

Access to services

Children's Centre services are vital assets in the community and are highly valued by families, enabling parenting confidence and enhancing child development and school readiness, both being essential stepping stones for securing good educational attainment.

In 2019/20 over 10,000 children and their families used services provided by children's centres. These figures are unique which means that families/children are only counted once in the period, irrespective of how many times they attended. The table below shows how many families from each ward accessed services regardless of which centre they attended:

| Unique families seen with children under 5 | | | |
|--|----------------------|--------------------------|------------------------|
| Children's Centre | Ward | Families Seen in 2019/20 | Baseline (Census 2011) |
| Kensington Avenue | Bensham Manor | 415 | 1,045 |
| | Norbury | 406 | 914 |
| | Thornton Heath | 445 | 1,131 |
| | Upper Norwood | 303 | 994 |
| | West Thornton | 492 | 1,209 |
| North Locality | Total | 2,061 | 5,293 |
| Aerodrome | Fairfield | 681 | 1,173 |
| | Waddon | 586 | 1,140 |
| | Total | 1,267 | 2,313 |
| Crosfield | Addiscombe | 646 | 1,075 |
| | Ashburton | 301 | 705 |
| | South Norwood | 430 | 1,153 |
| | Woodside | 555 | 1,143 |
| | Total | 1,932 | 4,076 |
| Selhurst | Broad Green | 599 | 1,440 |
| | Selhurst | 645 | 1,385 |
| | Total | 1,244 | 2,825 |
| Shirley | Shirley | 301 | 717 |
| Central Locality | Total | 4,744 | 9,931 |
| Byron | Coulsdon East | 255 | 554 |
| | Coulsdon West | 323 | 546 |
| | Kenley | 237 | 779 |
| | Total | 815 | 1,879 |
| New Addington | Fieldway | 340 | 895 |
| | New Addington | 305 | 692 |
| | Total | 645 | 1,587 |
| Purley Oaks | Croham | 567 | 986 |
| | Purley | 322 | 784 |
| | Total | 889 | 1,770 |
| Woodlands | Heathfield | 375 | 639 |
| | Sanderstead | 226 | 529 |
| | Selsdon and Ballards | 240 | 416 |
| | Total | 841 | 1,584 |
| South Locality | Total | 3,190 | 6,820 |
| Total Families Seen (unique) | | 9,995 | 22,044 |

| Unique children under 5 seen | | | |
|-------------------------------------|----------------------|--------------------------|------------------------------|
| Children's Centre | Ward | Children Seen in 2019/20 | Baseline (ONS mid-year 2015) |
| Kensington Avenue | Bensham Manor | 416 | 1,369 |
| | Norbury | 403 | 1,189 |
| | Thornton Heath | 427 | 1,361 |
| | Upper Norwood | 300 | 1,224 |
| | West Thornton | 489 | 1,571 |
| North Locality | Total | 2,035 | 6,714 |
| Aerodrome | Fairfield | 657 | 1,711 |
| | Waddon | 670 | 1,497 |
| | Total | 1,327 | 3,208 |
| Crosfield | Addiscombe | 568 | 1,424 |
| | Ashburton | 271 | 952 |
| | South Norwood | 409 | 1,549 |
| | Woodside | 531 | 1,424 |
| | Total | 1,779 | 5,349 |
| Selhurst | Broad Green | 595 | 1,938 |
| | Selhurst | 599 | 1,738 |
| | Total | 1,194 | 3,676 |
| Shirley | Shirley | 303 | 843 |
| Central Locality | Total | 4,603 | 13,076 |
| Byron | Coulsdon East | 302 | 744 |
| | Coulsdon West | 356 | 791 |
| | Kenley | 266 | 1,001 |
| | Total | 924 | 2,536 |
| New Addington | Fieldway | 354 | 1,012 |
| | New Addington | 350 | 837 |
| | Total | 704 | 1,849 |
| Purley Oaks | Croham | 612 | 1,315 |
| | Purley | 348 | 1,044 |
| | Total | 960 | 2,359 |
| Woodlands | Heathfield | 417 | 867 |
| | Sanderstead | 255 | 659 |
| | Selsdon and Ballards | 262 | 532 |
| | Total | 934 | 2,058 |
| South Locality | Total | 3,522 | 8,802 |
| Total Children Seen (unique) | | 10,160 | 28,592 |

We also know that services have a positive impact on children's outcomes.

In November 2019, of the 1065 families attending services during Best Start survey week (18th – 22nd), 99% of families accessing a children's centre, agreed the service met their needs, and 96% were 'very satisfied' with the serviced they used.