & Carer Survey 2018, mininum sample size= 183

² These findings are unlikely to be biased by the ages of the children of respondents because parents/carers were able to select 'not applicable' if they felt the category did not apply to them. These responses have been excluded from the analysis.

One in five respondents (21 per cent) said that their children received private tuition outside of school. The majority of these respondents (60 per cent) said that this tuition was provided by themselves the parent/carer, with most saying that their children received it at least once a week (60 per cent). Reasons parents had for providing their children with private tuition included:

- Feeling that their children were struggling and needed additional support
- Generally wanting to help increase their children’s learning
- Teaching children subjects and skills that are not taught in school
- Preparing them for exams
- Children are not challenged enough, or receiving enough support in school
- Helping their children with their homework

Worrying

Parents and carers were asked what they often worry about. Figure 10 provides a summary of the responses. The most common response was ‘children’s health and wellbeing’ (64 per cent).

Only 4 per cent of parents/carers said that nothing worries them.

Bullying

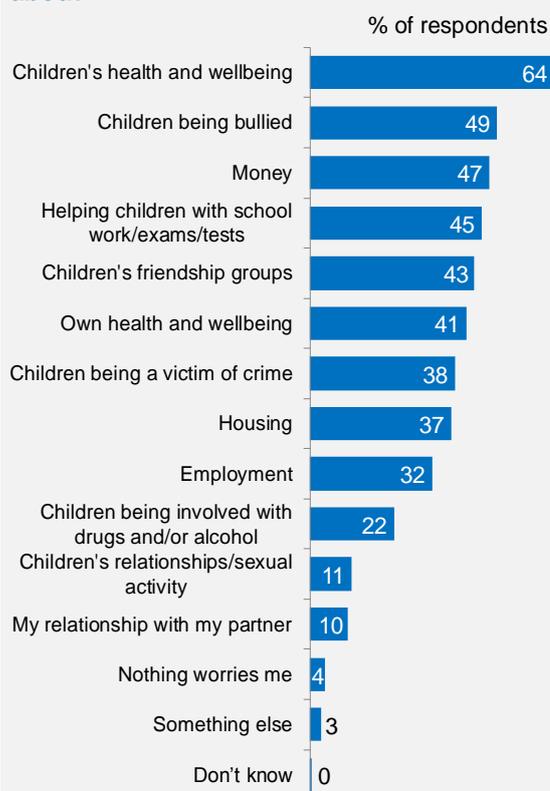
Nearly a quarter of parents/carers (24 per cent) reported that their children had been bullied in the last year, about two thirds (66 per cent) said they had not been bullied, and 10 per cent did not know.

Additionally, all parents and carers were asked how their children’s school deals with bullying, regardless of whether their children had experienced bullying. Overall, 40 per cent said ‘very well’ or ‘quite well’, 15 per cent said ‘not very well’ or ‘badly’, and 45 per cent said they did not know or that bullying was not a problem at their children’s school. Among parents and carers whose children had been bullied, the majority (63 per cent) felt that their children’s school dealt with bullying ‘very well’ or ‘quite well’, while over one third (35 per cent) felt that they dealt with it ‘not very well’ or ‘badly’.

Improving life for parents and carers

Parents and carers were asked what would improve their family life and given a list of options to choose from. The most common response was ‘more information about places I can go with my children and the family’, with half (50 per cent) of respondents choosing this option. Parents and carers showed the least interest in getting information and advice on maintaining a healthy relationship with their partner, with only 10 per cent of respondents choosing this option.

Figure 10: What parents and carers often worry about



Source: Parent & Carer Survey 2018, sample size = 208
 Note: Respondents could select more than one answer, therefore the total is above 100 per cent.

Table 1: Improving family life for parents and carers

	Count	%
More information about places I can go with my children	103	50
More help to support my children with their learning	96	46
More opportunities to be involved in school life and my children's learning	80	39
More information and advice about helping my family live a healthy active life	53	26
More parenting support /advice to help me manage my children's behaviour	50	24
More information and advice to help me manage my finances	42	20
More information and advice to help me take steps towards employment	40	19
Support around the parent/carer & child relationship	37	18
More parenting support and advice to help me manage difficult conversations with my children	34	16
None of these	22	11
More information and advice on maintaining a healthy relationship with my partner	20	10
Other	20	10
Don't know	5	2
	<i>Sample size</i>	<i>207</i>

Source: Parent and Carer Survey 2018

Respondents could select more than one option, so percentages do not sum to 100.

Further information

This report was produced by the Council's Intelligence and Performance Team. Our research provides timely and in-depth analysis about Tower Hamlets and can be found on the [Borough Statistics page](#) of the council's website.

For more information about this report, please contact [Onyekachi Nosiri](#), Intelligence and Performance Officer.