

# Hackney Downs Sure Start

Local Community and  
Service Provider  
Consultation

December 2002

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# Executive Summary

This is the report of a community and service provider consultation carried out by Cordis Bright Consulting on behalf of the Sure Start Hackney Downs Partnership. The purpose of the consultation was to find out:

- What kind of facilities and services are currently being provided for families with children under four;
- How parents<sup>1</sup> and providers would like to see services improved;
- Where these services do not exist, what types of services and support are sought by local parents and their young children.

The report also maps existing services in and around the Sure Start Hackney Downs area.

Sure Start Hackney Downs Partnership is one of seven Sure Start partnerships either in place or in development within the London Borough of Hackney.

The geographical area that has been defined for this Sure Start (Hackney Downs) while characterised by social deprivation, has a strong network of voluntary and statutory organisations (Hackney-wide) that have a history of working together and are committed to the partnership working model of Sure Start. Community-based service providers (including nurseries, advice and advocacy groups and training providers) already offer a range of services to the local community and provide an infrastructure that the Partnership could well enhance in meeting key needs identified by local parents.

The key challenge for Sure Start Hackney Downs Partnership will be to establish itself as a reliable, trusted place for parents to access a range of services that are designed to meet the multiple needs of a diverse community.

Local parents and service providers identify needs in:

- Childcare services that meet the needs of under fours:

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<sup>1</sup> For the purpose of this report, 'Parents' includes primary carers, grandparents and any other adult that is legally responsible for the care of a child between 0-3 years

- *More crèches and drop-in child care facilities*
- *More affordable nursery places that have flexible opening times and attendance requirements*
- *More parent and toddler groups that encourage early learning*
- *Improved standard of play and learning equipment*
  
- The provision of outdoor safe play areas for very young children e.g. Hackney Downs Park
  
- Primary and community health care that better meets the needs of parents and toddlers:
  - *More contact with health visitors*
  - *Shorter waiting times at GP surgeries*
  - *Better play facilities for toddlers in GP and health clinic waiting areas*
  - *Health and safety advice and access to safety equipment to stop accidents in the home*
  
- Quicker access to assessments for children with special needs
  
- Parents groups and opportunities for parents to meet and socialise with other parents with children
  
- Having access to a drop-in centre for general advice and support and having information about local services
  
- Classes and training, with crèche facilities:
  - *English Speakers of Other Languages (ESOL)*
  - *Advice on how to apply for and receive state benefits*
  - *First Aid and accident prevention*
  - *Preparing their child for school*

Local toddlers identified wants in:

- More places to play outside (especially on Hackney Downs)
  
- Better transport (especially buses)

Local people appear very enthusiastic about the potential of a Sure Start in their neighbourhood, demonstrated by the high response rate from parents to help with the community surveying component of this consultation. Twelve local parents enquired within a week of the request

for community surveyors. Nine parents went on to receive training and support to interview 172 Sure Start Hackney Downs Partnership households over a period of two weeks.

A Fun Day also provided opportunities for parents and toddlers to share their views, learn about Sure Start and to have some fun. Consultations were held at two nurseries and captured toddlers' perspectives about what they like and what they want to improve in their area.

Sure Start Hackney Downs Partnership representatives also met with a number of key local service providers, including those from nurseries, the health service, police, parks, libraries, adult education and voluntary organisations. A service provider forum was attended by eighteen providers from the local and surrounding areas to help identify services, gaps in services and potential ways for Sure Start Hackney Downs to fill these gaps. The purpose of this component of the consultation was to obtain views of how Sure Start Hackney Downs Partnership could help reshape existing services to meet the needs of local parents.

The report details the results of the community and service provider consultation about local priorities with respect to the types of services and support that young children and their parents need within the diverse communities of Hackney Downs.

The report is structured as follows:

- Summary of Observations and Opportunities
- Description of Methodology
- Results of the Consultation

## Observations and opportunities

### 1. The consultation process

The process of supporting local people to undertake consultations has been very successful. Primarily, this process enabled:

- Achievement of consultation of 172 parents that live in the Hackney Downs area in a relatively short time frame
- The building of community surveyors' capacity to meet and engage other local parents
- Initial steps to local ownership and awareness of the Sure Start initiative
- A basis for ongoing and sustainable community engagement.

### Opportunities

- The community surveyors and other parents that have been involved in this initial consultation need to continue to be involved through the establishment of a Parent's Forum.
- Early involvement and support of parents to participate of the Sure Start Hackney Downs Partnership is crucial to meet the strategic aim of the programme.

### 2. The Service Providers' Forum

The service providers' forum was successful in that it achieved the first stages of service mapping in the area. This process enabled:

- Identification of current service provision for parents and toddlers in health, training, employment, childcare, early learning, special needs and safety.
- Identification of gaps in each of these areas

- Ways that existing service providers can work with Sure Start Hackney Downs Partnership to address these gaps
- The establishment of a network of local service providers that can be developed during the life of Sure Start Hackney Downs Partnership.

## Opportunities

- It is critical that local statutory, voluntary and community service providers have planned and regular opportunities to share good practice and ensure that effective resource networking and cross-referral is taking place.
- Working in conjunction with Hackney Family Support Services (administering the Children's Fund), Hackney Downs Sure Start should aim to increase participation of service providers working with Black and Asian communities in the Sure Start Hackney Downs Partnership service provider network.
- Working in conjunction with the Sure Start Hackney Group (a borough-wide working group addressing strategic issues for all Sure Starts in Hackney), the Hackney Downs Sure Start should aim to enable local service providers to meet at least once a quarter.

## 3. Tapping into Local Networks

Word-of-mouth is the primary method by which information is communicated locally. Identifying mechanisms to tap into social networks will prove vital to the success of bringing parents, particularly those from interest groups (Black and minority ethnic groups, travellers and asylum seekers) into the mainstream of service provision and ensuring that people access the services they need.

## Opportunities

Mechanisms for engaging local networks might include working with local people and community groups to:

- Establish projects that respond to particular needs of groups of interest

- Identify and work with community groups to ensure effective understanding and networking of support resources to local parents and their children.
- Develop appropriate communication and publicity strategies for Sure Start Hackney Downs Partnership.

#### 4. The Need for Accessible Venues

The ongoing need for accessible venues and space to hold events, meetings and groups will be a key challenge for the Sure Start Hackney Downs Partnership.

##### Opportunities

The following venues have been identified as potential areas for investment:

- The Nightingale Practice has training equipment two meeting rooms a baby and toddler room that could be adapted for joint activities and groups
- The Huddleston Centre has accessible space for toddlers with special needs and disabilities that is currently not being used for this purpose
- Bootstrap Enterprises has a site located on the Nightingale Estate that could extend its opening hours for training courses, with a crèche at the neighbouring nursery
- Hackney Downs is an open space that has play areas that need to be made more accessible and safe for parents and toddlers
- The Nightingale Tenant Association and Pembury Estate IT Centre are potential venues for meetings, groups and training sessions.

We recommend that:

- The Sure Start Hackney Downs Partnership should create a sub-group to enter into negotiations about how resources can be used to refurbish these sites

- This sub-group should also conduct a survey of existing nurseries with respect to opening hours, cost of and potential to improve the physical environment
- Further investigation into the possibility of community transportation to help parents and toddlers access venues and services outside the immediate geographical area
- Further investigation into the viability of mobile services (for example, a mobile toy library), perhaps in conjunction with a neighbouring Sure Start programme.

## 5. Communications & Publicity

This consultation highlighted the need for Sure Start Hackney Downs to develop a communications and publicity strategy to ensure that local people, service providers and other key stakeholders know how to get involved in the programme.

### Opportunities

- Create innovative and engaging, culturally appropriate materials (such as newsletters, updates, posters, videos, adverts in local press) to publicise the development of the Sure Start Hackney Downs Partnership.
- Devise a calendar of events, information days and fun days at places where parents and toddlers are likely to go to socialise.
- Build on and develop relationships with local parents, community groups and individuals in the area to develop a local community network
- Continue to ensure that the Sure Start Hackney Downs Partnership membership includes key service providers from the statutory, voluntary and community sectors
- Ensure that the Sure Start Hackney Downs Partnership is part of the Hackney Sure Start Group to identify where services can be shared across programmes and other regeneration initiatives in Hackney.

## Cross-Cutting Issues

A number of issues affect service provision across categories and service areas.

### Information

To ensure that Hackney Downs Sure Start optimises service provision it is essential to establish effective communication channels both into and out of the programme. The Hackney Downs programme staff are pivotal to gathering and disseminating information to ensure services evolve to meet the changing needs of the Hackney Downs area.

### Information Dissemination

The issue of relevant, up-to-date information in user-friendly formats came up repeatedly during the consultation with both parents and service providers. To maximise service use it is necessary to ensure parents have a clear understanding of exactly what is on offer.

There is clearly an identified need for information that is:

- Targeted
  - Available in community languages
  - Accessible
  - Up-to-date
- 
- ❑ **Translation and Interpretation** : Wide ethnic diversity within Hackney Downs necessitates targeted advertising and information dissemination in a range of languages (including French, Turkish, Spanish, African-French, Vietnamese, Portuguese, Chinese, Yoruba and a range of dialects). Many of these non-English speaking groups are those with most need and often receive least help through lack of awareness of services available.
  
  - ❑ **Central Information Point** : Service providers stated the need for a central information point easily accessible to both users and service providers. Suggestions included a central information phone-line and a centre for information. Web-sites can provide access to up-to-date information in a number of languages. This can also provide a useful tool for suggestions and feedback regarding services.

- Targeted Promotion** : Newsletters, letters and home visits are an effective means of promoting services to those eligible to use services. Newsletters also provide a useful medium to increase parental involvement and provide a means for feedback.
- Free Floating Advertising** : Libraries were suggested as an effective venue for advertising. Supermarkets and parks are also effective venues for advertising to parents with young children.
- Video Promotion** : This medium has provided an effective means of communicating information clearly to parents in other Sure Starts. Given that this can be translated into other languages (indeed, at Sure Start Abbey in Barking & Dagenham, local parents that speak other community languages are volunteering to dub the videos into their languages), this could provide another way for parents to participate.
- Word-of-mouth** : One of the most reliable methods of information dissemination to target groups is through word-of-mouth. There is a greater level of trust between peer groups (i.e. parents of young children) and, even more so, culturally distinct communities (e.g. travelling communities). Word-of-mouth provides a highly effective means of engaging them in services; as in many cases harder-to-reach communities can be distrusting of external, 'professional' information sources.

Information can also be shared through:

- Providing 'Parenting Packs' that can be given to parents by health visitors and other home visiting services
- Holding events held at local venues to promote Sure Start services (such as Fun Days, open days at Kidsmania, organised trip to Saturday morning cinema at the Rio, Dalston)
- Early establishment of a Parent Forum
- Other parents or community members (for example local shops and services)
- Through tenant associations and self help groups
- Leaflets (more visuals than text) at surgeries, neighbourhood offices, libraries, nurseries etc.

- Nursery workers and local shop keepers (for example, the café and hairdressers located on the Nightingale Estate)

### Information Gathering

As area that is being physically regenerated and with high numbers of transient populations Sure Start Hackney Downs' population demographics are in continual flux. To ensure that services adapt to changing needs effective methods for gathering information about how parents feel about services need to be in place.

Many service providers report that they have a formalised complaints procedures already in place. However less formal structures should also be in place to allow all levels of feedback to be collected.

These should include:

- Evaluation of existing services
- Suggestions for improvements to existing services
- Identification of needs for future service provision

and

**Feedback cards** could be used to enable families to indicate satisfaction and suggestions for improvements with services at the point of service use. Cards need to be provided in different languages and displayed in an area where they can be seen, completed and returned easily. Where possible, changes that occur as a result of feedback cards needs to be fed back to the parent/s that suggested the change.

### Harder-to-reach groups

Groups with high levels of specific need tend, by their very nature, to comprise a small percentage of any Sure Start catchment area (e.g. the travelling community, asylum seekers / refugees). This often results in groups, who may have a range of needs, being marginalised and not accessing basic services.

In this respect the geographical limitations of a local Sure Start programme, based on the need for a community level approach, can

leave minority communities excluded. As a result of this a level of cynicism has developed within these communities with regards to intervention.

Joint working across Sure Start programmes in the Hackney Borough, provide an extremely valuable opportunity to engage these types of groups and provide much needed services.

Service providers working with harder –to-reach groups suggest that link worker costs could be shared between neighbouring Sure Start programmes in Hackney to allow for a more cost-effective service.

The Congolese Women’s Refugee Association, the traveller and gypsy communities representative, Day Mer (working with Turkish and Kurdish Asylum seekers) and the Black Women’s Health and Support group (working with Somali Swahili and Arabic speakers from African countries) support this joint-working approach for their particular target groups to ensure that their specific needs are met (See Appendix C for ethnic breakdown of respondents and their experience of services).

## Community Safety

The issue of safety on Hackney Downs and the surrounding area will need to be addressed by Sure Start Hackney Downs Partnership so that parents can feel safer accessing Sure Start services. Some parents said that that fear of street crime stops them going outside of their house after dark or on their own.

The (former) Community Safety Co-ordinator for Clapton suggests that key links between the Sure Start and their work with, for example young people, crime prevention and safety could help achieve mutual aims of their respective programmes. The Crime and Disorder Reduction Strategy for Hackney highlights similar issues that parents cited in our survey, including tackling fear of crime and incidents of anti-social behaviour in and around estates, ‘designing out’ environmental aspects of crime and tackling drug misuse.

The Community Safety Co-ordinator suggests that joint working could focus on:

- Designing a programme that involved young people in Sure Start to tackle the issue of teenage pregnancy and associated drug issues (for example the Dalston Youth Project have worked with young

mothers and fathers who are at risk of crime from a sexual health education angle)

- Working with community and youth development workers, local parents and tenant groups in the area that are connected to vulnerable groups on the estates and surrounding streets to develop ways that children play areas can be 'safety-proofed'
- Working with local schools to improve road safety schemes

Overall, Sure Start Hackney Downs Partnership should consider community safety as a key issue to be addressed and, as a start, ensure that the Partnership Board has a local representative from the Hackney Community Safety team.

## Consultation Methodology

The methodology combines both quantitative and qualitative research techniques. The quantitative research identifies issues representative of the Hackney Downs Sure Start population. These issues are then elaborated upon using qualitative data. This combination of techniques ensures an in-depth analysis of all relevant issues and provides a sound platform for service development.

### Quantitative Methodology

On-going quantitative research was conducted between 18 November and 2 December 2002. A standard methodology of community surveying was used to ensure parents in all residential areas were accessed (See Appendix A).

### Community Surveyors

Nine local parents volunteered to act as community surveyors, conducting face-to-face interviews using a pen-and-paper questionnaire of varying length (5 to 15 minutes). It was essential to keep the questionnaire short to encourage respondents to complete the questionnaires and maintain interest for the duration of the interview.

The questionnaire was ratified with key persons, including programme manager and staff. Training was provided to standardise consultation techniques and to ensure the surveyors felt comfortable with the methodology.

Surveyors used a number of techniques to locate and interview eligible families in the area. These included accessing nurseries and local service providers, local parks, friends and neighbours.

### Sample

In total 172 people in the Hackney Downs area were consulted, and interviewed using a standardised questionnaire.

The sample is matched on a number of variables; gender, age, ethnic/cultural group, parental status, children's demographics. By comparing the demographic profile to the average Sure Start population it is possible to validate the sample and identify any anomalies within Hackney Downs (see Appendix A).

Relative to the general population of the catchment area, the sample is skewed towards females (83 %) and the mid-age ranges (41 % in the 25 to 34 year age bracket). This bias is reflected in the demographic profile of primary care givers of children under 4 years and is comparable to other Sure Start areas.

Particular attention was paid to ensuring a broad spread of communities in the area was accessed. To this end, community surveyors were used that spoke community languages or had access to harder to reach groups, such as asylum seekers and the travelling community. The ethnic profile of the sample is comparable to that of the Hackney Downs catchment area and can be considered representative (with the exception of the 'white British' ethnic group who are over-represented relative to the demographic profile, see Appendix A).

The majority of parents had one or two children – ages tended towards the higher end of the Sure Start range (almost three-quarters of children were above two years old). 36 % of the sample classed themselves as 'lone parents', with a male to female ratio of 1:11. 4% of parents had special needs – this proportion was doubled for children in the area (8%). The significant majority of special needs for children were speech and language difficulties. Again these results are not significantly different to the average Sure Start area, and can be considered typical of a Sure Start population (see Appendix A)

## Qualitative Methodology

Cordis Bright conducted qualitative research concurrently between November and December 2002. The methodology comprised a wide-range of qualitative techniques, detailed below.

- Service provider workshop – 18 service providers in the Hackney Downs area were represented to explore service provision in the catchment area. This included:
  - Mind-mapping exercise to identify current services and gaps in service provision around Sure Start target areas (play, learning and childcare; support for parents and families; primary and community healthcare, parents and children with special needs; outreach and home visiting).
  - Group discussions on monitoring of services, accessibility, information dissemination and interest groups.

- Semi-structured interviews (face-to-face and telephone) with local service providers within the Hackney area. These included:

- Huddleston Centre
- London Gypsy and Traveller Unit
- Congolese Women's Association
- LB Hackney Social Economic Development, Nightingale Estate
- Community Safety Team, Clapton
- Black Women's Health Project
- Community Nursing Team, City and Hackney PCT
- Nightingale Practice, City and Hackney PCT
- Home Start Hackney
- Child and Family Consultation Service, East London and City Mental Health NHS Trust

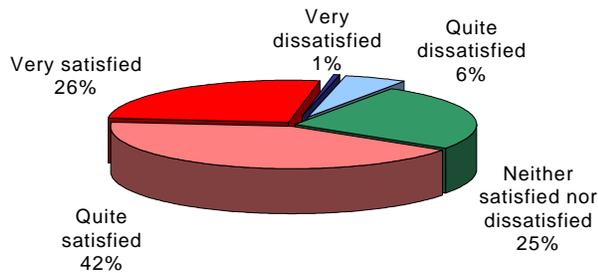
- Semi-structured interviews were conducted with parents during a Fun Day event on Hackney Downs. Due to bad weather, attendance was low, however six in-depth interviews were conducted and provided valuable information around current service provision in the area and possible improvements.
- On-going consultations with Early Years Learning Trust to ensure developments in research and information dissemination were effectively communicated.
- Child consultation with two local nurseries. These took the format of group discussions (three groups comprising a total of 39 children) facilitated by nursery staff. Children were asked to identify activities they did and the facilities/areas where these activities took place (to some extent improvements were also identified by the children).
- Semi-structured interviews with community surveyors on completion of surveying.

## Service Use and Provision

### Overview of Service Use

In general respondents were positive about services they already use around the target areas of Sure Start service provision. The breakdown of levels of satisfaction is shown in Chart 1 below.

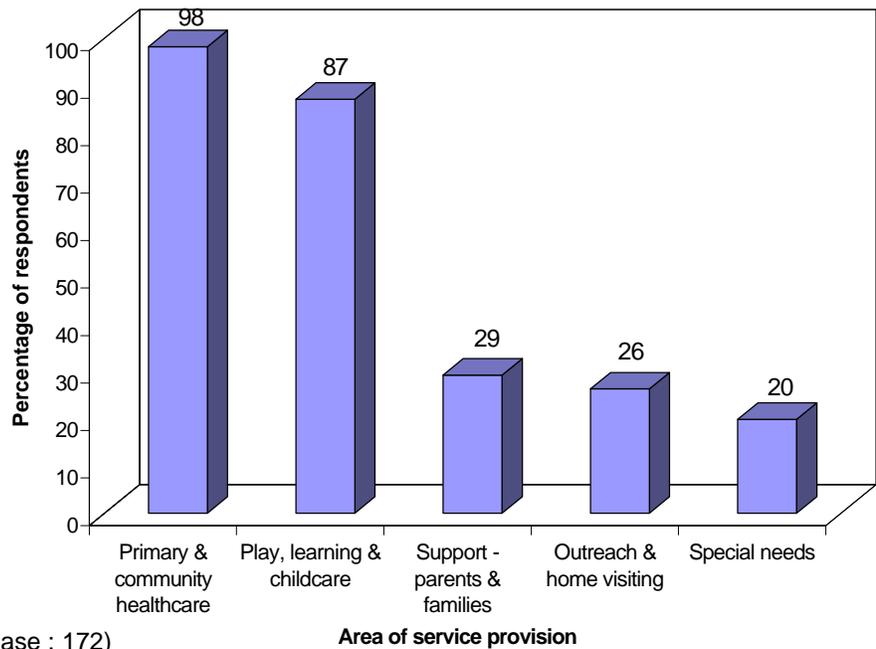
Chart 1: General Satisfaction with services



(Base :172)

This level of satisfaction reflects services currently used, however significant gaps in service provision can be identified. Chart 2 below shows the average use of services within the Sure Start target areas.

Chart 2 : Comparison of average use between target areas



(Base : 172)

- **Primary and community healthcare** : This is the most used area of service provision - only 2 % of people do not access any service. This can be attributed to the high proportion of the population accessing GP services. Currently there is a lack of accessible health provision as a consequence of reduced health visitors and nurse support services.
- **Play, learning and childcare** : This is the second most used group of services, with service access equally split between nursery and playgroups. A high proportion of parents also use Hackney Downs or other parks. More affordable childcare service with better equipment is the service in greatest demand within the Hackney Downs area. Improvements and upgrading of Hackney Downs Park also provides a huge opportunity for service provision.
- **Support for parents and families** : There are few services within the Hackney Downs area providing support for parents and families, in particular for meeting and receiving support and information from other parents. Only 2 % of parents access support groups or parenting skills, whereas 16% wanted this service to be available.
- **Outreach and home visiting** : Service use within this area is negligible, with the exception of health visitors. Low levels of health visitors impact on this, and necessitate the use of alternative services for outreach and home care - for example, many parents stated a need for domiciliary help with carrying, child-minding and cleaning.
- **Children and parents with special needs** : Though a limited number of parents have special needs, services are highly restricted so a number of children and adults do not receive essential services. Creative service provision and use of existing venues, such as the Huddleston centre, provide key service opportunities for Sure Start Hackney Downs.

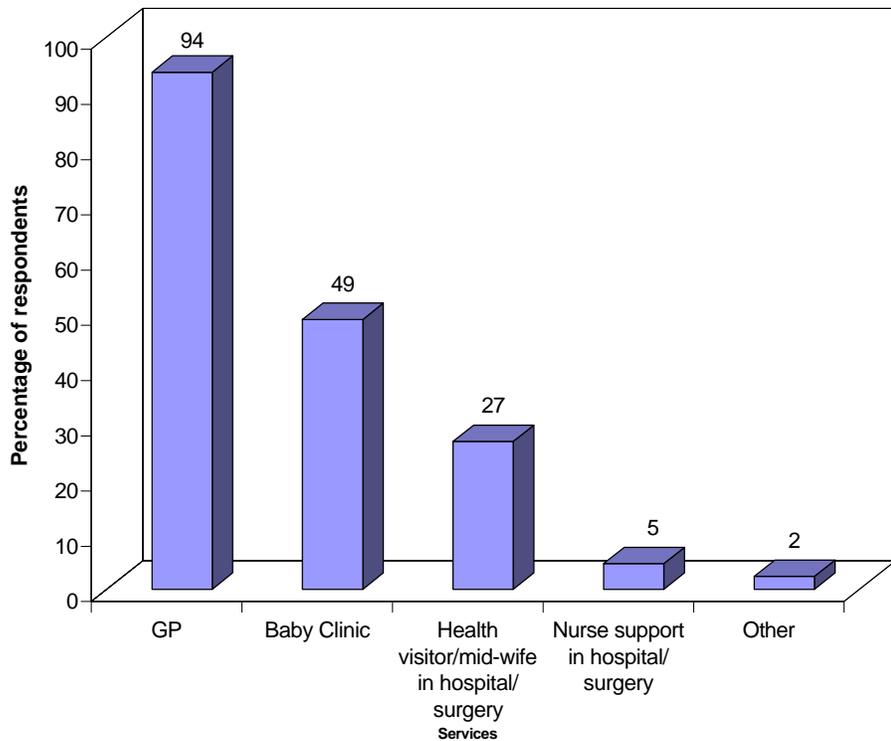
## Services Currently Used

Each target area is examined in detail to provide a clear outline of services currently used and to identify gaps in service provision.

## Primary and Community Health Care

Primary and community health care services provide a spectrum of services that, aggregated, are the most highly used - 98 % of respondents access one or more of these services. This result is biased however, by the large number of respondents (94 %) using GP services. There is a substantial drop to the second most used service (49 % using the baby clinic). The results in detail can be seen in Chart 3 below.

Chart 3: Current use of services in the area for support for parents and families



(Base : 172)

Respondents were asked what they 'liked most' about these services. These results can be seen in Table 1 below.

Table 1 : Table to show what respondents like most about services for primary and community healthcare

Like MOST about services?	Number of respondents	% of respondents
They are easy to get to	129	78
The staff are helpful	106	64
They take place at a convenient time	65	39
The service is high quality	50	30
It is an efficient service	42	25
Nothing	8	5

(Base : 166)

Essential to the health and well-being of parents and children, the priority for health care services is on efficacy and efficiency. This is reflected in the aspects parents like most about services. The majority of parents found them easy to get to (78 %) and the staff helpful (64 %). 39 % said that the services were run at a convenient time.

However respondents also indicate that though the services are convenient in terms of locations and times, it can take a long time to receive services. One parent stated that she would like '*less waiting time for children GP appointments...[when my child is unwell, I can] ..now wait for 3 - 4 days to see a GP*'.

A more detailed breakdown of what respondents liked least about services is shown in Table 2 below.

Table 2 : Table to show what respondents like least about services for primary and community healthcare

Like LEAST about services?	Number of respondents	% of respondents
Nothing	63	46
Takes long time to receive the service	40	29
The facilities are not very good	18	13
Take place at an inconvenient time	14	10
It is in a bad area	12	9
They are not easy to get to	10	7
The staff are unhelpful	7	5

(Base : 138)

### Gaps in Service Provision

Long waiting lists due to insufficient health services are currently a borough-wide problem, and its impact is reflected in the opinions of service providers and parents in the Hackney Downs area. A lack of health visitors and community nurses was also identified at the service provider forum. As one parent stated *'There is clearly a shortage of health visitors. To have more appointments with them when the children are over 2 will be an advantage'*.

Alongside the chronic shortage of health visitors, service providers believe that there is sometimes a lack of cultural awareness in the service offered. They suggest the problem centres around language barriers and a lack of cultural knowledge. Community group services (such as the Congolese Women's Refugee Association or church groups) are currently to providing advocacy services to bridge these gaps.

A critical gap in services identified was provision of health and safety equipment. Providers and parents highlighted this, and a combination with health and safety advice and training was recommended.

Additional services, such as Food Clubs and Healthy Eating Clubs, were suggested. These community based services could be made culturally specific or used to facilitate integration and cultural awareness between community groups. Yoga, dance and music sessions were also

suggested to improve levels of general health within the community. Estate issued leisure cards were suggested as an effective means of increasing access to health services for those who have difficulties affording it.

### Service provider perspective

Alongside GPs, the three clinics that are most likely to be used by the parents in the Sure Start Hackney Downs Partnership area are Lower Clapton Health Centre, Fontayne Road Health Centre and the Nightingale Practice.

Interviews with primary health care providers from the Nightingale Practice and Fontayne Road suggested that:

The key challenges for primary healthcare for children of 0-4 in Sure Start Hackney Downs area include:

- Early immunisation of babies and toddlers
- Cutting down on waiting times in clinics
- Helping parents with drug dependency issues
- Teenage pregnancy
- Identifying and providing culturally appropriate support for Post Natal Depression and related parent-child issues
- Health promotion

### Health visiting and health promotion

The Community Nursing Team Leader for the North East patch that is responsible for health visitors in the area has been working with the some of the existing Sure Starts in Hackney to address the issue of the chronic shortage of health visitors.

Sure Start Health Visitors have been employed to work with families on a health promotion level (by running health promotion groups) and link them up with the appropriate health provider or service (for example, GPs, baby clinic, speech and language therapists). The Sure Start Health Visitors are part of the Health Visitor team and the team meets regularly to ensure that health targets for both the PCT and Sure Start are met.

Nursery Nurses provide community health care and promotion, including home visits. They deliver classes and groups that supplement the work of Health visitors, particularly as the child gets older (e.g. two and a half year development checks). Depending on the capacity,

nursery nurses also run health promotion groups (such as 'Brushing for Life' to promote dental care and parent and toddler groups to encourage play and learning).

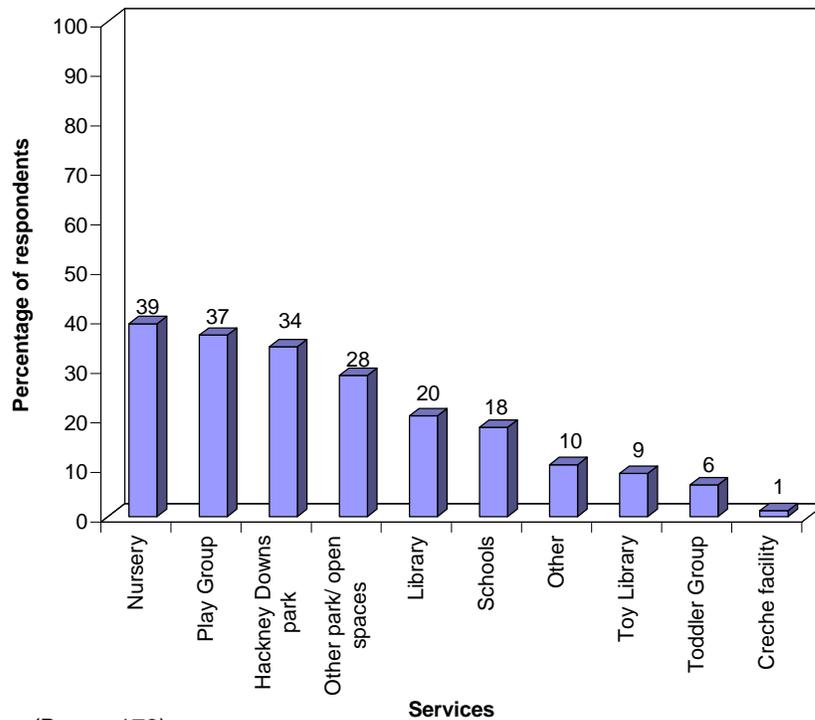
Sure Start Hackney Downs Partnership could work closely with voluntary organisations and primary and community health services to provide some of the following services and health promotion activities for parents:

- Baby massage
- Parent support group (including specific groups for fathers and other primary carers; culturally specific groups)
- Breast feeding classes
- Healthy eating project
- Parenting classes
- Smoking cessation (in conjunction with general health awareness raising and healthy eating classes)
- First Aid classes
- Safety Equipment Loan Schemes

## Play, Learning and Childcare

In total, 87 % of respondents use at least one service for play, learning or childcare. Chart 4 below shows the level of use of individual services.

Chart 4: Current use of services in the area for play, learning and childcare



(Base : 172)

Respondents were asked what they 'liked most' about the services they use. These are detailed in Table 3 below:

Table 3 : Table to show what respondents like most about services for play, learning and childcare

Like MOST about services?	Number of respondents	% of respondents
My child can mix with other children	115	79
My child enjoys it	104	71
They are easy to get to	98	67
My child learns a lot	88	60
The staff are helpful	68	47
They take place at a convenient time	51	35
I can mix with other parents	51	35
They give me free time	39	27
Give me quality time with my child	36	25
Nothing	4	3

(Base : 146)

Parents value the services for both their children and themselves. The benefits to their children are valued most highly; providing an opportunity to mix with other children (79 %) that is also enjoyable (71 %) and educational (60 %). Consultation with two nurseries in the Hackney Downs area corroborates these results : children were integrated and appeared fully engaged in variety of activities. Overall, the children appeared happy and enthusiastic.

In addition, over one third of parents appreciate the chance to mix with other parents (35 %), alongside providing free time (27 %) and allowing for more 'quality time' with their children (25 %).

The value of the services is reflected in respondents' least favourite aspects of the service. Table 4 shows these elements below.

Table 4 : Table to show what respondents like least about services for play, learning and childcare

Like LEAST about services?	Number of respondents	% of respondents
Nothing	65	53
The equipment is poor quality	17	14
It is too expensive	15	12
It is in a bad area	14	11
The staff are unhelpful	7	6
They are not easy to get to	6	5
Take place at an inconvenient time	4	3
I do not like to mix with other parents	4	3
My child does not like it	1	1

(Base : 122)

Only one parent stated that their child did not like the services. Most comments reflect the demand for easier access to services; wanting cheaper services in better areas (12 % and 11 % respectively) with higher quality equipment for the children (14%). These negative comments validate the need for additional services in this area.

## Gaps in Service Provision

Spontaneous comments pin-point service needs in play, learning and childcare provision. The vast majority of comments from parents were regarding childcare provision.

### Childcare

Improvements to childcare services were (by a significant margin) greatest in demand. A total of 66 parents requested additional or improved childcare services. Service providers echoed these views. There is virtually no crèche provision in the Hackney Downs area, hence only 1 % of respondents used this service. The main aspects for improvement centred on:

Increase in provision

*'More childcare facilities i.e. more full time nurseries for mums who want to work or go to college fulltime'* Parent

*'Extended day provision of childcare e.g. Breakfast club, after-school'*  
Service provider

Cheaper childcare provision

*'Nursery places are too expensive and should be provided locally at a reasonable price'* Parent

*'Access to provision for those who can not afford childcare'* Service provider

Increased provision to reduce waiting lists

*'Not enough services'* Parent

*'Nursery offered 2 places at Rectory Road but unable to make this time and now back to the bottom of list - 1.5 year wait!'* Service provider

Better facilities within nurseries/ playgroups

*'I think there should be more improvement to playgroups for younger children, more facilities, more groups with an education system, basic learning skills for the child before they go to nursery school in the Hackney area'* Parent

Crèche facilities in conjunction with training courses

*'She would like to go to English lessons, if she had a crèche for her daughter'* Parent

*'Lack of free crèche facilities whilst parents take up short education courses'* Service provider

- Additional nursery/ playgroup provision for younger age groups

*'Need a crèche for 0 to 3'* Parent

*'Summer play schemes and play centres for children under 5'*  
Service provider

- Increased drop-in child-care facilities

*'Crèche facility for a few hours to allow for shopping/ appointments'* Parent

*'Respite crèche for parents who are stressed or have for example, hospital appointments'* Service provider

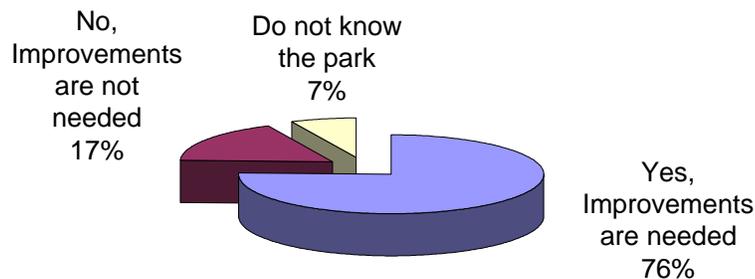
- Flexibility in times of childcare provision

*'More state run nurseries that do not demand that the child goes every week day'* Parent

## Hackney Downs Park

In a central location, the park provides a key opportunity for Sure Start Hackney Downs. The survey asked respondents specifically for their opinions about Hackney Downs Park. Just over three-quarters of respondents (76 %) believe improvements were necessary to the park. This split is shown in Chart 4 below.

Chart 5 : Percentage of respondents who think park needed improvements



(Base 172)

A critical requirement to optimise use of the park by Sure Start parents is increasing safety and security in the area. 71% of respondents who felt that improvements were needed said that increased security was needed. With 13 parents specifically mentioning *'too many dodgy people'* going to the park, the major security improvement was to increase staffing (24 %). Suggestions included *'stationing minders for the safety and security of those that use it - possibly a phone linked to police services'* and *'patrols would be good to discourage dealers and drug users from using the park'*. Better lighting was also suggested by 13 % of respondents.

Lack of cleanliness was also mentioned as a deterrent by 32 parents. Of these, 72 % of complaints referred to the amount of dog mess in the park. 13 parents stated the park needed a general overhaul, such as cleaning or painting.

Another major area for improvement is the play facilities in the park. Almost one third of parents commented on a lack of play areas and equipment targeted at under fives, resulting in suggestions for segregated areas for different age groups. This would allow for age-specific equipment for Sure Start children (e.g. *'swings'*, *'animals for playing on'*), whilst addressing the demand for more equipment (20 %). This area could be kept dog-free and, being restricted to a smaller area,

could be more effectively supervised. Specific facilities were also suggested such as an indoor play area and paddling pool. Activities such as a One O'clock Club, shows or events were also suggested.

Parents believe there is a need for restive facilities in the park. 14 % suggested a cafeteria would provide a '*welcoming*' venue for refreshments, alongside an indoor space providing shade in summer and warmth in winter. 7 % of parents stated toilets would need to be available that included changing facilities for children.

This high demand for improvements to Hackney Downs Park can explain the high proportion of respondents using other parks in nearby areas (28 %), such as Clissold Park. To optimise use of Hackney Downs Park it is essential to make a number of significant changes. This provides a valuable opportunity for Sure Start Hackney Downs.

### Libraries, Toy Libraries and Toddler Groups

Libraries in the area are currently under-used by parents and children – only 20 % of parents use the library service. Service use could be augmented, as mentioned by both parents and service providers, by running educational groups for under fives (such as Storytime, Bookstart Plus and Baby Rhyming sessions). Musical movement sessions were also suggested.

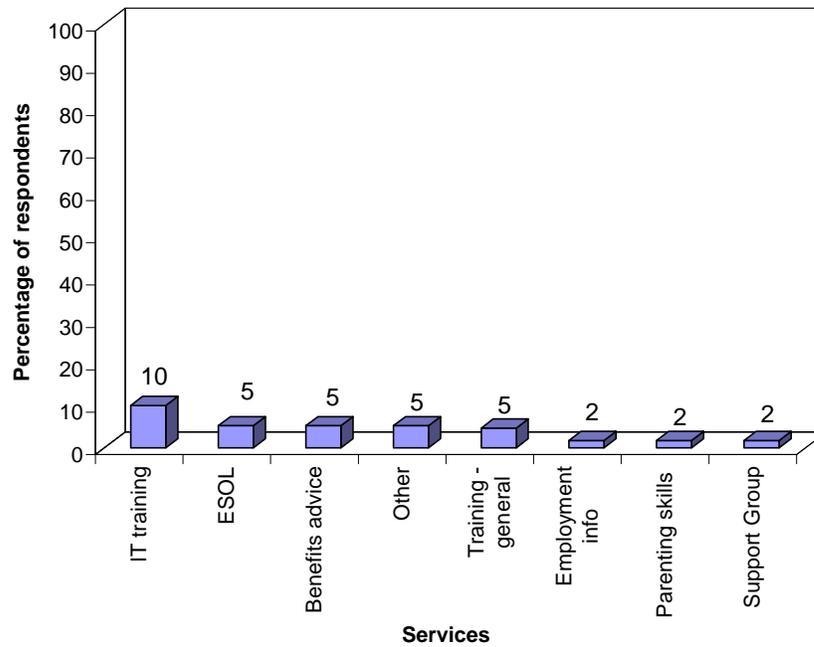
Both parents and service providers were enthusiastic to have a Toy Library in the Hackney Downs area. This would help address the need for additional play equipment, provide further opportunity for social interaction (amongst children and parents) and encourage learning.

There is no toddler group currently provided in the Hackney Downs area. Only 6 % of respondents accessed a toddler group (outside the Hackney Downs locality). A number of parents wanted a parent and toddler group, as did the service providers. This would provide a valuable social opportunity for parents and children.

## Support for Parents and Families

Only 29 percent of respondents access services providing support, in the context of training, information, skill development or emotional support. The breakdown of service use is shown in Chart 6 below.

Chart 6 : Current use of services in the area for support for parents and families



(Base :172)

The elements most liked about the services are listed in Table X below. It is interesting to note the number of respondents accessing these services as a foundation for personal and work development - 29 % are accessing the services to help support their families and 21% because they believe it will help them get a job, highlighting the long-term nature of these Sure Start services.

Table 5: Table to show what respondents like most about services for parent and family support

Like MOST about services?	Number of respondents	% of respondents
The staff are helpful	19	45
They are easy to get to	18	43
They take place at a convenient time	18	43
Help me support my family financially	12	29
It will helpful to get a job	9	21
Nothing	4	10
It helps me mix with other parents	2	5
It helps me with my parenting	2	5

(Base : 42)

Results show that a major contributory factor to low attendance for training courses and pursuing employment is the lack of childcare facilities available for the duration of the activity (also referred to in play, learning and childcare). This is shown in Table 6 below.

Table 6: Table to show what respondents like least about services for parent and family support

Like LEAST about services?	Number of respondents	% of respondents
Nothing	14	44
There is no crèche facility available	7	22
They are not easy to get to	4	13
The facilities are not very good	4	13
The staff are unhelpful	3	9
Take place at an inconvenient time	2	6
The training is poor quality	2	6
It is too expensive	2	6
It is in a bad area	1	3

(Base : 32)

## Gaps in service provision

Groups for support of parents and families can comprise a wide-range of services. A number of training and advice services are available in the area, however there are a number of practical and cultural barriers to access. These groups create a strong sense of community cohesion and often are the main source of information for parents with young children, ranging from advocacy advice to sports and leisure activities.

### Community support groups

There is a strong need for a social venue to provide peer support within the Hackney Downs area, as proposed by service providers and parents. 36 respondents asked for provision of a '*place to relax and meet other parents*'. '*Coffee mornings*' were popular suggestions (10 parents), alongside utilising groups such as Parents and Toddlers to increase social contact.

The establishment of community based groups is a key element of Sure Start service provision. These provide an environment with a relaxed atmosphere for parents to meet each other. The groups need to place an emphasis on peer support and would be a useful means for reducing feelings of social isolation. Guest speakers are often introduced to provide information or advice as and when required on a wide-range of topics such as parenting skills, baby massage, benefits and employment advice or first aid.

### Crèche Provision for training or courses

Many parents do not access services for practical reasons. A significant number of parents stated a desire to access these services, but without additional childcare support this is not possible. 14 parents specifically requested a crèche service to allow them to access training or go to work. Without receiving additional support from outside, this often results in a vicious circle of deprivation for parents who are, for example, unemployed or who English is a second language.

## Case Study      The Nightingale Estate

Existing services on the Nightingale Estate for the general population (residents on the estate and surrounding areas) include a range of services that provide training, employment opportunities. However, as there are limited nursery places and no crèche facilities the take up of parents with children under four is low. This is a key area for Sure Start Hackney Downs Partnership to help reshape these existing services so that parents can participate in activities available on their estate.

Facilities and services on the Nightingale Estate include:

- Bootstrap Enterprises: Support and development of employment and small business opportunities
- Employment and training Hands-on help with job applications, access to courses e.g. Childcare NVQ
- Drama and dance workshops
- Lone parents support group (currently used by parents with older children)

### Financial Support

The service provider forum indicated a need for financial support for parents in the form of subsidies for leisure activities or day activities/ excursions. Specific activities indicated by service providers were trips out of the borough (many Sure Starts offer these as school holiday activities and include parents and older siblings), trips to the theatre or the gym/ swimming pool.

### Fathers

Service providers suggested there was a lack of support for fathers within the Hackney Downs area. This was reflected in comments from parents - 16 % of our sample was fathers and this group did identify a particular need for support. Specific Fathers Groups were suggested, incorporating activities such as football and workshops. Parents also identified a need for domiciliary help for house-husbands.

## Black and Ethnic Groups

Hackney Downs has an established, Black and ethnically diverse community. Many of these communities face barriers to accessing services (such as cultural or institutional barriers) and, as a result of this, require targeted services providing specific support. Many of these parents often have an informal support network from within their own community, yet have high levels of need often due to low incomes.

With the ultimate aim of providing equality of access to services, it can be necessary to be exclusive to be inclusive. Culturally specific groups provide a comfortable environment, building confidence and encouraging social interaction amongst isolated parents. This can be an essential step for parents to engage in more mainstream services.

## Newly Arriving Communities - Asylum Seekers and Refugees

Asylum seekers and refugees represent a special interest group within ethnic communities (ethnicity changing to reflect the political environment at any specific time) with specific needs. Service provision in partnership with existing services providers gives immediate access to this harder to reach group and helps needs identification.

Interviews with service providers, such as the Congolese Women's Refugee Association, identify needs such as advocacy service for parents to obtain health services, language support, or support with general problems families suffer in integrating into an alien culture. Aside from providing culturally specific groups, they identify a need for specific services to overcome cultural barriers - for example, many young children are placed in foster care because of 'parental abuse'. Parents from different cultures have little understanding of these restrictions and are left angry and confused when their children are placed in care.

The transient nature of this group must be taken into consideration and numbers within the Hackney Downs area will fluctuate. Due to this it may be necessary to provide a borough wide service through collaboration with existing Sure Starts in Hackney.

## Travelling Community

There is an official site for the travelling community within the Hackney Downs area – this is authorised to hold up to 17 families. Though the Hackney Downs area has a relatively small proportion of travellers, this community has extremely high needs. High rates of teenage pregnancy, (90%), poor school attendance (90% do not attend secondary school beyond year 7), and the close knit community means that the support network tends to be restricted to families within the traveller community. The nature of this close knit community and distrust which exists towards (and from) travellers creates the need for intervention through an established and trusted link.

### Case Study: The London Gypsy Traveller Unit

To improve young children's educational experiences as a main priority, the London Gypsy Traveller Unit suggests the employment of a family support worker that works across neighbouring Sure Starts.

The role would work towards:

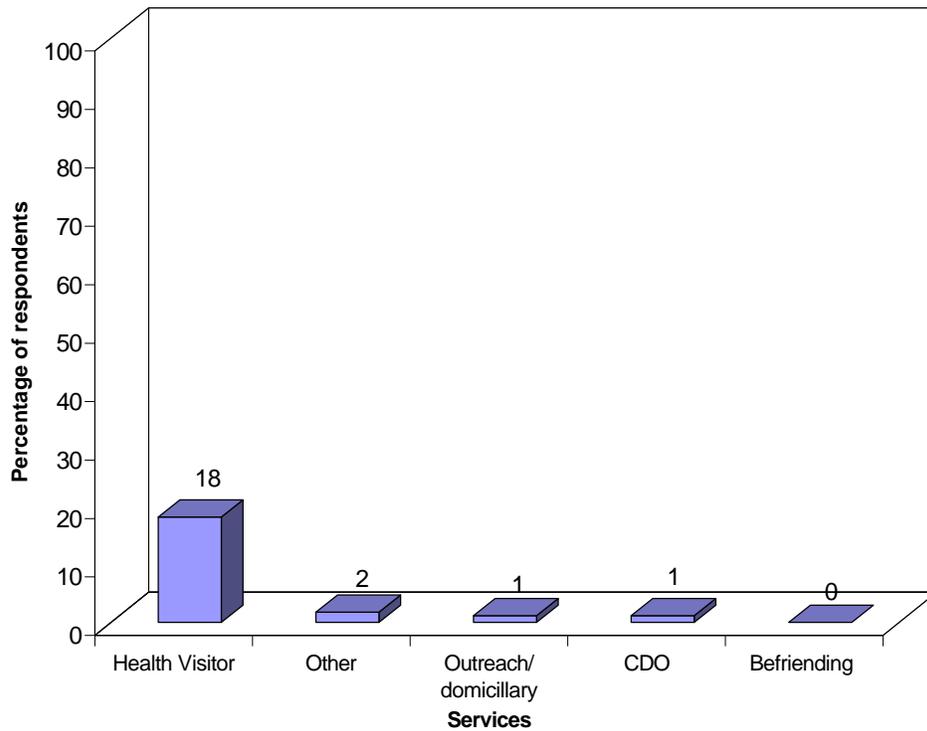
- a) widening childhood experience through visits to farms, day-trips etc to build confidence
- b) providing support for parents through accessing the site and helping with needs directly, alongside confidence building through providing new experiences and opportunities for parents including day-trips
- c) Working in partnership with local service providers to support those children accessing mainstream services such as nurseries.

These close-knit communities depend solely on word of mouth, and hence a positive impact on one person can have a much greater effect within the community as whole.

## Outreach and Home Visiting

Interviews and workshops with service providers highlight a shortage in outreach and home visiting services within Hackney Downs. This is reflected in service use - only 26 % of parents have used an outreach or home visiting service. Health visiting is the most used service. The breakdown is detailed in Chart 7 below.

Chart 7: Current use of services in the area for outreach and home visiting



(Base : 172)

Service users are positive towards the services that they receive. The fact that the service is within the home is highly regarded (71%), and this may contribute to the number of respondents who find the staff helpful (59%) and the convenience of times of the service (32%).

Table 7 : Table to show what respondents like most about services for outreach and home visiting

<b>Like MOST about services?</b>	<b>Number of respondents</b>	<b>% of respondents</b>
They come to your home	24	71
The staff are helpful	20	59
They take place at a convenient time	11	32
It is an efficient service	11	32
This service provides support I need	11	32
The service is high quality	10	29
Nothing	2	6

(Base: 34)

The small number of respondents using the service is reflected in the main dislikes of outreach and home visiting services. 24% believed they were not often enough and 10% state that it took a long time to receive services. These results are shown in Table 8 below.

Table 8: Table to show what respondents like least about services for outreach and home visiting

<b>Like LEAST about services?</b>	<b>Number of respondents</b>	<b>% of respondents</b>
Nothing	20	69
It is not often enough	7	24
It takes a long time to receive help	3	10
Take place at an inconvenient time	1	3
The staff are unhelpful	0	0

(Base : 29)

### Gaps in service provision

The limited availability, and hence use, of outreach and home visiting services is reflected in the relatively small number of spontaneous comments about the services. Most parents accessed health visitors

through their GP and baby clinics and awareness of the home visiting service was very low. This was emphasised by service providers who commented on the lack of outreach and home visiting services.

Only one parent said they received domiciliary help, however a number of comments indicated a strong need for domiciliary support, including general housework, shopping, lifting and childcare. One parent stated '*I rely on my friends to help me get out and about with the kids. I am in temporary housing on the third floor and often the lifts don't work - would like help getting out!*'

### Case Study      Hackney Home Start

Hackney Home Start is part of a national agency. Its remit is similar to Sure Start in that it works with parents and carers of children from 0-5 providing support to families under stress and experiencing difficulties offering support, friendship and assistance for up to four hours per week in the home. As a peer-based model, the service has the advantage of providing a link between families that may not access mainstream services because of isolation, mistrust or lack of information.

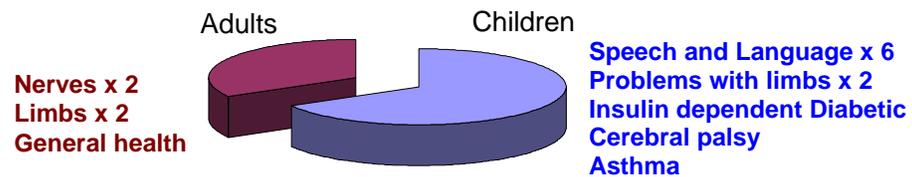
Many Home Start volunteers speak community languages and most have been parents themselves, dealing with similar socio-economic issues as the parents they work with. They work in conjunction with health visitors to break down some of the barriers that parents may put up when faced with depression, children that are proving difficult and parents that are finding it difficult to bond with their child. Homestart volunteers that have dealt with similar issues can add value, for example the early identification of postnatal depression and coping with parenting for the first time and promoting healthy living.

Home Start Hackney already has a dedicated worker as part of the Sure Start Queensbridge and Dalston who is primarily working with Black and ethnic minority parents in the area.

## Children and Parents with Special Needs

In total 13 children and 5 parents were recorded as having special needs. Children's main area of difficulty centred around speech and language, with an equal proportion suffering from delay or impairment in comparison to those who are mute or elective mute. Adults tended to display more physical disabilities. A more detailed breakdown is shown in Chart 8.

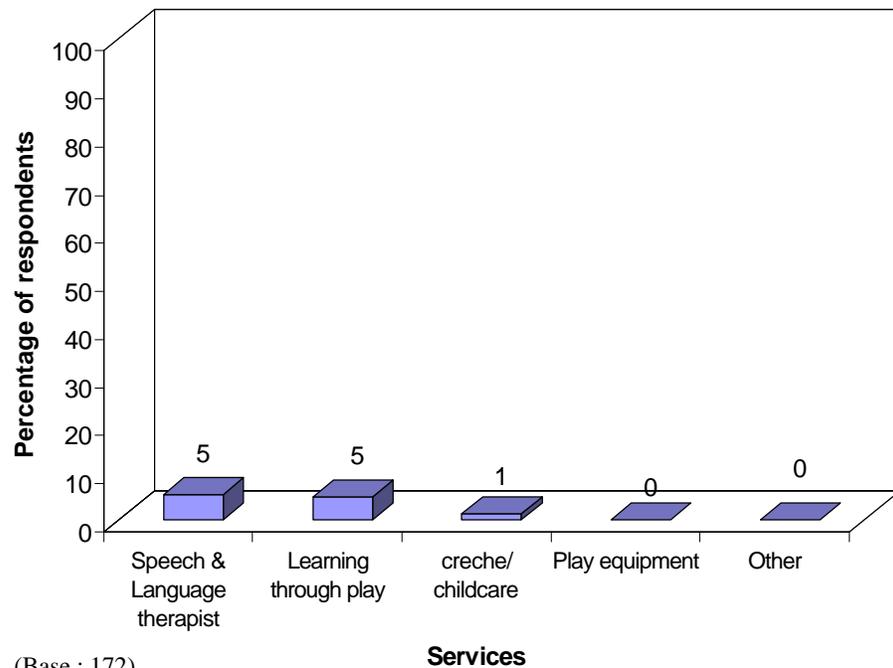
Chart 8: Special needs of adults and children



(Base : 172)

Out of the 13 children only 8 were receiving special needs services. 5 out of 6 adults who identified themselves as having special needs were not using any services.

Chart 9: Current use of services in the area for special needs



(Base : 172)

Unsurprisingly the majority of parents state that meeting the specialist needs of their children is their most liked aspect of service provision. These are shown in more detail below.

Table 9: Table to show what respondents like most about services for children and parents with special needs

<b>Like MOST about services?</b>	<b>Number of respondents</b>	<b>% of respondents</b>
My child gets the help he/she needs	10	83
My child enjoys it	9	75
The staff are helpful	8	67
The service is high quality	6	50
They take place at a convenient time	3	25
This service provides support I need	3	25

(Base : 12)

For those that receive services the difficulty in obtaining them is apparent through the negative comments with long waiting lists and an insufficient amount of service provision. These comments are detailed in Table 10 below.

Table 10: Table to show what respondents like least about services for children and parents with special needs

<b>Like LEAST about services?</b>	<b>Number of respondents</b>	<b>% of respondents</b>
Nothing	9	60
It takes a long time to receive help	4	27
It is not often enough	1	7
Take place at an inconvenient time	1	7

(Base : 15)

## Gaps in Service Provision

Consultation with service providers identified a need for early years funding that is directly targeted for support for special needs. However, as with health visitors, a number of providers commented on a shortage of speech and language therapists within the area. Behavioural difficulties and mental health problems were also identified as key areas for additional service provision, with a need for both emotional and practical support.

A number of service providers suggested 'creative' means of addressing these gaps in services, utilising other domiciliary and outreach workers where special needs professionals were not available. Alternatively a number of support groups could be established for parents with special needs. One parent expressed a desire for

*'a place to relax, where my new-born baby can play/mix and where people don't taunt me...not just able bodied people'.*

A number of spontaneous comments from parents and service providers expressed positive views towards the Huddleston Centre, such as

*'I strongly approve of places like Huddleston Centre. Hope there will be variety of youth clubs/services as children grow up' and 'There should be lots of affordable or free services like the Huddleston'.*

### Case Study: The Huddleston Centre

The Huddleston Centre is a purpose built venue for children with physical disabilities (including mini-bus transport, soft play area, therapeutic pool and meeting rooms), and as such could potentially be an excellent venue for play and learning for Sure Start toddlers both with and without disabilities.

Due to recent cuts in funding, services have been restricted to evening groups for ethnic communities and older children with disabilities. Interviews with the staff highlighted a desire to restart the group for toddlers, and expressed enthusiasm for a mixed group of Under-4's. This would overcome potential low take-up of service due to the limited number of physically disabled children in the Hackney Downs area, and provide a stimulating, non-stigmatising environment for integrated play and learning.

Early identification of children with special needs and learning difficulties is a priority for improving social and emotional development. To negate long waiting lists for assessment and increase opportunities for early identification, programmes like 'Up to Five' (East London & the City Mental Health Trust) and Home Start are starting to make a difference in other Sure Start programmes.

### Case Study: the Up to 5 Project

The Up to Five Project is a counselling service for parents and young children and parents to be that is designed to de-stigmatise mental health issues for parents and children. A child psychotherapist can offer up to five sessions for parents who are experiencing difficulties with their new-born child or toddler.

The programme publicises its service as a counselling service for any parent who is experiencing difficulties (for example, has a child that cries too much, a toddler going through tantrums or a child that is experiencing separation difficulties).

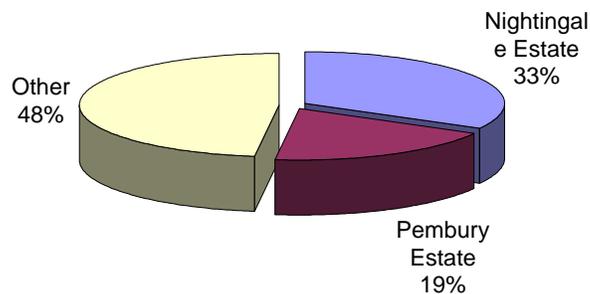
The child psychotherapists involved in the project are directly connected to the Donald Winnicott Centre (the primary service for children with disabilities and special educational needs) so can make early assessments and referrals as necessary.

## Appendix A: Demographic characteristics of survey population

### Area of Residence

The sample was targeted to ensure the main residential areas were represented. This breakdown is shown below in Chart 10.

Chart 10: Residential area of survey group



(Base 172)

### Gender

Of the 172 participants in the survey 83 % (143 people) are female and 17 % (29 people) are male. Using a comparison of other Sure Start populations this 1:8 ratio is standard as a much higher percentage of females assume the primary care giver role, see Table 11 below.

Table 11. Gender of respondents : A comparison of sample to equivocal Sure Start organisations within the Greater London Area

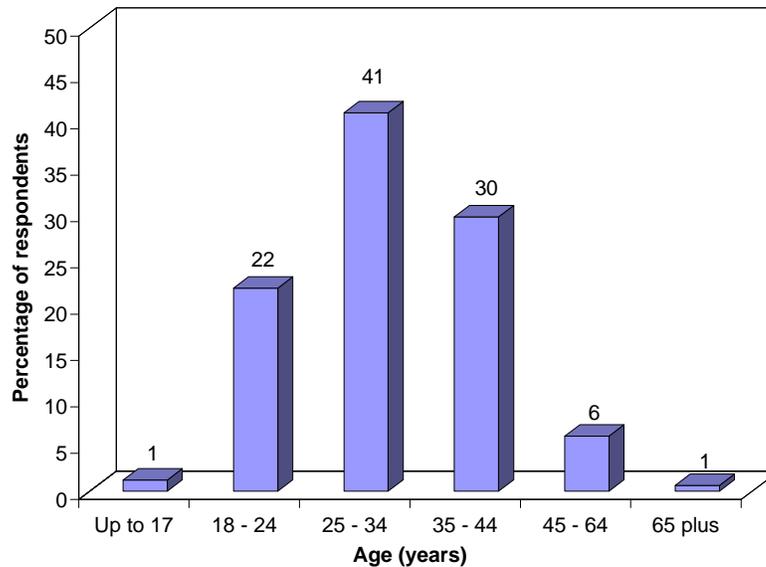
	Female	Male
	%	%
Sure Start A	80	20
Sure Start B	95	5
Sure Start C	86	14
Sure Start D	88	12
Sure Start E	91	9
<b>Average</b>	<b>88</b>	<b>12</b>
<b>Hackney Downs</b>	<b>83</b>	<b>17</b>

(Base : 172)

## Age

The age profile of the sample placed the majority of respondents in the 25 to 34 year age bracket and 70 % within the age range 25 to 44 years. A detailed breakdown is shown in Chart 11 below.

Chart 11: Age profile of survey group



(Base 172)

This skew towards the younger parental age is to be expected. Again the distribution is comparable to other Sure Start population demographics and hence the sample can be taken as representative.

Table 12 Age of respondents : A comparison of sample to equivocal Sure Start organisations within the Greater London Area

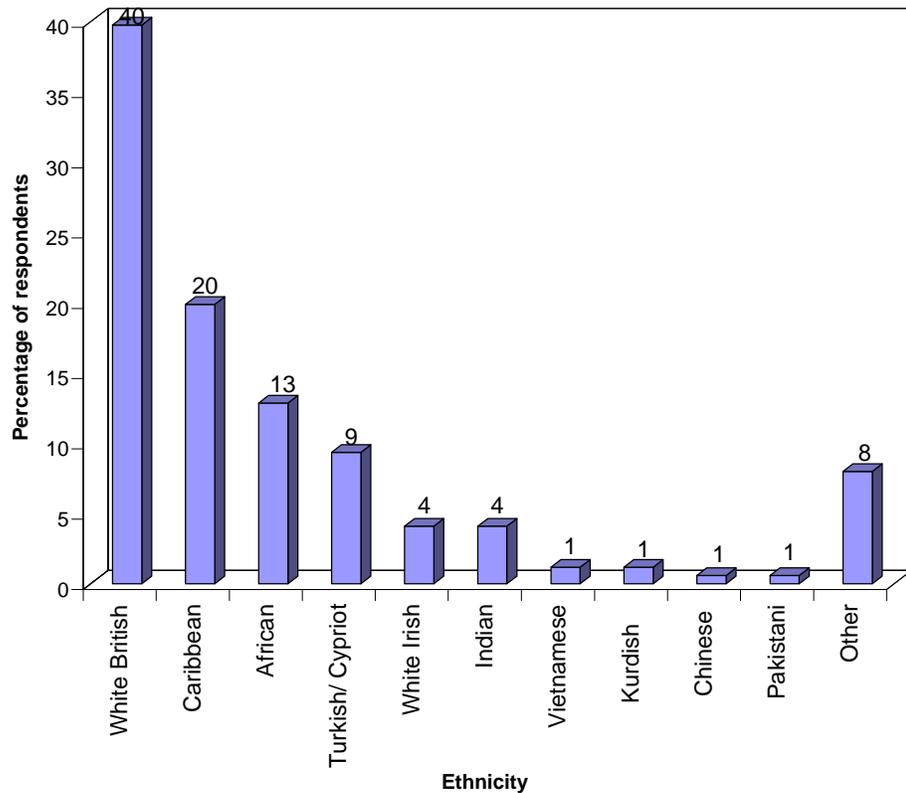
	16-24 yrs (%)	25-44 yrs (%)	45+ yrs (%)
Sure Start A	6	91	3
Sure Start B	15	73	12
Sure Start C	25	65	10
Sure Start D	23	69	8
Sure Start E	24	64	12
<b>Average</b>	<b>19</b>	<b>72</b>	<b>9</b>
<b>Hackney Downs</b>	<b>23</b>	<b>70</b>	<b>7</b>

(Base : 172)

## Ethnicity

The ethnic breakdown of the sample is shown below in Chart 12.

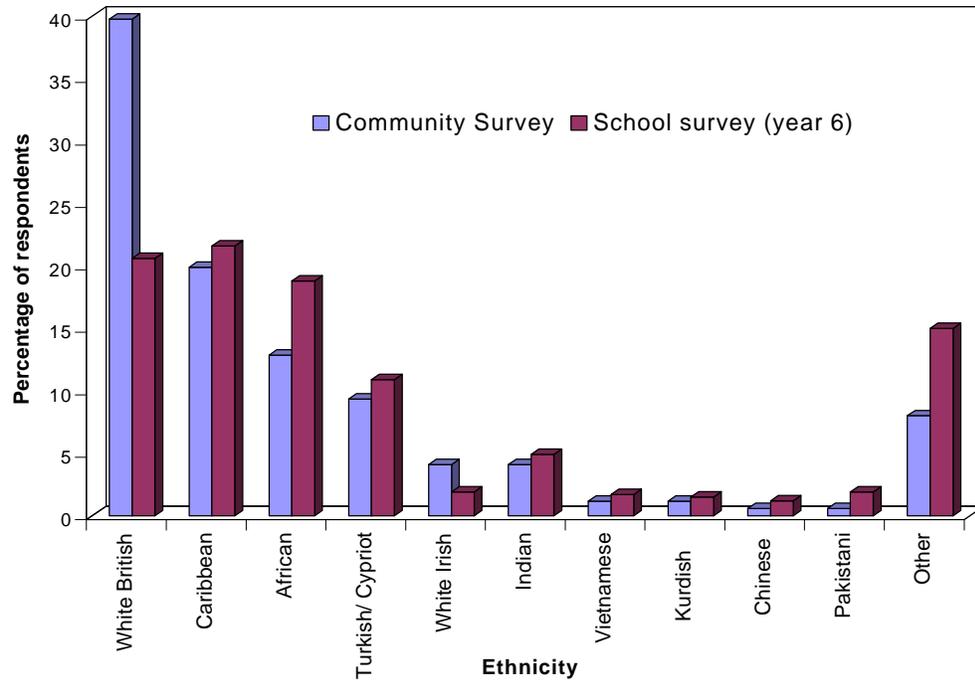
Chart 12: Ethnic composition of survey group



(Base 172)

The sample data shows a significantly higher number of the 'white British' ethnic group relative to the demographic profile of school children, whilst 'black and minority ethnic' categories are proportionately lower. This comparison is shown in the Chart 13 below.

Chart 13: Ethnic profile of survey group compared to ethnic profile of children at Year 6



(Base 172)

(Note : The school survey of year six pupils 2000, conducted at borough level, was chosen to establish ethnic profile as Census 1991 data is out of date and no longer represents the ethnic split within the area).

This can be attributed to two main factors:

1. BME groups tend to have a larger number of children relative to 'white British' families. The average number of children within the sample ethnic groups fits this pattern in the Hackney Downs area and is shown in Table 13 below.

Table 13: No of children by ethnic group

Ethnicity	Av no. of children
Pakistani	4.0
African	2.4
Indian	2.3
White Irish	2.3
Other groups	2.0
White British	1.8
Caribbean	1.8

2. The majority of community surveyors were English speaking. Certain ethnic minority respondents who have difficulties understanding English may have been marginalised as a result. (Only 15 % of our sample had difficulty understanding English).

Overall, however, taking into consideration these factors, this discrepancy in representation is not large enough to justify weighting the data, as any significant impact in results has been highlighted independently.

### Lone Parents

The percentage of lone parents in the survey was 36 %, of whom the majority was female. Again this is representative of an equivocal Sure Start population, as shown in Table.14 below.

Table 14. Lone Parents split by Gender : A comparison of sample to equivocal Sure Start organisations within the Greater London Area

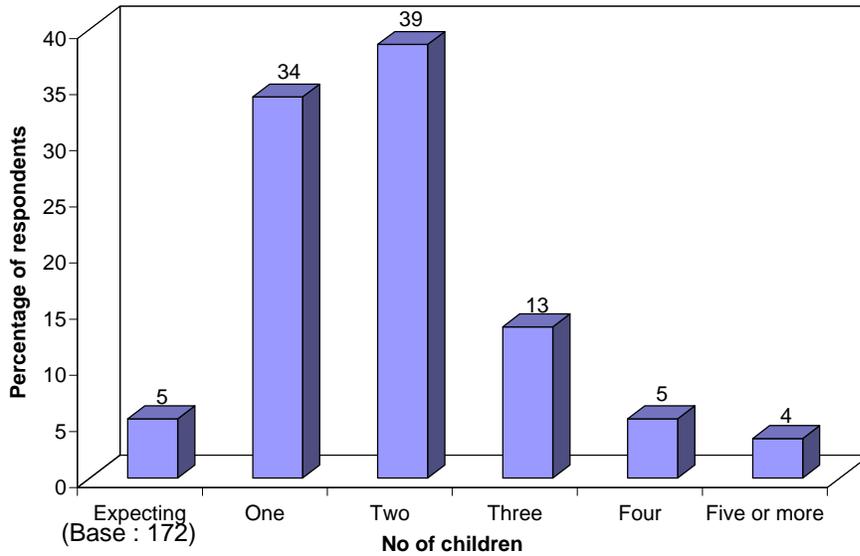
	<b>Female (%)</b>	<b>Male (%)</b>
Sure Start A	13	-
Sure Start B	40	-
Sure Start C	35	2
Sure Start D	34	2
Sure Start E	15	6
<b>Average</b>	<b>27</b>	<b>2</b>
<b>Hackney Downs</b>	<b>33</b>	<b>3</b>

(Base : 172)

### Children

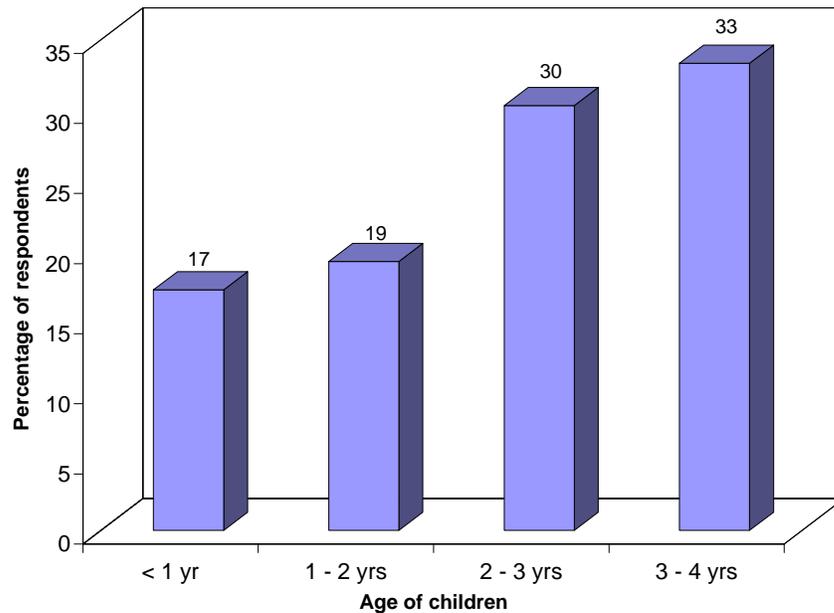
Chart 15 shows the number of children that parents/carers were responsible for in a parental role, including those over four years of age. Predominantly, families in the area have one or two children, although about 22 % of families have four or more children.

Chart 14: Number of children respondents responsible for.



Most of the children were within the older Sure Start range, with almost three quarters falling between two and four years of age. 38 % of adults also had children over the age of four years. This needs to be taken into consideration in service provision.

Chart 15: Age distribution of children



(Base : 172)

## Special Needs

When asked whether or not their child has a 'disability or any special need', 8 % (13 children) replied positively. This is double the level of disability/ special need identified by parents for themselves (4% which equates to 6 people). As Table 15 shows below this is proportionately representative of the typical Sure Start population.

Table 15. Special needs for primary care giver and children : A comparison of sample to equivocal Sure Start organisations within the Greater London Area

	Primary care giver SN (%)	Children with SN (%)
Sure Start A	4	11
Sure Start B	3	9
Sure Start C	3	3
Sure Start D	2	6
Sure Start E	12	10
<b>Average</b>	<b>5</b>	<b>8</b>
<b>Hackney Downs</b>	<b>4</b>	<b>8</b>

(Base : 172)

## Appendix B: Demographic characteristics of service use

There is no significant difference in levels of satisfaction between male and female respondents. This indicates existing services are of comparable standard for mothers and fathers.

Chart 15: General satisfaction : Comparison of levels of satisfaction between gender

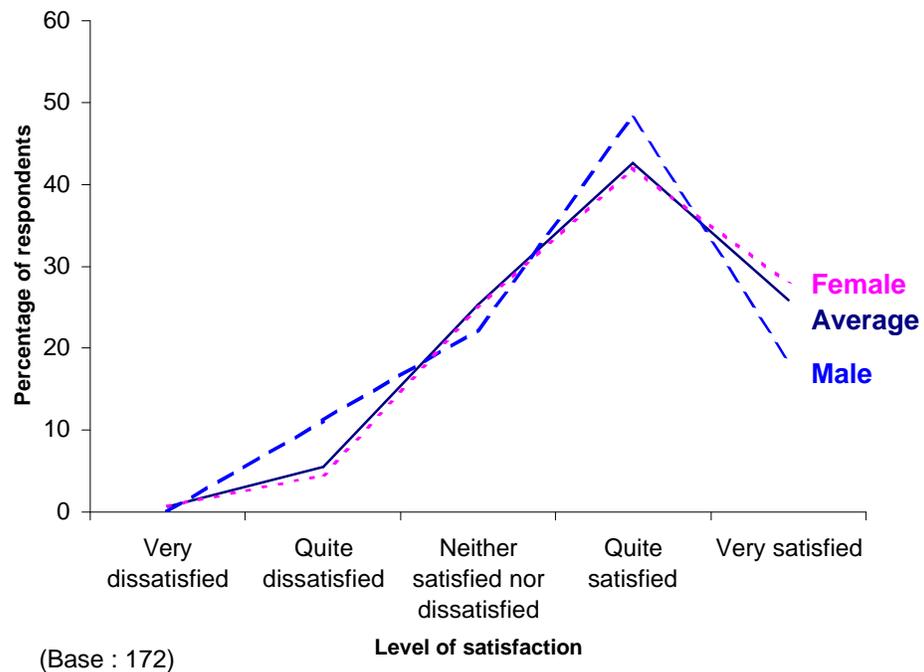
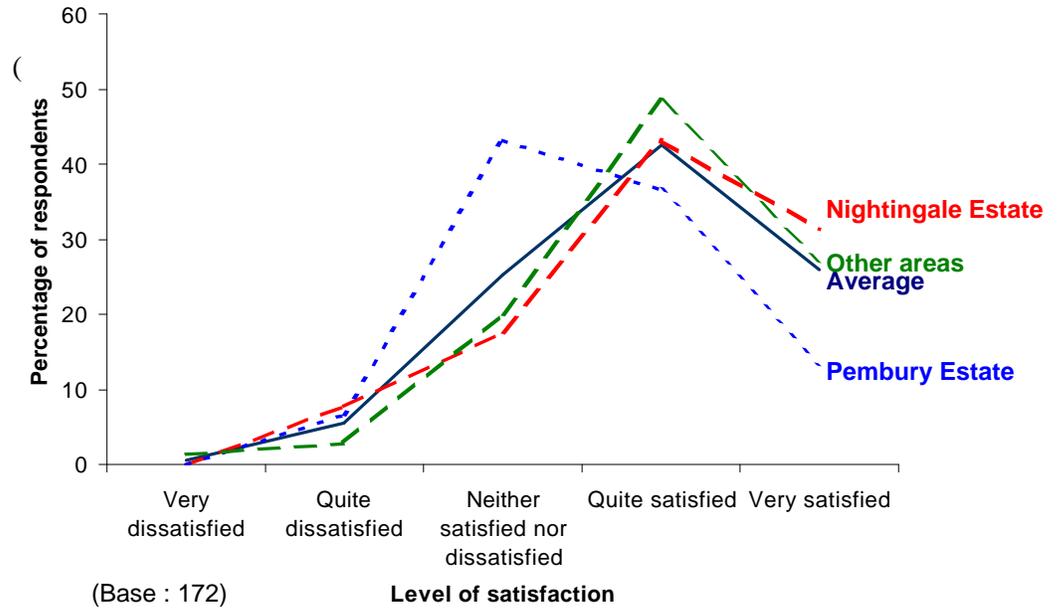
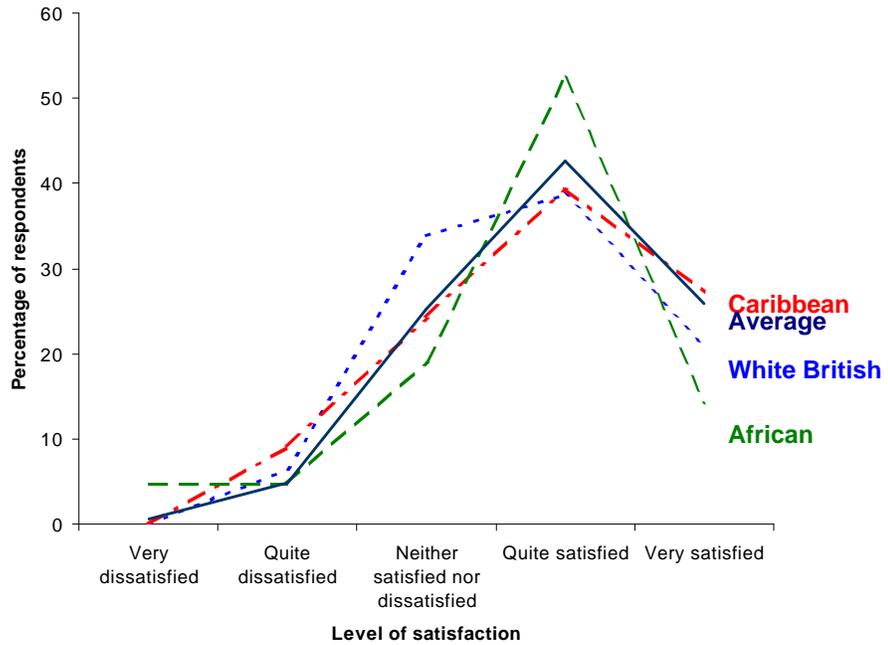


Chart 15: General satisfaction : Comparison of levels of satisfaction between area of residence



Ethnicity has no significant impact on satisfaction with services as shown in Chart 15 below.

Chart 15. General satisfaction : Comparison of levels of satisfaction between ethnic groups



(Base : 172)

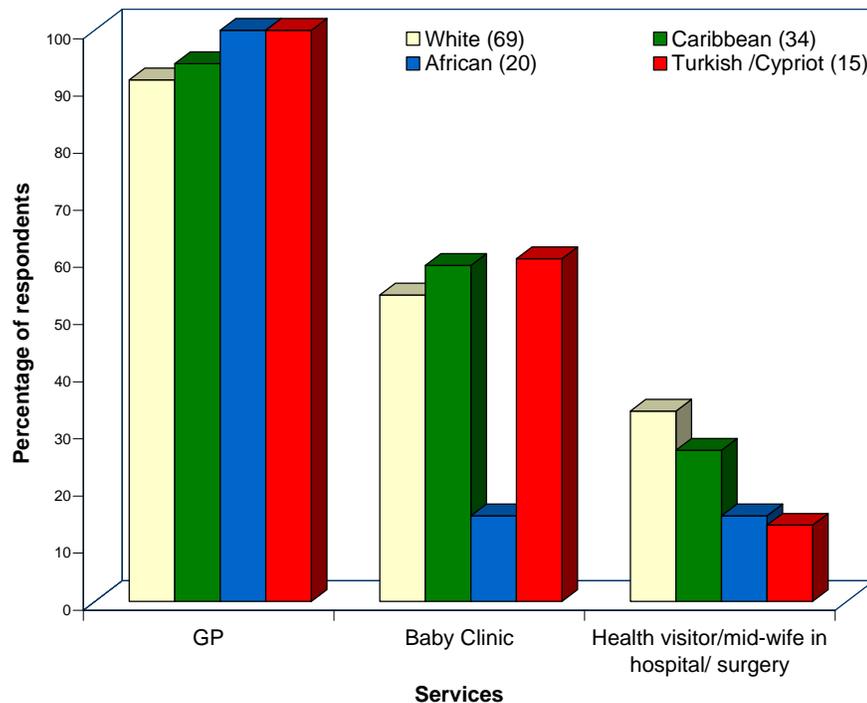
(Note : Only those ethnic groups are shown where base sizes are large enough for valid data)

## Appendix C: Comparison of service use by ethnicity

Levels of service use within the five main target areas are shown below – split by ethnic group. Patterns of service use indicate the Turkish/ Cypriot community are less engaged in services across the five main areas (with the exception of English Language classes). This reflects the delay in service take-up of this relatively new ethnic group. Previously harder to reach groups, (African and Caribbean) are now engaging at comparable levels across services with the conventionally predominant White British ethnic group. Interestingly there is no difference across ethnicities in aspects liked most and aspects liked least about services.

Chart 16: Table to show comparison of use of primary and community health care services by ethnicity

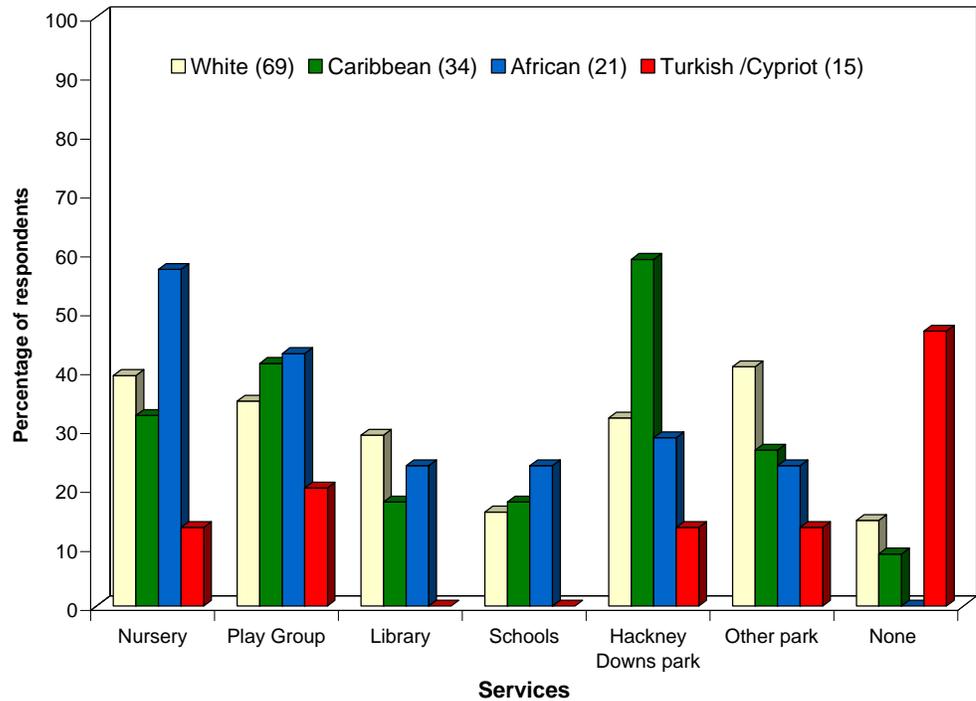
Note : Base sizes under 10 not included



All categories state high levels of GP use and equable levels of use across other primary and community services. A notable exception to this is the significantly small use of the baby clinic by the African ethnic group.

Chart 17: Table to show comparison of use of play, learning and childcare services by ethnicity

Note : Base sizes under 10 not



This table shows comparable levels of use for White, Caribbean and African ethnic groups across services for childcare, play and learning. Slight deviations show a higher level of use of nursery by the African ethnic group, whereas Hackney Downs park is used by a greater number of Caribbean respondents.

Overall the use of services is much lower by the Turkish/ Cypriot community – who correspondingly show a high percentage in the ‘none’ category.

Use of support and outreach services are comparable across ethnic groups as shown in the tables below.

Chart 18: Table to show comparison by ethnicity of use of services for support for parents and families

Note : Low base sizes under

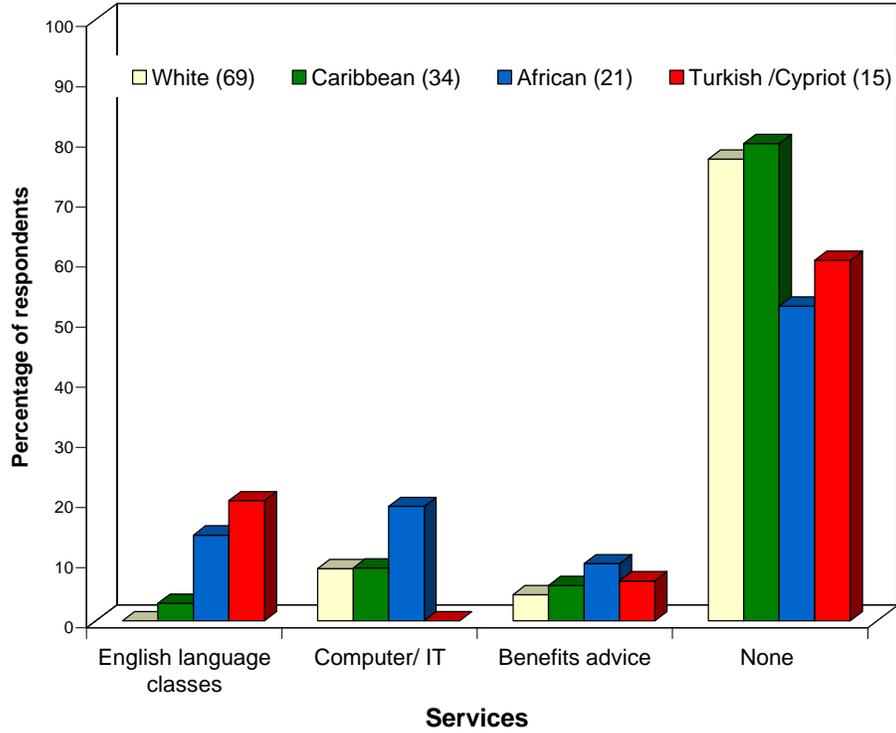


Table 16: Table to show comparison by ethnicity of use of services for support for outreach and home visiting

Note : Low base sizes under 10

