



Life in ‘The Roundway’

Parents and Carers Share Their Experiences of
Raising Children in North Tottenham

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1 Introduction

Sure Start is a UK government initiative aimed at improving the lives of disadvantaged children under the age of four. Funding is provided to local programmes to develop and enhance services that contribute to the health, emotional and educational well-being of families with young children. For these reasons, Sure Start programmes are expected to consider the specific needs of their local community as they allocate resources for service provision. Data available nationally through census statistics and policy studies may provide insight into these needs, but the most valuable source of information for any Sure Start programme is the views of its local parents.

Parent satisfaction surveys are one way of systematically gaining these views. This report summarises the findings of a parent satisfaction survey conducted by parents living in The Roundway. These findings provide both a profile of the community and an understanding of where services are wanted and needed. In this respect, these findings can serve as a guide for the development of future services.

1.1 The Area

'The Roundway' is one of five Sure Start local programmes in the North London Borough of Haringey, receiving its approval from the National Unit in August 2003. It is a densely populated residential area, consisting primarily of low-rise terraced housing. Its catchment falls across two wards -- White Hart Lane and Northumberland Park, with 80% of the area being within White Hart Lane. Approximately 10,675¹ people live here and the population per square mile is around 23,999 compared to the Haringey average of 19,452. This population includes many young people. It is estimated that between 25 and 27% are between 0 and 16 years old and it is likely that 900 of these children are under the age of four.

The Borough of Haringey is one of the most culturally diverse communities in the United Kingdom. It is estimated that 25,100² people live here and over half of them represent cultures outside of Great Britain. Over 160 languages are spoken in the Borough and there are large communities of people of Turkish, Albanian, Somali and Indian origins.³ This ethnic diversity is due, in part, to the high level of asylum seekers coming through the area, which ranges between 4,800 and 6,000 annually.⁴ These individuals are often not allowed to work and this contributes to White Hart Lane's unemployment rate of 7.3%, which is currently twice the national average.⁵ Without access to work or work-related benefits, many of Haringey's families live in poverty.

¹ Figure extrapolated from information provided by the RICHs system in the Haringey Primary Care Trust.

² Source: 2001 Census, Neighbourhood Statistics Online

³ Source: 2004 Haringey Council Fact File

⁴ Source: Average Social Service Caseload, Jan 199 – Feb. 2000, London Boroughs, The London Health Observatory

⁵ Source: 2001 Census, Online Neighbourhood Statistics

Thus, Haringey ranks as one of Britain's poorest regions with a deprivation ranking of 28 (a rank of one is given to the most deprived ward out of a total of 8,414 English wards).⁶ Some of the most disadvantaged living in this Borough include families with young children who would directly benefit from Sure Start services.

1.2 Understanding families' needs through a satisfaction survey

The Roundway Sure Start programme is now in the process of developing services for all families with young children. These services include drop-ins, training courses and community outreach for ethnic groups where English is not the first language. Before the programme prioritises funding for these services, it is crucial that they consult parents and carers to ensure that provision is needed and effective. In order to do this, the programme must establish a 'start-point' understanding of the perceptions of families living in the area.

Guidance from the National Sure Start Unit recommends that this start-point information be "reliable and detailed."⁷ Not only must it provide solid information for service development, this baseline must enable the programme to monitor its progress towards the three-year Service Delivery Agreement Target that states that "75% of families report an improvement in the quality of services providing family support." A parents' satisfaction survey conducted with at least 30% of the families living within the area's boundaries is one of the best sources of this baseline information.

Programmes also need to demonstrate that they understand their community in terms of "what is effective, for whom, in what circumstances and why."⁸ If done in a rigorous manner, information gained through a user satisfaction survey can provide a solid evidence base for designing, implementing and delivering services. It can also improve each programme's understanding of what is not known, therefore providing greater insight into where further evaluation is needed.

Given the requirements outlined above, this research was commissioned to accomplish the following:

- provide a detailed understanding of the community through demographic data
- find out what families think of the services they use
- reach parents who are difficult to reach through conventional means, such as the telephone or post

⁶ Source: 2000, *DETR Index of Multiple Deprivation*, Office of the Deputy Prime Minister

⁷ *Sure Start (2002). Sixth Wave Guidance.*

⁸ *Sure Start (2002). Sixth Wave Guidance*

- involve parents in conducting the survey, to insure that more families are included
- publicise Sure Start, both in terms of its ethos and its services
- develop a method of using consultation that will inform Partnership Board decisions on the design and delivery of services.

Information collected through this survey includes:

- demographic characteristics of the families living in the area, including employment status, ethnicity and number of children per household
- current service use
- current satisfaction with these services
- new services identified through family need
- start-point information on smoking and breastfeeding
- families' knowledge of Sure Start and their willingness to participate in the local programme's management.

1.3 Method

There are a variety of ways to conduct a parent satisfaction survey, but the Sure Start National Unit strongly recommends that parent volunteers from the local area be involved in this work. In addition, the Unit suggests that this work be done face-to-face, through door knocking and recruitment at community venues. Through such an exercise, the programme can obtain the views of local parents, while at the same time inform families about Sure Start services. In the words of Sure Start guidance "parents may respond best, especially at the outset, to people who they already know and trust."⁹

For these reasons, The Roundway Partnership Board commissioned Dr. Kirsten Asmussen, a research fellow from the University of Surrey, to oversee the survey and to train parent volunteers from the area to conduct it. Parents were invited to participate in three 2.5-hour workshops that covered the basics of market research in a community setting. The Open College Network recently approved this programme for accreditation and the details of it (including the recruitment of participants and survey administration) are provided in a separate report.

⁹ *Sure Start (2002). Sixth Wave Guidance.*

Six mothers living in the area participated in the training workshops where they learned how to conduct a 91-item market research questionnaire. This questionnaire was originally developed for Sure Start Euston* and was modified for use with The Roundway through consultation with professionals and parents living in the area. The survey considers families' views in the areas of education, childcare, recreation, work, training and health. It also includes a section that covers demographic information, including the parents' age, ethnicity, and income. A copy of this questionnaire can be made available upon request.

A variety of sampling methods was used to contact participants. The Roundway's Area Programme Manager felt that systematic door-knocking throughout the area might create a safety risk to the interviewers, so the programme organised a series of coffee mornings at a local school where a creche service was provided. This gave the interviewers the opportunity to conduct the interview in a friendly environment, where safety and childcare concerns could be kept to a minimum.

Initially, phone numbers from The Roundway's membership roster were given to the interviewers to invite parents to one of three coffee mornings. Once the interviewers exhausted the membership list, families were approached on the street, through door knocking and at public parks. As survey data was collected, the interviewers were directed towards neighbourhoods where the sample was still relatively thin.

The parent volunteers reached 194 families over a nine-week period in the spring of 2004. Twenty-two of these families did not live in the area, so their responses will not be included in this report. The parent interviewers represented a number of minority ethnic groups, which allowed the survey to be conducted in several languages including Arabic, French, Punjabi, Urdu and Slovakian. Additional support was provided to help interviewers conduct the survey in Turkish and Somali.

One clear advantage of this methodology was that it allowed the initial interviews to take place in an environment that was relaxed and virtually risk-free. This enabled the interviewers to develop their capacity to recruit and interview families at their own pace and this helped them to maintain a high level of enthusiasm. A disadvantage of this method, however, was that it was difficult to systematically record the families who refused participation in the survey, since it was not possible to record the details of families approached on the street or in the park. Therefore, the non-response biases of this study may never be fully understood.

Nevertheless, the interviewers reported that parents were enthusiastic about the survey and in many instances, individuals went out of their way to participate. For example, it was not uncommon for working parents to

* *the author gratefully acknowledges support from the National Evaluation of Sure Start in providing guidelines for administering this survey, as well as a template for analysing the findings as developed by Dr. Valerie Wigfall of the Thomas Corum Unit at the Institute of Education.*

reschedule the interview for a time when they were available. In cases where English comprehension was an issue, the interviewees themselves were resourceful in recruiting friends, neighbours or family members to help translate survey questions. It is believed that this enthusiasm helped reduce the non-response rate, although it is recognised that a variety of biases do exist in the findings. The implications of these constraints will be discussed when they are relevant in the report.

1.4 Findings

The results of the survey are presented in the main body of this report. Despite the potential for some bias, it is believed that the sample is representative of the area's general population, and the data is rigorous enough for planning purposes. It is also believed that this information provides the programme with a concrete understanding of the needs and priorities that Roundway families have for their community.

These findings show that The Roundway is a highly ethnically diverse community. Unfortunately, it is also a very poor community. Government benefits are the primary source of income for over half of the families, and single parents manage 38% of the households. Despite these challenges, parents living in this community have well-articulated priorities for their children. In particular, increased subsidised day-nursery availability and improved park facilities are especially important to these families. Improvements made in these areas are likely to enhance the daily lives of young children and parents living in The Roundway and increase parents' satisfaction. This report highlights where additional improvements can be made and concludes with recommendations for taking these findings forward.

2 Survey Population

In total, 172 families with children under the age of four living within The Roundway catchment boundaries participated in the survey. According to figures provided by the RICHS system in the Haringey Primary Care Trust (PCT), there are approximately 900 children living in this area. The PCT system also reports a ratio of 1.71 children under four per family. Dividing 900 children by this number suggests that there are 526 families with under-fours living in the area. The National Sure Start Unit recommends that programmes reach 30% of their population through a user satisfaction survey. This survey reached 172 families or 33% of the area's population with under-fours, thus surpassing the goal set by the National Unit.

Of these respondents, 159 were parents. Seven of these were fathers and 152 were mothers. Five childminders, five grandparents, two aunts, one au-pair and one friend were also present during the interviews.

2.1 Geographic representation

Figure 1 provides a full map of The Roundway that shows the distribution of survey participants across the region.

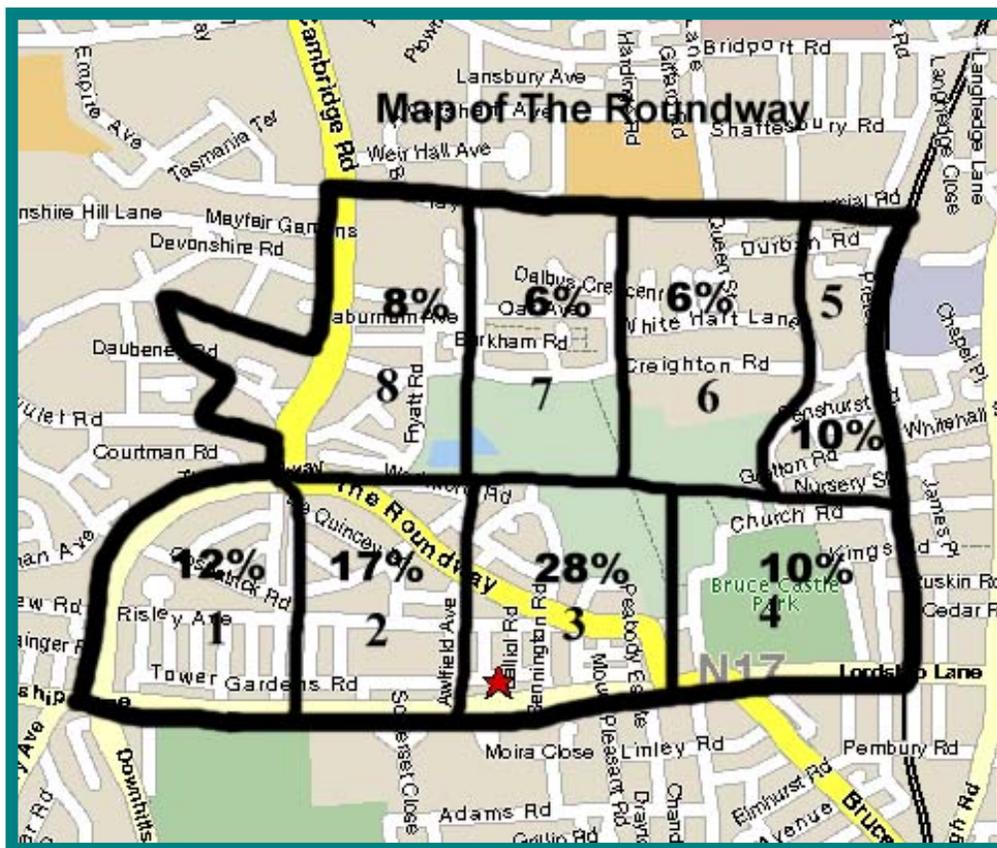


Figure 1 Geographic summary of the distribution of survey participants based on their address

The area is divided into eight zones and the percentage of participants from each zone is provided. This map represents 97% of the respondents, as 3% of the surveys did not contain the street address, making it difficult to locate families living on long roads, such as Lordship Lane or Risley Avenue.

This summary shows that a high number of respondents (28%) live in the south-central region of the area. This is where the Peabody Estate is, a residential zone consisting of 200 properties that are especially well suited to families raising young children. While it is likely that this area is more densely populated with under-fours, it is not possible to fully verify this finding without comparing it with other demographic data.

It should also be noted that there is a sharp geographic north/south divide in the area, due to the large cemetery in its centre. The percentages of the families interviewed show that those living north of the cemetery comprise only 30% of our sample. This discrepancy occurred despite co-ordinated efforts to canvass this area, especially the neighbourhood surrounding the Selby Centre and the Weymark Estate (Zones 6 & 7). Without detailed information from the PCT or the census, it is difficult to verify whether this is an accurate representation of the geographic distribution of families with young children. Because of this, the report will draw attention to differences between the northern and southern population if they exist.

2.2 The representation of children by age

The parents and carers interviewed represent 211 children under the age of four. This suggests a ratio of 1.23 children under four per family rather than the figure of 1.71 provided by the Haringey PCT. Table 2.1 provides a breakdown of the children's age by geographic zone.

Table 2.1 Number of children age 0 – 3 identified by the survey by geographic zone						
Zone	12 months & under	Age 1	Age 2	Age 3	Total 0 - 3	% Total Children
1	5	3	7	12	27	13%
2	9	11	7	7	34	16%
3	10	15	16	14	55	26%
4	4	6	8	6	24	11%
5	6	2	5	8	21	10%
6	2	4	2	5	13	6%
7	3	2	7	1	13	6%
8	2	5	4	6	17	8%
Missing	1	3	2	1	6	3%
Total	42	51	58	60	211	
%Total	20%	24%	27%	28%	99%*	99%*

*Due to rounding error.

This summary suggests that the findings may be slightly skewed towards families with older children. This may be due to the fact that families with babies are less active and therefore more difficult to reach, or it could accurately represent the distribution of age within the community. The programme may want to consider obtaining more detailed information in order to verify these figures.

2.3 Languages used in interviews

Between themselves, the six interviewers represented six separate languages that included English, Czechoslovakian, Arabic, French, Punjabi and Urdu. In addition, several families provided their own translation with help from friends or relatives. Table 2.2 provides a break-down of the languages used to complete the survey.

Table 2.2 Languages used to complete interview		
Language	No	%
English only	146	85
Somali	7	4
Turkish	5	3
Arabic	3	1.7
French	3	1.7
Spanish	1	.6
Greek	1	.6
Fatsi	1	.6
Kiswahili	1	.6
Nigerian	1	.6
Slovakian	1	.6
Yoruba	1	.6
Punjabi, urdu	1	.6
Total	172	100

Table 2.2 provides evidence that a high number of languages are spoken in The Roundway. This number does not fully represent the diversity of cultures living in the catchment, though. A better indicator of the ethnic diversity in The Roundway is the number of families who speak English as a second language and this data is reported in Section 3.3.

2.4 Non-response patterns

As mentioned in the Introduction, the programme did not choose a systematic door-knocking strategy because the programme manager felt that it would introduce a safety threat to the interviewers. Thus, it is difficult to fully understand who was not represented in this sample. The primary reason parents or carers gave to interviewers for not participating in the survey was

not having enough time. While it was reported that many families compensated for this by re-scheduling the interviews, others refused the survey without giving a reason or an alternative. The interviewers could not supply any specific characteristics of those who refused to participate, making it difficult to know what 'not having enough time' means in terms of any systematic non-response bias.

3 Demographic Characteristics of Families

3.1 Age of Parents and Carers

Table 3.1 provides the distribution of the parents and carers' age across the northern and southern regions of the area.

Table 3.1 Distribution of Parents and Carers' Age Across Geographic Regions				
Age Range	Southern	Northern	Total	% Total
20 & Under	2	1	3	1.7
21 – 30	39	24	63	37
31 – 40	65	26	91	53
41 – 50	9	4	13	7.6
51 – 60	0	1	1	.6
Missing		1	1	.6
Total	115	57	172	100%
% Total	67%	33%	100%	

This distribution shows that 90% of all parents and carers were between the ages of 21 and 40, with over 50% being between 31 and 40. When dividing the area into its northern and southern regions, we see that caregivers tended to be older in the southern region. Forty-four percent of all respondents in the northern region were 30 or under, as opposed to 36% of those in the southern region. Three teenage mothers participated in the study.

3.2 Ethnicity

Table 3.2 shows the ethnic breakdown of the respondents along with census data for the White Hart Lane and Northumberland Park wards.¹⁰ This table shows ethnic distribution of respondents participating in this study is very similar to the profile reported by the Northumberland Park ward (on the eastern side of the area), suggesting higher percentages of people of Black African origin.

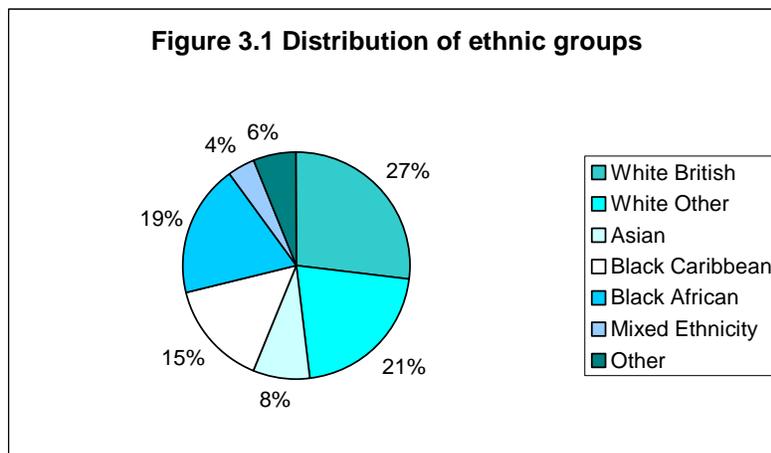
Data available from the census does not break down the 'White' category into British and White Other. However, parents responding to this survey were asked to make this distinction and it is noteworthy that families falling into the 'British' category make up only 27% of The Roundway sample. A further 21% of the white population represent various other non-British cultures, including people of Turkish, Kosovan, Czech and Slovakian origins.

¹⁰ Source: 2001 Census, Online Neighbourhood Statistics

Table 3.2 Distribution of ethnic groups (in percent) for this sample in comparison with census data provided for White Hart Lane and Northumberland Park Wards			
Ethnic Group	Survey Sample	White Hart Lane	Northumberland Park
White	48	60	48
British	27	*	*
Irish	3.5	4.1	3.7
White other	21	*	*
Asian	8.1	5.7	6.3
Indian	1.7	2.0	2.2
Bangladeshi	3.5	1.3	1.0
Pakistani	1.7	.8	1.1
Other	1.7	1.6	.6
Black	36	26	38
Caribbean	15	12	18
African	19	12	17
Other	2	2.1	2.5
Chinese or other	0	2.9	3.0
Mixed	3.5	*	*
White & Black	1.7	*	*
White & Asian	.6	*	*
Other mixed	1.2	*	*
Missing	1.2	*	*

*Data not available from the census

The distribution of ethnic groups reported here remains consistent across the geographic zones and age categories. Figure 3.1 provides a visual representation of the seven primary ethnic groups represented in this sample. Future analyses that include ethnicity will focus primarily on the top four groups, since the number of subjects within the smaller ethnic groups is not sufficient to make proper comparisons.



3.3 Languages spoken

Fifty-four percent of the sample reported that English was their first language. Forty-eight percent reported that they spoke a language other than English at home. Table 3.3 provides the frequency and percentages of the languages spoken in the area. From this, it can be seen that 28 languages were represented in this sample, thus underscoring the high level of cultural diversity in The Roundway. The Turkish culture had the highest representation, followed by those who spoke Somali, Arabic and Bengali. Twenty-six percent of the remaining population spoke an additional 24 languages.

Table 3.3 Distribution of languages spoken in the region		
Language	Frequency	Percent
English only	89	52
Turkish	13	7.6
Somali	10	5.8
Arabic	8	4.7
Bengali	7	4.1
French	5	2.9
Russian/Polish	4	2.3
TWI/Ghana	4	2.3
Spanish	3	1.7
Abanian	3	1.7
Punjabi	3	1.7
Czech	2	1.2
Urdu	2	1.2
Portuguese	2	1.2
Lugandan	2	1.2
Swahili/Kiswahili	2	1.2
Slovakian	1	.6
Italian	1	.6
Serbian	1	.6
German	1	.6
Kurdish	1	.6
Hindi	1	.6
Pakistani	1	.6
Nigerian	1	.6
Tagalog	1	.6
Tamil	1	.6
Visayan	1	.6
Yoruba	1	.6
Missing	1	.6

3.4 Residency Status

The majority of respondents (94%) reported that they were permanent UK residents. Of the eleven who were not, six said that they were temporary.

There was one refugee, one asylum seeker, one foreign student and one who did not know her status. These figures are surprisingly low, given that London Health Observatory statistics report that approximately 25% of the Haringey population are transitory.¹¹ It is possible that parents living with children in The Roundway represent a more stable part of the general population, but it is also likely that not all respondents accurately reported their immigration status. The programme may want to obtain additional information on temporary residents living in The Roundway when developing services for them.

3.5 Family structure

The parents and carers who participated in this study represented 419 children under the age of 18. These young people lived in 167 families (as five childminders were not used for this analysis), thus suggesting a ratio of 2.51 children per household. Table 3.4 provides the number of children per family. One hundred and thirty-four (78%) had one child under the age of four, 34 (20%) had two children under the age of four and three (1.7%) had three children under the age of four. These figures include five sets of twins.

Table 3.4 Distribution of children under age 18 per family household		
Number of Children per household	Frequency	Percent of sample
1	40	23.3
2	61	35.5
3	38	22.1
4	18	10.5
5	7	4.1
6	6	3.5

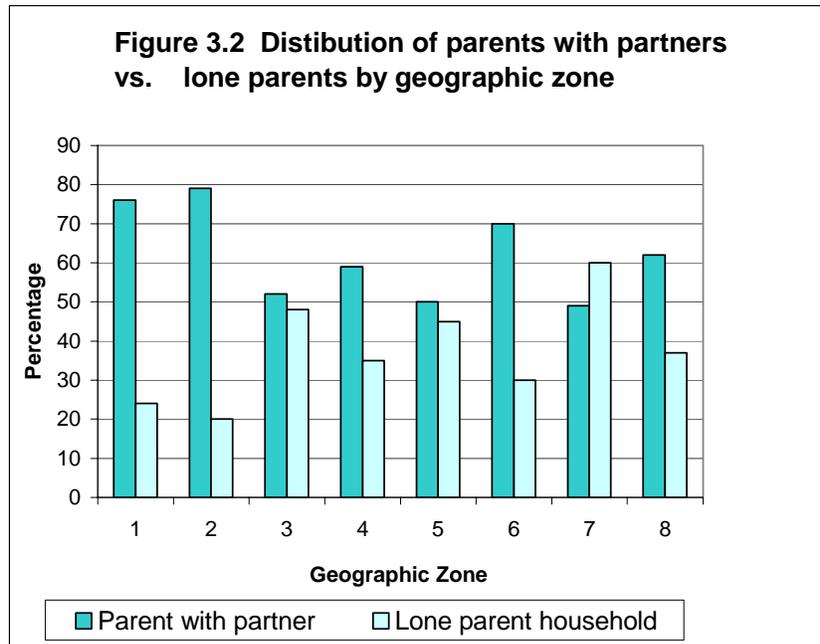
Sixty-two percent of the parents said that they raised their child with a partner. This figure includes five percent who reported the presence of additional adults residing in their household. Three carers stated that they were grandparents with sole responsibility for a child. The remaining 38% of the population reported they were lone parents, although four percent of this group reported living with other adults in the household. This figure is slightly lower than what is provided by the census. For White Hart Lane, the rate of lone parent households is 17.5% for the entire population and 42% of all households with children (40% of the overall population). Northumberland Park reports a rate of 15.5% lone parent households for the entire area, comprising 42% of all families in the area (36.6%).¹²

Figure 3.2 shows the distribution of two-parent and lone parent households across the geographic zones. This shows a much higher percentage of two-parent households in the western zones, particularly in Zones 1, 2 and 8.

¹¹ Source: *Average Social Service Caseload, Jan 199 – Feb. 2000, London Boroughs, The London Health Observatory*

¹² Source: *2001 Census, Online Neighbourhood Statistics*

The highest percentage of lone parent households is in Zone 7, although this figure should be interpreted with caution, since only 10 families were interviewed in this area.



There is a possibility that parents did not always provide accurate information regarding their living situation, as a number of discrepancies were observed in the data. For example, several parents reported the working status of their partner in one section of the survey, while stating that they were lone parents with dependent children in another. This suggests that some respondents may have reported that they were lone parents because their partners were not involved in the rearing of their children, but nevertheless provided financial support.

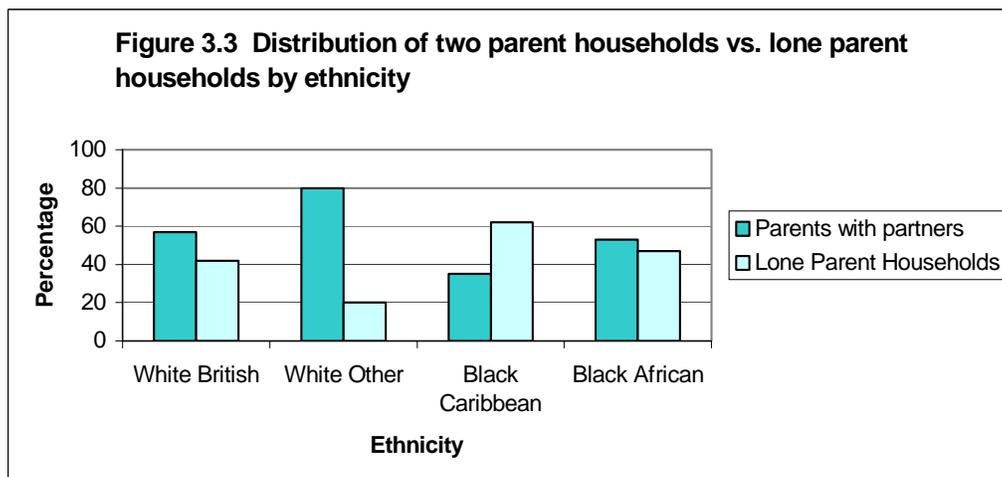


Figure 3.3 provides the distribution of two parent families versus lone parent households for the four highest represented ethnic groups. This distribution suggests that Black Caribbean and African parents are more likely to report raising their children independently.

3.6 Accommodation

Eighty-nine percent of the respondents reported that they lived in a house with ground access. Of the remaining eleven percent, eleven lived on the first floor, five lived on the second and one lived on the third. First floor accommodation was reported across the catchment. Two families lived in flats on the second floor or higher, and this was in the area near the Selby centre – most likely the Weymark Estate.

Only seven percent of the families reported living in a one-bedroom accommodation. The majority reported having two bedrooms (49%). Thirty-eight percent said that they had three bedrooms and six percent said they had four or more. A significant relationship was found between the number of bedrooms per household and the number of children ($r = .31, p < .001$). This relationship is further illustrated in Table 3.5 where family size is compared to the number of bedrooms in each home. In general, bigger families have more bedrooms, although over a quarter of the families with four or more children (8 cases) reported having only two bedrooms in their flat.

Table 3.5 Distribution of family size (by children) and the number of bedrooms in accommodation				
Number of Children	One Bedroom	Two Bedrooms	Three Bedrooms	Four or more
1	18%	43%	33%	8%
2	7%	64%	26%	3%
3	3%	47%	47%	3%
4 or more	0	26%	61%	13%

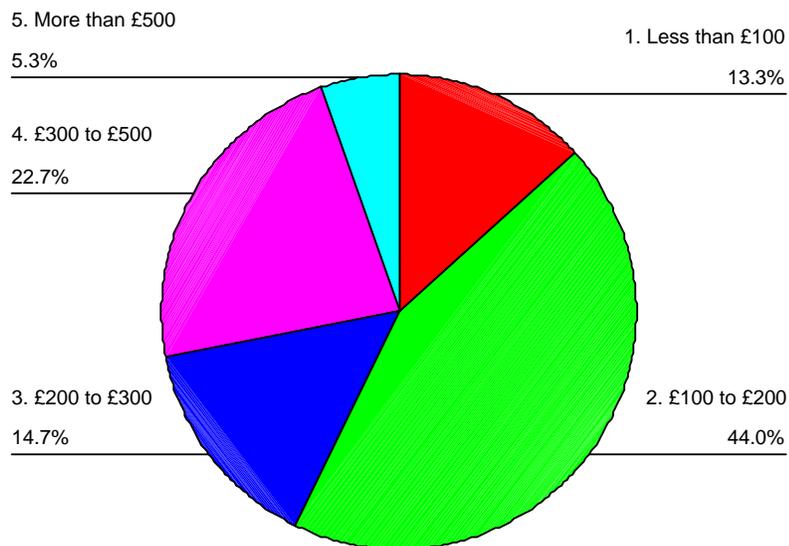
4 Income

4.1 Weekly household income

Only 74 (42%) of the families provided the details of their weekly household income. Four did not answer this question, and an additional 54% said that they did not know. Clearly, this is a sensitive issue and analyses considering the demographics of those stating 'they did not know' did not reveal any common characteristics for this group. **Given the high amount of missing information, the data gathered from this question should be interpreted with caution, as it is highly likely that it is not fully representative of all of the families participating in the survey.**

Figure 4.1 provides the distribution of weekly income for the families who responded to this question.

Figure 4.1 Distribution of weekly income



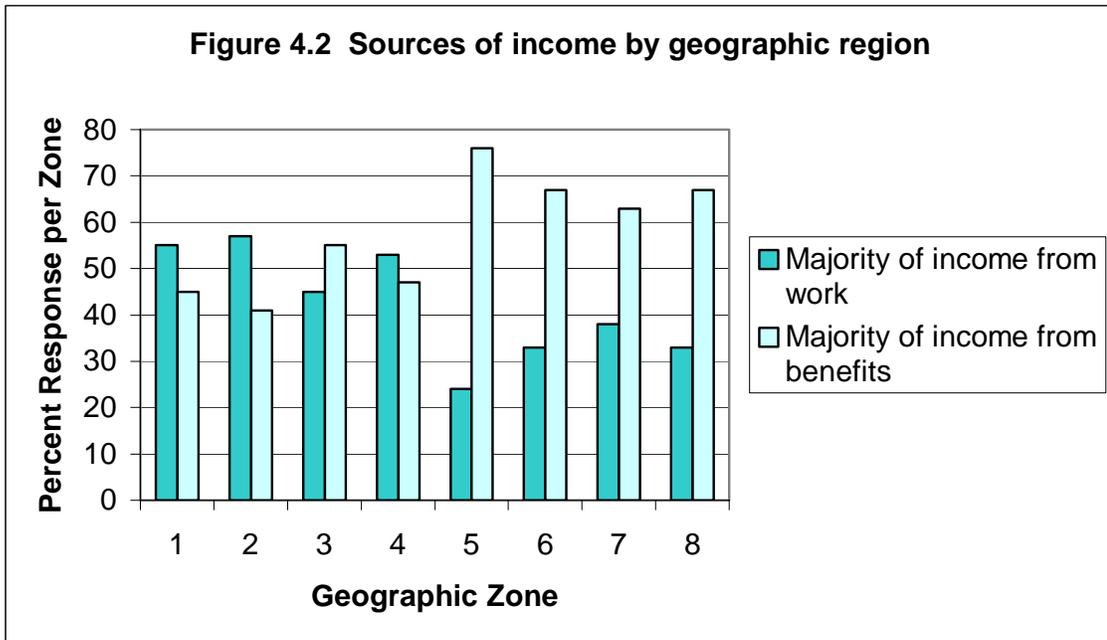
Of those who answered this question, 33 (57% of those who answered the question and 19% of the entire sample) stated that they had a weekly household income of less than £200. The demographic distribution of these individuals (ethnicity, age and geographic zone) is similar to that of the general population.

4.2 Source of income

Because less than half of the families gave their income details, it is believed that household income is better understood through consideration of the

respondents' sources of income. One hundred and sixty-five respondents provided these details. Forty-four percent reported that the majority of their income came from paid work and 52% said that it came mostly from benefits.

Figure 4.2 provides the distribution of families' responses to this question by geographic zone.



This graph suggests that benefits are the primary source of income for significantly more families living in the northern region of the area than those living in the southern.

The ratio of work versus benefits observed for the entire sample (44% work, 52% benefits) is similar across the four primary ethnic groups represented in this sample, with the exception of the Black African community. For this group, 34% of the families reported work as their primary source of income, with 66% stating that they received the majority of their earnings from benefits.

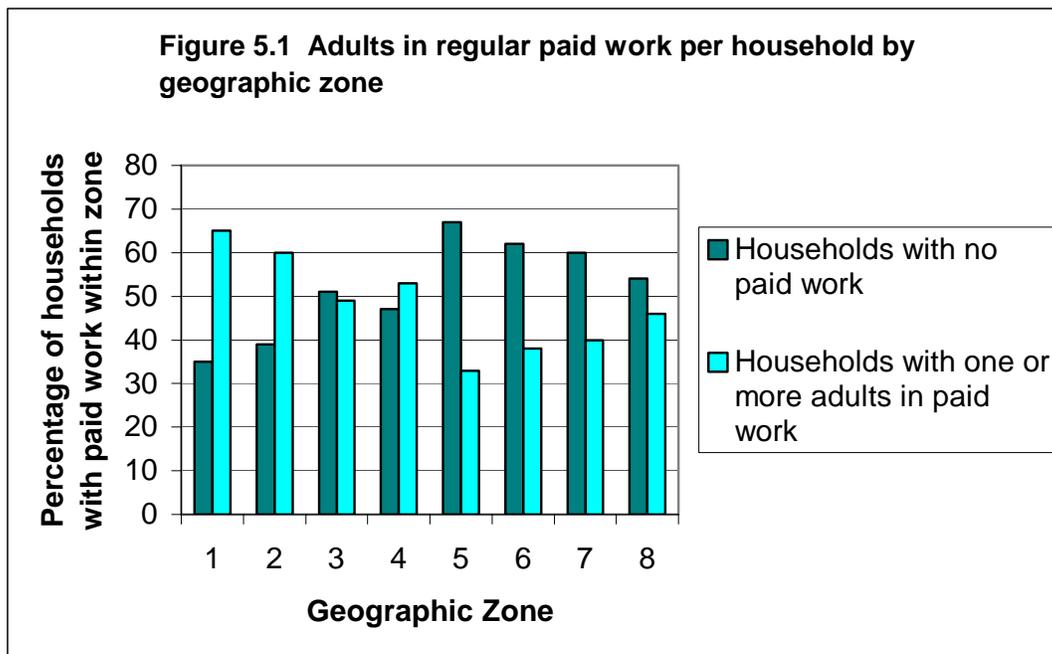
When source of income was broken down by family status, the vast majority of lone parent households (87%) reported that benefits were their main source of income. Only eight lone parents said that they supported their family through a job. This is a sharp contrast to duo-parent households, where 67% reported that their primary earnings came from work.

5 Employment

5.1 Household employment

Forty-seven percent of the respondents reported that no one in their family had a regular paying job. Two-thirds of the remaining 53% (61 parents) stated that one family member had regular work, nine said that two adults provided income and seven reported having three earners in the household. Five respondents did not answer the question.

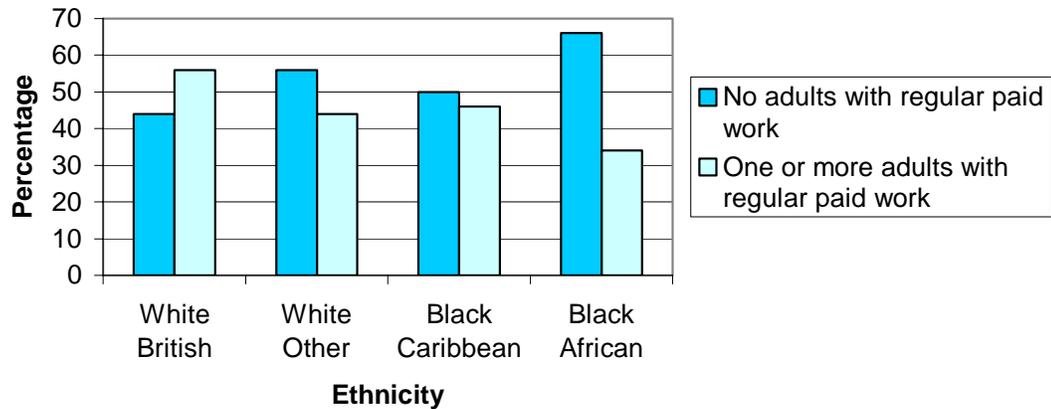
Figure 5.1 provides information on household employment per geographic zone. This suggests that a greater percentage of families in the southern zones have one or more adults working. The findings for Zones 6 and 7 should be interpreted with caution, however, as there were only eight families reporting this information in Zone 6 and ten families in Zone 7.



5.2 Employment and ethnicity

Figure 5.2 gives the breakdown of household employment across the four primary ethnic groups observed in this sample. These findings suggest that White British families reported the highest rate of family members with regular paid jobs (56%) and Black African reported the lowest (34%).

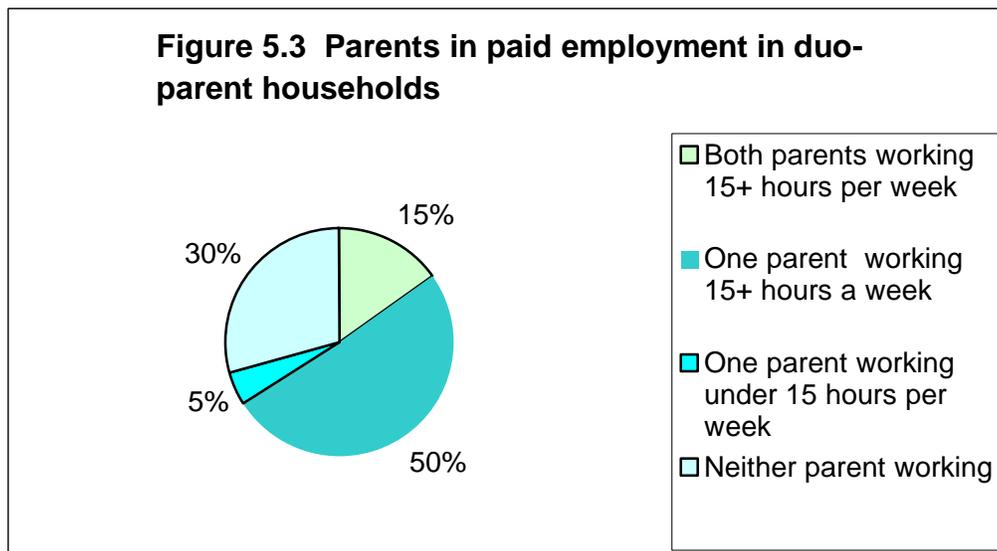
Figure 5.2 Parents with regular paid jobs by ethnicity



5.3 Parents in paid employment

There were 105 duo-parent families who provided information on their employment status. Figure 5.3 provides the breakdown of employment in these households. Thirty percent of these families reported that neither parent worked. Only three women with unemployed spouses reported that they were working. Two of these women worked full-time and one worked less than 15 hours.

Figure 5.3 Parents in paid employment in duo-parent households



When employment was considered in lone parent households, nine respondents (14%) reported having a regular job. Only one of these individuals said that she knew her income and it was less than £200 per week.

5.4 Work and government tax credits

The survey considered whether families were taking advantage of their tax credits and 161 families responded to this question. Most families reported that they had heard about at least one of these credits, but 15 parents said that they had not heard of any them.

Working Families' Tax Credit. The first government benefit considered was the Working Families' Tax Credit that is available for families with dependent children earning a low income. Only families with at least one member in employment for over 16 hours a week can apply for this. In this sample, 35 individuals (20%) reported having applied for it, all of who had met the criteria in terms of working hours. Forty-one families (27%) stated that they had not heard of it. At least eleven of these individuals had one family member who worked over 16 hours per week and therefore may have qualified for this benefit. When considering this category by ethnicity, White non-British parents were the least likely to have heard of it (42% of the group).

Childcare Tax Credit. The second government benefit considered was the Childcare Tax Credit. Families needing help with childcare costs can apply for this credit. One-third of this sample stated that they applied for it. Eleven percent said that it was not applicable and 26% said that they had never heard of it. An additional quarter stated that they had heard of it, but had not applied. In terms of ethnicity, once again, White non-British families were the least likely to have heard of it, with 47% stating that they did not know what it was.

New Deal for Lone Parents. As the title implies, this benefit is available to lone parents in households with dependent children. Sixty-six percent of the families stated that it did not apply to them. This number (113) includes sixteen lone parents. In fact, only four lone parents reported having applied for this benefit. Twenty lone parents had said that they had never heard of it, and sixteen said that they had heard of it, but had not applied.

5.5 Working mothers

One hundred and sixty-two mothers provided information about their employment. Eighty-one percent (132) stated that they did not work. According to these figures, less than 20% of the mothers in this sample worked, although this figure may be somewhat low, since working mothers may have been more difficult to reach through the survey. Of the 30 who stated that they worked, 19 reported that they worked over 16 hours per week and only eight said that they worked full time. Table 5.1 provides an overview of the kind of work these women undertook.

The majority of women worked close to home. Six stated that they had to travel more than a mile and six said that they travelled less than a mile. Four reported that they worked from home. The remaining 40% said that they had

to travel three miles or more and two said that they did not know the distance to their job.

Table 5.1 Type of employment of working mothers		
Type of Employment	Number	%
Education/teaching	10	33
Care of others/nursing	6	20
Childcare	5	17
Sales	3	10
Professional	3	10
Clerical/secretarial	3	10
Total	30	100

Of the 20 who worked 16 hours or more a week, eight said that they worked full days all year round. Two worked in the evenings, and the rest of them reported hours that were consistent with school times.

One-third of all women with jobs said that their childcare needs affected their working hours. Three women said that school hours influenced when they could work, whereas others stated that they chose to work at home so they could be available for their child. As one mother explained her reasons for working from home, "I realise now that I must put my kids first. I accept that I cannot develop a career while they are young."

When asked if their childcare needs affected the type of work they did, less than one quarter of the mothers said yes. The majority described their employer's attitude as fairly to very sympathetic. Several said that they could take their children to work, and over a third stated that their employers were generous in allowing them to take time off when their children were ill.

When asked if they would prefer a different kind of a job, half of the mothers said yes. Two said they would enjoy working from home as a childminder. The rest listed a variety of professions, such as police work, teaching and law.

5.6 Working mothers and ethnicity

Of the 19 mothers who worked sixteen hours or more per week, 7 (37%) were British, six were Black African, four were Black Caribbean, one was Indian and one reported mixed heritage. No White non-British mothers fell into this category.

5.7 Childcare and employment

Twenty-six mothers reported using childcare, since four were able to care for their children as they worked from home. Half of these individuals relied on relatives. The majority of this support came from spouses (12 out of 13), but mothers also relied on grand parents (8), aunts (1) and older siblings (1). Six

working mothers used a childminder, four had a space in a full day nursery and three had help from a friend or neighbour.

5.8 Desire for work

Of the 132 mothers who did not work, 70% said that they would like to have a paid job. This same group stated that their reasons for not working were linked to childcare responsibilities. Five percent of these mothers said that they would like to start work immediately, and 73% said they would like to do so within the next five years. Approximately one fifth were not sure when they wanted to return to work. Seventy-three percent of those who wanted work said they would prefer a part-time job.

Not all parents were sure about what they wanted to do. Five said that they would do anything that came along, but the rest provided answers that are summarised in Table 5.2

Table 5.2 Type of employment of wanted by mothers		
Type of Employment	Number	%
Childcare/Nursery nurse	18	29
Retail	11	18
Nursing	10	16
Teaching/Education	6	10
Clerical/secretarial	5	8
Hairdressing	3	5
Computer work	2	3
Care of the elderly	2	3
Social care	2	3
Professional	3	5
Total	62	100

When the desire for work was considered across ethnicity, the majority of the mothers in all groups wanted to work. Approximately two-thirds of all mothers within the White British, White non-British and Black African categories said that they would like to have a paid job in the near future. This percentage was higher for Black Caribbean mothers, 88% of who said that they wanted a job within the next five years. Half of these women said they would be willing to work full-time and the kinds of jobs they wanted were similar to those summarised on Table 5.2.

6 Training

6.1 Parents currently in training

Twenty percent of the parents in the survey were involved in some kind of training. This ranged from an hour a week Indian Head Massage course at a local community centre to parents who were pursuing a full time business management degree. Table 6.1 provides a list of the various training undertaken by The Roundway parents.

Course	Frequency	Percent
ESOL	12	36
Computer training	5	15
European Computer Driving Licence	3	9
BA	3	9
Nursing	2	6
Teaching	2	6
GCSE	1	3
Greek language	1	3
Hospitality management	1	3
Legal Secretary	1	3
Social Work	1	3
Childcare NVQ2	1	3
Total	33	.99*

*Rounding error

This list shows that English as a second language courses are the most popular, followed by computer skills classes and training in various professions.

Five respondents said they were studying at CONEL, four parents attended courses at the Selby Centre and several attended various other local institutions, such as the Haringey Adult Learning Service, I Can Do It, North Middlesex University, and Tottenham College. Some travelled farther for their education to institutes such as the City of Westminster College, London Metropolitan University and Brunel University. Short course learning took place at various community centres like Broadwater Farm and the Devonshire Hill school. Several parents mentioned that did their coursework through home correspondence.

Only seven parents reported studying 16 hours or more per week. Six studied between 11 and 15 hours, ten studied between six and ten hours and the remaining ten took short course that were under five hours a week.

Of those who were in training, 20% reported having partners who studied, although only two studied 16 hours or more per week. Six studied between 11 and 15 hours a week, and the remaining twelve studied ten hours or less.

6.2 Childcare provision during training

Twenty-eight parents provided information about their childcare during training. Table 6.2 provides a summary of the different services used.

Childcare provision	Frequency	Percent
Relatives	8	29
College Creche	4	14
Childminder	4	14
Nursery Class (in primary school)	3	11
Friends or neighbours	3	11
Full day nursery centre	2	7
Other	4	14
Total	28	100

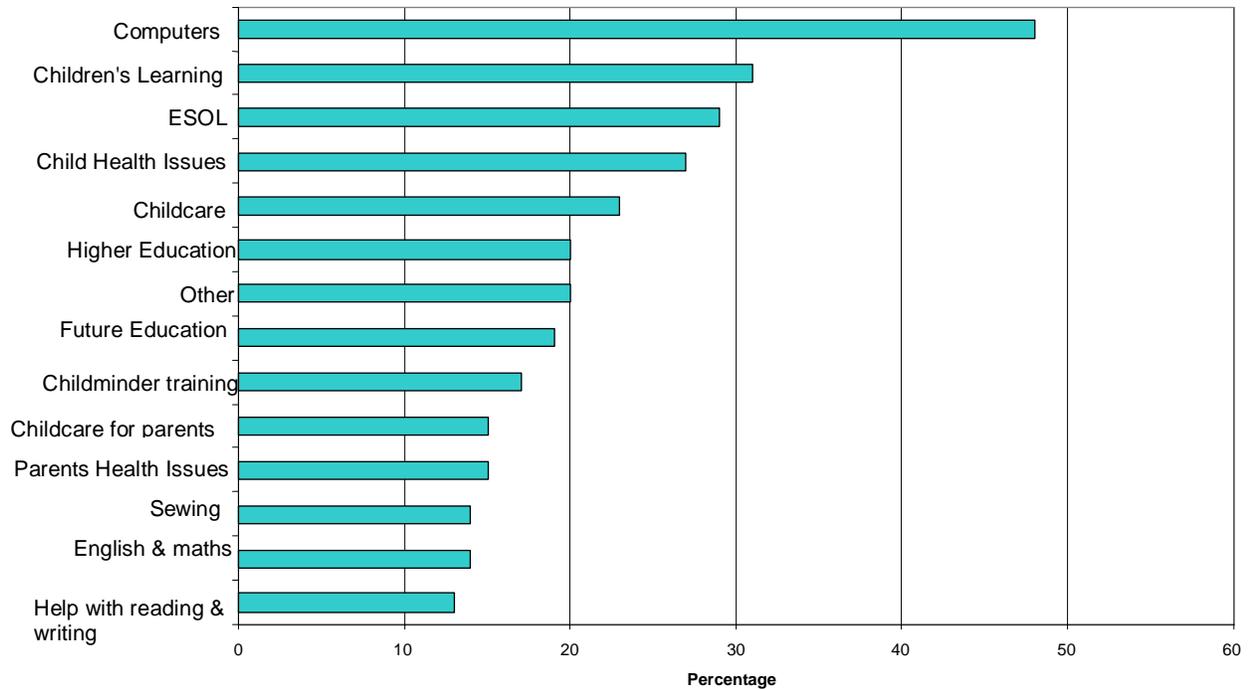
Relatives (29%) provided the majority of child care for parents who were in training. Partners were the primary source of childcare support (6), followed by grandparents (5) and aunts or uncles (3). Fourteen percent of the parents (4) also reported using their college creche, and an additional four said they employed a childminder.

6.3 Future Training

One hundred and sixty parents responded to the question of whether they would like additional training. One hundred and nine (68%) said that they would. Two of these individuals listed training that they were already pursuing. Figure 6.1 summarises the parents' choices when they were asked to choose from a list. Please note that total percentages will be over 100 because parents could select more than one option.

This figure shows that computer skills was by far the favourite option at 48%. This was followed by courses in supporting children's learning (31%), ESOL courses (29%) and Child Health Issues (27%). Childcare training for employment was chosen by 23% of the parents. The rest of the course options were fairly evenly distributed at 20% or lower. Parents also made a number of interesting suggestions in the 'Other' category, including hairdressing and first aid.

Figure 6.1 Parents choices for training options



6.4 Volunteer Work

Only 148 parents answered this question. This may be due to the fact that it was occasionally skipped if the parent indicated that they were working, because it was in the section of the questionnaire that only applied to parents who were not in employment. Eighteen (12%) of these individuals said yes, listing a variety of activities that ranged from work at Oxfam, shopping for a disabled veteran or cutting a friend's hair. Five of these parents mentioned their work with Sure Start.

7 Health

7.1 GP Services

One hundred and sixty-nine families provided information regarding their children's health. This reflects the fact that three of the childminders participating in the survey were not directly responsible for any one child under four, and so they did not provide this information. Ninety-seven percent said that their child was registered with a GP and three said that they did not know. Of these three, two were mothers and one was a father.

7.2 Children with special needs or disabilities

Families were asked to state whether any child under four required special health tests or treatment. Nine families (5%) said yes. Four said that their children required speech and language therapy, one said that they went to a hospital consultant for hearing problems, one said that their child received support for sensory integration/ADHD issues. Two said that they received extensive medical support for a child with cerebral palsy.

In a separate part of the survey, families were also asked to indicate whether any child in their family was diagnosed with a disability or special educational need. Twenty families (12%) said yes and Table 7.1 summarises the answers they gave. Please note that this list includes all children per household so there is an overlap with the information provided above.

Disability	Frequency	Percent
Learning difficulties	4	20
Speech disorders	4	20
Down's syndrome	2	10
Cerebral Palsy	2	10
ADHD	1	5
Asthma	1	5
Brain haemorrhage	1	5
Ear problems	1	5
Gastroesophageal Reflux	1	5
Noonan's syndrome	1	5
Sickle cell anaemia	1	5
Tuberculosis	1	5
Total	20	100

7.3 Dental care for children under four

Table 7.2 provides a summary of where families took their children under the age of four for dental treatment.

Dental care provider	Frequency	Percent
Nowhere	109	63
High street dentist	45	26
GP practice	7	4
Health care dentist	5	3
Other (not sure)	3	2
Total	169	100

The majority of families (63%) reported that they took their child nowhere for dental care. When the reasons for this were explored, 97% that they thought their child was too young and the remaining three said that they had not considered it.

7.4 Adults with a diagnosed disability

Thirteen families (8%) reported that an adult living in their household had a diagnosed disability. Three indicated mental health problems, two had high blood pressure, one had epilepsy, one had chronic back problems, one had hearing difficulties and one had kidney reflex.

7.5 Mothers' health

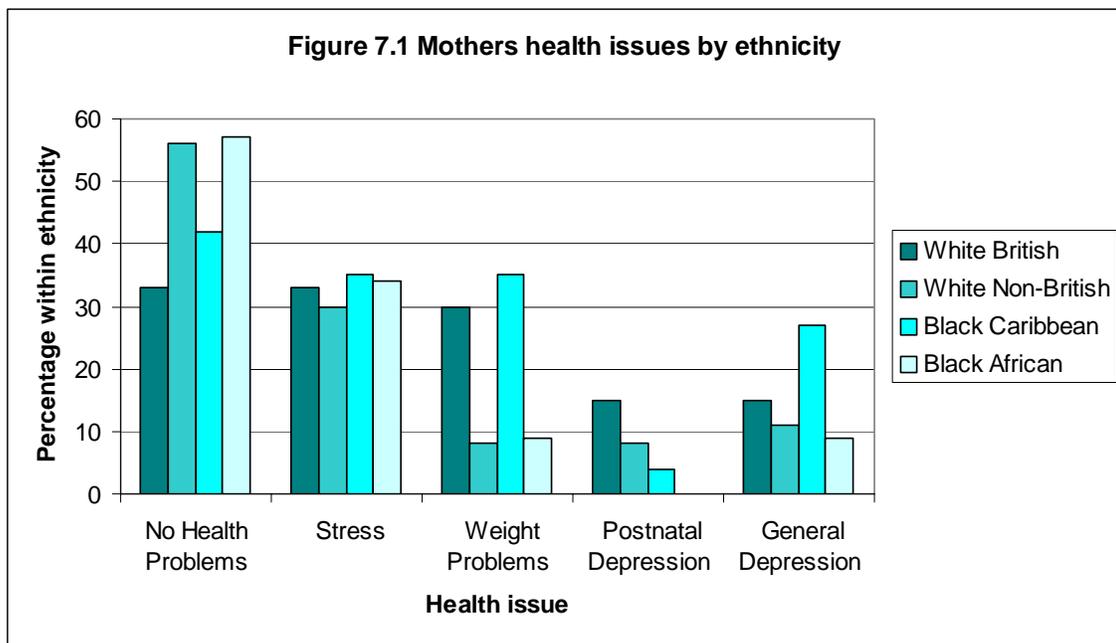
One hundred and sixty-four mothers provided information about their health. Ninety-three (57%) of these mothers said that they had at least one health problem since having children. Table 7.3 provides a summary of health problems mothers reported since the birth of their first child. Percentages will be greater than 100 since the mothers could provide more than one answer.

Health condition	Frequency	Percent
No health problems	90	55
Stress	55	34
Weight problems	37	23
General Depression	22	13
Post natal depression	13	8
Other	5	3

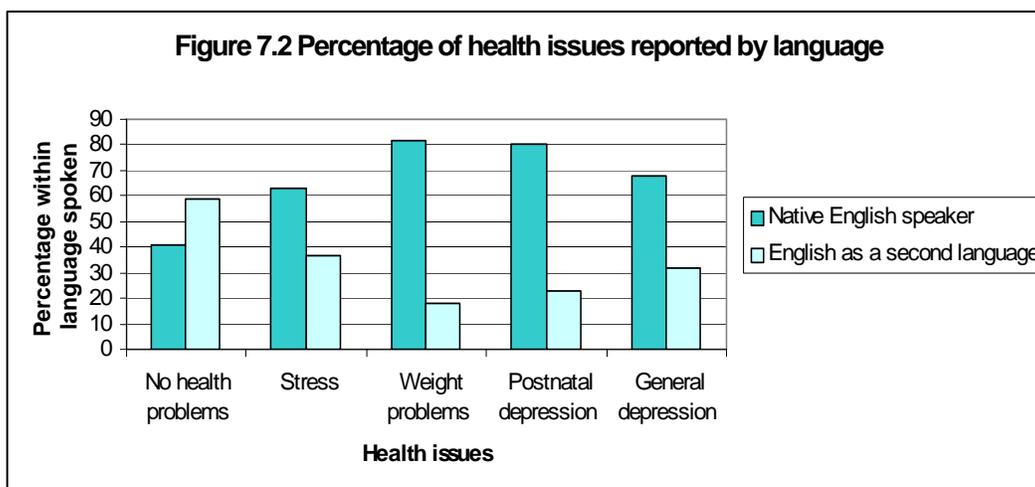
Five mothers indicated they had other health problems since having children. One had suffered from a serious illness (Hodgkin's disease), but the rest were ongoing conditions that included back problems, fluid in the knees, haemorrhoids and fatigue.

7.6 Mother's health and ethnicity

Figure 7.1 considers health conditions by ethnic group. These findings suggest differences between these groups in the rate they report health problems. British mothers were more likely, in general, to report the existence of a health problem. In addition, there were more reported cases of postnatal depression among British women than in any other ethnic group (there were no Black African women reporting problems in this category). Black Caribbean mothers, however, were more likely to report having general depression. Approximately one-third of the mothers in each ethnic group reported that they suffered from stress. White-British and Black Caribbean women also were more likely to report that they had weight problems.



In order to understand how these ethnic differences might be related to language, comparisons were made between whether or not the respondent spoke English as the first language. Figure 7.2 provides the percentage of health issues reported by language spoken (English/not English). This comparison suggests that mothers who spoke English as their first language were more likely to report a health issue across all categories. The difference between the two groups was particularly strong in the categories of weight problems and postnatal depression. This suggests that mothers who are culturally British are more likely to report health problems. Further investigation into this issue may provide some valuable insight into differences in how ethnic groups utilise health services and medical advice.



7.7 Advice seeking

Two thirds (67%) of the 93 mothers reporting health problems said that they had sought medical advice from a doctor. Five (5) percent said that they sought advice from someone else – four indicated relatives or friends and one said a health visitor. Two individuals could not remember.

Mothers were much more likely to seek advice if they had postnatal depression or general depression. Of the thirteen mothers reporting postnatal depression, ten said that they received treatment from a doctor. Of the 22 parents reporting general depression, 14 said that they received advice.

For stress and weight problems, the pattern was reversed. Of those saying they suffered from stress (56), one third said they sought the advice of a doctor. For weight problems, 38 mothers said they were having difficulties, but only ten (26%) said they had sought advice.

English as the native language did not appear to influence whether mothers sought advice from a doctor. Ethnicity did, however. Of the 18 Black African mothers who reported health problems, only one said that she sought advice on the issues of weight loss and depression and that was from her aunt.

7.8 Seeking advice for children's health

Ninety-one percent of all 164 mothers said that they would seek advice from their doctor if their child were ill. Three said they would go first to the hospital, six said that they would go to a family member and one said they would go to a friend. There were no ethnic similarities among those who sought medical advice from family or friends.

When asked who they would most likely seek advice for sleeping, eating or behavioural difficulties, 36% of the mothers said they would talk to their GP first. Twenty-seven percent said that they would consult their health visitor

and 19% said that they would discuss it with their family. Six percent said that they would seek the advice of friends and one said she would go to a practice nurse. There were no ethnic biases with regard to those who chose friends or family over medical professionals for this advice.

7.9 Post-natal depression

Thirteen mothers reported having postnatal depression. Ten of them had sought medical advice and nine of these women said that they found it to be helpful. Of the 13 women who experienced difficulties with post-natal depression, seven were British, two were Irish, three came from a white non-British background and one was Black Caribbean.

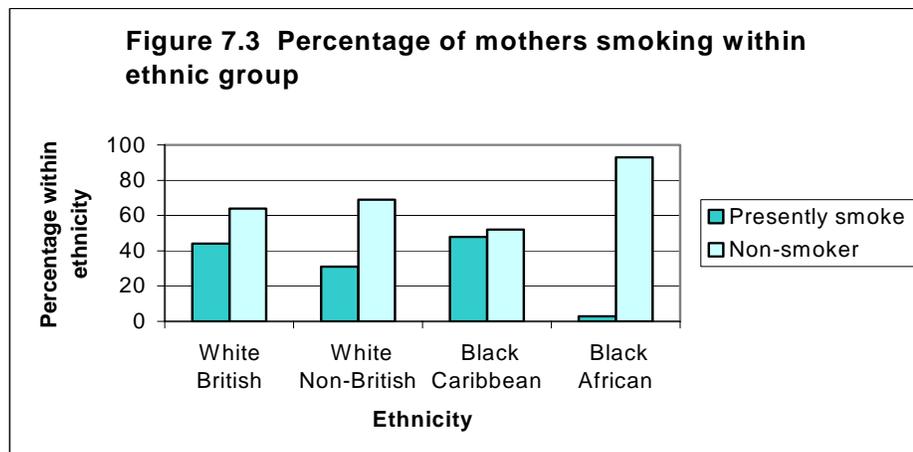
7.10 Smoking

One hundred and sixty-nine of the respondents provided information about their smoking habits. Thirty-one percent of the participants (54) were presently smoking. Of the remaining 69%, 10 (6%) said that they had smoked in the last year, seven said that they had been a non-smoker for over five years, and the remaining 57% said that they had never smoked.

Fifty-one of the 54 smokers were mothers. This places the rate of smoking for mothers at 31% for the entire sample. This rate is higher than the national average reported for women of 26%.¹³

Of the 54 mothers who smoked, 18 (35%) reported smoking throughout their pregnancy. Two said they did not know if they did or not during this time and five did not answer the question. The national rate of smoking during pregnancy is 26% of women in lower socio-economic groups.¹⁴ The rate of 11 - 15% observed in this sample is somewhat lower. While 26 (51%) reported giving up smoking during pregnancy, only three were able to give it up permanently.

7.11 Smoking and ethnicity



¹³ Source: London Health Observatory 2004

Figure 7.3 provides the ratio of smokers to non-smokers by ethnicity, and there are clear ethnic differences. This incidence of smoking is the highest amongst Black Caribbean women at 48%. Forty-one percent of all White British mothers reported smoking, as opposed to 31% of White non-British mothers. Smoking was very low (3%) among Black African women, thus bringing the rate for the entire sample down to 31%. While this rate (31%) is identical to what is reported nationally for women from lower socio-economic groups,¹⁵ the rates that are observed in this sample for White British (41%) and Black Caribbean mothers (48%) are particularly high.

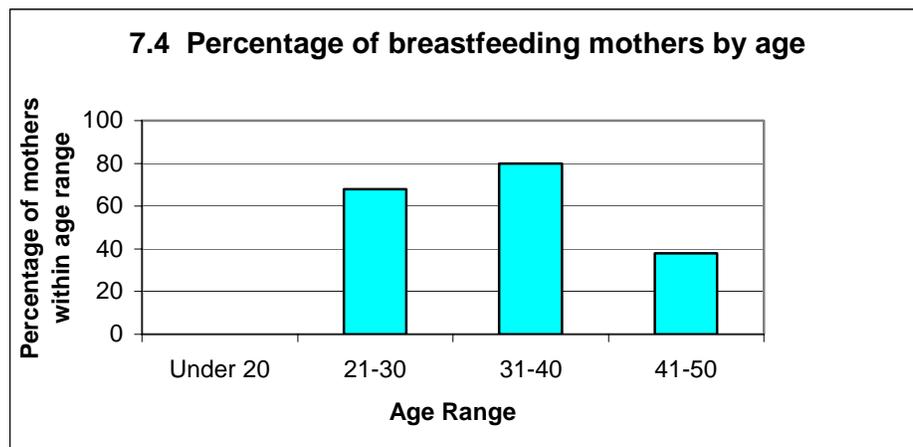
7.12 Breastfeeding

Sixty-three percent of the mothers said that they breastfed their child. This rate remains the same for all ethnic groups observed in this sample, except for Black African mothers and Asian mothers. Ninety-three percent of Black African mothers breastfed their babies, as did 100% of all Asian (Bangladeshi, Pakistani and Indian) women. There were no significant differences in the rates of breastfeeding between lone mothers and mothers with partners.

These figures are somewhat lower than the national average of 69% recorded for the UK in 2000.¹⁶ However, the rate of 63% observed in this sample is higher than the nationally recorded rate of 57% for lower socio-economic groups. In addition, this rate is higher than what has been observed for lone mothers in disadvantaged communities that reports breast feeding at 54%.

7.13 Breastfeeding and age

Figure 7.4 provides the rate of breastfeeding by age group. This suggests that older mothers are more likely to breastfeed their babies, a finding similar to what has been observed nationally. Note that the three teenage mothers who participated in this study did not breastfeed their babies.



¹⁴ Source: *Infant feeding 2000: a summary report*. The Department of Health.

¹⁵ Source: *London Health Observatory 2004*

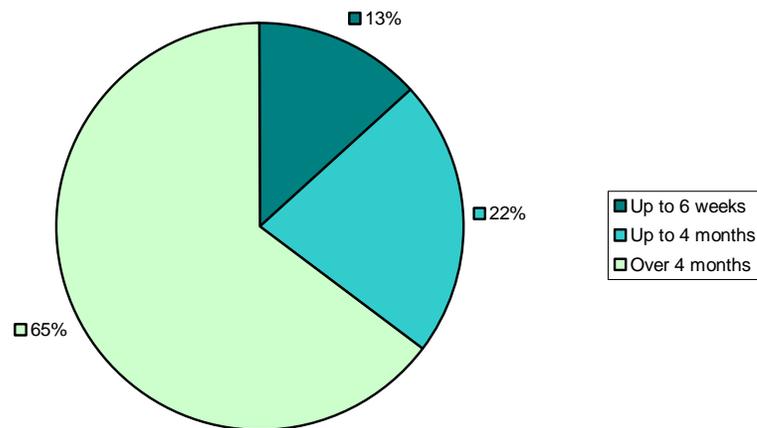
¹⁶ Source: *Infant feeding 2000: a summary report*. The Department of Health.

7.14 Length of time spent breastfeeding

Figure 7.5 looks at how long mothers breastfed, showing that 65% of the mothers breastfed their children for four months or longer. This means that 44% of the entire sample breastfed for over four months. This also suggests a drop out rate of 35% which is lower than the national rate of 44%.

For mothers who breastfed for longer than four months, the length of time ranged from five months to three years, with an average length of 11 months. The most frequent length of time (mode) was six months.

7.5 Length of time spent by mothers breastfeeding

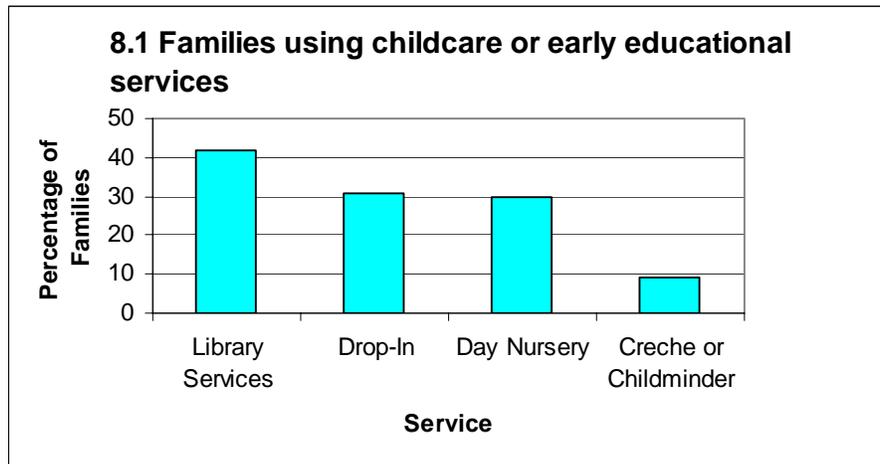


7.15 Access to an interpreter at health centres and hospitals

Twenty-six parents said that they needed the help of an interpreter when at the GP or hospital. Fourteen said that they never had difficulties accessing one, but 12 said that they occasionally had problems. Four of these individuals were Turkish, three were Somali, two were Spanish, one was Albanian, one was Italian and one needed Arabic translation.

8 Childcare and Educational Services for Mothers and Children

This section considers parents' use and satisfaction with the childcare and educational services available within The Roundway catchment. Figure 8.1 provides an overview of the families using childcare and early learning services in the area.



When considering educational and play services, 59% (101) of the parents said that their child either attended a drop-in, nursery or childcare service. Forty percent reported that they did not take their children under four anywhere. Within this group, 33% of the children were under twelve months, 36% were one year, 29% percent were two years and 19% were three years.

Forty-six percent of the parents reported being on some kind of waiting list. Thirty-two (19%) said that they were on a list for a day nursery and 25 (15%) were waiting for a space in a nursery class at a primary school. An additional twelve parents said that they were waiting to get into a play group, and nine others listed 'other,' but did not indicate what this meant.

8.1 Drop-ins and family centres

Parents and carers were asked whether they took their children between 0 and 3 to any childcare or educational services and stayed with them. Table 8.1 provides a summary of their responses.

Table 8.1 Services for children where parents and carers stay with them		
Service	Frequency	Percent
Drop-in	54	31
Family Centre	2	1
Other	10	6
Nowhere	106	62
Total	172	100

Services listed for the 'other' category included play-groups that childminders attended, children's libraries (out of area), the Play Station at Wood Green, the Tottenham Sports Centre and Sure Start sponsored activities (other than drop-ins) in other areas. None of these services were within The Roundway catchment boundaries.

Less than one-third of the parents attended a drop-in. Only two of these were within The Roundway boundaries: Pembury House and Rowland Hill. Nine parents (5%) attended Pembury House and five (3%) went to Rowland Hill. The remaining 40 parents were willing to travel outside of the area for drop-ins, especially those sponsored by the Noel Park and West Green and Chestnuts Sure Start programmes.

The majority of parents (62%) did not take their children to any services where they could stay with them. The reasons provided by 102 parents are listed on Table 8.2.

Table 8.2 Parents' reasons for not attending drop-ins		
Service	Frequency	Percent
Child too young	35	34
Couldn't speak the language	5	5
Don't know of any	28	27
Difficult to get to	8	8
Bad time	6	6
Conflicts with work	3	3
Have to watch other children	1	1
Prefer to do other things	11	11
No spaces available	2	2
Too much money	1	1
Don't like what's available	1	1
Other	1	1
Total	102	100

Thirty-four percent (35) of these parents said that their children were too young to attend a drop-in. This makes some sense, given that 42 of the children represented by this survey are 12 months or younger. However, half of these children are between 12 months and three years, the prime age to attend a drop-in.

The second highest reason listed for not attending a drop-in was that mothers did not know of any. The fact that 31% of the families are attending drop-ins and that only 8% are doing so within the catchment suggest a need for this service in the area.

Within the group of 102 mothers who did not attend any service where they could stay with their child, significant ethnic differences were observed. Approximately half of the white mothers reported not taking their child to a service where they could stay with them (50% White British, 53% White Non-British), but this percentage went up to three-quarters for Black mothers. Seventy-three percent of Black Caribbean mothers and 78% Black African mothers did not attend any service where they could stay with their child.

8.2 Parents' satisfaction with Roundway drop-ins

Pembury House and Rowland Hill were the only two drop-ins within Roundway boundaries for which parents provided satisfaction ratings. Rowland Hill's are combined with those who attended the nursery, and are therefore listed in the nursery provision section. The satisfaction ratings for Pembury House are listed in Table 8.3.

These results suggest that the nine parents attending Pembury House are fairly satisfied with the service. The highest score possible was a five, and average scores ranged between 3.11 and 4.33. Parents appeared especially pleased with the attitude of the staff, but expressed less satisfaction with the quality of the outdoor play spaces.

Table 8.3 Parents' satisfaction ratings for Pembury House drop-in		
	Frequency	Percent
Location	3.33*	
Excellent (5)	0	0
Good (4)	3	33
Neutral (3)	4	44
Poor (2)	2	11
Very Poor (1)	0	0
Repair and cleanliness of building	4.22*	
Excellent	3	33
Good	5	57
Neutral	1	11
Poor	0	0
Very Poor	0	0
Opening times	3.89*	
Excellent	1	11
Good	6	67
Neutral	2	22
Poor	0	0
Very Poor	0	0
Learning & play opportunities	4.11*	
Excellent	3	33
Good	5	57
Neutral	0	0
Poor	1	11
Very Poor	0	0
Friendliness and welcome of staff	4.33*	
Excellent	3	33
Good	6	67
Neutral	0	0
Poor	0	0
Very Poor	0	0
Outdoor play spaces	3.11*	
Excellent	0	0
Good	3	33
Neutral	4	44
Poor	2	22
Very Poor	0	0
Overall quality of service	4.11*	
Excellent	2	22
Good	6	67
Neutral	1	11
Poor	0	0
Very Poor	0	0

*Denotes average score for the category

8.3 Nursery centres and educational services

Table 8.4 provides an overview of children attending Roundway nursery services where parents can leave them. Forty-eight of these children (28%) are attending a service.

Table 8.4 Attendance at nursery centres and educational services		
Service	Frequency	Percent
Half-day nursery	12	7
Full day nursery care	7	4
Nursery care in primary school	13	8
Playgroup/preschool	5	3
Other	11	6
Nowhere	121	70
Total	169	98*

*Total is under 100% due to missing responses

The 121 respondents who said that they took their children nowhere represented 44 children who were two years and 21 children who were three years, suggesting that there are 65 children in this population who could benefit from nursery care are not receiving it. Table 8.5 lists the reasons why parents did not have their child in nursery. Responses and percentages total over 121 because parents sometimes offered more than one reason.

Table 8.5 Parents' reasons for child not attending a nursery		
Service	Frequency	Percent
Child too young	84	70
Couldn't speak the language	0	0
Don't know of any	7	6
Difficult to get to	1	.8
Bad time	2	2
Conflicts with work	0	0
Have to watch other children	2	2
Prefer to do other things	3	2
No spaces available	1	.8
Too much money	1	.8
Don't like what's available	6	5
Other	21	12
Total	128	100

The majority of parents who did not utilise nurseries felt that their children were too young. Because of this, the analysis was redone for families with three-year-olds. Ten of these parents still felt that their child was too young. Within this age group, an additional eight provided 'other' as an answer, although the specific reason for 'other' was not given.

When the ethnicity of three-year-olds not attending nursery was considered, differences in nursery attendance between the groups were not as strong as for those not attending drop-in services. Six were British, two were Irish, four were White Non-British, one was Bangladeshi, 1 was Indian, one was Black Caribbean, four were Black African, and one was of a mixed background.

8.4 Parents' satisfaction with nursery services

Forty-five parents provided information about where their child or children attended nursery. Because it is not possible to verify when two or more siblings attended the same school, it is likely that these figures represent more than 45 children. The schools and the approximate rates of attendance are provided in Table 8.6. These numbers may include the five who reported attending the Rowland Hill drop-in, but who may also have older children attending the nursery. Unfortunately, parents who chose 'other' meant schools outside of the area, but did not say where.

Table 8.6 Nursery schools attended		
Service	Frequency	Percent
Rowland Hill Centre for Childhood	17	38
Risley Avenue Nursery	13	29
Lancasterian	6	13
Devonshire Hill School	1	2
Other	8	18
Total	45	100

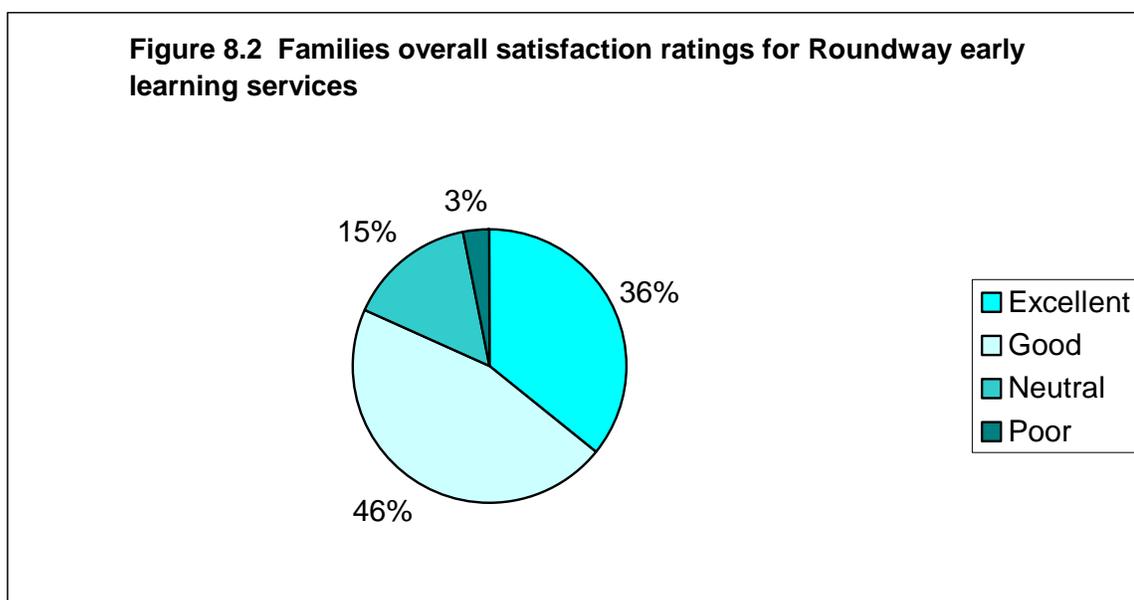
Table 8.7 provides parents' satisfaction ratings for the three area schools where more than one child attends. Please note that because of the small number of participants, these ratings should not be considered as representative of all of the parents attending these schools, especially in the case of Lancasterian, where there were only six respondents. In addition, these scores should not be considered as a means for comparing the three schools. Rather, the scores should be considered in terms of general trends in parents' attitudes. For example, parents with children attending all three schools reported relatively less satisfaction with the opening times. Overall, however, the schools received very high ratings.

Table 8.7 Parents' satisfaction ratings for Rowland Hill Centre for Childhood, Risley Avenue School and Lancasterian						
	Rowland Hill		Risley Avenue		Lancasterian	
	No.	%	No.	%	No.	%
Location	4.29*		4.0*		4.5*	
Excellent (5)	9	53	4	39	3	50
Good (4)	6	35	6	46	3	50
Neutral (3)	0	0	2	15	0	0
Poor (2)	2	12	1	8	0	0
Very Poor (1)	0	0	0	0	0	0
Repair and cleanliness of building	4.41*		3.85*		3.83*	
Excellent	9	53	5	39	0	0
Good	6	35	2	15	5	83
Neutral	2	12	5	39	1	17
Poor	0	0	1	8	0	0
Very Poor	0	0	0	0	0	0
Opening times	3.76		3.92*		3.67*	
Excellent	3	18	3	23	1	17
Good	10	59	7	54	2	33
Neutral	2	12	2	15	3	50
Poor	1	6	1	8	0	0
Very Poor	1	6	0	0	0	0
Learning & play opportunities	4.41*		4.15*		4.17*	
Excellent	8	47	4	31	1	17
Good	8	47	7	54	5	83
Neutral	1	6	2	15	0	0
Poor	0	0	0	0	0	0
Very Poor	0	0	0	0	0	0
Friendliness and welcome of staff	4.59*		4.15*		4.17*	
Excellent	10	59	5	39	2	33
Good	7	42	5	39	3	50
Neutral	0	0	3	23	1	17
Poor	0	0	0	0	0	0
Very Poor	0	0	0	0	0	0
Outdoor play spaces	4.41*		3.77*		3.38*	
Excellent	8	47	4	31	2	33
Good	8	47	2	15	1	17
Neutral	1	6	7	54	3	50
Poor	0	0	0	0	0	0
Very Poor	0	0	0	0	0	0
Overall quality of service	4.59*		4.15*		4.17*	
Excellent	11	65	4	31	2	33
Good	5	29	7	54	3	50
Neutral	1	6	2	15	1	17
Poor	0	0	0	0	0	0
Very Poor	0	0	0	0	0	0

*Denotes average score for the category

8.5 Parents' overall satisfaction with early learning services

By combining all of the ratings across the seven categories for the drop-ins and day nurseries, an overall level of satisfaction can be calculated. These results are provided in Figure 8.2. Clearly, Roundway families are fairly satisfied with their nursery schools and it will not be possible to improve these scores by 75% in three years time. A significant percentage of the children are not attending nursery or any educational service, however. Therefore, improvement in nursery provision should also be understood in terms of an increase in the percentage of families with young children using a nursery or a drop-in, rather than an increase in satisfaction with the services that already exist.



8.6 Creche use

Very few parents used creches in the area. Only four said they used the creche at the Selby Centre, and one used the Middlesex University Creche. Parents' satisfaction with the Selby Centre was fairly positive, as the service received the following mean scores: convenience of location (4.2), repair and cleanliness of building (3.75), opening times (3.25), learning and play opportunities (4), convenience of location (4.25), outdoor play spaces (4).

8.7 Use of childminder

Very few parents used childminders. Eleven reported using childminders, nine of whom were registered with the council.

8.8 Childcare for leisure

Parents were not asked to say whether they used any childcare services for leisure. However, they did list the relatives that they used. Forty-five percent of the respondents said that they relied on their partner. An additional 23% were able to use a grandparent, 12% used uncles and aunts and five percent said that an older brother or sister was available to help out. Forty-five percent said that they did not use any childcare for leisure. When this percentage was considered by ethnic group, British mothers were more likely to leave their child with a relative (70%) in comparison to 47% of the White Non-British population, 58% of the Black Caribbean mothers and 53% of Black African mothers. Lone parents were not less likely to rely on relatives than parents with partners – as approximately 50% of both groups reported using relatives when they went out for leisure.

8.9 Library use

Forty-two percent of the parents reported checking out books for their children under four. Seventeen percent said that they checked out audio tapes, 23% said that they checked out videos and 23% said that they checked out toys. There were no differences in borrowing behaviour between parents who spoke English as their first language and those who did not.

Fifty-two parents (30%) said that their child was a member of a library. Sixteen said that they belonged to Wood Green Library, eight said that they attended Coombecraft, eight went to Marcus Garvey, two went to Tottenham Green, three borrowed books from their child's school and three utilised the Sure Start Toy Bus. None of these services are within The Roundway boundaries.

Of those who did not have a child who belonged to a library (120), 66% said that their child was too young. This was perhaps not a good question, as many parents added that they borrowed books for their children in their own name. Other reasons for not belonging to a library included not being able to understand the language (5 respondents), not knowing about any (5), difficult to get to (5), inconvenient opening times (4), conflicted with work (2), preferred to do other things (8), and 'other' (18). The reasons most often provided for 'other' included already having enough books or the ability to borrow books from the child's school.

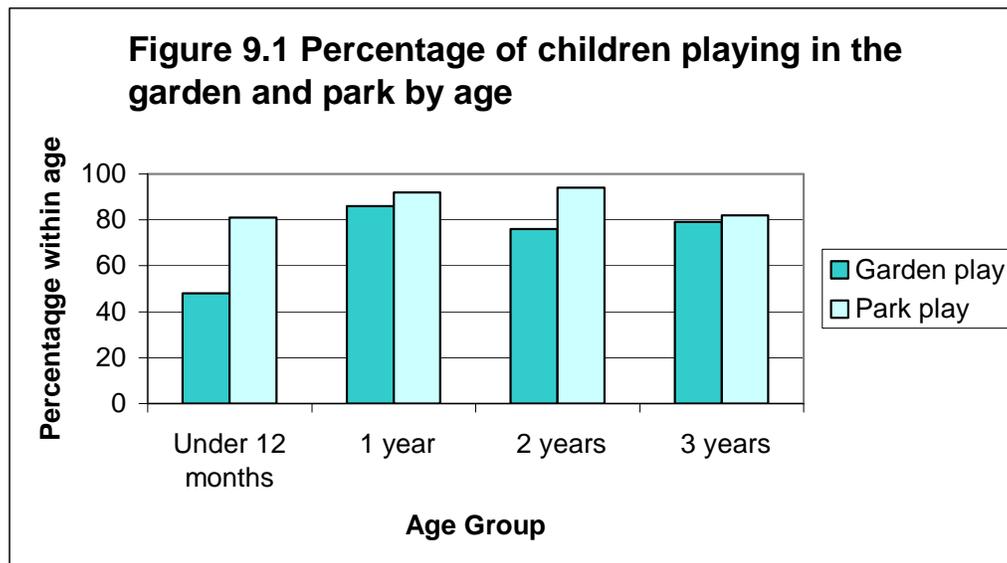
When considering book borrowing by ethnicity, all of the ethnic groups reported similar rates (42 – 44%) except for Black African parents, where 34% of the parents said they borrowed books.

9 Parks in The Roundway

9.1 Outdoor play spaces

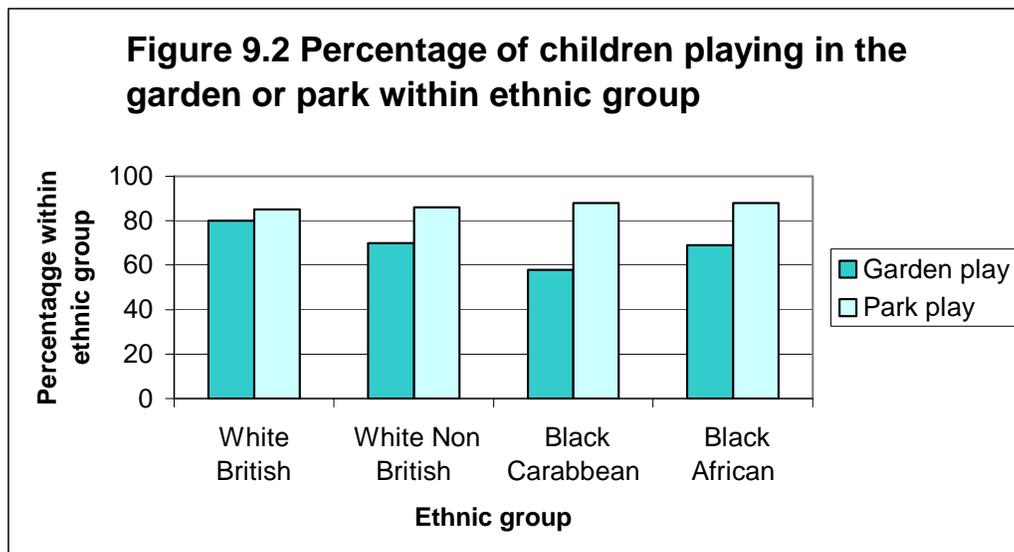
When parents were asked where their children played, 87% said they played in the park and 72% said that they played in the garden (parents could list more than one venue). These figures reflect the fact that most of the terraced houses have small gardens and Bruce Castle Park is convenient for many families living in the area. Other play venues mentioned by parents include the playground (11%), a housing estate (3%), the balcony (2%) and nowhere (4%). When asked to provide reasons why their child played nowhere, most parents said that their child was too little, but two said that the lack of toilet facilities in the park kept them from going.

Figure 9.1 provides a summary of where play takes place by children's age (percentages equal more than 100, since more than one response was possible).



This figure shows that outdoor play increases until children are two, where it is stable at around 80%. In addition, the difference between garden play and park play is greater for children under 12 months. This finding suggests that very young children depend more on park facilities (especially swings) for their play opportunities.

Figure 9.2 considers differences in play venues by ethnic group. This table suggests that children from Black Caribbean and Black African families are somewhat less likely to play in the garden. It is unclear if this has to do with the kind of home these family lives in or parental choice.



9.2 Family satisfaction with park facilities in The Roundway

There are two large parks within The Roundway boundaries: Bruce Castle Park and Tower Gardens Park. The Bruce Castle Park is a large green space on the south east side of the catchment. Bruce Castle Museum is the focal point, but it also contains large open green spaces, lawn bowling facilities and a playground with a paddling pool. Tower Gardens Park is on the south-west side of the catchment. It is much smaller than Bruce Castle, containing only a playground and a recreation hut.

Families were asked to provide their opinion about these two facilities with regard to their convenience, repair and cleanliness, and safety. Twenty-three families (13%) said that they never used Bruce Castle Park and so they could not comment. Sixty-five percent of the families said that they never went to Tower Gardens Park. Nineteen families (11%) said that they used neither. Twelve of these families lived on the north side of the catchment (Zones 6, 7 and 8) and therefore had no close access to these facilities.

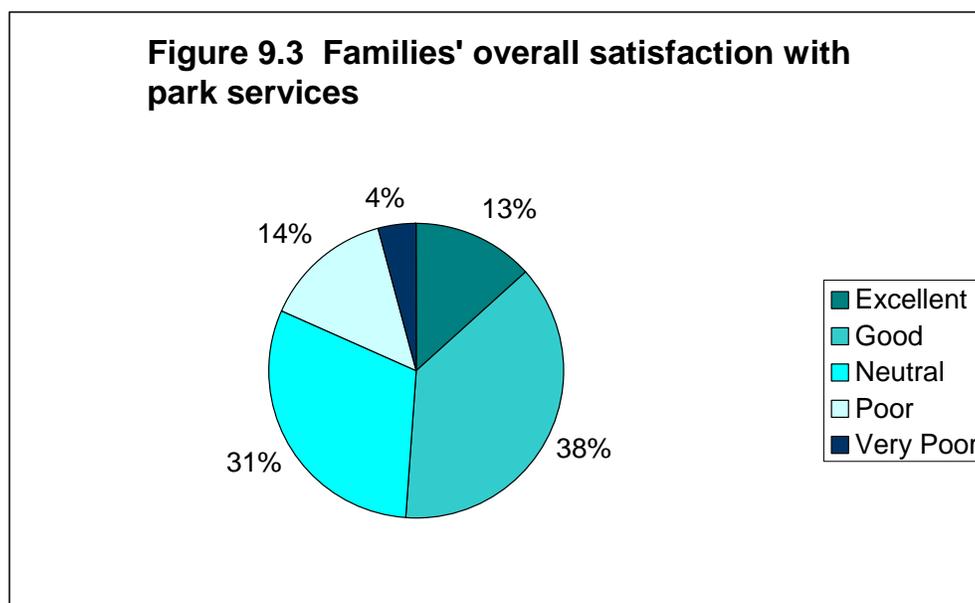
Table 9.1 provides a summary of families' satisfaction for both of these parks. One hundred and forty-eight families gave their opinion on Bruce Castle Park, and 59 provided ratings for Tower Gardens Park.

Table 9.1 Parents' satisfaction ratings for Bruce Castle Park and Tower Gardens Park				
	Bruce Castle Park (n = 148)		Tower Gardens Park (n = 59)	
	No.	%	No.	%
Convenience of Location	4.18*		4.17*	
Excellent (5)	49	33	24	41
Good (4)	81	55	24	41
Neutral (3)	14	10	8	14
Poor (2)	3	2	3	5
Very Poor (1)	1	.7	0	0
Repair and cleanliness of facilities	3.17*		3.15*	
Excellent	3	2	3	5
Good	49	33	22	37
Neutral	63	43	19	32
Poor	29	20	11	19
Very Poor	2	1.4	1	7
Safety and Security	2.94*		2.85*	
Excellent	2	1.4	1	2
Good	38	26	17	29
Neutral	65	44	18	31
Poor	31	21	13	22
Very Poor	10	7	9	15

*Average score for the category

These findings suggest that families are somewhat unhappy with the repair and cleanliness of the facilities of both parks, as well as safety and security.

Figure 9.3 summarises the overall parent satisfaction ratings across all categories, suggesting that there is significant room for improvement.



Parents provided a number of specific suggestions for ways in which the parks could be improved. These fell into thirteen separate categories and are listed in Table 9.2.

Table 9.2 Parents' suggestions for park improvements	
Suggestions	No.
Better toilet facilities with a space for changing babies	33
Better equipment for children under five (some mentioned a soft tarmac and wooden equipment specifically)	25
Dogs should not be allowed in parks	15
Fun activities for children, especially during holidays	15
Separate area for babies with swings	13
Better security	12
Paddling pool at Bruce Castle should be fenced off	9
Older children should be kept separate from younger ones	8
Parks should have a café	8
Parks need a visible warden	7
A soft play room (like at Wood Green)	5
Parks should be cleaner	5
More Benches	4
Better lighting	4
Park should be locked at night	3

Clearly toilets and better equipment for children under five would be greatly appreciated.

10 Understanding the Needs of Roundway Families

Parents were asked to look at a list of services that they do not already use to select options for new services. Parents could choose more than one service and their choices are listed on Table 10.1.

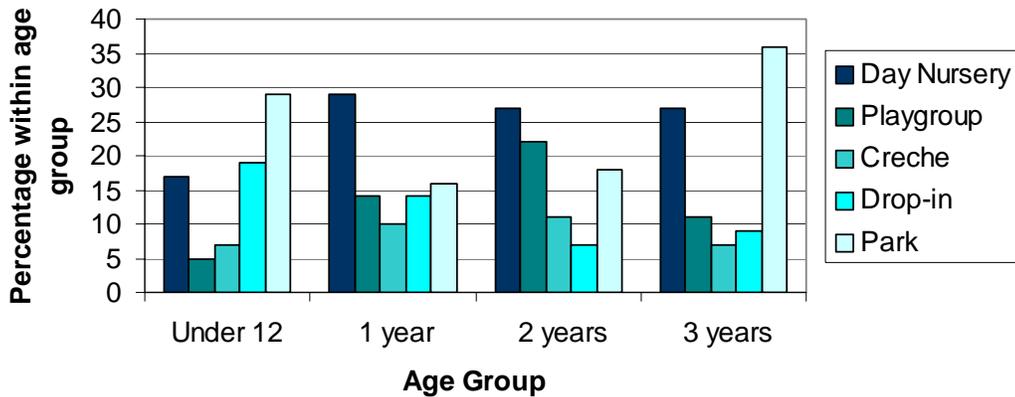
Table 10.1 Services that parents do not already use that they would like to see in The Roundway community			
	No	%	Rank
Day nursery (subsidised) for children under 5, open 8 am to 6 pm	84	49	1
A safe, clean outdoor play on your estate or within pram pushing distance	85	49	2
Playgroup for children aged 2 – 4, a.m. or p.m.	70	41	3
Toy library	64	37	
Drop-in to stay with child and meet other parents	62	36	4
Creche to leave child for up to 4 hours	54	31	5
Loan of child safety equipment for home	19	11	
None of these	12	7	
Other	6	4	

These choices suggest that improved outdoor facilities and a subsidised day nursery (with flexible opening times) are the most wanted services in the area. Families who chose the ‘other’ options did not always say what they wanted, but one parent suggested a soft room in Bruce Castle Park, and another requested childminding courses.

To understand these choices further, parents were asked to pick which service was the most important to them. The number under ‘Rank’ lists the order of the choices. A day nursery was the number one option, very closely followed by better outdoor play areas, each respectively getting 26% and 24% of the vote. A playgroup came in third (13%) followed by a drop-in (12%) and creche services (9%). The rest of the services received less than 10% of the vote collectively. Please note that while 64% of the parents said that they would use a toy library if it were available, less than 5% ranked it as a priority.

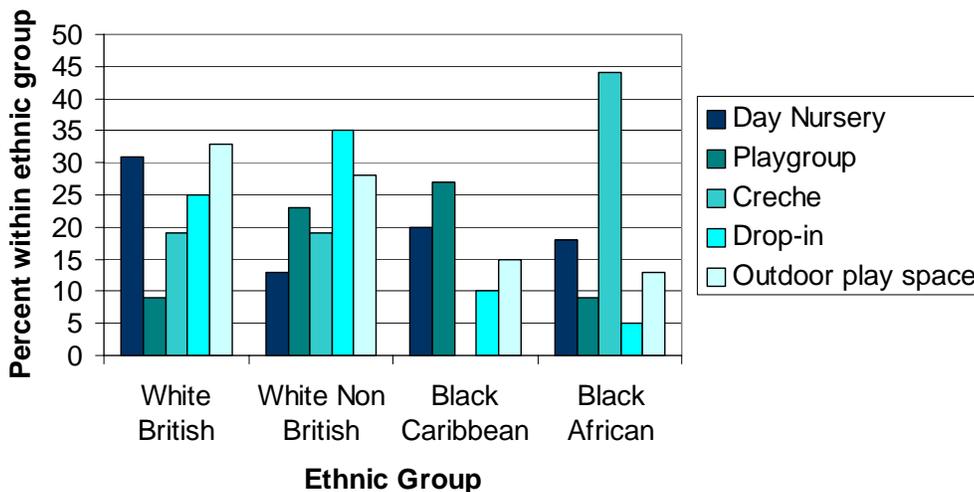
Figure 10.1 considers whether parents’ choices were related to the child’s age. This comparison suggests that a clean and safe outdoor space is especially important to parents with babies and three-year olds. Nursery provision and children’s groups are more important for families of children age one and two.

Figure 10.1 Families' first choice for new service by age group



Parents' first choice for a new service also appeared to be related to their ethnic affiliation. Table 10.2 provides a summary of families' choice across the four primary ethnic groups observed in this sample.

10.2 Families' first choice for new service by ethnicity



This information suggests that The Roundway may want to tailor services towards the needs of specific age and ethnic groups. For example, park improvements targeted towards babies appear to be especially needed as do playgroups for two-year-olds. When considering the ethnic data, day nurseries and better outdoor spaces appear to be more important to White British parents. This may be because families were asked to choose from

services they were not currently using, and findings reported previously show that White mothers were already accessing playgroups and drop-ins. However, drop-ins were still important for mothers in both white groups when compared to the choices of black women.

Black African women appeared less interested in improved outdoor play spaces and more interested in creche facilities. Interestingly however, no Black Caribbean parent selected creche facilities as their first choice for a new service.

Comparisons were also made between the first choice of parents living with partners and lone parents, but no distinctive differences were found.

11 Sure Start and The Roundway

This section considers what families living in the area already know about Sure Start and their interest in the programme. Families were asked whether they heard of the programme, whether they would like more information about it, and whether they would be willing to volunteer their time in managing the programme or running services.

Seventy percent of the families (121) said that they had already heard about Sure Start before the time of the survey. This means that the survey reached 51 new families who were not aware of the initiative and its potential benefit for their family. Sixty-five percent of the families also said that they would like more information about the programme, although 20% said that they did not want any more information and 14% were not sure.

Over half of the sample (54%) said that they did not want to volunteer their time in the planning or delivery of the programme. However, 35% were already members and 30% (which includes some of those who are already members) said that they wanted to become more involved through volunteer work.

For those willing to volunteer their time in the programme (52), joining a parents' forum was the most popular option (18% of all families said that they would be interested in this). Unfortunately, it is not possible to know if these numbers include parents who are already participating in these activities. Table 11.1 provides a summary of voluntary activities and parents' choices (Please note that parents could pick more than one option).

Table 11.1 Parents' choices for volunteering for Sure Start		
Activity	No.	%
Joining a parents' forum	31	18
Help at a drop-in	18	11
Help with office or admin work	11	6
Visit other parents	10	6
Help with health promotion	10	6
Act as an interpreter	9	5
Contribute to a Sure Start newsletter	6	4
Help with evaluation and research	6	4
Other	6	4

These findings suggest that there is a core group of around 50 parents who are willing to support the programme with their time and effort. Parents who picked the 'other' category provided suggestions where they could uniquely add value – such as breastfeeding support and first aid classes. The programme should be pleased that they already have such high interest from

their community and should continue to encourage and develop the participation of these willing individuals.

When considering the characteristics of those wanting to be involved in the programme, the child's age appeared to be related to families' requests for more information. Families with two and three year olds requested more information and support (63% for both groups) than families with children of one year or younger (30% for one year olds, 24% for under ones). There were no other strong differences between parents in terms of their ethnicity, language spoken and marital status and their willingness to become involved in the programme.

12 Concluding remarks

12.1 Summary of key findings

These survey results provide The Roundway Sure Start programme with a detailed understanding of the needs and desires of families raising young children in the area. They portray a community of individuals with diverse backgrounds who nevertheless have very similar wants when it comes to the well-being of their children. From this information, several key messages emerge that shed insight into where Sure Start can add value to the lives of these individuals as the programme develops.

Clearly, these results are biased towards mothers living in the area, as perhaps they should be, given that they often have the most information regarding the health and activities of their children. In other respects, however, this sample is fairly representative of the entire population, as the findings are consistent with ward data provided by the census. The programme may also want to consider whether these results provide an accurate geographic representation of the area, since significantly more parents from the southern regions participated in the study than did families living in the northern zones. The programme may also want to plan additional consultations to better understand the needs and perceptions of fathers.

There is extreme ethnic diversity in the area. Approximately half The Roundway's families do not speak English as a first language and these individuals do not represent any one cohesive cultural group. After English, Turkish was the most commonly spoken language, but this was only for 8% of the sample. Over one quarter of respondents spoke 24 different languages representing many nations in Africa and Eastern Europe. The programme will need to consider carefully how services can be implemented so that all of these cultures have equal access to them.

These findings also underscore the fact that this is a disadvantaged area. Lone parent households make up 38% of the sample, and 52% of all families earn most of their income through benefits. In addition, many of these families are not fully aware of all of their benefit entitlements. The programme may want to consider strategies for informing these individuals, especially single parents.

Most of the mothers (70%) appear eager to work and many would like additional training. The ability for mothers to participate in work and training is related to the availability of childcare in the area, and this is very low. Only five mothers reported using a creche and eleven use a childminder. The programme may want to take these findings forward in considering the childcare needs of those who work.

By and large, the families represented in this sample are healthy, with over half reporting no health problems. Significant percentages said that they suffered from stress and weight loss, however, and there were differences between ethnic groups as to how these problems were reported. The

programme may want investigate how different cultures access and utilise the health services in the area to better understand any inequalities. The programme may also want to consider options for helping parents cope with stress and weight loss issues.

The levels of smoking observed in this study are similar to those reported nationally for disadvantaged communities (31%). However, this rate is particularly high for Black Caribbean (48%) and White British mothers (41%), but relatively low for Black African women (3%). The programme may want to consider smoking cessation strategies specifically targeted at White British and Black Caribbean mothers in order to bring down the overall rate.

Breast feeding rates are slightly below the national average, but above the rates reported for disadvantaged communities. Nevertheless, the programme may want to consider ways of increasing these numbers to be consistent with the Department of Health's goal of a one-percent increase per year, along with increases in mother's who breastfeed for six months or longer.

Almost all of the families reported that they were registered with a GP (97%), and the majority consulted their GP first when a medical problem arose. Some families reported difficulties with finding translation support, however, so the programme may want to consider how this service can be enhanced.

Parents who had children in nursery appeared very satisfied with this service, with 82% reporting that they were good to excellent. The primary problem with the schools is that there simply are not enough spaces. Forty percent of the parents surveyed reported that they were not taking their children to any service, and 19% of these children were over three years of age. In addition, day nursery provision was the number one choice of parents for additional services. This suggests an urgent need for nurseries in the area, and the programme may want to consider making this its top priority.

The parents' second choice for new provision was improved outdoor play spaces. The programme already has plans underway for a new playground north of the cemetery and it is clear that this facility will be very welcome. However, this provision may not be sufficient for meeting the need identified through this survey. Over 60% of all children under four play in Bruce Castle and Tower Gardens Park, and the area families would like to see significant improvements in their security and the quality of the equipment. In particular, families would like to see toilet facilities in Bruce Castle Park and an allocated play space for children under five in both parks that is well supervised.

The Roundway is fortunate to already have a dedicated group of parents willing to volunteer for future projects and activities. It is recommended that the programme make the most of this opportunity in a way that is of equal benefit for the parents as it is for the programme.

12.2 Next Steps

The findings from this survey provide the programme with a detailed understanding of the needs and desires of families living in the catchment. The programme is now in the position to act on these findings by providing services targeted toward meeting these identified needs.

The first step in this process is to share this information with community stakeholders who are in the position to take it forward. These individuals include programme staff, the Members of the Partnership Board and parents participating in the Parents' Forum. These stakeholders should also include decision-makers from the Haringey council and the Primary Care Trust.

The programme may also want to consider how this information will be disseminated to the wider community, including the parents who participated in the survey. Providing this information to Roundway residents will send the message that the programme cares about its families' opinions. All too often, individuals participate in a survey, but never find out how the information is used. The programme should take steps to insure that this does not happen through a communication strategy that demonstrates how parents' needs have been considered and acted upon.

Part of this strategy might involve implementing a few 'quick wins.' Toilets in Bruce Castle Park and information on tax benefits might be two areas where the programme could act quickly and demonstrate that they care about their families' opinions.

In addition, the programme should consider how this information could be used to develop an ongoing consultation strategy. For example, the results from this survey suggest that the needs of families living in the northeast corner may be under represented, and this area may contain some families who are the most disadvantaged. The findings reported in this study can be used to inform future evaluations with this part of the population, as well as additional consultations with residents who may be harder to reach.

Finally, it is hoped that the results of this survey will provide the basis for future programme work, both in terms of service design and delivery. At the very least, this data should be used to help the Partnership Board prioritise needs and allocate funding. If used effectively, these findings can constitute a meeting point for stakeholders from all over the community to come together and consider what is best for its youngest children. With this additional area-wide support, it is believed that Sure Start Roundway has real potential to improve the lives of families and young children living within its boundaries.

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Interviewer... Date..... Questionnaire e No:.....
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Sure Start - The Roundway Parents' Survey - Spring 2004

(adapted for use with Sure Start The Roundway from a questionnaire originally developed for Sure Start Euston.)

Hello. My name is..... and I am a local resident in this neighbourhood like you. I have had training and support to carry out a survey, which is part of the Sure Start Roundway programme for families with children from birth to three years old in this area.

Hand them a leaflet about Sure Start in The Roundway.

a. Do you live here?

If no ask to speak to someone who does.

*If the person does not appear to understand English, show them the **RED** language translation sheet and ask them to point to the language that they speak. Ask for their name and address. Note the language down on your **PINK** survey sheet next to the address. Close the interview.*

b. Do any children aged 0 - 3 years old live here?

- Yes [] go to Q. c.
- No [] go to Q. d.

c. Do you have responsibility for the child aged 0 - 3 living here?

- Yes [] carry on with introduction on next page
- No [] **Can I talk to the person who has responsibility for them?**

*If they are not in, ask when they will be in, and note it on your **PINK** survey sheet, close the interview.*

d. Do you have responsibility for looking after any children aged 0 – 3 years who live elsewhere? (e.g. relative or childminder)

Yes [] carry on with introduction on next page
No [] close interview

*Close the interview if there are no children aged 0 - 3 living there, or the person does not look after children elsewhere.
Thank them for listening and tell them why the survey is being carried out if they are interested. Do not complete the questionnaire. Write 'no 0 - 3s' next to the flat number on your PINK survey form. Ask them if they know where other households in the block might have children aged 0 - 3. Note on your PINK survey form.*

INTRODUCTION

Would you be prepared to answer some questions? Everyone who completes the survey will be entered into a prize draw and could win a family trip to Legoland.

Sure Start Roundway has to make contact with all families with children aged 0 - 3 years old and offer them services. The programme has money to develop services for children and parents who live in this area. We want to find out what kind of services would be most useful for parents and carers of young children.

THE PEOPLE WE ARE TALKING TO WILL NOT BE IDENTIFIED AND ANYTHING WE ARE TOLD WILL BE TREATED IN CONFIDENCE. NO ONE WILL SEE YOUR ANSWERS APART FROM THE SURVEY TEAM.

We would like to ask you questions about:

- Your children or the children you care for
- Services you use at the moment – childcare, play, health, and so on...
- Services you would like to see or improvements you want
- Your working arrangements
- Study and training
- A few other personal details

The interview should take about a half an hour. If you find there are any questions that you would prefer not to answer, please say so, and we can move on to the next question.

If they are agreeable, start the interview. If not, find out when would be convenient for them and note it on your PINK survey report form.

1. The first section is to give us some background details

Q's 1.1 – 1.6 circle numbers where appropriate or fill in details

1.1 First can I check where you live?

	Block		Block		Block		Block
1		11					
2		12					
3		13					
4		14					
5							
6							
7							
8							
9							
10							

1.2 And we are going to be doing the interview in which language(s)?

Circle below all numbers that apply

- | | | | |
|----|----------------------------------|----|---------|
| 1 | English | 2 | Bengali |
| 3 | Somali | 4 | Turkish |
| 5 | Arabic | 6 | French |
| 7 | Spanish | 8 | Chinese |
| 9 | Russian/Polish | 9 | Kosovan |
| 10 | Albanian | 11 | Greek |
| 12 | Sign language | 13 | Makaton |
| 14 | Other <u>write in what</u> | | |

1.3 Now could you tell me the NUMBERS and AGES of any children aged 0 - 3 who live here, starting with the youngest:

Age	No of children Write number of children in each age group below	Age	No of children Write number of children in each age group below
Under 12 months		2 years	
1 year		3 years	
		Total no.	

1.4 What is the total number of children and young people aged under 18 who live here with you, including those aged 0 - 3?

Total number of children and young people under 18 []

1.5 And could you tell me how many adults in total aged 18 and over are living in this household, including yourself?

No of adults 18 and over []

1.6 What is your relationship to the child/children aged 0 – 3 years who live here?

Circle below all numbers that apply

- 1 Parent
- 2 Step Parent
- 3 Foster Carer
- 4 Grandparent
- 5 Aunt/Uncle
- 6 Brother/sister
- 7 Other relative write in
- 8 Childminder
- 9 Other non relative write in

2. This second section is about children’s services for 0 - 3 year olds

2.1 To which children’s services do you take your child/ren aged 0 - 3 and stay with them?

Circle below all numbers that apply

- 1 Drop in/toddler group
- 2 Family centre
- 3 Other write in
- 4 Nowhere – could you say why?

Show GREEN Card, ask reasons, circle below all numbers that apply

- 1 2 3 4 5 6 7 8 9 10
- 11 12

2.2 To which children’s services do you take your child/ren aged 0 - 3 for education & care and leave them?

Circle below all numbers that apply

- 1 Half day nursery centre
- 2 Full day nursery centre
- 2 Nursery class (in primary school)

- 3 Playgroup/pre-school
- 4 Other write in
.....
- 5 Nowhere – could you say why?

Show **GREEN** Card, ask reasons, circle below all numbers that apply

- 1 2 3 4 5 6 7 8 9 10
- 11 12

2.3 Which services for 0 – 3s are you using NOW? I am going to show you a list of local crèches, drop-ins and nurseries. Can you tell me if you are using any of these REGULARLY at the present time, that is more than just an occasional visit?

Show **YELLOW** Card, circle below all numbers that apply

NAME OF SERVICE	
Crèches and Groups	
I Can Do It/5e Course Creche (Selby Centre)	1
Middlesex University Creche	2
Albanian Parents Group at Pembury House	3
Sweetpea Toddler Group	4
Other <u>write in</u>	5
None of these	6

NAME OF SERVICE	
Drop Ins	
Pembury House	1
Other <u>write in</u>	2
None of these	3

NAME OF SERVICE	
Nursery Centres/Classes	
Rowland Hill Centre for Childhood	1
Pembury House	2
Kwad'ruple Day Nursery	3
Excel Prep School	4
Excelsior College Montessori School	5
Parkside Prep School	6
Risley Avenue Nursery	7

Lancasterian Nursery	8
Devonshire Hill School	9
Other <u>write in</u>	10
None of these	11

2.4 Are you on the waiting list for any service for your child aged 0 - 3?

Circle all numbers that apply

- 1 Not on any waiting list
- 2 A pre-school/playgroup
- 3 A day nursery
- 4 A nursery class in a primary school
- 5 Other write in

2.5 Which of the following services THAT YOU DO NOT USE ALREADY do you think you or your household might use if available nearby?

Show **ORANGE** card, circle below all numbers that apply

- 1 Day nursery (subsidised) for children under 5, open 8 am to 6 pm
- 2 Playgroup for children aged 2 – 4, morning or afternoon
- 3 Crèche to leave child for up to 4 hours
- 4 Drop-in to stay with child and meet other parents
- 5 Toy library
- 6 Loan of safety equipment for your home
- 7 A safe, clean outdoor play area on your estate or within pram pushing distance
- 8 Other write in
- 9 None of these

2.6 Which ONE of those you have identified would you say is the most important for you?

Show **ORANGE** card again and write in ONE number from list Most important is number.....

2.7 Have you any other comments to make about things that might encourage you to use any of these services? Please describe briefly, and where relevant identify which service in particular you are referring to.

2.8 What childcare do you use if you are working?

Circle below all numbers that apply

- 1 None, not working
- 2 Half day nursery centre
- 3 Full day nursery centre
- 4 Nursery class (in primary school)
- 5 Playgroup pre-school
- 6 Friends or neighbours
- 7 Childminder
- 8 Relatives
- 9 Other write in

2.9 What childcare do you use if you are studying or training?

Circle below all numbers that apply

- 1 None, not doing study or training
- 2 College crèche
- 3 Half day nursery centre
- 4 Full day nursery centre
- 5 Nursery class (in primary school)
- 6 Playgroup pre-school
- 7 Friends or neighbours
- 8 Childminder
- 9 Relatives
- 10 Other write in

2.10 Which relatives, if any, do you use for childcare if you are working, studying, or going out for leisure?

Circle below all numbers that apply

	Work	Study	Leisure
Husband, wife or partner	1	1	1
Child's grandparents	2	2	2
Child's aunt or uncle	3	3	3
Child's older brother or sister	4	4	4
Other <u>write in</u>	5	5	5
None/Not applicable	6	6	6

2.11 If you are currently using a childminder, is s/he registered with the Council?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Not applicable, don't use a childminder

2.12 Do you borrow books, audio tapes, videos or toys for your child aged 0 - 3?

	Books	Audio tapes	Videos	Toys
Yes	1	1	1	1
No	2	2	2	2

2.13 Is your child aged 0 - 3 a member of a library?

- 1 Yes Please specify which one
.....
- 2 No Could you say why?

Show GREEN Card, ask reasons, circle below all numbers that apply

1 2 3 4 5 6 7 8 9 10
11 12

2.14 Could you give a GENERAL score out of 5 for the quality of the childcare services you use, with 1 being very poor, and 5 being excellent.

Show PINK Card, circle ONE number below for each item

Quality of Services	Very Poor	Poor	Neutral	Good	Excel-lent	Not Appli-cable
1 Convenience of location	1	2	3	4	5	6
2 Repair and cleanliness of buildings	1	2	3	4	5	6
3 Cost if applicable	1	2	3	4	5	6
4 Opening times	1	2	3	4	5	6
5 Learning and play opportunities	1	2	3	4	5	6
6 Friendliness and welcome of staff	1	2	3	4	5	6
7 Outdoor play spaces	1	2	3	4	5	6
8 Overall quality of service	1	2	3	4	5	6

2.15 If you have rated any of these items 'poor' (2) or 'very poor' (1), would you like to comment, identifying which service and why you think the quality of that item is poor?

Only complete if ratings of Q2.15 were poor or very poor

	Name of Service	Comments why poor
1 Convenience of location		
2 Repair and cleanliness of buildings		
3 Cost		
4 Opening times		
5 Learning and play opportunities		
6 Friendliness and welcome of staff		
7 Outdoor play spaces		
8 Overall quality of service		

2.16 Where does your child aged 0 – 3 play outside?

Circle all numbers that apply

- 1 Garden
- 2 Balcony
- 3 Playground
- 4 Park
- 5 Street/estate
- 6 Other *Write in*
- 7 Nowhere *Could you say why?*

Please write why

2.17 Could you give a GENERAL score out of 5 for the quality of Bruce Castle park, with 1 being very poor, and 5 being excellent.

Show PINK Card, circle ONE number below for each item

Quality of Services	Very Poor	Poor	Neutral	Good	Excel-lent	Not Appli-cable
1 Convenience of location	1	2	3	4	5	6
2 Repair and cleanliness of facilities	1	2	3	4	5	6
3 Safety and Security	1	2	3	4	5	6

2.18 Could you give a GENERAL score out of 5 for the quality of Tower Gardens Park, with 1 being very poor, and 5 being excellent.

Show PINK Card, circle ONE number below for each item

Quality of Services	Very Poor	Poor	Neutral	Good	Excel-lent	Not Appli-cable
1 Convenience of location	1	2	3	4	5	6
2 Repair and cleanliness of facilities	1	2	3	4	5	6
3 Safety and Security	1	2	3	4	5	6

2.19 Can you suggest any changes in the services you use or that Tottenham provides to make them meet your children's or your own needs better? If so, please tell us.

*Write in
response in
box below*

3. Work, study or training

The next questions are about work, study or training. I should remind you that all of your answers are confidential, and your name will not appear anywhere on this form.

3.1 How many hours a week do you and your partner/husband/wife spend working for pay, or studying or training per week? Only tell me about a partner/husband/wife who lives with you, not if they live somewhere else.

Circle ONE number in each column as appropriate

No of hours per week	Working for pay		Studying or training	
	Self	Partner	Self	Partner
None	1	1	1	1
1-5 hrs	2	2	2	2
6-10 hrs	3	3	3	3
11-15 hrs	4	4	4	4
16-30 hrs	5	5	5	5
More than 30 hrs	6	6	6	6

3.2 Have you heard of or applied for the following government benefits or programmes?

Circle ONE number in each column as appropriate

	Child Tax Credit	Working Tax Credit	New Deal for Lone Parents
Applied for/registered for	1	1	1
Heard about, not applied	2	2	2
Know nothing about	3	3	3
Not applicable to me	4	4	4

3.3 *Would you like to know more about any of these?* Give leaflet or phone number

If you would like help completing the application forms, Sure Start workers can assist you with them.

If respondent is not presently in paid work, go to Section 5

4. For those currently in paid work or on maternity leave

4.1 What is your job title?

4.2 What type of work do you do in your paid job?

4.3 How far do you travel to work in your paid job?

- 1 Work from home
- 2 A mile or less
- 3 More than a mile
- 4 More than 3 miles
- 5 Don't know

4.4 What are your working hours?

- 1 School hours/part time hours term time only
- 2 School hours/part time hours all year round
- 3 Full day term time only
- 4 Full day all year round
- 5 Evenings
- 6 Nights
- 7 Shift work
- 8 Mixture
- 9 Other

4.5 Have your childcare needs affected the hours you work?

- 1 No –
- 2 Yes

4.6 Could you say how your childcare needs have affected the hours you work?

4.7 Have your childcare needs affected the type of work you do?

- 1 No – [Go to Q 4.9](#)
- 2 Yes

4.8 Could you say how your childcare needs have affected the type of work you do?

4.9 How would you describe your employer’s attitude to your family responsibilities as a parent? Would you say that it is:

- 1 Very sympathetic
- 2 Fairly sympathetic
- 3 Neither one way or the other
- 4 Fairly unsympathetic
- 5 Very unsympathetic
- 6 Don't know/no view

4.10 Can you give an example?

[write in below](#)

4.11 Would you prefer a different type of work or job?

- 1 No – [Go to Q 5.6](#)
- 2 Yes

4.12 What type of job or work would you prefer?

[write in below](#)

[Go to Q 5.6](#)

5. For those not currently in paid work

5.1 Are your reasons for not having a paid job linked to your childcare responsibilities?

- 1 No
- 2 Yes
- 3 Don't know

5.2 Would you like to have a paid job?

- 1 No – [Go to Q 5.6](#)
- 2 Yes

5.3 If yes, when would you like to have a paid job?

- 1 Now
- 2 Within the next 5 years
- 5 Don't know

5.4 What kind of a paid job would you like to have?

*Write in job title
and type of work*

5.5 Would you prefer full time or part time?

- 1 Full time
- 2 Part time
- 3 Don't know

5.6 Do you do any voluntary or community work?

- 1 No – [Go to Section 6](#)
- 2 Yes
- 3 Don't know

5.7 What kind of voluntary work do you do?

*Write in title and
type of work*

6. Training or Studying

6.1 Are you studying or training at the moment?

- 1 No Go to Q 6.4
- 2 Yes
- 3 Don't know

6.2 What is the name of the course you are taking?

6.3 Where are you taking this course?

- | | | | |
|---|----------------------------------|---|--|
| 1 | 5e Limited, Selby Centre | 4 | I Can Do It |
| 2 | Critical Praxis | 5 | Preset |
| 3 | Haringey Adult Learning Services | 6 | Other write in |
| | | | |

6.4 Would you like to attend a course of any kind or do any further training?

- 1 No Go to Section 7
- 2 Yes
- 3 Don't know

6.5 What sort of training course would you like to do?

Show **WHITE** card, circle as many as apply.

- | | | | |
|---|---|----|-------------------|
| 1 | Babycare for parents additional language | 9 | English as an |
| 2 | Childcare for parents children's learning | 10 | Supporting |
| 3 | Health issues (child) and writing | 11 | Help with reading |
| 4 | Health issues (parent) for adults | 12 | English & maths |

- | | | | |
|---|-------------------------------------|----|--|
| 5 | Childminder training for employment | 13 | Further education |
| 6 | Childcare training for employment | 14 | Higher education |
| 7 | Sewing | 15 | Other write in |
| | | | |
| 8 | Computer skills | | |

7. Your child's health

Now we have some questions about the health of your 0 – 3 year old.

7.1 Is your child(ren) registered with a GP/doctor?

- 1 Yes
- 2 No
- 3 Don't know

7.2 If your child aged 0 – 3 is ill, who are you MOST likely to ask for advice?

Circle ONE number in column below where appropriate

	Child is ill	Child not sleeping or eating or has behavioural difficulties
GP/Doctor	1	1
Practice Nurse	2	2
Health Visitor	3	3
Hospital	4	4
Nursery teacher	5	5
Family	6	6
Friends	7	7
Other write in	8	8

7.3 And what about if he or she is not sleeping or eating, or has behavioural difficulties, who are you MOST likely to ask for advice?

Circle ONE number in column above where appropriate

7.4 Where do you go for dental treatment for your child aged 0 - 3?

- 1 High street dentist
- 2 Health centre dentist
- 3 GP practice
- 4 Hospital
- 5 Other write in
- 6 Nowhere - could you say why?

Show GREEN Card, ask reasons, circle below all numbers that apply

- | | | | | | | | | | |
|----|---|----|---|---|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | | 12 | | | | | | | |

Give list of local dentists who will treat young children if appropriate

7.5 Do you have to take your child aged 0 – 3 anywhere for special health tests or treatment?

- 1 No Go to Section 8
- 2 Yes
- 3 Don't know

7.6 What kind of special health service is this that you use for your child?

- 1 Speech and language therapy
- 2 Physiotherapy
- 3 Occupational therapy
- 4 Hospital consultant
- 5 Child psychology
- 6 Dietician
- 7 Other write in

7.7 Where do you get this special health service for your child?

- 1 At home
- 2 At school or nursery
- 3 At GP practice
- 4 At Health Centre
- 5 At local hospital write in
- 6 At other hospital write in

7 Other write in

8. Your health

Now we have some questions about your own health. REMEMBER YOUR ANSWERS ARE CONFIDENTIAL, but if there are any questions you don't want to answer, you don't have to.

8.1 Have you suffered from any of the following health problems since having children?

- 1 Stress
- 2 Weight problems
- 3 Post natal depression
- 4 General depression
- 5 Other write in
- 6 No health problems Go to Q 8.5

8.2 Have you been to the doctor or anyone else for advice in the last 3 years with any of these health problems?

- 1 Doctor
- 2 Someone else write in
- 3 No one
- 4 Don't know/can't remember

8.3 If you suffered from post natal depression, did you receive advice and/or treatment for this?

- 1 No Go to Q8.5
- 2 Yes
- 3 Don't know/can't remember

8.4 If you had advice and/or treatment for Post Natal depression, did you find this helpful?

- 1 No
- 2 Yes
- 3 Don't know/can't remember

8.5 Do you smoke now, or have you smoked in the last 5 years?

- 1 Presently smoke
- 2 Non-smoker now, but smoked in last 5 years
- 3 Non-smoker for more than 5 years Go to Q 8.8
- 4 Never smoked Go to Q 8.8
- 4 Don't know/can't remember

8.6 If you have smoked in the last 5 years, did you give up smoking while you were pregnant?

- 1 No, had already given up smoking before pregnancy Go to Q 8.8
- 2 No, continued to smoke while pregnant Go to Q 8.8

- 3 Yes, gave up smoking while pregnant
- 4 Don't know

8.7 If you gave up smoking while you were pregnant, did you start smoking again after the baby was born?

- 1 No
- 2 Yes
- 3 Don't know/can't remember

*Ask Q 8.8 only if interviewee is the **MOTHER** of a child aged 0 - 3*

8.8 Did you breastfeed your baby?

- 1 No Go to Q 8.10
- 2 Yes
- 3 Don't know

8.9 If you did, for how long did you breastfeed your baby?

- 1 Up to 6 weeks old
- 2 Up to 4 months old
- 3 Longer than 4 months write how long in total
- 6 Don't know

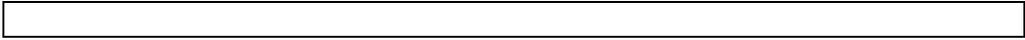
*Ask Q 8.10 only if interviewee's **FIRST LANGUAGE IS NOT ENGLISH***

8.10 If you have needed an interpreter when visiting the doctor or other health professional, have you been able to get one?

- 1 Have not needed one
- 2 Yes, always
- 3 Sometimes but not always
- 4 Never or hardly ever
- 5 Don't know/can't remember

8.11 If you have had difficulties with getting an interpreter, could you tell me which language this was for?

Write in language below



9. Sure Start Roundway is a government funded local programme which started last August. It has been set up to support families with children aged 0 – 3.

9.1 Had you heard of Sure Start Roundway before being asked to do this survey?

- 1 Yes
- 2 No Go to Q 9.3
- 3 Don't know/can't remember

9.2 Are you a member of Sure Start Roundway, that is have you completed a membership form so you are now on the mailing list?

- 1 Yes
- 2 No
- 3 Don't know/can't remember

9.3 Would you like more information or support from Sure Start Roundway, or a visit from a Sure Start home visitor? They can visit you at home to talk to you about the services available locally.

- 1 Yes - Give a SSR membership form, encourage parent to fill it out and put it in the envelope
- 2 No
- 3 Don't know

9.4 Would you like to become more involved in Sure Start Roundway, either by helping to plan and develop services, or volunteering to help with any other things? Childcare, training and expenses are provided.

- 1 Yes
- 2 No Go to Section 10
- 1 Don't know

9.5 What sort of thing would you be prepared to do for Sure Start Roundway?

Show BLUE card, circle all numbers that apply

- | | | | |
|---|---|---|-----------------------|
| 1 | Join a Neighbourhood Parents' parents Forum or the Roundway Partnership Board | 5 | Visit other |
| 2 | Help at a drop-in or crèche promotion | 6 | Office or admin work |
| 3 | Contribute to a Sure Start Newsletter evaluation & research | 7 | Help with health |
| 4 | Act as an interpreter | 8 | Help with |
| | | 9 | Other <u>write in</u> |

.....
.....

9.6 Can I take your name and contact details and pass these on to the organisers, so they can get in touch with you?

*Record contact details on **BLUE** sheet*

10. Personal Details

Finally, it would help us a lot if we could have a few personal details to give us some information about the families living in the area. If you would like this information to be kept private from me, I will show you how to fill in your answers and you can complete this section yourself.

I will put these pages in a separate sealed envelope. **WE WILL NOT BE ABLE TO IDENTIFY YOU AND THESE DETAILS WILL ONLY BE USED FOR THIS RESEARCH.** However, if you would rather not give this personal information, you don't have to.

- *Either complete this section with the interviewee, or give them the **GREEN** sheets to complete themselves, helping where necessary. Make sure the questionnaire number is on the green sheets.*

The survey manager may need to check back to you to be sure that the interviews have been done properly, and we also need to keep a record of names for the prize draw, so that we can get back to you if you win. **Would you mind telling me your first name, and if possible a contact telephone number?**

- *Complete the **BLUE** supplementary sheet with interviewee name and contact telephone number and questionnaire number.*
- *Put **GREEN** and **BLUE** sheets in envelope and seal, noting questionnaire number on the front of the envelope.*

Thank you very much for your help. Is there anything else that you would like to add now?

write in below



Questionnaire
No.....

10 Personal Details
Please circle below the numbers that apply to you for each question
If there are any questions you would rather not answer, just miss them out

10.1 Are you:

- 1 Female
- 2 Male

10.2 Which of the following age groups are you in?

- 1 Under 20 years
- 2 21 – 30 years
- 3 31 – 40 years
- 4 41 – 50 years
- 5 51 – 60 years
- 6 More than 60 years
- 7 Not specified

10.3 Which ethnic group would you place yourself in?

- 1 White:**
- 1 British
 - 2 Irish
 - 3 Any other White background
-

- 2 Asian or Asian British:**
- 1 Bangladeshi
 - 2 Pakistani
 - 3 Indian

- 4 Any other Asian background write in what

- 3 Black or Black British:**
- 1 Caribbean
 2 African
 3 Any other Black background write in what

- 4 Chinese or Other Ethnic Group:**
- 1 Chinese
 2 Any other write in what

- 5 Mixed:**
- 1 White & Black Caribbean
 2 White & Black African
 3 White & Asian
 4 Any other mixed background write in what

10.4 Is English your first language? circle one

- 1 Yes – Go to Q. 10.6
 2 No

10.5 If No, please state what is your first language? circle one

- | | |
|-----------|-------------------------------------|
| 1 Bengali | 2 Somali |
| 3 Turkish | 4 Arabic |
| 5 French | 6 Spanish |
| 7 Chinese | 8 Russian/Polish |
| 9 Kosovan | 10 Albanian |
| 11 Greek | 12 Other <u>write in what</u> |

10.6 Which languages do you use at home? circle all that apply

- | | |
|-------------------------------------|------------|
| 1 English | 2 Bengali |
| 3 Somali | 4 Turkish |
| 5 Arabic | 6 French |
| 7 Spanish | 8 Chinese |
| 9 Russian/Polish | 9 Kosovan |
| 10 Albanian | 11 Greek |
| 12 Sign language | 13 Makaton |
| 14 Other <u>write in what</u> | |

10.7 Which of the following best describes your present living situation?

circle one

- 1 Parent living with partner/husband/wife and children
- 2 Lone parent living with children but with no other adult in household
- 3 Lone parent living with children and with adult/s other than partner in household
- 4 Person living with other adults and children in household
- 5 Other write in what.....

10.8 Could you describe your family status in the UK? Are you and your family:

circle one

- 1 Permanent UK residents
- 2 Temporary UK residents
- 3 Refugees
- 4 Asylum seekers
- 5 Foreign students
- 6 Other write in what.....
- 7 Don't know

10.9 How many bedrooms do you have in your accommodation? circle one

- 1 One
- 2 Two
- 3 Three
- 4 Four or more

10.10 On which floor do you live? circle one

- 1 Ground
- 2 First
- 3 Second
- 4 Third
- 5 Fourth
- 6 Higher than fourth write which.....

10.11 Does any child in your household have a diagnosed disability or special educational need?

circle one

- 1 No
- 2 Yes write in what.....

10.12 Does any adult in your household have a diagnosed disability?

circle one

- 1 No

2 Yes write in what.....

10.13 How many people in your household have a regular paid job? circle one

- 1 None
- 2 One
- 3 Two
- 4 Three or more

10.14 Do you know how much money (after tax but including benefits) comes into your household each week? circle one

- 1 Less than £100 a week
- 2 £100 or more, but less than £200
- 3 £200 or more, but less than £300
- 4 £300 or more but less than £500
- 5 More than £500
- 6 Don't know

10.15 Does most of your household income come from paid work, or from benefits? circle one

- 1 Most of income from paid work
- 2 Most of income from benefits

Thank you

Your answers will remain confidential