

LEAP 2016

Listening to our Communities

by

Stockwell Partnership and St Michael's Fellowship



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Introduction

Laura McFarlane, Director of LEAP

LEAP aims to reach out and engage all the communities living in the four LEAP wards where the programme is run. The purpose of LEAP is to promote long lasting systems change, by breaking down barriers that prevent parents and carers with young children from building strong and supportive relationships with local services, community groups, and other families and neighbours in their area.

LEAP wants to ensure all communities are involved in its projects and actively co-produce activities, especially seldom heard parents and carers LEAP needs to periodically reassess the population's needs and assets in order to implement an effective engagement strategy, given Lambeth's population churn, its cultural and linguistic diversity and the fact many parents in LEAP wards are younger or lone parents.

In this context, LEAP approached two of its voluntary sector partners with extensive community links and specialisms, Stockwell Partnership and St Michael's Fellowship.

They were able to assess the needs, barriers, enablers and assets of the following priority groups for the 2016 LEAP community engagement strategy as follows:

- Portuguese speaking communities
- Latin American communities
- Young mothers (up to 25 years of age)
- Fathers and male carers

This report summarises their findings and the key recommendations for us now to consider in taking the work forward with these target groups.

1.0 Executive summary

Accessing complex services and support is often a very challenging process for parents. When those parents have additional barriers – language, no partner and low income – those challenges can often feel insurmountable. As LEAP aspires to a step change in how the most vulnerable parents are supported, it commissioned Stockwell Partnership and St Michael’s Fellowship in Spring 2016. This was done in order to survey some of the most isolated target groups in its four wards – Portuguese speakers, Spanish speakers, and young mothers and fathers.

1.1 Profile

These local voluntary organisations undertook in-depth interviews with 27 Portuguese speakers and 25 Spanish speakers as well as 24 young mothers and 20 fathers. Seven focus groups were also held involving 36 parents. Most of the young mothers (under 25) interviewed by St Michael’s were black, born in the UK and were English speaking. Many were lone parents without jobs and in receipt of benefits. The majority of fathers interviewed were over 25 and black, UK born and English speaking. Most were in a couple and working, with few claiming benefits. Like the mothers, the majority had lived in Lambeth for over 10 years and half had at least one child under four years and one over four years.

Most Portuguese speaking interviewees were mothers, living in the area between five to 10 years, with most income from benefits. Many felt the level of English they understood was an obstacle to accessing information and services – although not knowing about the information or service was a greater obstacle. Like the Portuguese, most Spanish speaking interviewees were female. Most had been living in the LEAP area for –one to five years, had one child, and received most of their income from benefits. Their level of understanding English is also seen as an obstacle to accessing information and services, although again not knowing about them at all was a bigger obstacle than not speaking the language. The key differences between Portuguese and Spanish speaking communities are a greater perception by Spanish speakers of the benefits of undertaking activities with those from different backgrounds, as well as a higher level of service use and a more positive opinion about previous experiences of accessing services.

1.2 Findings

The aim to bring communities together so that they can support one another for these groups feels a long way off. No-one suggested their neighbour as someone they would turn to for

advice, although many felt they and their children would benefit from mixing with parents and children from other cultures.

Knowledge about LEAP was limited among all, although many knew about children's centres. Where there was knowledge of services, it did not translate into use of those services, with the exception of GP's and parks. In general, men preferred to receive information 'impersonally' via leaflets, noticeboards and online whereas women favoured trusted professionals. Fathers were the least knowledgeable about services. They felt excluded from services and often excluded by mothers who ignored them.

Exclusion was also felt by other interviewees because of language and negative views about immigrants, young mothers for instance felt adversely judged by others. Young mothers and Portuguese and Spanish speaking parents with teenage children shared an anxiety about safety in their neighbourhoods. A common plea was the need for affordable childcare. Portuguese and Spanish parents also highlighted as barriers to accessing services a lack of time, caused by the difficulties of managing school runs, professional commitments, and housework. They also saw a lack of the 'personal touch' in services (e.g. seeing different GP's) as a barrier. Portuguese and Spanish speakers also lack awareness of the benefits of educational activities with pre-school children.

All interviewees wanted to improve their income either through having a job or better job (possibly their own business), or through undertaking studies for a particular career. Most wished to improve their housing situation. They wanted better, bigger housing, that was not overcrowded and aspired to owning their own home. For the Portuguese community this was coupled with a desire to remain in the same area.

The majority also had aspirations for their children, for the Portuguese and Spanish communities this was one of the reasons they moved to the UK. They hoped their children would be in good schools with good friends and that their lives would be stable and happy.

1.3 Recommendations

Before these groups will engage with LEAP programmes, they need non-judgmental professionals, working in places they feel comfortable and who will listen and act on their most urgent needs. When an issue is outside the professional's expertise, they need to be a 'mine of information' and aware of where to signpost people. There is a specific need for Portuguese and Spanish speaking professionals and volunteers who can regularly provide advocacy and

assist with immediate needs in key venues (e.g. children's centres), ensuring that these groups remain in contact. Training and capacity building, including English for Speakers of Other Languages (ESOL), are needed to build independence and resilience. A 'mobile surgery' could move around the LEAP area to sites regularly used by parents such as play areas and community centres.

Children's centres should consider extending opening times to include Saturdays to encourage engagement of these priority groups, particularly working parents and fathers. Over time, Saturday openings could encourage communities to come together in joint activities.

Information about LEAP needs to be bilingual and should use a greater variety of social media to reach groups. Bilingual leaflets and posters need to be provided in places used by these groups. Translation software and a page for dads' on the LEAP website, as well as multilingual services apps should be developed.

In order to build stronger, more supportive communities, bilingual sessions celebrating different cultures should be organised such as a '*Cook and Meet*' event. More Parent Champions from the four target groups should be recruited. These can then help to organise 'sounding board' groups to improve LEAP's engagement with the groups.

All groups were interested in the following training, which would need to be delivered in English, Portuguese and Spanish:

- Budgeting advice and welfare benefits sessions
- Getting work, including ESOL classes
- First aid for young children
- Safety in the home, especially relating to overcrowding
- Healthy eating and cooking advice

For different reasons these groups felt excluded from services. To build confidence, LEAP should run sessions targeted at each specific group before engaging them with wider, more universal LEAP services. Professionals need to understand why people from disadvantaged backgrounds feel excluded and reflect on their personal views to ensure they are accepting and welcoming of them.

2.0 Background and context

Lambeth is one of the most ethnically and culturally diverse boroughs in the country with many assets. It has the benefits of the South Bank with theatres and music venues, an abundance of parks with children's play areas and has chosen to maintain a network of children's centres in support of young children and parents to name but a few. Half of its employment is concentrated in the north of the borough. With workers from abroad and younger migrants from elsewhere in the UK, the population has become younger and more diverse in the last five years. In recent decades, Lambeth had a reputation of being one of the most deprived boroughs in the country and was rated 14th overall, now it is the 22nd. However more of the borough is in the 10% most deprived areas in the country compared to five years ago suggesting greater inequality between different parts of the borough.

Whilst unemployment rates have been falling in the borough there are some groups for whom this is not the case: residents from black and minority ethnic backgrounds are less likely to be employed, with an employment rate of 62.4% compared to 84.8% for white residents. Residents aged 16-24 years are significantly more likely to be unemployed with an unemployment ratio of 10.7 (compared to an Inner London ratio of 5.6). Young people from black or mixed ethnic backgrounds are twice as likely to be unemployed than their white counterparts.

Rates of low pay, defined as less than the London Living Wage (LLW), affect different groups disproportionately. From the 2015 Residents' Survey, 51% of employed Black African residents say they are paid below the LLW, compared to 45% of Portuguese residents and 10% of White British residents. Of employed residents for whom English is a second language 39% report earning less than LLW compared to 16% where English is their main language. Household composition also has an impact with 45% of employed lone parents reporting earning less than the LLW compared to 13% of households with two adults and no children. In the past low paid work was seen as a stepping-stone to better paid work, but with the loss of jobs such as skilled-administrative, manufacturing and trade jobs this is no longer the case. About 60% of low paid workers will be on low paid work for long periods with reduced financial resilience; they are less likely to have savings for the bad times and more likely to be in debt.

Over one fifth of Lambeth's children are living in poverty, with both immediate and longer term negative impact; 82% of this group are in lone parent households, 39% are council tenants, 34% live in registered social housing, 24% in private housing and 3% in temporary accommodation.

Whilst Lambeth has seen reductions in crime over the last three years, particularly robberies and thefts, it has the 6th highest crime rate in London with the 2nd highest rates of violent, sexual crime and drug related crime. It is also the highest ranking borough in the Metropolitan Police area for 'most serious violence against women'. Youth re-offending rates are high and gang related violence continue to remain a problem.

It is against this backdrop that the four wards covered by LEAP were selected for being the most deprived wards in the borough of Lambeth. They are characterised by high population density with the majority living in social housing and privately rented flats. The standard of housing may be poor and overcrowding is common with approximately 30% experiencing overcrowding compared to 8.7% for England. The rate of family homelessness is worse than the average in England. Much of the housing is on large estates where parents reported feeling trapped and isolated. They were fearful of leaving their flats because the external environment did not make them feel safe and many were also fearful of staying at home because of the threat of domestic abuse, which was exacerbated by overcrowding and poverty.

Income deprivation is higher in these wards coupled with child poverty at approximately 47% compared to 21.8% nationally. Child poverty is linked with higher rates of unemployment and long term unemployment with as expected more children living in workless households. About half of the families living in Lambeth are lone parent households where we know levels of deprivation are higher. All four wards show concerning levels of children with excess weight and obesity.

Whilst there is good news that the levels of teenage pregnancy have fallen significantly there have been recent quarters where we have seen a rise in Lambeth. For many years Coldharbour and Vassall wards had the highest rates of teenage pregnancy and the latest data indicates that remains the case. The current rate for teenage pregnancy is 36 per 1,000 15-17 year olds (March 2015 released 24.5.16). Lambeth once again has the highest annual rate, 33.4, of teenage pregnancy of both inner and outer London where the combined rate is 20.6.

For young parents generally we know that the risk of being a child in poverty is 63% higher for those born to women under 20 years old. One fifth of female 16-18 year olds who are Not in Education, Employment, or Training (NEET) are mothers. By the age of 30, women who were teenage mothers are 22% more likely to be living in poverty than mothers giving birth aged 24 or over. Compared with older fathers, young fathers are twice as likely to be unemployed. Mothers under 20 experience higher rates of poor mental health for up to three years after the birth. In Lambeth the incidences of domestic abuse are high and in young parent relationships 75% of mothers report previous or current abusive relationships.

There is huge diversity in all four wards which contribute to the richness of living in Lambeth. It is a fact that higher proportions of those from ethnic minorities live in poorer housing and experience higher levels of poverty. In Stockwell, 40% of residents were not born in the UK; they arrived mainly from Portugal, Poland, South America, Caribbean and Africa with 8% of residents speaking Portuguese, 3% Spanish, 4% an African language. In Vassal and Tulse Hill over 50% are from ethnic minorities. Coldharbour has the highest proportion of ethnic minorities in the borough with 4.8% speaking an African language and 4% speaking Portuguese.

The Portuguese and Spanish communities despite sharing challenges, needs and reasons for deciding to try a life in UK, have both gone through different trajectories and their settling processes in Lambeth took place in different times.

Most of the Portuguese speakers living in the area are economic migrants from Europe, mainly from Madeira and the Portugal mainland. The London Community Foundation (LCF) recently commissioned a report on The Portuguese-speaking Community in Lambeth (July 2015) which estimates there are up to 35,000 Portuguese in Lambeth, despite much lower census figures (6,992). The majority are 'under the radar' working for cash in hand, often living in overcrowded housing with other migrants or relatives.

The Spanish speaking community in Lambeth consists mainly of South Americans who moved to London as asylum seekers in the late 1980's or after 2009, due to the economic crisis in Spain after having lived there for over 10 years.

With Universal Credit about to begin in Lambeth – with its additional interviews leading to increased delays in payments – parents on low incomes will be facing more cash crises, leaving them vulnerable to loan sharks and payday loan firms. This vulnerability is compounded when people have little or no English, and when they are not aware of, or used to, UK culture and institutions.

The Migrant Observatory has recently reported that, after Poland and Romania, increasing numbers of EU migrants are coming to the UK from Spain, Portugal and Italy (see <http://www.bbc.co.uk/news/uk-36029703>). With its existing and settled migrant communities, Lambeth is a particular draw – compared with the Lambeth Growth Strategy Evidence base (2014, Shared Intelligence), which highlights the high number of registrations for National Insurance numbers by Spanish and Portuguese speakers as well as Italians - all countries hit hard by the 'Eurozone' crisis.

Portuguese speakers are being drawn to Stockwell's 'Little Portugal' neighbourhood, but many Lusophones are finding it hard to get the jobs they need to establish financial independence. The Lambeth 2016 State of the Borough report states that, after a decrease in 2014,

unemployment increased again in the borough in 2015 from 6% – 7%, with major over-representation from Lambeth’s Black or Minority Ethnic (BAME)BME) communities. Furthermore, even when people find jobs, they are, as mentioned above, frequently low paid and the additional costs associated with working (e.g. transport, childcare) make finances very challenging (see *‘What’s our story? In Work Poverty – Stories from South London Women, Skills Network 2015*). Furthermore, many Portuguese and Spanish businesses and cafes upon which they have often depended for work are increasingly fully staffed.

The LCF research highlights a number of challenges for Lusophones, including problems accessing services due to poor English, unsuitable housing and homelessness, unemployment and low wages. The report also states that “charitable, community based organisations which have developed over time, most notably the Stockwell Partnership and Portuguese Community Centre, play a key role in attempting to meet these needs and there is a strong argument for investing more resources in and through these key bodies”.

The Stockwell ward is the core of the Portuguese speaking population in Lambeth with most of the community’s social interaction in its myriad of Portuguese-owned businesses, being regarded as the first point of call for recently arrived migrants for information, accommodation and jobs.

There is also a Portuguese speaking presence in the other wards covered by LEAP, especially in Tulse Hill.

Lambeth’s Early Years Foundation Profile 2014 demonstrates the poor performance in Good Level of Development (GLD) for EAL children, particularly in Portuguese children (49% GLD, contrasted to Lambeth average of 56%).

The Spanish speaking population in Lambeth has increased considerably following the impact of the economic crisis in Spain. Lambeth is not the main focus of attraction for newly arrived Spanish speaking migrants, since historically they have often settled in other boroughs, mainly Southwark and Lewisham.

3.0 Methodology

The process began with the construction of a questionnaire to be used by both organisations. Both organisations engaged service users on the content of the questionnaire and two Parent Champions were involved as interviewers. For young mothers and fathers, St Michael's method of approach was to give a small voucher at the end of the interview as a thank you.

The questionnaire aimed to:

- Familiarise participants with the aims, themes and criteria of the LEAP Project.
- Familiarise participants with the Parent Champion concept.
- Obtain basic information about other shared aspects of families, with at least one child under four years old living and/or accessing services in the areas covered by LEAP.
- Obtain participants views on services, access to information, the area they live, other communities and professionals' views about their communities and their views about how LEAP can support their families to be in a better situation in 10 years' time.

It was also agreed that to obtain more accurate and in-depth views from the participants, the completing of the questionnaires must assume an interview format, since in most cases prompting would be required. As part of the interview, all respondents were informed of the survey's ethical position, 'that all data would be anonymised', only used for the purposes of this survey. That personal information would not be stored by either of the organisations or LEAP.

After the questionnaire interviews, it was agreed that a small number of focus groups would be held to go into more depth on some of the issues. The general structure of the questionnaire was used as guidance to frame the participant's group discussion. Each Stockwell Partnership focus group included in its discussion the results of each previous discussion on the same topic. Therefore all groups discussed general opinions given in previous focus groups. Data had been systematically anonymised, collected and analysed on an ongoing basis to allow new participants access to analysed quantitative and qualitative information from all previous individual interviews and focus groups at each new focus group.

All activities that took place to facilitate the discussion and sharing of experiences during the focus groups were based on a combination of semi-structured group interviews and participatory appraisal techniques.

3.1 Recruitment

Participants were recruited with the aim of obtaining a sample that covered most of the different characteristics of Portuguese and Spanish speakers, young mothers and fathers that live and/or access services within the LEAP area and fit the criteria.

In order to obtain a variety of views and develop a profile of potential service users, we contacted some regular service users, but also put much of our effort into contacting those LEAP residents not known to us and who had often not engaged in other local services.

To access the more difficult to reach in the Portuguese and Spanish speaking communities Stockwell Partnership enlisted the support of IRMO¹ and the Portuguese Community Centre. They alongside Stockwell Partnership itself, serve as a first point of call for the Portuguese and Spanish speaking communities for support claiming welfare benefits and obtaining general support and information about statutory services, immigration, law and advocacy services. Interviews largely took place in local cafes, St Michael's appreciated that many young mothers and fathers are not engaged with services and decided to walk the streets of the LEAP area approaching those who seemed to fit the remit, including local supermarkets and parks and speaking to parents there. The LEAP Parent Champions also assisted with recruitment.

A leaflet advertising the survey produced in the different languages was distributed widely in an attempt to reach those who do not normally engage in services.

¹ Indoamerican Refugee and Migrant Organisation, based in Brixton

4.0 Results

The questionnaire was answered by 27 Portuguese speakers and 25 Spanish speakers. 49 interviews have been conducted in person and three over the phone. Also, 24 young mothers and 20 fathers were interviewed in person.

At the end of the interviews, participants were invited to attend a focus group to further discuss aspects covered by the questionnaire. Parent Champions assisted in the running of the focus groups. Four focus groups were held at three different local children's centres and a community centre, they were attended by 17 Portuguese speakers and 13 Spanish speakers. Getting young parents and fathers to attend a focus group proved much more difficult; three were arranged in children's centres and a 'One o'clock Club' with five young mothers, this included four young mothers who had not been interviewed, and one young father attending.

NOTE: As these were challenging groups to recruit in a relatively small geographic area, the numbers of interviewees and focus group attendees mean that this survey is primarily of value on a qualitative insight basis. The results are presented as both percentage and number of participants to make it clear that these are not large scale, statistically robust results.

5.0 Results - young mothers and fathers

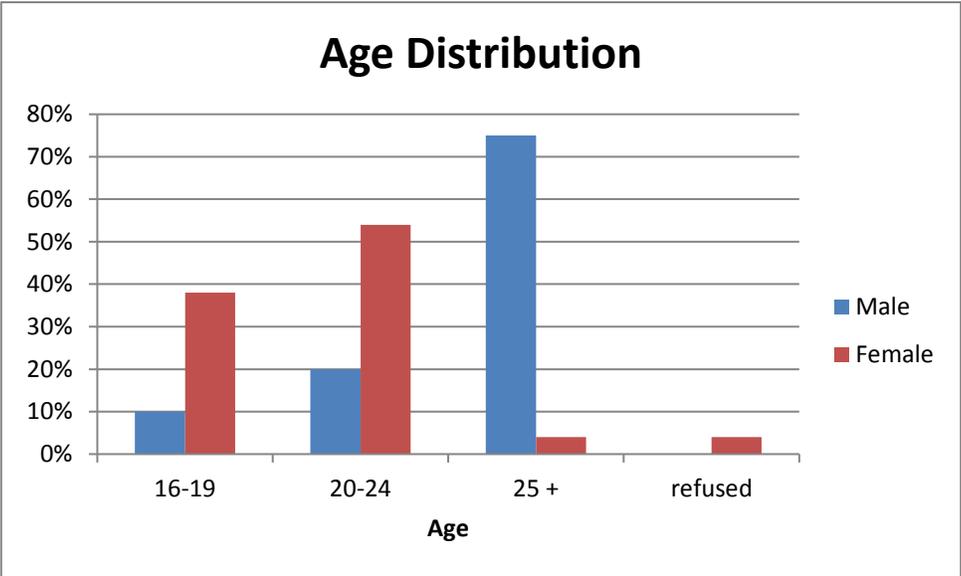
St Michael’s works with young mothers and fathers in the borough of Lambeth, but for this project our aim was to try and engage with those with whom we had no relationship to obtain a clearer picture of their life within the LEAP area.

In total 24 young mothers and 20 fathers completed the questionnaire and five young mothers and one father took part in four focus groups.

5.1 Profile

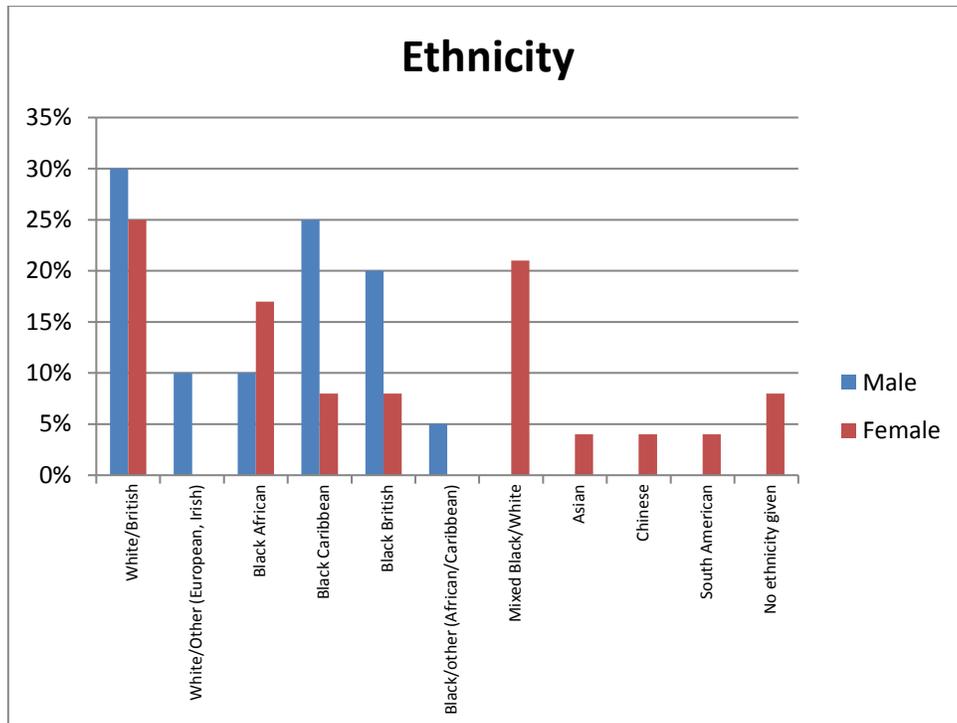
5.1.1 Age

Of the young mums 27 (about 92%) were under 25 years of age compared to 16 (over 75%) of the dads who were 25 years or more.

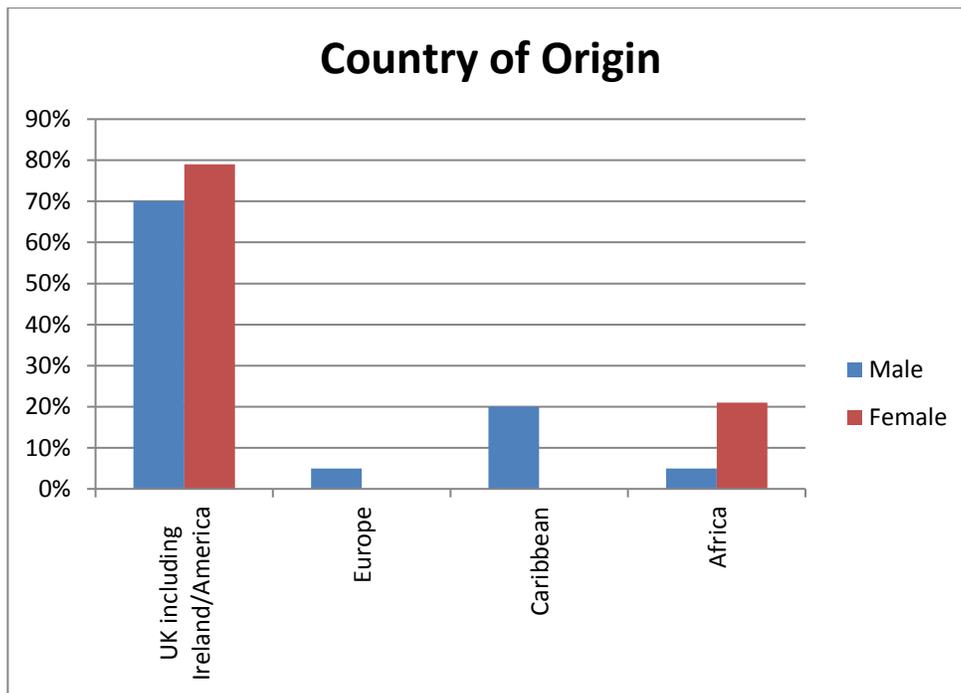


5.1.2 Ethnicity / Country of Origin

Altogether, 12 (60%) fathers describe themselves as Black African, Black Caribbean or Black British and eight (40%) describe themselves as White. For the young mothers there is greater diversity with 10 (almost 35%) describing themselves as Black African, Black Caribbean or Black British and seven (almost 25%) describing themselves as White with various ethnicities accounting for the remaining 12 (about 40%) as can be seen from the table below.

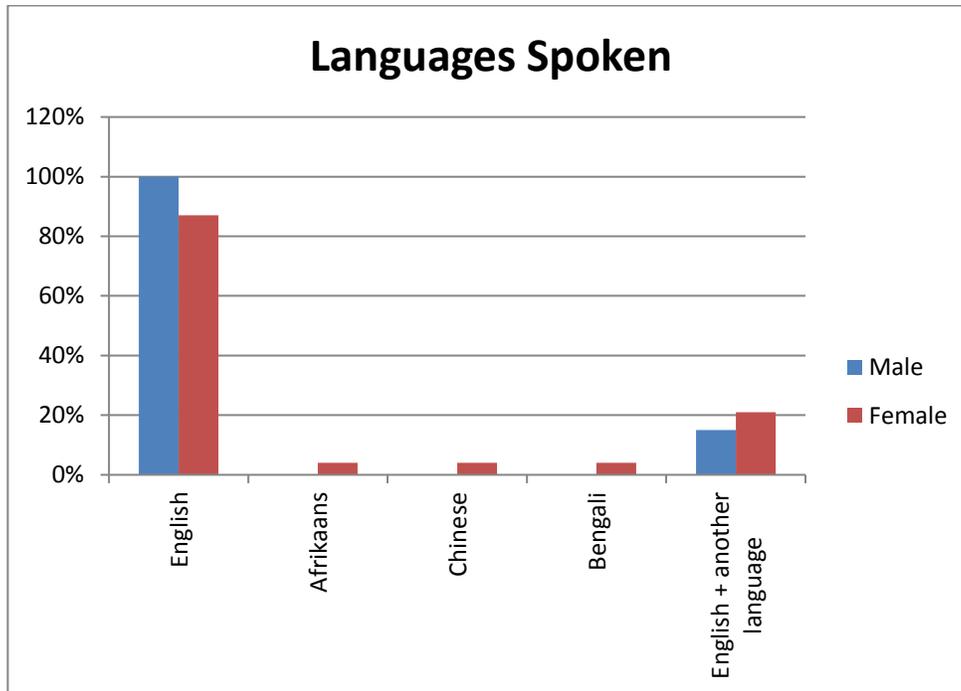


Despite the diversity shown above 14 (70%) of the fathers describe the UK as their country of origin compared to 23 (about 79%) of the young mothers.



5.1.3 Language at home

For all the fathers the main language spoken at home is English with a few having an additional language. For the mothers, English is also the majority language, but there are more with an additional language and a few where English is not the spoken language at home as seen below.



Parents were asked about their use and understanding of English in spoken and written form and whether this was an obstacle to finding out about services and accessing them.

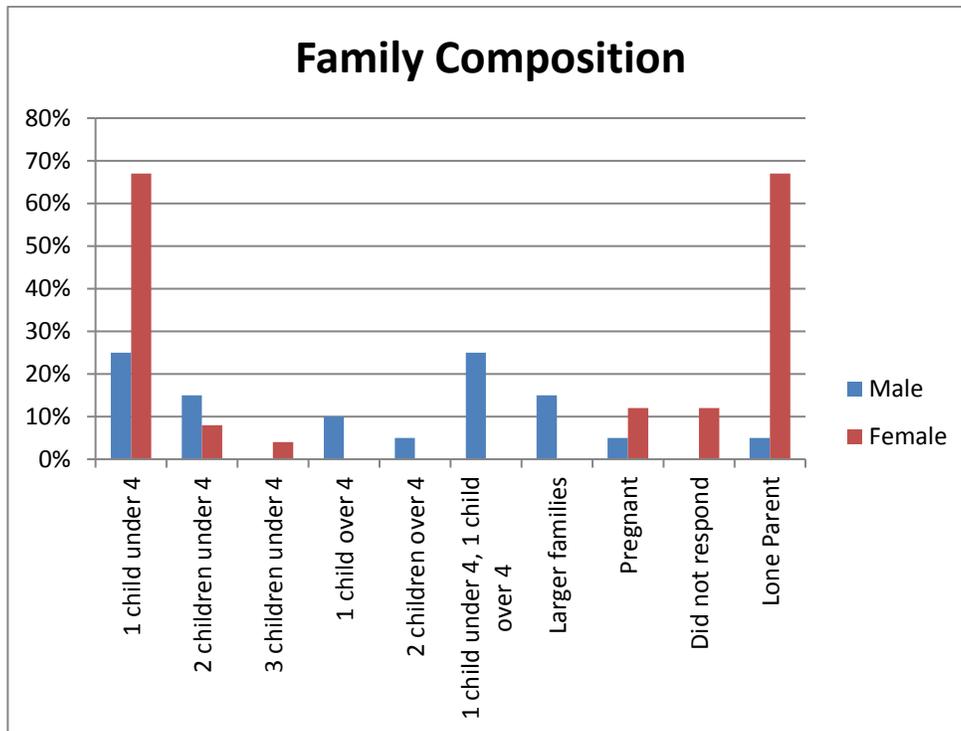
Of those surveyed, 14 (70%) of the fathers and 24 (83%) of the mothers described their spoken English as fluent or good and 13 (65%) of the fathers and 23 (79%) of the mothers described their written English as fluent or good. 11 (55%) of fathers and 22 (about 75%) of mothers said this did not present an obstacle to finding out about services or accessing them.

5.1.4 Family Composition

Only one (5%) father compared to 20 (67%) of mothers described themselves as lone parents. We were aware of only one couple where we interviewed both parents. Nationally 9% of single parents are fathers leaving 91% who are mothers. Only 2% of single mothers are in the age

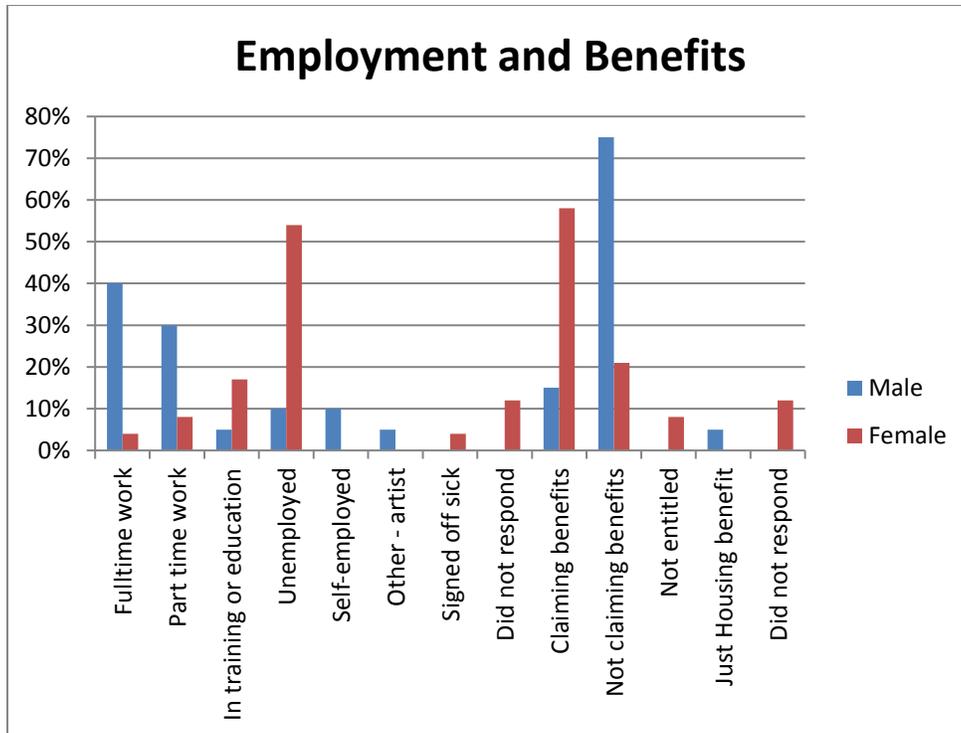
range 16-19 years. The average age of a single mother is 38 years and about half have had their children within a marriage or civil partnership. Our lone parent mothers had never been married and 38% were aged 16-19 years. This fact unsurprisingly has an influence on other findings.

Parents were asked about how many children they had and their ages. This showed that for the mothers, the majority of whom were under 24 years, had one or more children under four years whereas the fathers, the majority of whom were over 25 years, had a wider age distribution of children and larger families. Very few parents were expecting a child at the time of interview.



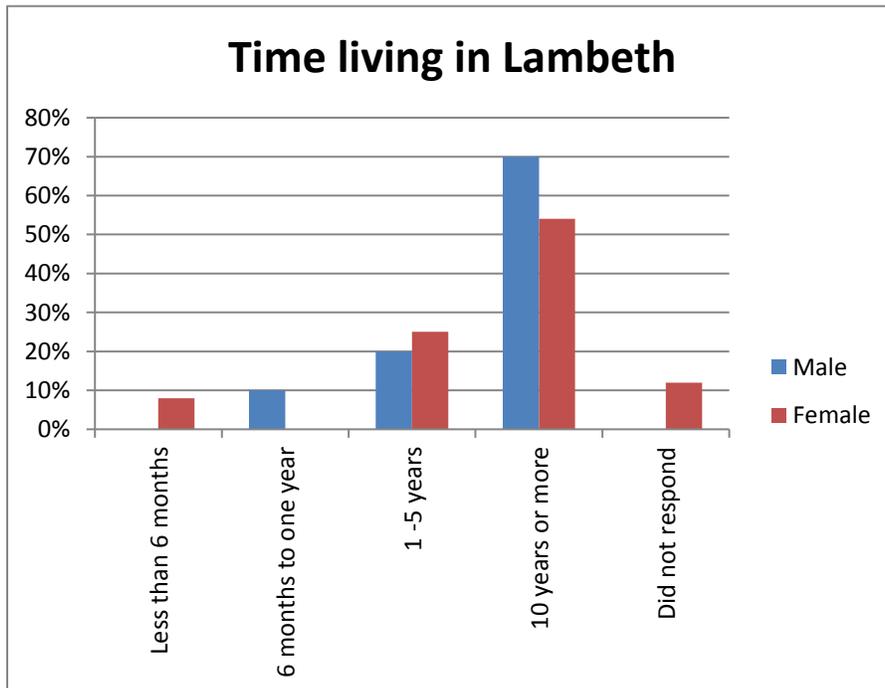
5.1.5 Employment and Income

Of the fathers 17 (85%) were in some form of employment, which is higher than the general percentage for Lambeth, compared to only four (about 12%) of the mothers. This obviously had a significant bearing on whether benefits were claimed as is illustrated in the graph below.



5.1.6 Length of Time Living in Lambeth

In total, 14 (70%) of fathers compared to 16 (54%) of the mothers had been living in Lambeth for over 10 years with a small minority who had lived in the borough for less than one year.



5.1.7 LEAP ward resident / service user

The majority of both fathers and mothers were LEAP residents with a few respondents describing themselves as both LEAP residents and service users. This was after they understood what the Lambeth Early Action Partnership was. A service user might be someone who used a children's centre but more commonly was a user of amenities within the LEAP area such as the local parks.

5.2 Experience of local services

5.2.1 Children's centres

Whilst mothers had much more knowledge of local services than fathers, this did not mean regular or frequent use of those services, with the exception of children's centers where 23 (79%) knew they were available in their area and 13 (46%) reported visiting monthly or more often and 11 (37%) had a positive experience. According to their comments, their experience was positive because 'there were friendly staff,' 'everyone was so supportive', 'meeting nice people', 'a safe environment'. It would have been better if 'there were newer toys for the kids', 'more activities, going out places'. For fathers 15 (75%) knew they were available although only 30% reported visiting monthly or more often, however 11 (55%) reported a positive experience echoing the views of mothers: 'very welcoming staff, always willing to help', 'good facilities, knowledgeable staff'. In response to what would make it even better fathers said; 'more staff', 'greater capacity', 'more dads, dads get ignored by a lot of people, especially the mums.' When asked what made their experience so negative fathers said 'sent away, oversubscribed, cancelled sessions with no notification', 'not enough awareness'.

5.2.2 Health

Unsurprisingly GPs figured highly with 27 mothers and 19 fathers (95% on both cases) knowing they were available in their area. Of mothers, 14 (about 50%) reported using GPs monthly or more often compared to five (20%) of fathers. This could be because with fewer mothers working they are more available to take their children to appointments, but it could also reflect the fact that men are less likely than women to seek medical help with 15 (75%) visiting less than once a month compared to 11 (37%) of mothers. In total 11 (37%) of mothers rated their experience as positive and 12 (42%) as ok. What would have made it better was 'shorter

waiting times'. Nine (45%) of fathers rated their experience as positive and six (30%) as ok. Fathers like mothers did not provide comments on their GPs, but fathers echoed mothers in saying it was 'too hard to get an appointment'.

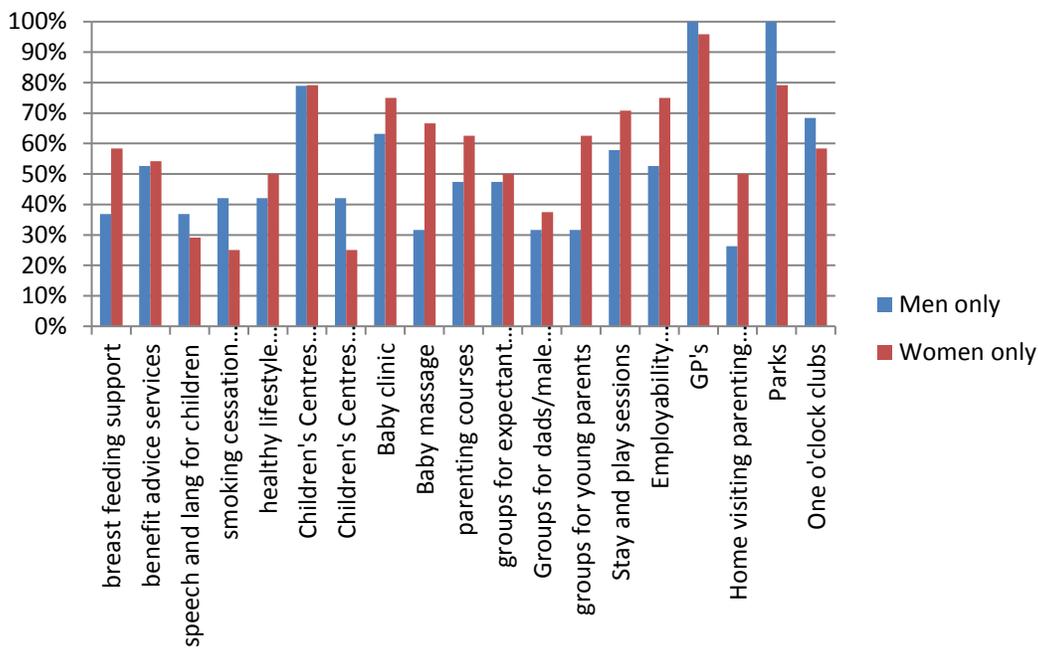
5.2.3 Parks

Parks were known by 23 (79%) of mothers and 19 (95%) of fathers and 12 (42%) of mothers visited monthly or more compared to 14 (70%) of fathers. 10 (33%) of mothers visited weekly or more compared to 12 (60%) of fathers. Both groups described having positive experiences but for mothers this was stated by 8 (29%) whereas for fathers it was 14 (70%) participants. Mothers did not provide comments on their experience of parks but fathers said: 'peace and quiet, scenery, occasional interaction with local people and parakeets'. As well as 'clean, children are safe', and commented that some parks 'could do with a lot of improving.' What made their experience so negative were; 'toilets needing improvements' and 'sometimes finding broken equipment.' Fathers' greater use of parks may also reflect their lack of knowledge of other services.

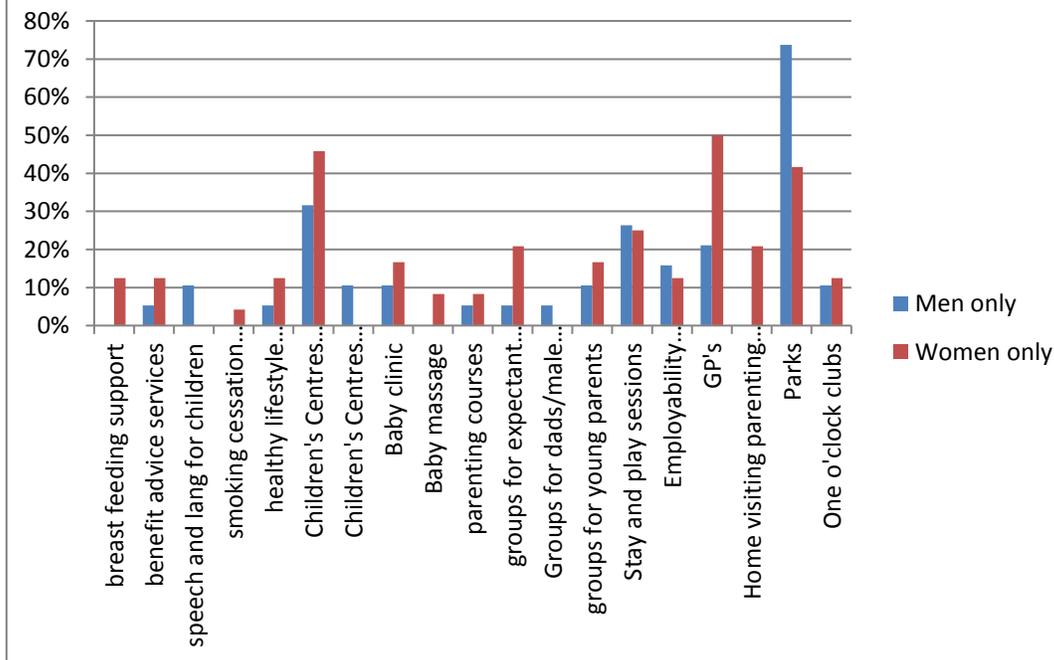
5.2.4 Other experience of services

The details of knowledge, usage and satisfaction with services can be found in table form below. Some of the comments made by parents are worth noting. Mothers spoke of 'helpful friendly staff', 'meeting other people in the same position as me', and 'attending the young parents group was good to get out of the house and have my child play with other kids'. What would have made it better, a number suggested 'going out places', 'trips', whilst one mother wanted home visits from services; 'I have twins so by the time I get out things have finished, appointments missed.' Fathers echoed mothers in their positive views about staff; 'get helpful advice, helpful friendly people/staff'. Of a young parents' group one father said 'interacting with young children, the way children react to a male; positive role model' and another, 'I was able to meet like-minded dads'. What would make it better was; 'being more aware of services', 'more facilities for people on benefits'. Fathers' response to what made their experience so negative suggested these fathers felt marginalised: 'indifference of the service provider', 'when they can't be bothered and they know that you need a lot of help and they pass you on', 'people putting you through to the wrong place', 'not enough awareness (of dads' issues)'.

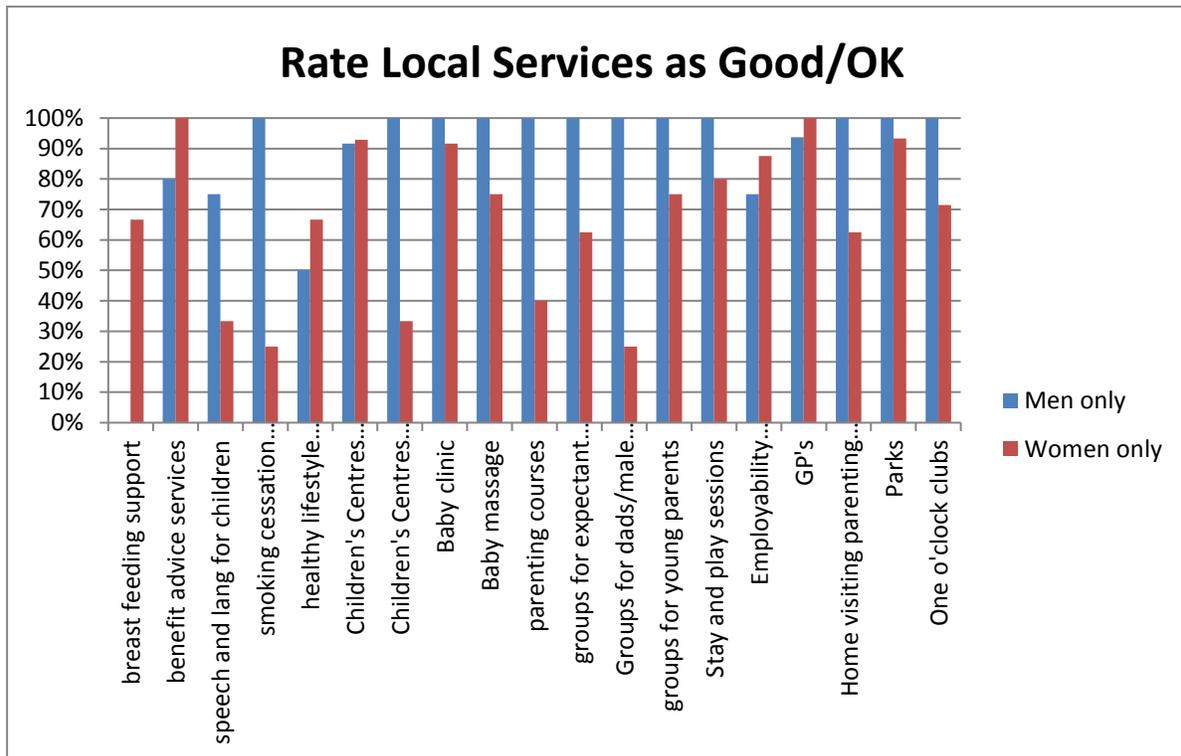
Awareness of Local Services



Regular use of Local Services



The table below shows the relationship between those who knew about services and their level of satisfaction (combining good and ok). This suggests respondents had formed positive views about services perhaps from the opinions of those who did attend them.



5.3 Needs and Strengths

5.3.1 Access to Information about Services

12 (60%) of fathers and 20 (almost 70%) of mothers felt they had enough information, whilst six and nine (30% of both) felt they did not. Where parents access most of their information is different with fathers favouring websites, posters, libraries, newspapers, Citizens Advice Bureaux (CAB) and word of mouth and mothers favouring professionals they know; workers in children's centres, FNP nurse, health visitor, St Michael's Practitioners, Ekaya staff. When asked how we can improve access to information on services and opportunities the responses were even more varied: with nine (45%) fathers preferring Facebook, nine (45%) leaflets, eight (40%) information available at GP's and eight (40%) Children's Centres and seven (35%) Outreach Workers and 13 (46%) mothers preferring Facebook, 10 (33%) Midwives and Health Visitors,

seven (almost 25%) leaflets, seven (almost 25%) Children's Centres, six (21%) Whatsapp, five (17%) information available at GP's. Fathers also suggested 'delivering information to homes but consider language barriers', 'door drops by post code', 'police station', 'home visits' and 'web pages'. One father said 'this is the first time anyone has shown an interest in young parents specifically' and another 'I often find out about things after they've happened.'

5.3.2 Views on how to reach the community

(Note - This question was not on the schedule for any of the interviews with fathers and only on some of the schedules for mothers. Also no-one was able to read the maps)

Mothers referred to particular children's centres: Effra, Larkhall, Stockwell, Jubilee and to groups they attended such as 'Stay and Play', 'Young parents group', also 'one o'clock clubs' and a primary school. Some comments made were: 'Don't go anywhere,' 'I walk everywhere so only go 10 minutes radius of my home.' 'The whole of Brixton is a no go area, I'm not allowed to and I don't want to.'

Some mothers already attended playgroups which met their needs, one mother commented 'I think there are enough opportunities but they need to be advertised more, so more people know.' One father suggested developing 'groups of interest: parenting support, children's education and discipline'.

In total, eight mothers cited their family (29%), four (over 12%) particular support staff, nine (over 29%) could not think of anyone and eight (almost 29%) chose not to respond. When we consider how negatively young mothers feel they are perceived perhaps this explains why 17 (58%) did not cite anyone.

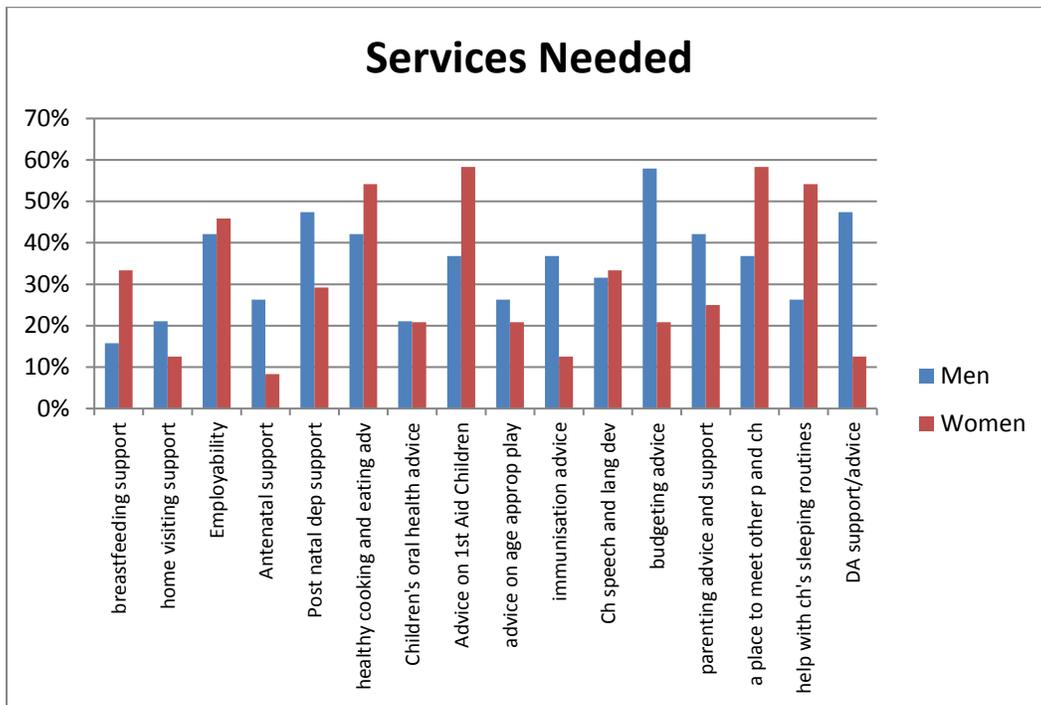
Fathers had a more varied response with three (15%) saying a family member, while six (30%) thought teachers, two (10% priests), two (10%) Outreach staff and six (30%) could not think of anyone. Perhaps selecting teachers relates to more of the fathers having school age children so having regular positive contact with this group of professionals.

5.3.3 Services needed

Whilst a table provides the detailed information, those options most commonly chosen have been highlighted. Altogether, 17 (58%) mothers and seven (35%) fathers would welcome a place to meet other parents and their children and the same percentages would like advice on first aid for children. 16 (54%) mothers and five (25%) fathers wanted help with children's sleeping routines and 16 (54%) mothers and 8 (40%) of fathers would like healthy cooking and eating advice. 14 (46%) mothers and eight (40%) fathers would like sessions on employability, perhaps reflecting the higher percentage of mothers who are unemployed. Fathers wanted more support and advice than mothers on postnatal depression: nine and eight (45%/29%),

immunisation: seven and four (35%/12%), budgeting 11 and six (55%/21%) and domestic abuse nine and four respectively (45%/12%).

Fathers added to this list of options; advice on discipline, the impact of negative and positive role modelling on children, sports training for children to be more financially accessible. They asked for a fathers’ section of the LEAP website; ‘it’s tough to network if you’re a dad, there are loads of specific things for mums, dads suffering in silence’ and they asked for ‘more groups for dads’. One mother asked for ‘extra support for parents with multiple births’.

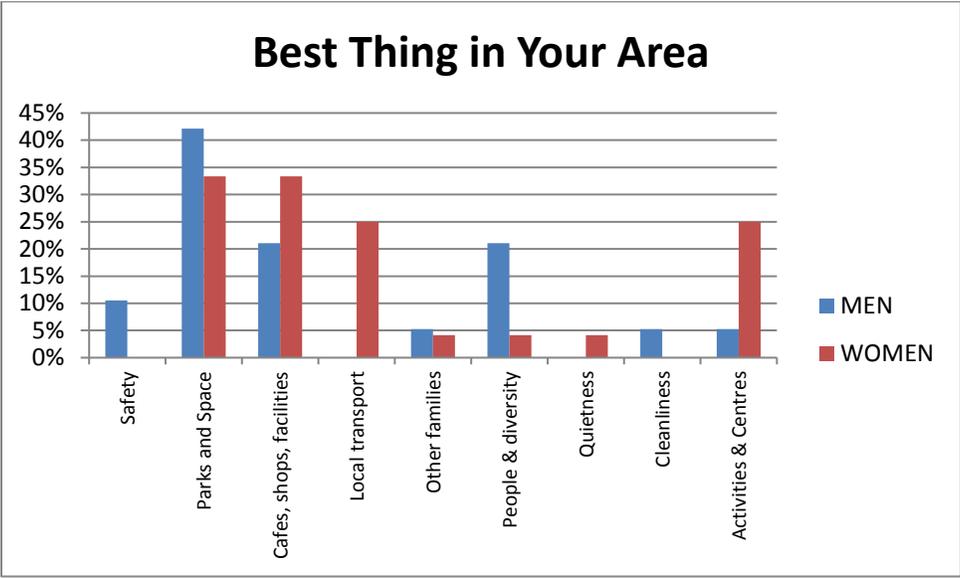


5.3.4 Perception of local area

5.3.5 Best things

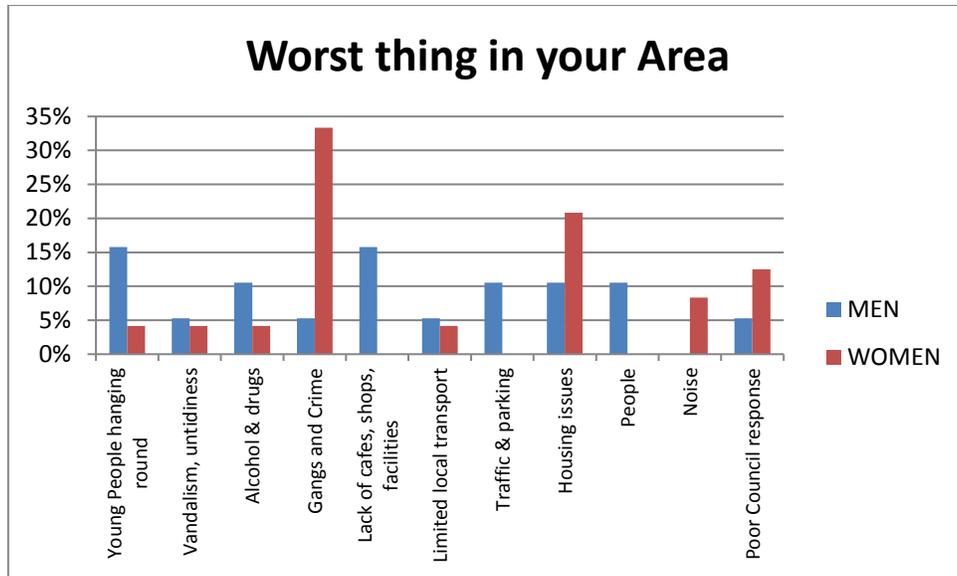
In total, 10 (33%) mothers liked both the proximity of cafes, shops and facilities and parks and spaces, followed by local transport seven (25%) and activities particularly for them and their children seven(25%).

Eight (40%) fathers liked the parks and spaces which chimes with their greater use of parks in an earlier question. four (20%) liked the people and diversity and two (10%) commented on safety.



5.3.6 Worst things

For mothers, it was gangs and crime at 33% (10) and if we added other issues that suggested a feeling of lack of safety this jumped to 45% (13) (vandalism, alcohol and drugs, young people hanging around, police sirens). Housing issues were cited by 21%(6). Seven (35%) fathers were concerned about safety (vandalism, youth loitering, alcoholics and drug addicts, knife and gun crime) with three (15%) the lack of facilities and two (10%) on housing issues.



5.3.7 Self-perception and relationship with others

The views of mothers and fathers and the strength with which some views were expressed, particularly from young mothers, was shocking. 25 (87%) young mothers felt judged, two (about 8%) thought they were viewed as alright and one (about 4%) chose not to answer. This compared to three (15%) of the fathers who perceived that others felt they were ruining their lives, seven (35%) who felt they were viewed positively and four (20%) who felt fathers were not involved enough (as perhaps they could be working).

Mothers' comments:

'Judgemental, because young parents are young they cannot look after their child'

'Bad, stereotype – on benefits'

'They are not going to succeed in life, not going to do nothing'

'Benefit scroungers, trying to get a free flat'

'Viewed incapable and irresponsible'

'They think that we live in poverty, more likely to have lots more kids young, that we are slags'

'That I'm disgusting, that I should not be having a child'

'Witless'

'Bad'

'As quitters and lazy'

Fathers' comments:

'Frown on single fathers, friends have had that experience'

'People don't believe me, they say my life is over'

'Negative outlook, not much hope for us. Expect us to split up at some point'.

'Not there, working'.

'Other mums, 15 (about 50%) think its amazing children hanging out with their dads, others can't get their heads round it'.

'I think the world views young black fathers as strong and in some ways admired, when walking with my children I feel a great sense of warmth from my interactions with the public (all ages and races)'.

'My little girl thinks I'm the best'.

5.3.8 Opportunities to meet parents / carers from different backgrounds

Altogether, 12 (60%) fathers wanted more opportunities to meet people from other backgrounds, five (25%) not wanting anymore and no response from three (15%). This compared to mothers where 15 (about 50%) wanted more opportunities and seven (almost 25%) did not. Five (17%) said there are enough opportunities and there was a small plea for just wanting a group for 16-19 year old mums; 'I feel that others look down, judge me.'

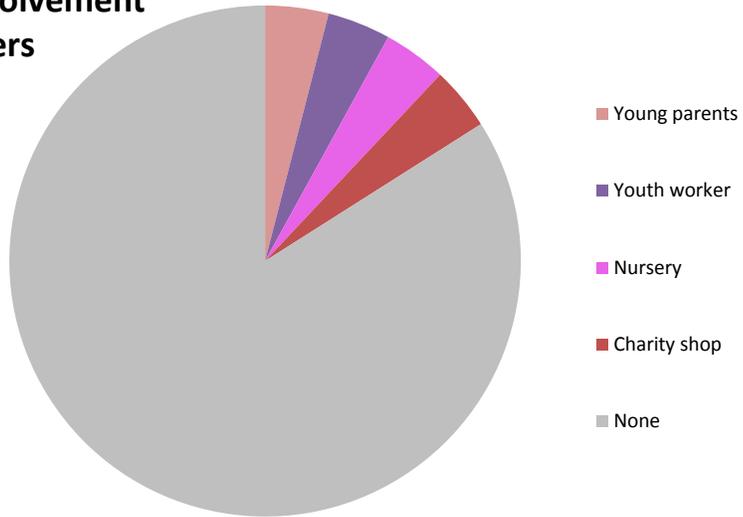
Fathers and mothers wanting more opportunities were in agreement; 'understand other people's cultures', 'a chance to learn from one another', 'more for children's benefit',; 'kids can have friends from different backgrounds', 'different cultures have different ways of doing things' and 'it's nice to meet other parents.'

5.3.9 Volunteering

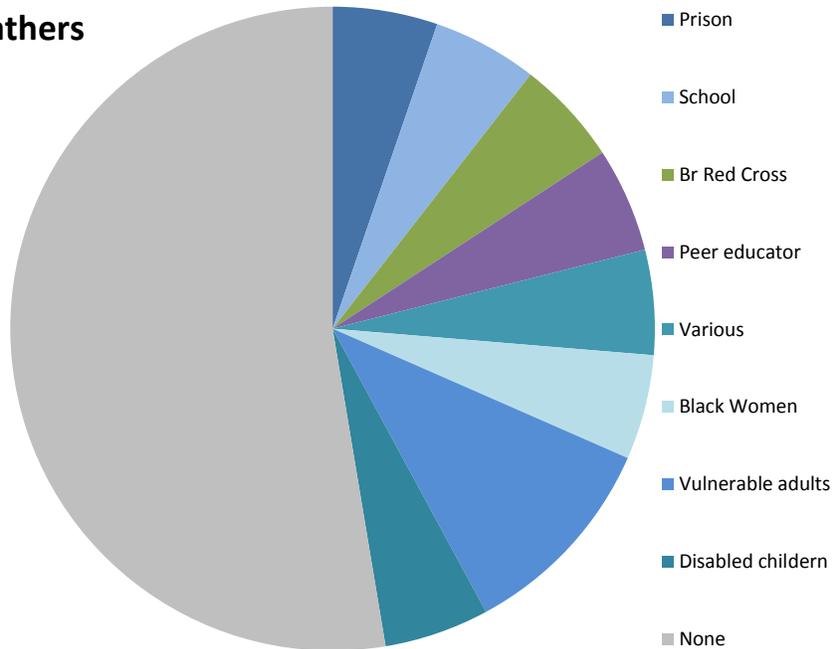
Four(over 12%) of the mothers were compared to nine (45%) of the fathers and their voluntary work was varied, as seen in the pie charts below. Fathers liked volunteering because 'giving back to younger kids, gives something to concentrate on to reduce re-offending'; 'knowing that I'm making a difference', 'makes people happy, brings lonely people out – fun'.

The disparity in involvement could be explained by a number of the findings; the mothers all have children under four years of age and tend to be lone parents so they are already fully occupied. Most of the fathers are in couple relationships and have older children, so may have more time. The fathers see themselves as viewed more positively by society, so have greater self-confidence whereas the mothers feel judged and perhaps do not have the confidence to volunteer as they are not sure how they would be received.

**Community Involvement
- Mothers**



**Community Involvement
- Fathers**



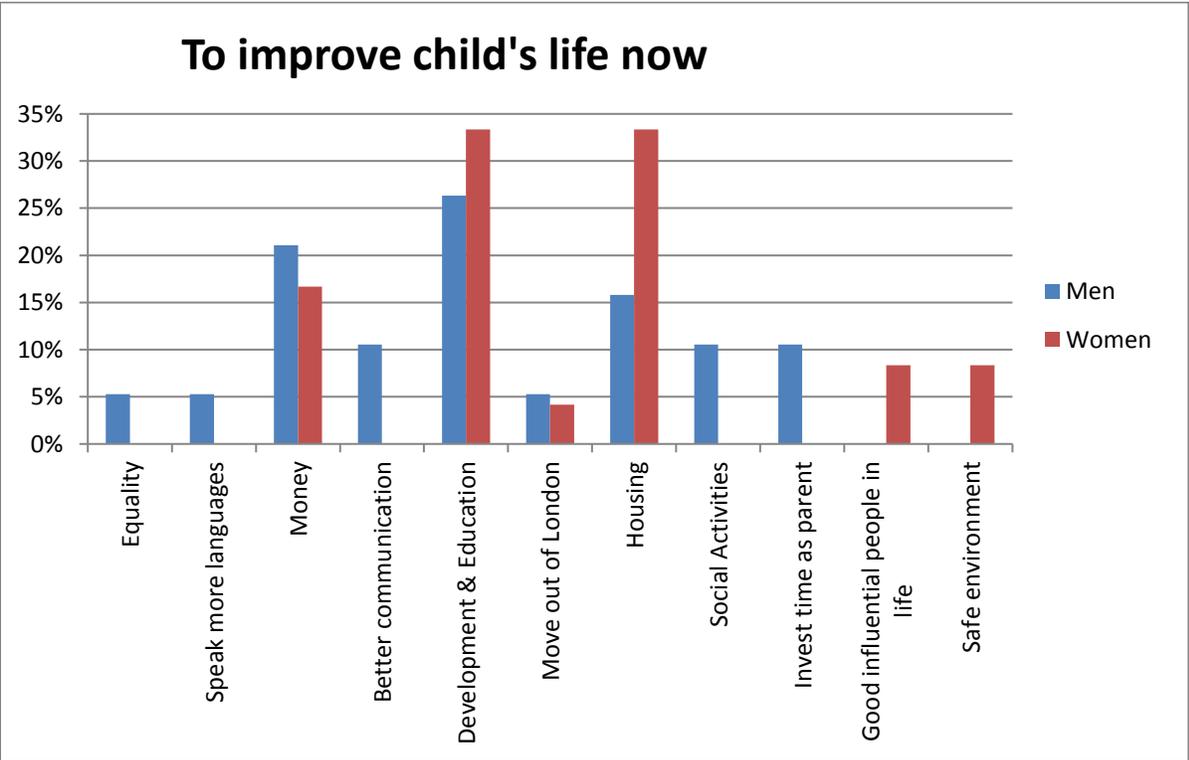
Would you like to be involved in LEAP activities?

	Service User		No response	Volunteer/Parent Champion		No response
	Yes	No		Yes	No	
Mother	17% (5)	29% (8)	54% (16)	29% (8)	33% (10)	38% (11)
Father	30% (6)	40% (8)	30% (6)	25% (5)	15% (3)	60% (12)

5.4 Vision for the future

5.4.1 Improving your child’s life now

Whilst various views were expressed, 10 (33%) mothers felt housing would improve their child’s life now; ‘to give my child a stable home’ and the same percentage felt education and development both for themselves in order to ‘graduate and be fully qualified’, and their child. Five (17%) felt increased income through employment was important and two (almost 8%) wanted a safer environment. For fathers five (25%) felt education and development was most important; ‘giving him more time, see more places, different things and experiences, travel’ while four (20%) thought it was having a higher income; ‘wish we could afford for my wife to have more time off work’, followed by three (15%) favouring housing.

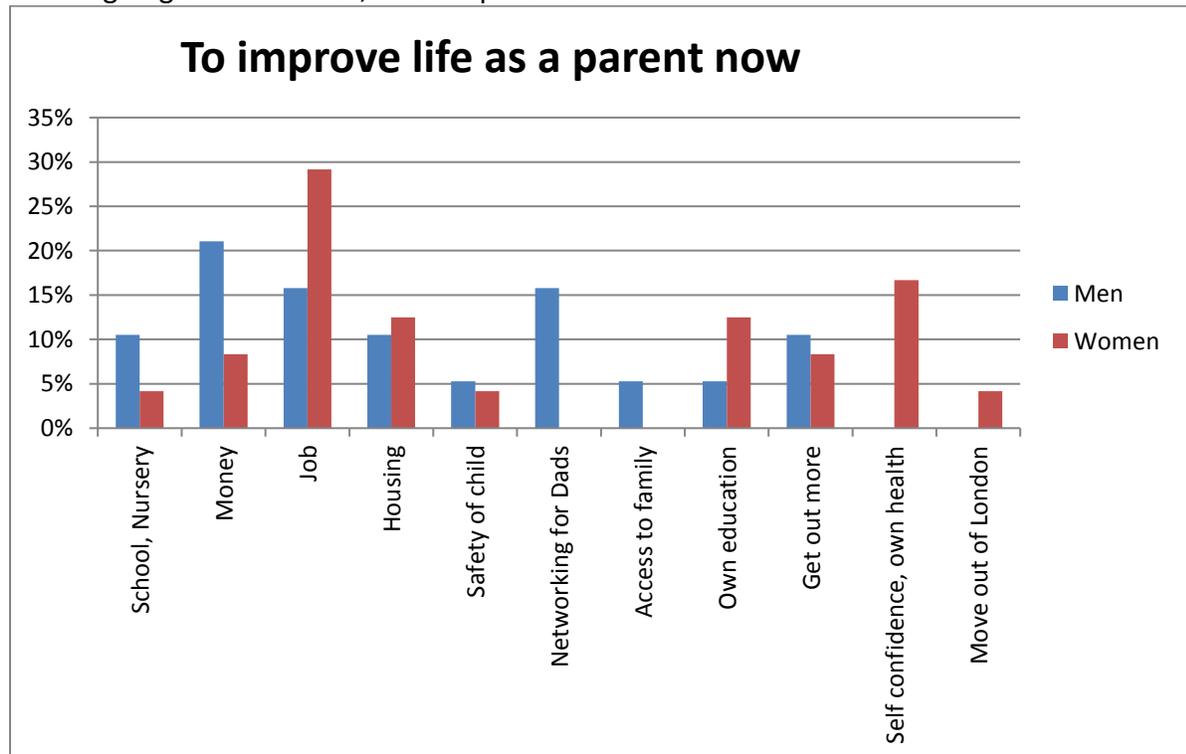


5.4.2 Improving your own life now

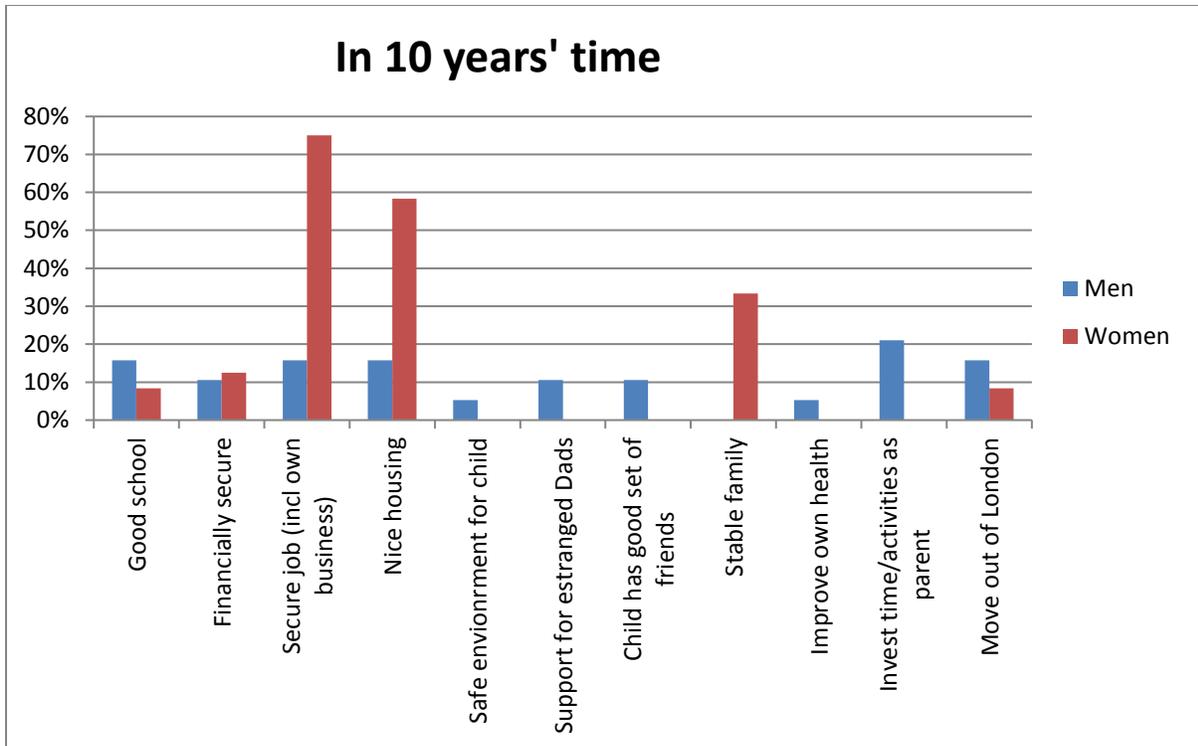
For some parents there was a lot of overlap between their wishes for their child and for themselves, but there were some differences as well, as shown below.

For mothers eight (29%) want to find a good job and four (almost 12%) want to continue their education which reflects the finding that just four (almost 12%) were in employment. Five (17%) want to improve their self-confidence and health with two (almost 8%) wanting to get out more; these two findings perhaps reflect the way they think society views them.

For the fathers four (20%) wanted more money and three (15%) wanted a job, concurring with a previous finding of three (15%) being unemployed. Three (15%) wanted more networking opportunities with other dads, which was expressed by one father as 'to know more about what's going on in the area, it feels quite isolated as a dad'.



5.4.3 Improving your Life in 10 years' time



For mothers there were three main aspirations: 21 (over 70%) wanted a good job which included running their own business, 17 (nearly 60%) wanted nice housing and nine (just over 30%) wanted a stable family. The words most frequently used were; happy, stable, family, working, good, and nice. Mothers said: 'I would like to be a nurse; I would like to be driving, living with my husband and children', 'working in engineering, with my own home, my child in good childcare and schools.' 'Stable job, nice house, family holidays and not depending on government.' 'Own my house and car, good job, children in school, savings for each child so their life will be good when they are my age.'

5.4.4 How LEAP can help

Mothers asked for help with training, housing, advice and support, affordable childcare and help to find work.

For fathers there were many different views with four (20%) wanting to invest more time and do more activities with their child and three (15%) wanting nice housing, good schools, a secure job and to leave London. Fathers said: 'Having my own business as a builder, no longer working nights, working during the day with my wife and enjoying our children.' 'In a nice house, no more kids, settled, happy, not having to worry about the kids when they go out.' 'Good school with good set of friends, children and school together looking after each other.' 'We're going home, back to Ireland.'

LEAP could help with support and guidance, support for estranged fathers, housing, lots of leisure activities, more ways to help young dads/dads in general, provide accessibility and opportunities for parents with similar interests to meet, plenty of out of school activities and events at the weekend to bring people together from the community, more ways to help entrepreneurs. One father said 'he would like to get more involved in LEAP to get a better understanding of what would be available'.

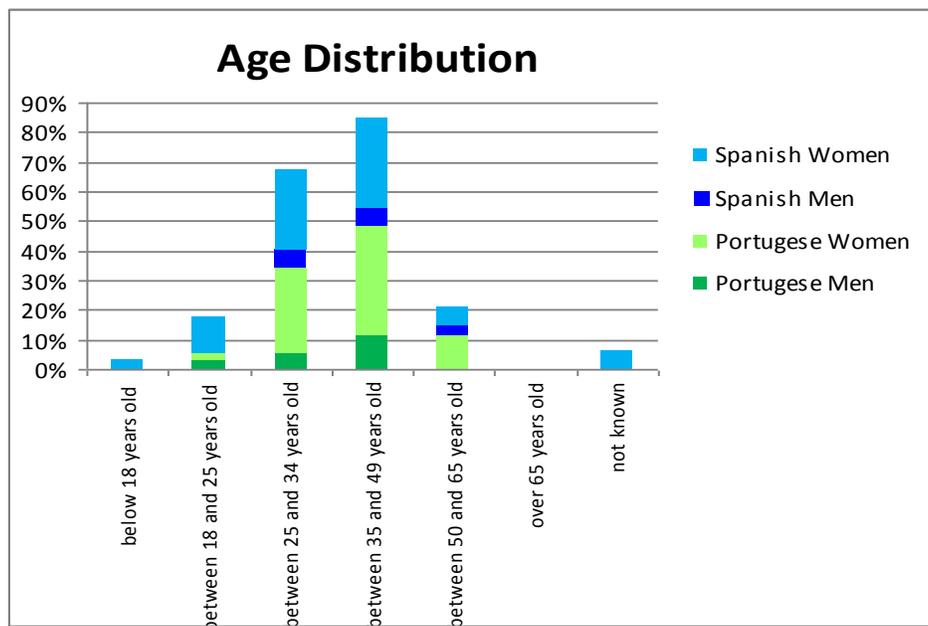
6.0 Results – Portuguese and Spanish speakers

27 Portuguese speakers and 25 Spanish speakers completed the questionnaire. Of them, 16 Portuguese speakers and 14 Spanish speakers attended a focus group. Eight Portuguese speakers and 6 Spanish speakers have taken part in both. Among the 35 Portuguese speakers that have taken part, seven were male.

Among the 33 Spanish speakers five were male.

6.1 Profile

6.1.1 Age



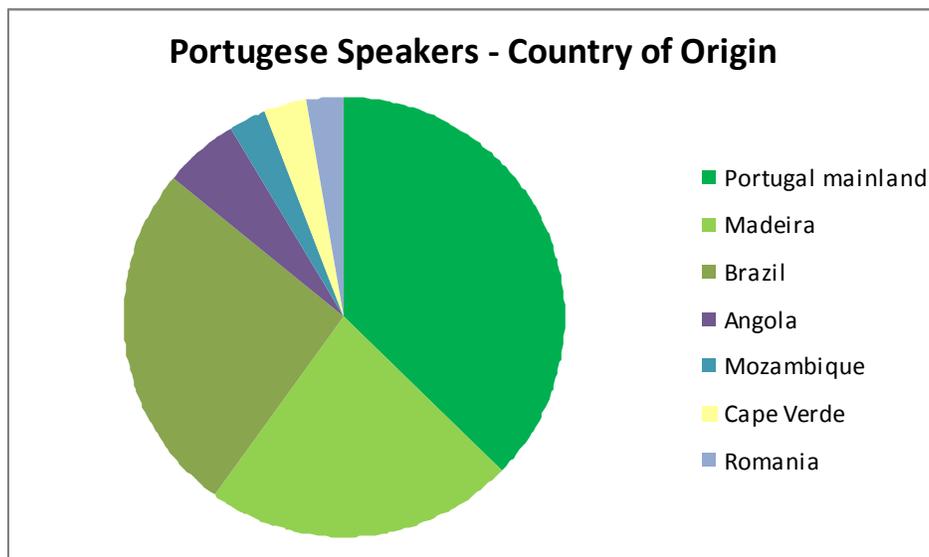
Portuguese speakers' age

- 0 was below 18 years old
- Two (over 5%) were between 18 and 25 years old
- 12 (almost 34%) were between 25 and 34 years old
- 17 (almost 50%) were between 35 and 49 years old
- Four (over 11%) were between 50 and 65 years old
- 0 were over 65 years old.

Spanish speakers' age

- One (about 3%) was below 18 years old
- four (over 12%) were between 18 and 25 years old
- 11 (over 35%) were between 25 and 34 years old
- 12 (over 38%) were between 35 and 49 years old
- 3 (almost 10%) were between 50 and 65 years old
- 0 were over 65 years old.

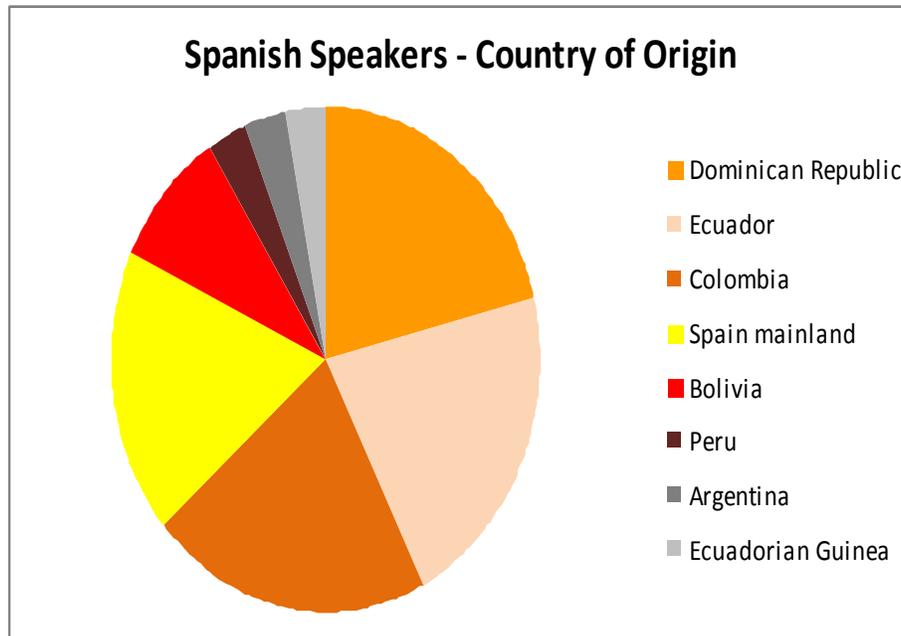
6.1.2 Ethnicity / Country of origin:



Of the Portuguese speakers:

- 13 (about 37%) were from Portugal mainland
- eight (over 22%) were from Madeira
- Nine (over 25%) were from Brazil
- Two (over 5%) were from Angola
- One (over 2%) was from Mozambique
- One (over 2%) was from Cape Verde
- One (over 2%) was originally from Romania

Of the Spanish speakers:



- Seven (over 21%) were from Dominican Republic
- Seven (over 21%) were from Ecuador
- Seven (over 21%) were from Colombia
- Six (over 18%) were from Spain
- Three (over 9%) were from Bolivia
- One (over 3%) was from Peru
- One (over 3%) was from Argentina

6.1.3 Language spoken at home

In 31 of cases (almost 90%) Portuguese speaking participants stated that Portuguese is the main language used at their homes. Similar numbers were cited by Spanish speakers.

Only Two (over 5%) of the Portuguese and three (almost 10%) of the Spanish speaking participants reported consistently using English as the main language at home. Reasons were similar:

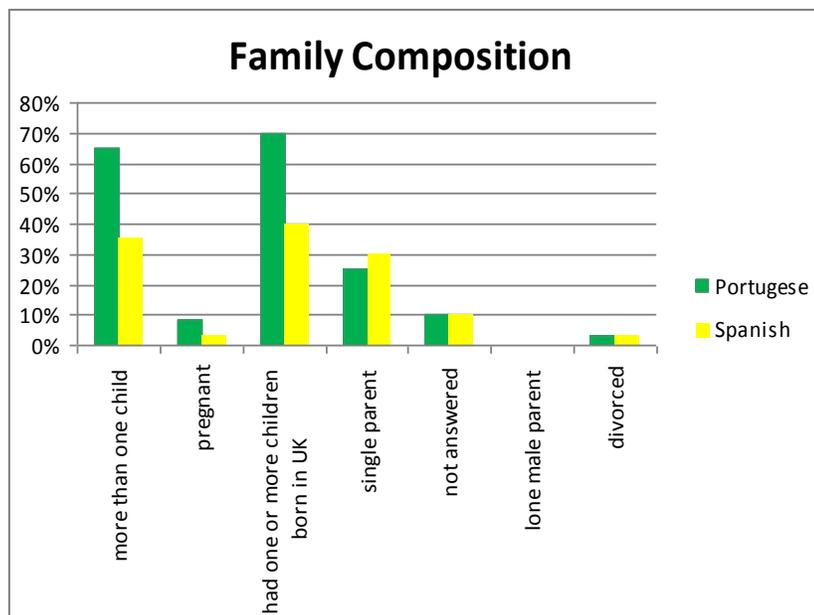
- Parents come from different backgrounds and the only common language is English;

- One of the parents is an English speaker.

All of these were positive however about preferring to communicate in their native language with their children, although all agreed that it becomes increasingly impracticable as their children grew older.

The only couple interviewed where a parent speaks Spanish and the other Portuguese, reported speaking with each other in their own language and intending to do the same with their child.

6.1.4 Family Composition



- Most Portuguese speaking respondents were not lone parents – they had an average of two children.
- Most Spanish speaking respondents were lone parents.
- 12 Portuguese speakers (over 35%) had only one child compared to 21 Spanish speakers (over 65%).
- 19 Portuguese Speakers (over 55%) had two children compared to eight Spanish Speakers (over 25%).
- Under 10% of both Portuguese and Spanish speaking participants (three and two respectively) reported having between three and five children.
- Three Portuguese speakers and one Spanish speaker were pregnant.

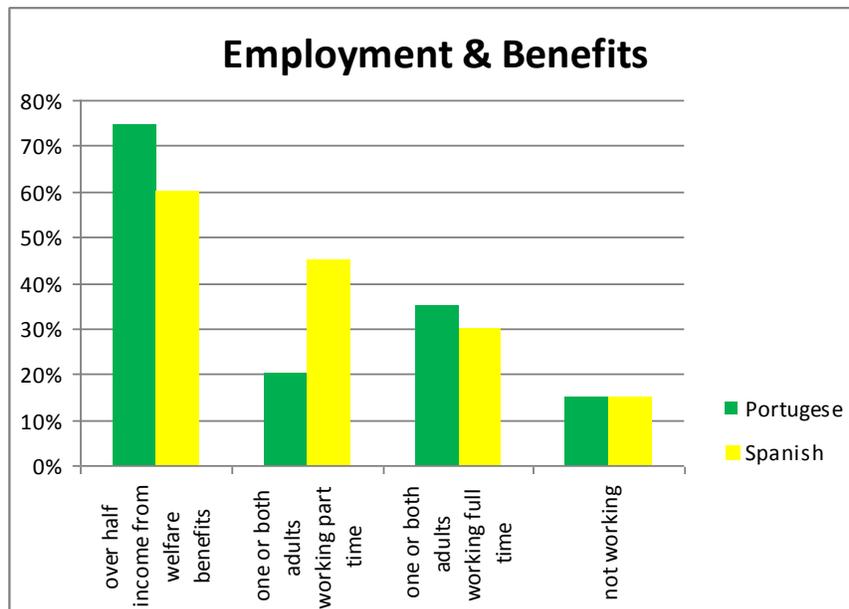
- Five of Portuguese speakers (almost 15%) and three (over 10%) of the Spanish speakers had more than one child under four years old.
- 24 Portuguese speakers (over 70%) had one or more children born in UK compared to 13 Spanish speakers (almost 40%).
- Nine Portuguese speakers (over 25%) were single parents compared to 10 Spanish speakers (almost 30%). In both cases just below 10% opted to not answer this question (three participants each).

6.1.5 Employment and income

In both cases, participants reported that over half of their family incomes come from welfare benefits (26 Portuguese speakers, over 75%, and 18 Spanish speakers, almost 60%), however in 15 Spanish speakers (over 45%) declared that one or both the adults were working part time, against 7 in Portuguese speaking households (20%).

Comparatively however, in the Portuguese speaking households full time work was cited more often (13, over 35%, against 10, about 30%). It seems to be more usual that only one adult works full time while the other takes responsibility for raising children and looking after the house, with a clear gender bias.

Five of both Spanish and Portuguese household were workless (representing about 15% on both cases).

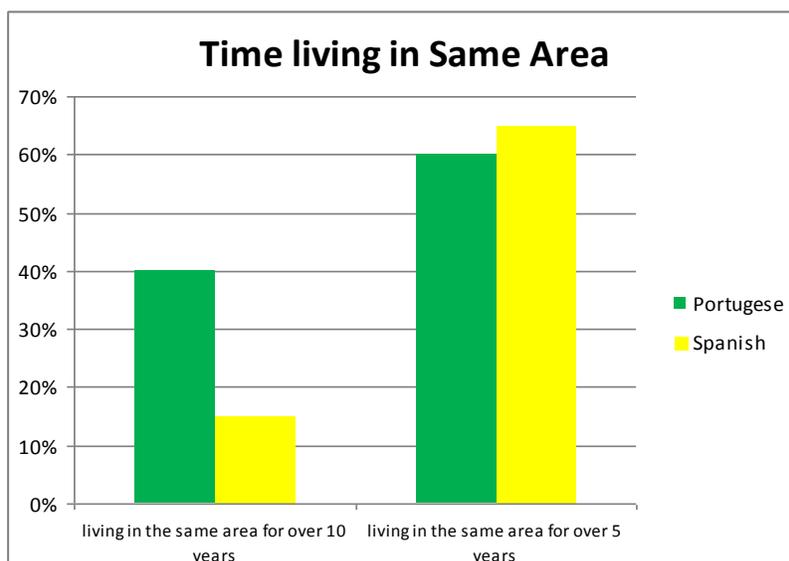


6.1.6 Length of time living in Lambeth

On average the Portuguese speaking participants had been living in the area for between five and 10 years.

The average Spanish speaking participant had been living in the area for between one and five years.

Comparatively, the Portuguese speakers have been living in the area for longer: 13 (almost 40%) of them were living in the same area for over 10 years and 20 (almost 60%) for over five years, against four (over 15%) and 21 (almost 65%) from Spanish speakers respectively.



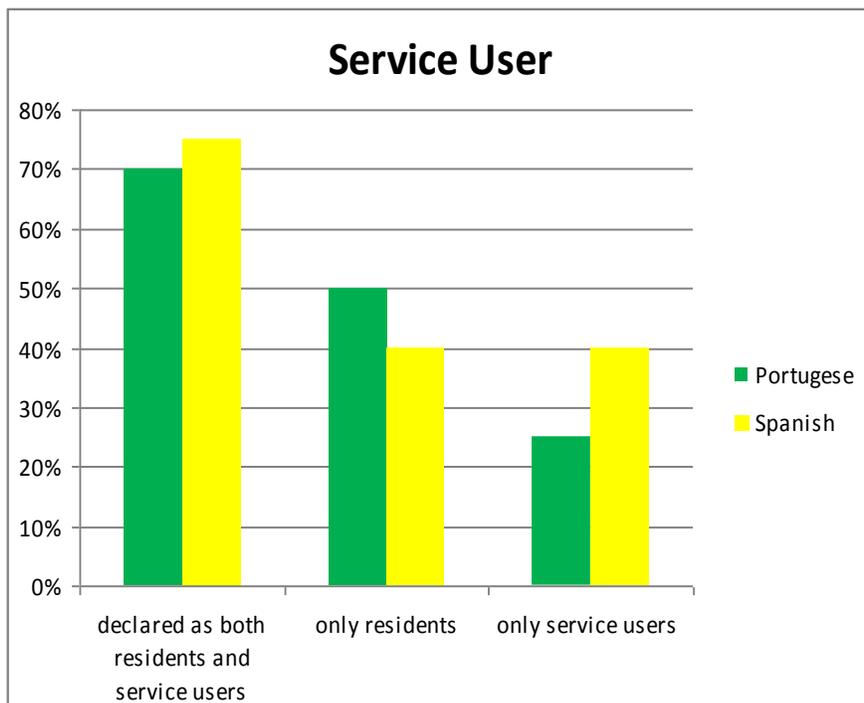
6.1.7 LEAP ward resident / service user

Of all Portuguese speakers:

- 15 (over 40%) live in Stockwell
- 11 (over 30% live in Tulse Hill
- 3 (almost 10%) live in Coldharbour
- 6 (almost 20%) live in Vassall

Of all Spanish speakers:

- 8 (almost 25%) live in Stockwell
- 3 (almost 10%) live in Tulse Hill
- 15 (over 45%) live in Coldharbour
- 7 (over 20%) live in Vassall



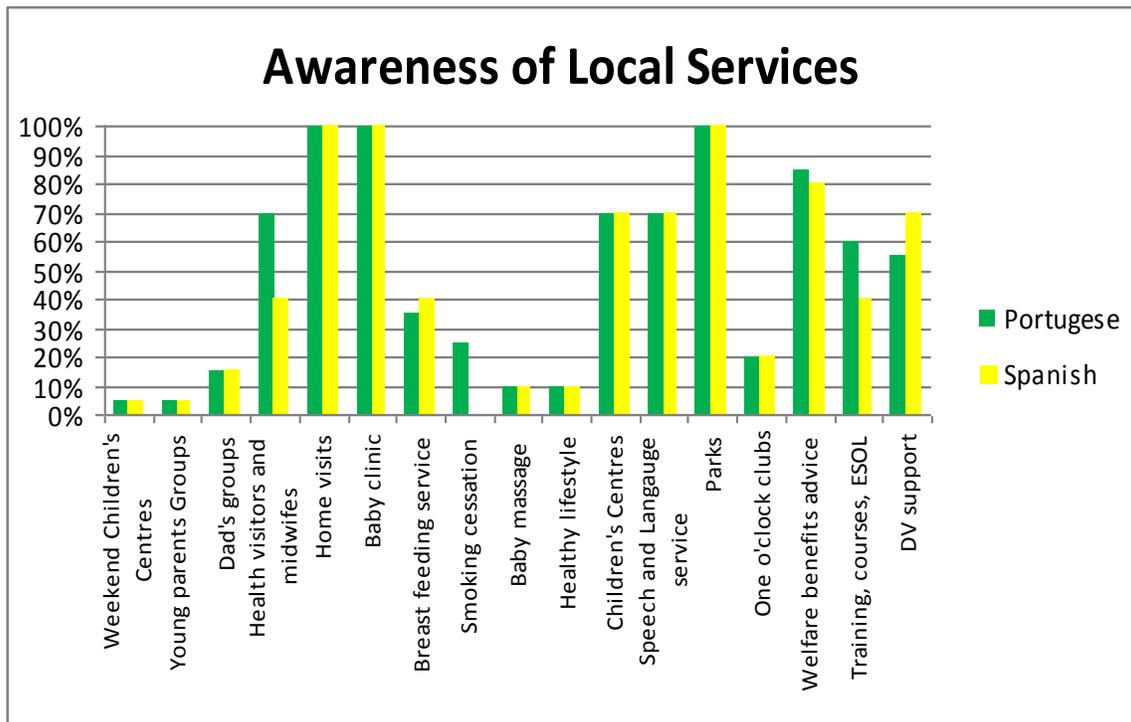
6.2 Experience of local services

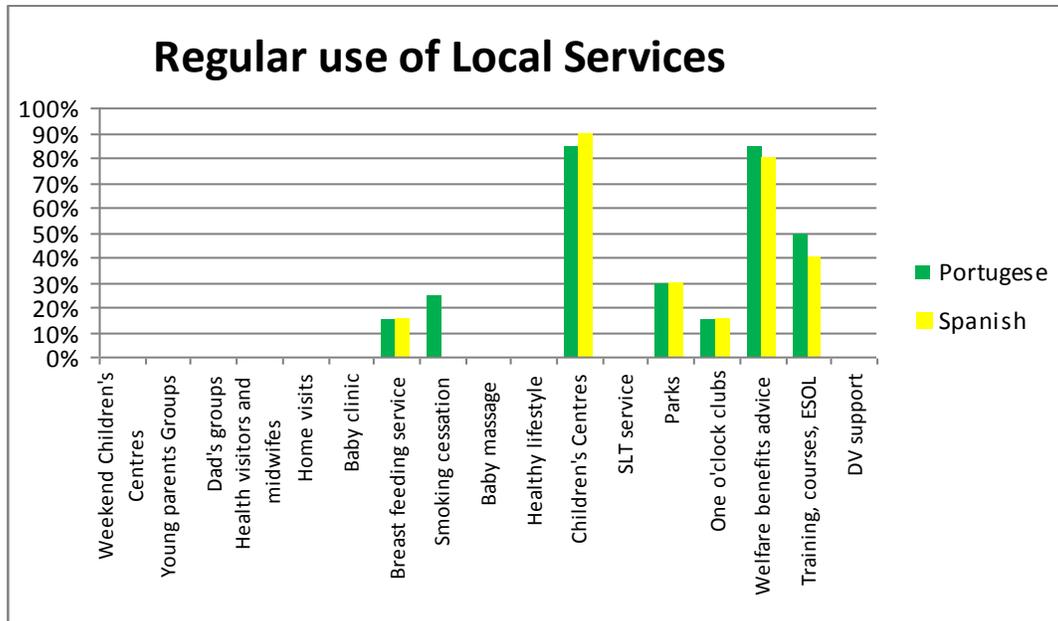
Most Portuguese speaking respondents stated that they had a basic English level that is perceived as an obstacle to their accessing information and services - although the biggest barrier is lack of knowledge of the services.

Spanish speakers' self-perceived English level is comparatively slightly lower and is equally perceived as an obstacle to accessing information and services, although again lack of awareness is the biggest barrier.

The main difference between Portuguese and Spanish speaking respondents was a higher acceptance by Spanish speakers of the benefits of interacting with parents and children from different backgrounds. Spanish participants also had higher levels of service use and a more positive opinion about previous experiences accessing local free services.

There were only two public services that all Spanish and Portuguese speaking participants in both the surveys and focus groups used: parks and GP's. Parks had the highest number of happy users, whereas GP's had the highest number of unhappy users.





6.2.1 Children's centres

Weekend activities at children's centres as well as young parents' groups scored lower awareness ratings, with under 5% of overall participants in both cases. Dads' groups also had low awareness numbers, with under 15% in both cases (one case each and five and four for Portuguese and Spanish speakers respectively). None of the participants reported ever attending either type of session.

Over 70% of Portuguese and Spanish speaking participants that answered the questionnaire (19, 18) reported knowing where their local children's centre is and that there are free activities for parents and children in them, but only four of the Portuguese speakers and five of the Spanish speakers (about 20% out of this 70% on both cases) had ever been to it.

The main reasons cited were:

- Difficulties juggling school run hours (for elder children), working hours, and house duties.
- Language barrier: *"...I don't feel comfortable going to a place where I think nobody will understand me. Knowing that someone that speaks my language is going to be there would make me feel more like going there with my daughter."*

- Lack of interest.

Stay & Play sessions were reported as the most popular of all sessions attended by participants, with five of Spanish speakers and three of Portuguese speakers (100% and 75%).

The majority of all other sessions based in children's centres including SEN and SLT orientated sessions, parenting and training courses (including ESOL) and welfare benefit support were only accessed at children's centres by those that reported frequent or regular use.

6.2.2 Health

Of Portuguese speakers, 12 (almost 35%) considered their experiences of their GP as ok and seven (20%) as negative.

The main reasons were:

- Service is too impersonal.
- Slots given are too short and waiting time for an appointment is too long.
- Lack of an holistic approach to health problems (only one health problem is addressed in each appointment).
- Difficulties obtaining an appointment (especially with an interpreter).
- Difficulties in getting referral to a specialist.

The number of dissatisfied GP patients is comparatively lower among Spanish speakers, with under 15% rating their experience as ok and under 15% as negative (four people in both cases).

Both Portuguese and Spanish speakers without previous experience of accessing health services in other EU countries presented more positive opinions about the service provided by their GP's.

"I might use my GP for routine checks but when I believe the situation requires more attention I pay to see a private Portuguese doctor because despite of the problem presented, my GP would only prescribe paracetamol"

"On two occasions, I thought my son's case required a specialist. I have tried having him seen by one via my GP and it was considered unnecessary. Both of the times I have taken him to Portugal for treatment and I don't regret it."

Services provided by health visitors and midwives were known to all participants who had been pregnant and/or given birth in the UK. These and those currently pregnant had received antenatal support and post-birth support through both home visits and by attending a local baby clinic – with overall positive opinions in both cases. Despite the majority of these having received information about breastfeeding (mainly from midwives and health visitors), just 14 Spanish speaking (over 40%) and 12 Portuguese speaking participants (almost 35%) reported an awareness of the existence of a breastfeeding support service in children’s centres. However, only about 15% of these had actually used that service (two participants from each).

The smoking cessation service was mentioned by 17 of the participants (25%), all of them Portuguese speakers. In all cases it was regarded as important but for all four (under 25%) of the participants that reported trying it, it was unsuccessful.

Baby massage and healthy lifestyle sessions were reported as known by less than 10% of overall users, all of whom were self-defined regular children’s centre’s users.

The SLT service was known by over 70% of all participants, with similar numbers for both Portuguese and Spanish speakers (24 and 24). Participants without knowledge of SLT had neither a child of school age, nor previous contact with children’s centres.

6.2.3 Parks

Parks were named by over 30% of users as the main leisure option for their family (12 Portuguese and nine Spanish speakers). The number of *One o’clock club* users is smaller at around 15% (three and six) despite over 20% declaring an awareness of their existence. (seven on both cases).

6.2.4 Other experience of services

From all the local free provision services that are not necessarily offered in a children’s centres the one with by far the highest rates of both awareness and engagement among both Portuguese (29 – over 85%) and Spanish (27- over 80%) speakers was welfare benefits advice.

The places from which support has been obtained most often are Stockwell Partnership, IRMO, the Portuguese Community Centre, Centre 70 and CAB Streatham.

In terms of professional training, capacity building and ESOL courses the numbers of participants that reported awareness of where to access them was comparatively higher than the actual users of those services: 60% and 40% (21 and 14) for Portuguese speakers and over 50% and 40% (17 and 13) for Spanish speakers respectively.

The places from which support has been obtained most often are IRMO, Baytree Centre, Jobcentre Plus, the Portuguese Community Centre and Stockwell Partnership.

More Spanish speakers reported awareness about services that offered free support for victims of domestic violence in comparison with Portuguese Speakers: 24 and 20 (over 70% against over 55%).

6.3 Needs and strengths

6.3.1 Access to information about services

Both 28 of the Portuguese speaking (over 80%) and 28 of the Spanish speaking participants (almost 85%) stated that they do not currently have enough access to information about local free service provision.

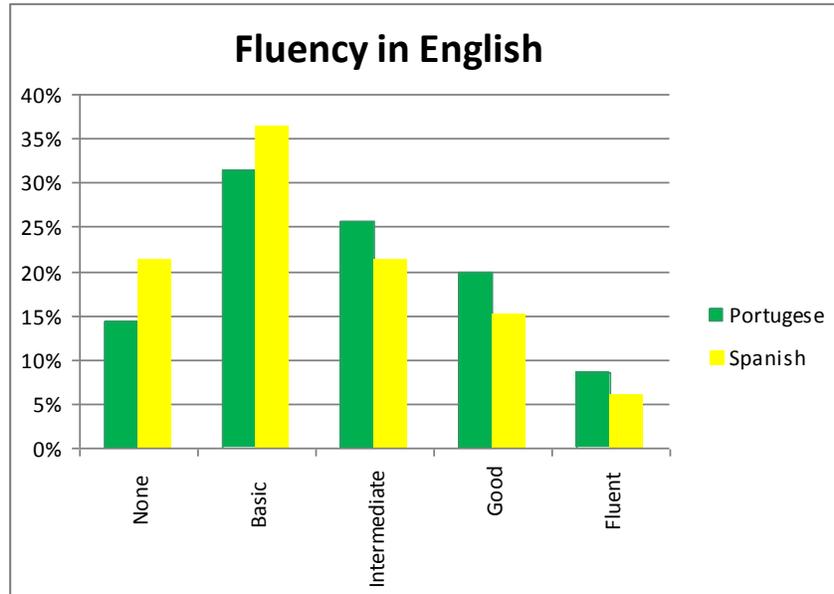
25 Portuguese and 23 Spanish speakers (About 70% on both cases) usually obtain information about service provision through friends or acquaintances. Community groups and charities were also named by 27 Portuguese speakers and 12 Spanish speakers (over 75% and almost 35%). Seven and eight (20% and 25% respectively) stated that they first get information from children's centres and outreach workers.

16 Portuguese speaking participants (over 45%) and 19 Spanish speaking participants (nearly 60%) declared their English skills as none or basic and most of those (seven which is over 40% of Portuguese speakers and six, which is over 35%, for Spanish speakers) said that it usually represents a major obstacle to accessing both information and services.

17 (25%) participants consider their English as good or fluent (10 (almost 30%) Portuguese Speakers and seven (over 20%) for Spanish speakers), however only 9 participants rated their current access to information about local free service provision as satisfactory or good (five and four representing less than 15% on both cases)

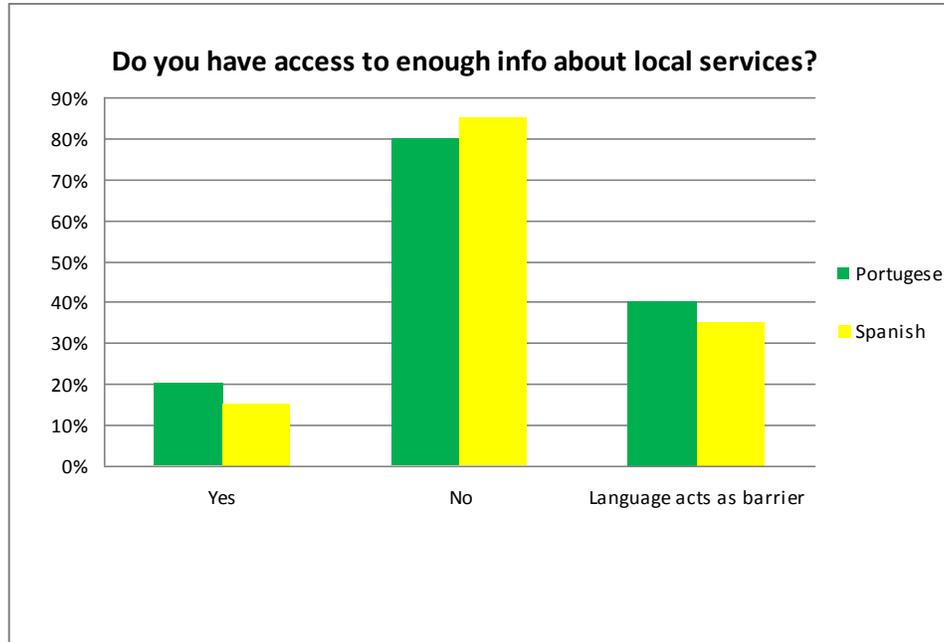
16 Portuguese speakers (over 45%) stated that the language barrier was **not** the main cause for not accessing information against 8 Spanish speakers (almost 25%).

It seems that in both communities and in all areas the access to information and services is not directly related to the participants' self-perception of their level of English but rather their current level of engagement with activities, especially those based in children's centres.



Self-rated currently English level:

Self-evaluated English level	Portuguese speakers	Spanish speakers
None:	5	7
Basic:	11	12
Intermediate:	9	7
Good:	7	5
Fluent:	3	2
total	35	33



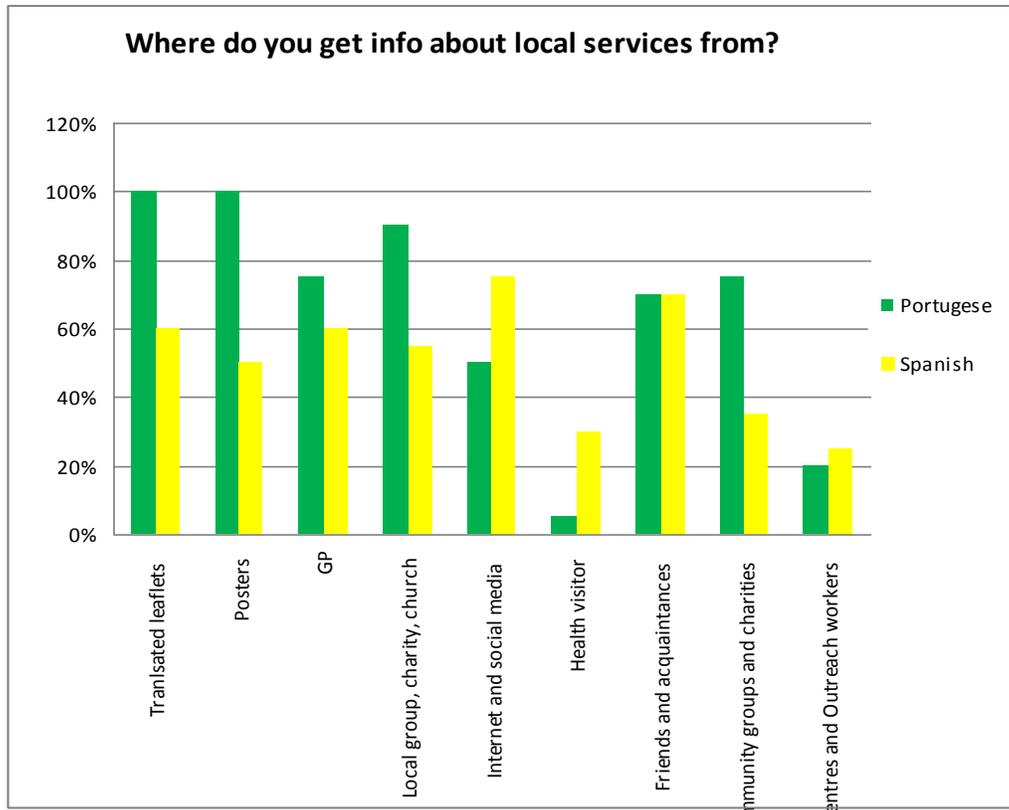
One of the points of agreement in all focus groups is that, whether information is translated or not, participants that are not already engaging with services do not seem to know where to obtain information.

6.3.2 Views on how to reach the community

Despite similar results with regard to the use of Parent Champions, children’s centres and outreach workers to promote services, in most other aspects involved in promoting services and reaching communities, the divergent results between those groups reinforces the need to assume different approaches to reach their members.

Almost 40% of both Portuguese and Spanish speakers (14 and 13) considered children’s centres and outreach workers as important tools for promoting services, but all agree that it would require a more diversified approach that includes other information channels in order to reach families unknown to service providers.

“I now take my son to play at different children’s centres. In all of them either a professional or other parent invite me to do different things with my son. Before being first taken to a children’s centre I didn’t know this sort of activities even existed.”



The majority of participants regarded using translated leaflets and displaying posters with information in local business and GPs as important, however this approach seems more popular amongst Portuguese speakers: 35 (100%) against 20 (over 60%), 35 (100%) against 17 (over 50%) and 26 (almost 75%) against 20 (over 60%), respectively.

The same occurs with respect to using local groups, charities and churches. 32 Portuguese speakers (over 90%) consider it an effective way to promote services within their community, while only 18 of Spanish speakers agree (about 55%).

Spanish speakers seem to be more in favour of using the internet and social media as the main promotional and information spreading tools instead. 24 against 17 for the Portuguese (almost 75% and almost 50%).

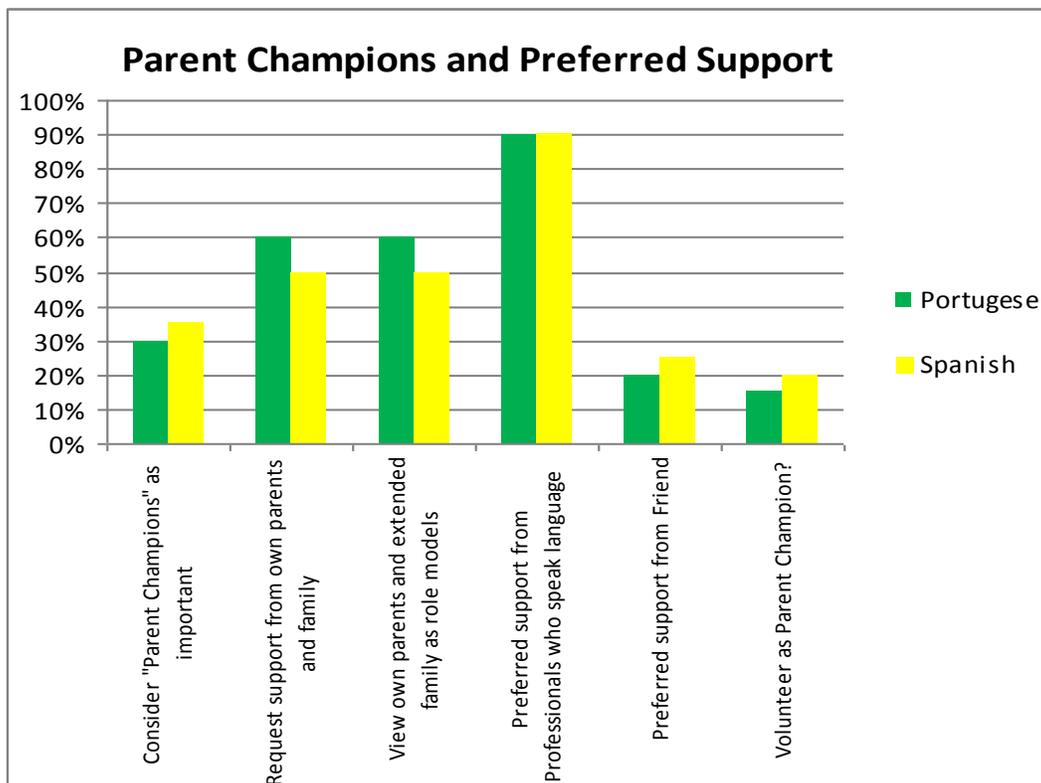
Nine Spanish speakers (almost 30%) also regarded health visitor's as an important tool for disseminating information about free local service provision, while only two Portuguese speakers said the same (over 5%).

“Once all families with a new born baby should be visited by a health visitor, this professional should bring along translated information about all family orientated service provision, not only those ones provided by the NHS.”

11 Portuguese and 11 Spanish speaking participants (about 30% and 35%) regarded the use of Parent Champions as an important tool to reach communities and promote services among parents.

“I believe it is important to know that there is a person I can call on for information and support. Equally important for me would be to know that this same person would be always there”

“I am not 100% sure on how to ensure parents would commit volunteering and juggling along that with all their normal duties long term. I would not be able to do it, not at least for very long.”



21 Portuguese speakers and 16 Spanish speakers (60% and almost 50%) stated they would request initial support and guidance from their own parents or other family members for dealing with aspects of their child’s development and health.

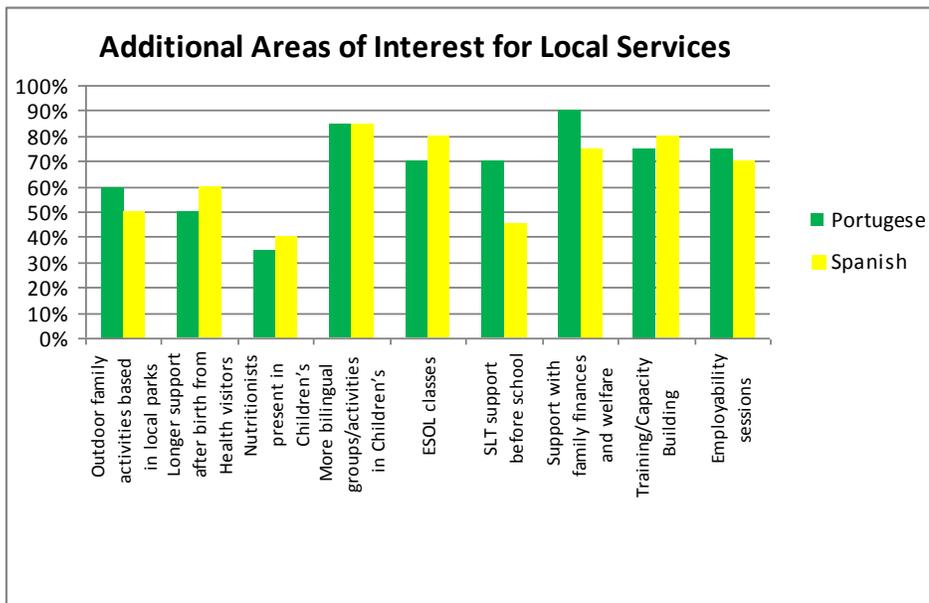
Similar numbers of participants pointed out that they consider their parents as role models, stressing the importance of the extended family in the Portuguese and Spanish speaking cultures with regard to the child’s upbringing among others.

Almost 90% of both Portuguese and Spanish speakers (31 and 29) that are regular or occasional service users alluded to the professionals known to them and that can speak their language as the preferred contact for support and information about available services and how to address their concerns about their child’s educational development and their family’s wellbeing.

7 Portuguese speakers and 8 Spanish speakers stated that they would preferably rely on a local friend for this kind of support (20% and almost 25%).

6.3.3 Services needed

The most popular choices from Portuguese and Spanish speakers respectively were:



Health and Nutrition:

- Outdoor family activities based in local parks - 21 and 17 (60% and over 50%);
- Longer support after birth from Health visitors – 17 and 20 (almost 50% and over 60%);
- Nutritionists present in children’s centres - 12 and 13 (almost 35% and 40%).

Communication and Language:

- More bilingual groups/activities in children’s centres - 30 and 28 (almost 85% and 85%);
- ESOL classes – 25 and 27 (over 70% and 80%);
- Speech and Language Therapy support before school - 24 and 14 (almost 70% and 45%).

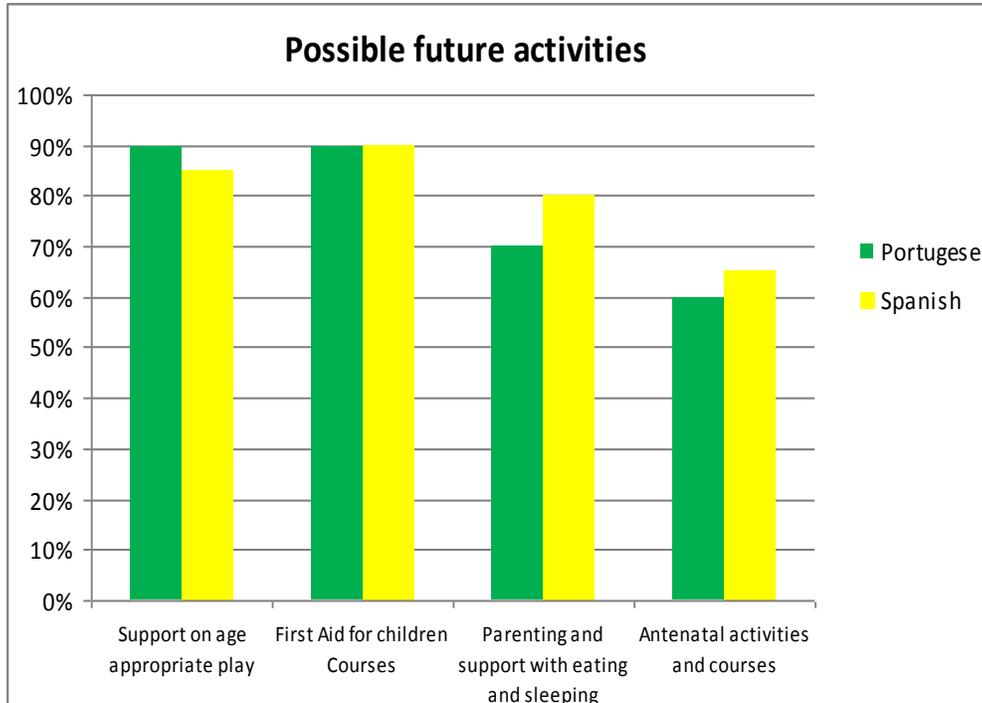
Social Development and wellbeing:

- Support with family finances and welfare benefits – 32 and 25 (over 90% and 75%);
- Training/Capacity Building - 26 and 26 (almost 75% and over 80%);
- Employability sessions – 27 and 23 (over 75% and almost 70%).

Almost 50% of participants (16 Portuguese and 16 Spanish speakers) expressed interest in having a service provision that would be suitable for children of different ages:

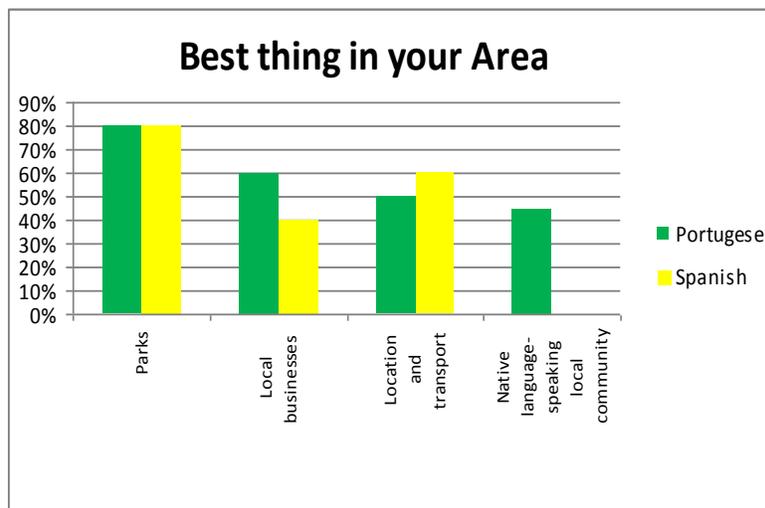
“ It would be practical having a place where I could play with my baby or attend a course while she is in crèche at the same time my elder children are in an homework club, doing sports or learning to play an instrument”

After being familiarised with a list of future activities suggested in the questionnaire participants also stated as important:



6.3.4 Perception of local area

6.3.5 Best things



About 80% (27 Portuguese and 29 Spanish speakers) and of both Portuguese and Spanish speaking participants identified parks and green areas as one of the best aspects of the area

they live.

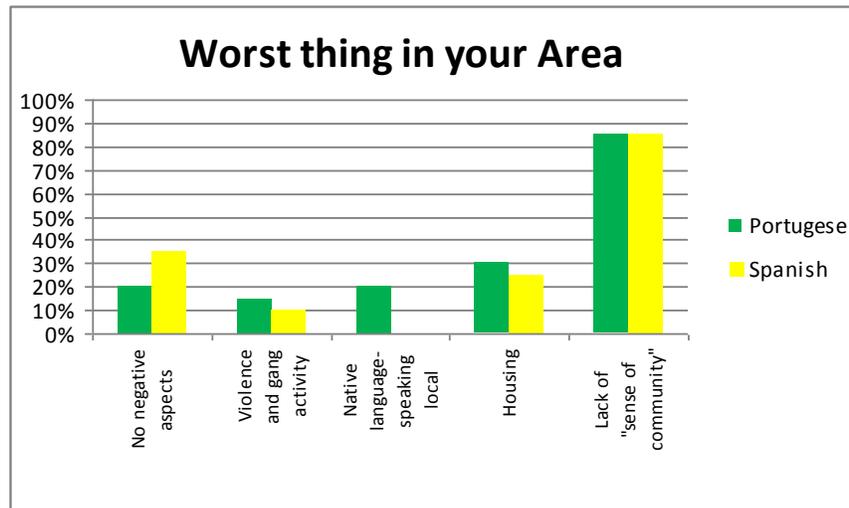
Local businesses were also often cited by 21 Portuguese Speakers and 13 Spanish speakers (60% and almost 40%) well as location and transport links: 18 and 20 respectively (over 50% and 60%).

11 Spanish speakers and 7 Portuguese speakers (almost 35% and 20%) believe there were no negative aspects about living in their area.

100% of participants that have teenage children cited violence and gang activity as the worst thing in their area. Of the total group, this equals over 15% of Portuguese speaking and 10% of Spanish speaking participants (five and four).

15 Portuguese speakers (about 45%) cited the presence of a settled Portuguese community as one of the best things in their area and six of them (about 20%) saw it as the most negative aspect. The presence of a settled Spanish speaking community was not named as an important aspect for any Spanish speaking participants.

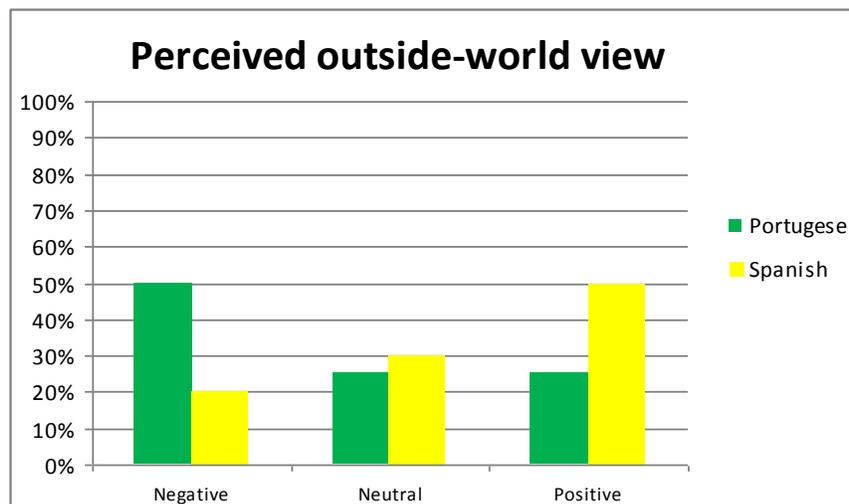
6.3.6 Worst things



Lack of affordable housing, poor housing conditions and rent rises are listed by 11 Portuguese speakers (over 30%) as the main problem in their area. The same was stated by eight Spanish speakers (almost 25%).

30 Portuguese speaking and 30 Spanish speaking participants (about 85% and 90%) stated that they believe that there is no sense of community in the area they live. All Portuguese speakers and Spanish speakers believe their own communities have no sense of community. However, some expressed a belief that other communities besides their own do get on better with each other.

6.3.7 Self-perception and relationship with others



Portuguese speakers have a more negative idea of the opinions of other communities and local professionals towards them: 18 believe others have a negative opinion of them (over 50%), eight believe others have a neutral opinion (almost 25%) and nine positive (over 25%), compared to six, 10 and 17 respectively from Spanish speakers (about 20%, 30% and 50%).

A considerable number of Portuguese speakers and some Spanish speakers who rate their English skills as basic or none, feel targeted by both professionals and members of other communities when they speak their own language in public spaces or when accessing services.

“I feel others don’t like us when we speak in Portuguese. I believe they think we should be able to speak their language.”

“I think we are all observed and judged when we speak our language and even more if we are part of a group. We and our children behave in a different way, we speak louder and I believe others, especially English people would prefer if we were not here”

“Because we cannot understand things in English or tell things as other parents do, we make it more difficult for professionals.”

“They prefer if we go back to our country”

All focus group participants felt that current UK negative perceptions of migrants might influence the way the general community sees migrants, however they also agreed that they cannot say they feel targeted specifically because of their nationality or any particular aspect of their culture or beliefs.

6.3.8 Opportunities to meet parents / carers from different backgrounds

Portuguese speakers overall seem to consider comparatively less important the contact between parents and children from different backgrounds. Only 26 stated they would like to have more chances to attend sessions and activities that facilitate that, against 33 Spanish speakers (75% against 100%).

6.3.9 Volunteering

From all participants five Portuguese speakers and six Spanish speakers stated they would consider volunteering as a Parent Champion (about 15% and 20%). The most common reasons given from those who would not were: difficulties juggling school run hours for elder children, working hours and house duties, and the language barrier.

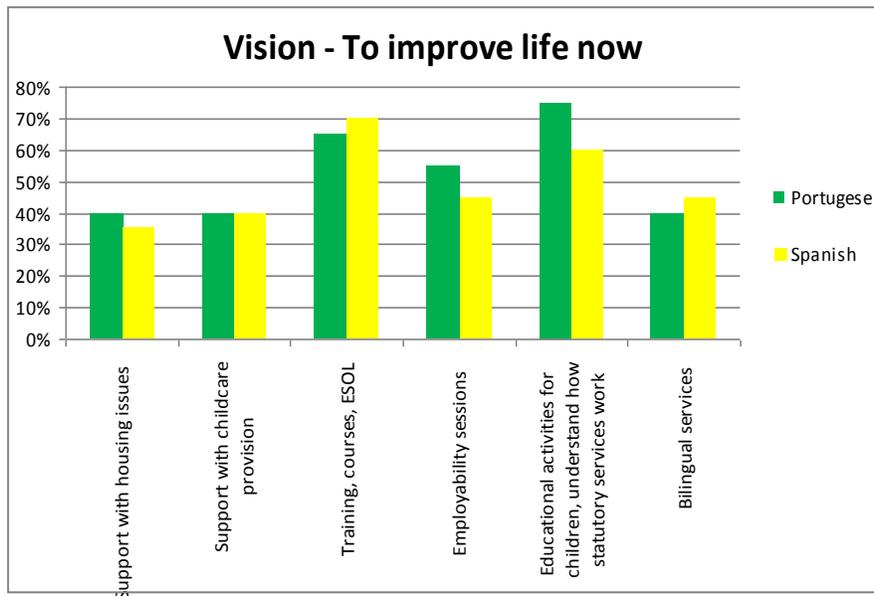
6.4 Vision for the future

6.4.1 Improving your life now

Despite familiarising parents with the three themes of the LEAP programme and later with the list of possible activities to be offered within those themes there were other key recurrent

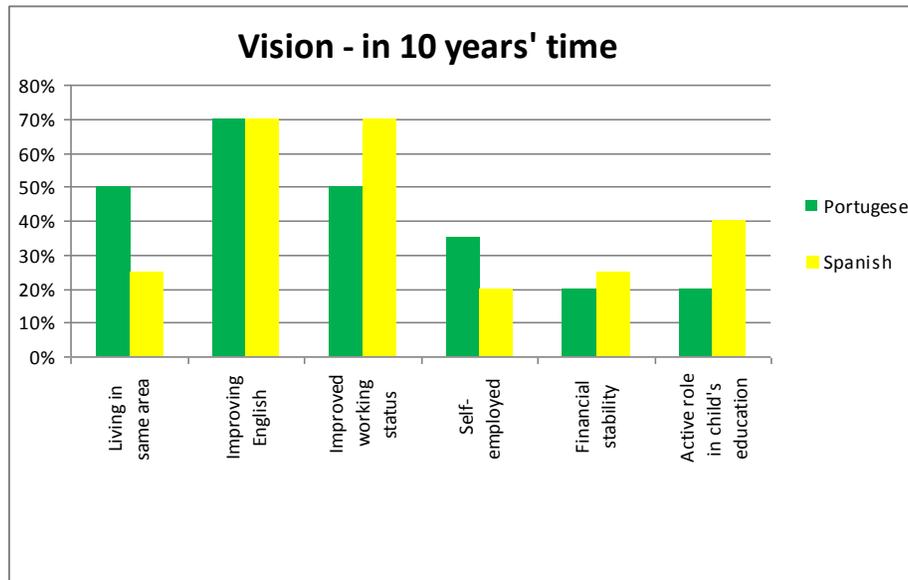
suggestions for building a better future, reflecting issues that currently impact on their wellbeing:

- Support with housing issues was identified by 14 Portuguese speaking and 12 Spanish speaking participants as their most important need to be addressed (40% and over 35%).
- 15 of both Portuguese and Spanish speaking participants (about 45% on both cases) support finding affordable childcare provision, mainly during half terms.



- Parents repeatedly referred to the need to get training and courses (mainly ESOL and employability) as they believe these activities would benefit their family future, often alluding to being able to access jobs/better jobs after them (23 and 20, which is over 65% and 55%, in the case of Portuguese Speakers and 24 and 15, which is over 70% and 45% of Spanish speakers).
- Social and educational activities for children that would both help with their development and facilitate information and support for parents about the way statutory services work and how to access them, were named by 27 Portuguese speakers (over 75%) and 20 Spanish speakers (over 60%) as to what they believe the most important support offered by LEAP should be.
- Among those 11 and nine respectively believe those sessions should be bilingual (over 40% and 45%).

6.4.2 Improving your life in 10 years' time



Despite fears about how the current housing crisis in the borough might affect their families and uncertainties about their future as migrants in the UK, 18 Portuguese speakers stated they would like to be living in the same area in 10 years' time, against nine Spanish speakers (over 50% and 25%).

The comparatively longer time that the Portuguese speaking community has been settled in the area with the shops, cafes and familiar faces might help explain the discrepancies between them and Spanish speakers.

Over 70% of both Portuguese and Spanish speakers referred to greater fluency in English as paramount to a better situation in 10 years (25 and 24, respectively).

An improvement in their working situation was referred to by 19 Portuguese and 24 Spanish speakers (over 50% and 70% respectively). More Portuguese than Spanish speakers wished to have their own business instead of find a better job as their best professional future, 13 and six respectively (over 35% and almost 20%).

To be in a better financial situation was identified as an aspiration by eight Portuguese speakers and eight Spanish speakers (over 20% and almost 25%).

To be able to take a more active role in their child's education was cited by seven Portuguese and nine Spanish speakers (20% and over 40%).

7.0 Recommendations

7.1 Communication

Male and female parents access and prefer to access information in different ways. Men seem to prefer accessing information via leaflets, noticeboards and online, while women would prefer to receive information from a trusted professional. However, both groups seem comfortable with social media.

Recommendations:

- Develop a mobile application that is free to access that gives information about services in different languages at the click of a button.
- On the LEAP website under *Parents* have a separate tab for dads.
- Ensure the LEAP website can be accessed by those for whom English is not their first language using Browse Aloud or Free-Website-Translation.com.
- Make use of Facebook and Whatsapp as a way of communicating with these communities.
- Ensure that leaflets are translated into Portuguese and Spanish and distributed to premises frequented by these groups such as cafes and shops, GP's and local organisations such as Stockwell Partnership, IRMO and the Portuguese Community Centre.
- Ensure there is a regular presence in children's centres within the LEAP area of bilingual support workers.
- Consider having a 'mobile surgery' locating them near children's play areas in parks and leisure centres where families can be informed about the services available for them.

7.2 Accessing services

These four communities are not accessing services to the extent one might expect given they are all parents. Some are not accessing them because they feel excluded through language, excluded because they are dads and because of the way they believe others view them.

Recommendations

- To raise awareness amongst professionals of the way these communities feel and why they feel this way to encourage services to be non-judgmental.
- To run a focus group with LEAP team about the key issues in this report.

- To ensure that community engagement means meeting these parents in the places they frequent, finding out what they need and want before expecting them to take part in LEAP services.
- To establish a bilingual advocacy and welfare benefits support service for parents that could run from a range of community settings in the LEAP area including the proposed mobile surgery.
- To ensure that professionals are ‘mines of information’ regarding other services as this was the preferred way of receiving information for the women in this study; from a trusted professional.
- To ensure free interpreting services.
- To ensure that there are sessions just for these different groups to build confidence in the participants such that later they will feel able to engage in mixed groups.

7.3 Building strong and supportive communities

The aim to bring communities together so that they can support one another for these groups feels a long way off. No-one suggested their neighbour as someone they would turn to for advice, although many felt they and their children would benefit from mixing with parents and children from other cultures.

Recommendations:

- To develop some bi-lingual sessions celebrating different cultures to break down some of the barriers between communities.
- To recruit more Parent Champions from these groups promoting the advantages of the programme for those taking part.
- To pilot small groups of participants from each group to act as ‘sounding boards’ for improving LEAP’s engagement with the group.
- With the planned development of space for parents to meet within children’s centres in LEAP wards, use these informal areas as a way of bringing parents together through the sharing of food, ensuring that the space is multicultural in feel and displays positive images of mothers and fathers from different ethnic backgrounds.
- To ensure that children’s centres consistently provide services on Saturdays catering for those parents who work during the week, those fathers who only see their children at weekends etc.

7.4 Common threads

There were some particular requests that all four communities made and some similar aspirations, these could be used to plan sessions to engage parents. All would need to be delivered in English, Portuguese and Spanish.

Recommendations:

- Budgeting advice and welfare benefits sessions.
- Sessions that would increase their opportunities for employment to include ESOL classes.
- First aid for young children.
- Safety in the home given overcrowding to prevent accidents to young children.
- Healthy eating and cooking advice.

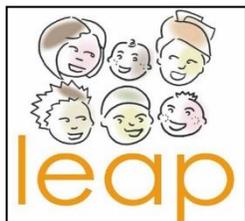
Appendices:

1. References
2. Copy of interview schedule
3. Focus Group Outline

Appendix 1: References

- Inequality in Lambeth, Understanding the impact of national and local changes on Lambeth residents: A Cumulative Equalities Impact Assessment (2016)
- Lambeth State of the Borough 2016
- Framework for supporting teenage mothers and young fathers (Public Health England May 2016)
- Q1 2015 under 18 conception data ONS (May 2016)
- Good progress but more to do, Teenage pregnancy and young parents LGA and Public Health England (Jan 2016)
- Lambeth Demographic factsheet (May 2015)
- Lambeth Active Travel and Health (May 2015)
- Lambeth Wellbeing factsheet (April 2014)
- Lambeth Health Profile 2014 Public Health England
- Better Environment, Better Health, a GLA guide for Lambeth (2013)
- The Portuguese Speaking Community in Lambeth Needs Analysis 2011 (Stockwell Partnership, Portuguese Community Centre)
- The Portuguese-speaking Community in Lambeth (London Community Foundation, July 2015)
- Lambeth Growth Strategy Evidence base (2014, Shared Intelligence)
- Lambeth's Early Years Foundation Profile 2014
- *'What's our story? In Work Poverty – Stories from South London Women*, Skills Network 2015

Appendix 2: Interview Schedule Example



**Young parent aged under 25 years?
Earn shopping vouchers by taking part in
this questionnaire.**



Community Needs and Opportunities Assessment

About LEAP: The Lambeth Early Action Partnership (LEAP) is a unique opportunity to transform the lives of babies, young children and their families in Lambeth.

LEAP comprises local statutory services, as well as local voluntary organisations, community groups, parents, babies and children, the Young Lambeth Co-op, schools, nurseries, statutory bodies, local police leaders and the National Children's Bureau.

The initiative is for families from pregnancy until their child is four, in Coldharbour, Stockwell, Tulse Hill and Vassall. Working together with parents, carers, local workers and the community, it will provide a wide range of programmes to support parents and change the way services work with families.

Over the ten years of the project and beyond, we aim to support the wellbeing and social development, communication and language development, diet and nutrition of babies and children, as well as parents' wellbeing, their social networks and the strength of their communities and wider environment.

This survey is being carried out by St Michael's Fellowship on behalf of LEAP. LEAP wishes to understand better the needs of the different groups that make up our communities. Your views will help LEAP shape services and improve the way they connect with local families with young children. Your views will also help to support families to build strong, supportive links in the community. All the information you give will remain anonymous

About you

Postcode

--	--	--	--	--	--	--	--

LEAP resident service user

1. **Gender:** female male

2. **Age:** 13-15 16-19 20-24 25+

3. **Country of origin:** _____ **Ethnicity:** _____

4. **Language(s) spoken at home** – Tick one or more boxes as appropriate:

English Other _____

5. **Your use and understanding of English**

Spoken **None** **Basic** **Intermediate** **Good** **Fluent**

Written **None** **Basic** **Intermediate** **Good** **Fluent**

How much does your current understanding of English represent an as obstacle to access information about local services? (underline the response)

Not at all to some point sometimes most of the time all of the time

How much does you current understanding/ability to communicate in English represent as an obstacle to access services? (underline the response)

Not at all to some point sometimes most of the time all of the time

6. **Are you a lone parent?** Yes No

7. **Employment (tick as appropriate):**

Full time work Part time work In training or education

unemployed Other _____

8. **Currently claiming any welfare benefits?**

yes no not entitled

If yes which ones : _____

9. **How long have you been living in Lambeth?**

Less than 6 months 6 months – 1 year 1 – 5 years 10 years or more

10. Are you a parent or a carer for:

how many children under the age of 4? ____ how many children over the age of 4? ____

11. Are you expecting a child? Yes No

If yes: how many months pregnant are you? _____

SECTION 1. EXPERIENCE OF LOCAL SERVICES

According to the list of free local family service provision tell us

a. Which you are aware of

(yes, no, not sure)

b. How often you used them

(Never =1, less than once a month=2, monthly =3, weekly =4, 3+ days a week =5)

c. The quality of your experience when you used them:

(Negative=1, ok=2, Positive=3)

a

<u>Activities</u>	Available in your area	Frequency	Quality
Breastfeeding support	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
Benefit advice services	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
Speech and Language for children	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
Smoking cessation advice /support	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
Healthy lifestyle advice/sessions	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
Children's Centres (weekdays)	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
Children's Centres (weekends)	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
Baby clinic	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
Baby massage	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
Parenting courses	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
Groups for expectant parents	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
Groups for dads/male carers	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
Groups for young parents	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
Stay & play sessions	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
Employability advice/support	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____
GP's	yes <input type="checkbox"/> no <input type="checkbox"/> not sure <input type="checkbox"/>	_____	_____

What made your experience so positive?

What would make it even better?

d. Please comment on your most negative experience:

What made your experience so negative?

SECTION 3. NEEDS AND STRENGTHS

LEAP will offer information, guidance and support around three main areas of young children's development:

- Children's nutrition and physical activity
- Children's Communication and language development
- Children's Social and emotional development (relationships and wellbeing)

12. Of the options below, which would like to see available in your area?

- | | |
|---|---|
| Breastfeeding support <input type="checkbox"/> | advice on age appropriate play <input type="checkbox"/> |
| Home visiting support <input type="checkbox"/> | immunisation advice <input type="checkbox"/> |
| Employability <input type="checkbox"/> | children's speech & language development <input type="checkbox"/> |
| Antenatal support <input type="checkbox"/> | budgeting advice <input type="checkbox"/> |
| Postnatal depression support <input type="checkbox"/> | parenting advice and support <input type="checkbox"/> |
| Healthy cooking & eating advice <input type="checkbox"/> | a place to meet other parents and their children <input type="checkbox"/> |
| Children's oral health advice <input type="checkbox"/> | Help with children's sleeping routines <input type="checkbox"/> |
| Advice on first aid for children <input type="checkbox"/> | domestic abuse support/advice <input type="checkbox"/> |

13. A. Do you think that you have access to enough information about local services?

Yes

no

b. Where or from whom do you get information about local activities/services of interest from?

caregivers/role models/offer advice to parents?

How can we improve parents' access to information to services/opportunities in your area?

Parents trained to offer info/guidance to other parents leaflets whatsapp

Social media (facebook) Charities information available at GPs

Midwives and health visitors Children's Centres outreach workers

Information available at faith groups information available at local businesses

other if so what? _____

15. What is the best thing and worst thing about your area?

Best thing

Worst thing

16. How do you think the outside world in general views young parents/fathers? (Include asking about professionals/services' views on specific group of parents)

**17. What are the places where it's possible to meet other parents with young children?
(pinpoint on map)**

**17. What are the places where it's possible to meet other parents with young children?
(pinpoint on map)**

18. Would you like to have more opportunities to meet and mix with parents/carers and children from other backgrounds/ages and why?

Can you think of other figures in the community who are considered as caregivers/role models/offer advice to parents?

SECTION 5. COMMUNITY INVOLVEMENT

19. Have you/are you volunteering or doing any other community activity?

Yes

No

20. If so, what do you do and where?

21. What do you like about it?

22. Would you like to be involved in LEAP activities?

As service user Yes No As a volunteer/parent champion Yes No

SECTION 6. YOUR VISION

If you could choose one thing to improve your child's life now what I would be?

And to improve your life/wellbeing as a parent now?

Over the ten years of the project and beyond, LEAP aim to support the wellbeing and

Over the ten years of the project and beyond LEAP aim to support the wellbeing and social development, communication and language development, diet and nutrition of babies and children, as well as parents' wellbeing, their social networks and the strength of their communities and wider environment.

Thinking about the future of your child, where would you like to be in 10 years' time and how do you think that LEAP could help you make that happen?

Contact details if parent wishes to receive more information/and or get involved

Thank you

Name(optional)

Appendix 3: Focus Group Outline

Focus Group structure

Presentation (5 min)

- Participants and facilitator briefly introduce themselves;
- LEAP objectives and reasons for both the needs assessment and this focus group are presented.

Ice breaking (10 min)

- Participants offered black markers and paper cards of 2 different colours: green and red.
- They are asked to consider their previous experience accessing free local services and write the positive ones on the green cards and the negative ones on the red ones.
- All cards are displayed and results discussed.

Q1. The list of local activities from question 11 from the questionnaire is displayed:

- A. Participants are asked to comment on full list:
- Any other activities they have already undertaken?
 - How many of them were they unaware about?
- A. A breakdown of the results from previously completed questionnaires is displayed with it:

At this time there was no differentiation between results in questionnaires in Portuguese and Spanish since there are people from both communities expected to attend the focus group

- Participants are invited to comment on results and prompted to explore the possible reasons for that.

Q2. Activities for the future (15 min)

Participants divided into 3 groups:

- **Health and Nutrition;**
- **Communication and language**
- **Social and emotional development (wellbeing)**

Each group is given markers and A3 paper to make a wish list of local activities that cover its assigned theme.

- Results are discussed
- The full list from the questionnaire and a breakdown of results from previously completed questionnaires are displayed.
- Participants are asked to discuss them.

Q 3. Do you believe that you have access to enough information about your local service provision?

(5 min)

- How do you currently obtain most of your information about services?
- A breakdown of the results from previously completed questionnaires is displayed.
- Participants are asked to discuss them.

Q 4. Improving communication: (15 min)

- Participants are asked to write on paper cards possible communication methods to reach their local communities and then to discuss them with the group
- The full list of options present on Q.13 c. and breakdown of results from previously completed questionnaires are also displayed for discussion.

Q 5. Your Community (15 min)

Best and worst things about living in their area

Activity based on a participatory appraisal approach:

- Participants divided into 2 groups
- Each group is given a sheet of A2 paper and markers and instructed to produce 2 lists: one with the things they like about their area and one with the things they don't.
- Another list with the results of the questionnaires completed to date is added and results are discussed.

Sense of community (5 min)

- What is sense of community?
- What should happen to make people feel that there is a sense of community in their area?
- Is there a sense of community in your area?
- Results collected in questionnaires to date are displayed for discussion.

Our community and the others (15 min)

- Participants given red and green paper cards and asked to stick them on a sheet of A2 paper divided into 2 parts:
- What other people, including professionals in our area like about us (our community)?
- What other people, including professionals in our area don't like about us (our community)?
- A breakdown of results from the questionnaires to date is shown for discussion

Meeting and mixing with parents with children of different backgrounds (15 min)

- Participants divided into 2 different groups and each group is given markers and a sheet of A2 paper;
- One group is assigned to list the benefits of meeting and mixing with parents and children from different backgrounds for both parents and children separately; the other group is assigned to list the negative side of it;

- A breakdown of results from the questionnaires to date is added for discussion

In your community who are considered as caregivers / role models / offer advice to parents? (5 min)

At the end of the discussion, the results from the questionnaires to date are revealed.

Q.6 Your Vision

(10 min)

Participants divided in 2 groups:

- One group discusses what would be the one thing this project could help the most to improve their children's lives (it can be a consensus or not);
- Other group discusses what would be the one thing this project could help the most to improve their lives as parents (it can be a consensus or not);
- A breakdown of results from questionnaires to date is added to the discussion.

Considering what LEAP can offer where would you and your child like to be in 10 years' time? (5 min)

At the end of the discussion the results from the questionnaires to date are revealed.