

Hackney First 1001 Days & Beyond - Parent/Carer Survey

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Introduction

This report summarises the engagement methods and responses received from the Childrens & Family Hubs Partnerships - Hackney First 1001 Days & Beyond - Parent Carers Survey. This survey consulted parents/carers to gather insights on their awareness and access to services throughout their parenting journey, their experience of service quality, gaps in our current offerings, areas for improvement and recommendations on future services that are important to our parents/carers.

Background

Children and Family Hubs are a 'one-stop shop'. They offer guidance and advice on a range of matters. This includes family support, infant feeding, mental health support, health services, debt guidance, support into employment, housing assistance, early years education and stay and play provisions. Support is available from conception up until age 19, or 25 for young people with special educational needs and disabilities. Children and Family Hubs in Hackney provide information, help and support to families.

Our Children and Family Hubs Partnership enables us to work with families so that they can nurture their babies and children, increase their resilience and independence, and improve educational outcomes.

Our aspiration is for every child to:

- Have the best start in life
- Grow up in a child-friendly borough
- Receive the support they need when they need it

Although there is no statutory reason to consult, a collaborative, integrated approach is necessary with key stakeholders, partners and families to develop a Family Hubs network, in line with Family Hubs guidance. This approach also requires the development of three Strategies, which will be part of this project: Perinatal Mental Health & Parent-Infant Relationship, Infant Feeding and a Parenting Strategy.

The insights from this survey will inform the development of a logic model that will serve as a blueprint for the future development and delivery of Children & Family Hubs in the borough, and to secure buy-in from stakeholders. This exercise is critical to the project's success, as getting this right is essential. While the decision to develop a Strategy has been made, the approach will be determined locally.

Consultation & Engagement Approach

The consultation launched on Citizen Space and ran from 10 February 2025 to 23rd March 2025. Printed questionnaires were made available upon request.

Respondents were incentivised to respond to the online survey with a £20 Love2Shop voucher which was sent on receipt of their responses.

This particular survey is part of a broader engagement approach, which includes three strands:

1. Mini-Survey with Stakeholders, Partners and SfL Service Providers
2. Survey with Parents/Carers
3. Consultation Workshop

Response rate

A total of 384 respondents participated in the consultation.

Executive summary

- **Who is completing this survey? (Base 384)**
 - The majority of respondents identified as a “Mother” (80.47%), followed by 15.36% who identified as “Fathers”.
- **Are you a parent or carer of a child born after January 2022? (Base 384)**
 - The majority of respondents, 70.1%, were a parent or carer of a child born after January 2022.
- **Is your child, who was born after January 2022, your firstborn child? (Base 270)**
 - From those who selected they were a parent or carer of child born after January 2022, 50.9% of respondents whose child was born after 2022 was their firstborn child. 49.1% of respondents firstborn child was not born after 2022.
- **Are you a parent or carer of a child with a diagnosed additional need or disability? (Base 384)**
 - The majority of respondents, 85.4%, are not a parent or carer of a child with a diagnosed additional need or disability.
- **If yes, how many children do you have parent/caregiving responsibilities for? (Base 56)**
 - From those who selected that they were a parent or carer of a child with a diagnosed additional need or disability, the highest percentage of parents/carers, 35.71%, had caring responsibilities for 1 child.
- **Before this survey, were you aware of the services available through Hackney Children & Family Hubs? (Base 384)**
 - 58.1% of respondents were aware of the services available through Hackney Children & Family Hubs.
- **Are you aware of any services specifically designed to support fathers or father figures at Hackney Children Family Hubs? (Base 375)**
 - 76% of respondents are not aware of services specifically designed to support fathers or father figures.
- **How did you first hear about the Hackney Children & Family Hubs? (Base 215)**
 - 40% of respondents first heard about Hackney Children & Family Hubs through their health visitor/midwife, followed by word of mouth (34.88%)
- **Did you access information or services in Hackney to support planning for pregnancy or family planning? (Base 384)**
 - 81.77% of respondents did not access information or services in Hackney to support planning for pregnancy or family planning.
- **Which information or services did you access? (Base 49)**

- Respondents who selected 'yes' or 'yes, I attended with my partner' to the previous question were able to comment on the information or services they accessed. Key themes included: antenatal and birth services, Children's Centres & Stay and Play groups, breastfeeding support, family planning and reproductive health, health visitor and midwife services, online and website resources, parenting classes and courses, nutritional and health programs and NHS and GP services
- **Please rate your overall experience with the information or services you accessed to support you in planning for pregnancy or family planning: (Base 62)**
 - From the respondents who accessed information or services in Hackney to support planning for pregnancy or family planning, 53.23% rated their overall experience with the information or services they accessed to support you in planning for pregnancy or family planning as good (33).
- **Please tell us in a few words if/how your experience could have been improved: (Base 30)**
 - Respondents, respondents who accessed information or services in Hackney to support planning for pregnancy or family planning, were asked to share how their experience could have been improved. Key themes included: praise to the service, lack of promotion and advertising, more support (before & after birth) and GP's/Hospitals.
- **Did you and/or your partner access parent/antenatal education during pregnancy? (Base 370)**
 - 54% of respondents have accessed parent/antenatal education during pregnancy at some capacity.
- **Regular health and development checks are for the benefit of pregnant women, children under 5 years and their families, and can help to identify early warning signs of ill health. In Hackney, the health visiting offer consists of a number of health and wellbeing reviews. From the following, please tick all you accessed: (Base 363)**
 - In all categories, the majority of respondents had accessed the listed services, either themselves or with their partner.
- **Did your child access their GP surgery in Hackney to receive their childhood immunisations? (Mumps, Measles, Rubella, etc.) (Base 362)**
 - The majority of respondents' children accessed their GP surgery in Hackney to receive their childhood immunisations (91.7%)
- **At what stage of the parenting journey would you prefer to get information on the following themes: (Base 360)**
 - Out of 353 respondents, just over 40% of respondents felt that information on signing up to your local Children's Centre should be given during pregnancy (144).
 - From the 316 respondents on 'smoking in the home environment', the

majority of responses felt this information should be received before pregnancy (202).

- Of 310 respondents on 'alcohol and pregnancy', most respondents felt information on that should be received before pregnancy (210).
- From the 335 respondents to 'healthy weight of the mother', a large number of respondents felt this information should be received before pregnancy (170).
- From the 341 respondents to 'healthy weight of baby/child', most felt that information should be received during pregnancy (142).
- More than half of the 343 respondents on 'breastfeeding' stated that information should be received during pregnancy (194).
- There were 341 respondents for infant feeding, of those respondents, the highest percentage believed that this information should be received during pregnancy (136).
- In regard to advice on being a young parent (under age 18), 147 of the 293 respondents felt that this information should be received before pregnancy.
- Out of the 311 respondents to reducing parental conflict, most of the respondents stated that this information should be received before pregnancy (125).
- 322 respondents had their say on support for fathers. Most respondents selected that this information should be received during pregnancy (172).
- There were 322 respondents to child development and expected milestones. The most popular selection was that this information should be received immediately following pregnancy (87).
- Of the 335 respondents to Speech, Language and Communication support, 146 respondents felt this should be received during the first two years.
- From the 336 respondents to toddler/child behaviour, most respondents selected that this information should be received during the first two years (181).
- With regards to the 335 responses to 'sleep advice (you, baby)', a similar number felt that this advice should be given immediately following pregnancy (112) or during pregnancy (111).
- There were 330 responses to home safety and 131 respondents selected that this information should be provided during pregnancy (131).
- Healthy Start vitamins/Healthy Start Scheme/Alexandra Rose Vouchers received 336 responses. Most respondents selected that this should be received during pregnancy (148).

- **How should you receive this information? (Please tick your preferences)**
(Base 353 respondents)

- The majority of respondents who answered this question feel that the information should be received from a health professional (72.24%) or Children Centres/Children & Family Hubs (62.04%).
- **Who should you receive this information from? (Tick all that apply) (Base 360)**
 - The majority of respondents selected that they should receive this information from a health visitor (268). A similar number also felt they should receive this from a midwife (264) or the GP (260).
- **As a parent/carer of a child(ren) aged 0- 2 years, what are the most important considerations to you, to help you look after your child's health and wellbeing and speech and communication needs? (Base 352)**
 - 23.3% of respondents believe that "Providing a safe environment for my child: (baby proofing, preventing accidents, etc)"(82) is the most important consideration.
- **The following support is available to all families with children aged 0 - 2yrs at/through your local Children & Family Hub/Children's Centre, are you aware of any of the below services? (Base 356)**
 - Majority of respondents were aware of the services listed in some capacity.
 - Majority of respondents were not aware at all of the specified parenting support services or have accessed said services.
 - Majority of respondents were not aware at all of the specified digital parenting support programmes listed.
 - 61% (206) of 339 respondents were not aware at all of the PEEP service (offered under Speech & Language support) of this service.
 - The highest percentage of respondents were not aware at all of the specified infant feeding services.
 - Majority of respondents were not aware at all of the Perinatal Mental Health & Parent Infant Relationships services listed.
- **If you attended any of the Services on the previous page, how easy or difficult was it for you to access these? (Base 319)**
 - Most respondents found it either somewhat easy (45.14%) or very easy (43.26%) to access the previously mentioned services.
- **What barriers, if any, did you face when trying to access services? (Base 278)**
 - The most selected barrier was lack of information (42.57%), followed by opening hours (39.86%)
 - Respondents were given the opportunity to specify what other barriers they may have faced. Key themes included: scheduling conflicts, lack of information, accessibility issues, social/emotional barriers and other
- **Is there anything else you would like to tell us about your family's experiences of services for 0 - 2yrs you have used in Hackney? (Base 97)**

- Respondents were invited to share additional feedback about their family's experiences with services for 0–2-year-olds in Hackney. Key themes included: appreciation for existing services, lack of information and communication, need for more services and increased accessibility, positive impact of Children's Centres and Stay and Play sessions, breastfeeding support, inclusivity and diversity and health visitor services.
- **Do you know where your local Children's Centre/Children & Family Hub is located? (Base 384)**
 - The majority of respondents (84.64%) know where their local Children's Centre/Children & Family Hub is located.
- **Are you registered with your local Children's Centre/Children & Family Hub? (Base 384)**
 - Just under a quarter of respondents (72.66%) are registered with their local Children's Centre/Children & Family Hub.
- **Please tell us why you are not registered at a Children's Centre/Family Hub? (Please tick all that apply) (Base 92)**
 - From the respondents who stated that they were not registered with their local Children's Centre/Children & Family Hub, the most selected option was "Was not aware of my local Children's Centre/Family Hub" (46.67%)
 - Respondents were given the option to specify other reasons as to why they are not registered with their local Children's Centre/Children & Family Hub. Key themes included: unaware of registration process, not needed and future plans to register.
- **Which Children's Centre/Children & Family Hub did/do you attend?**
 - The highest percentage of respondents who stated they were registered with their local Children's Centre/Children & Family Hub attend Ihsan Children's Centre (32.71%), followed by Linden Children and Family Hub (10.78%), Woodberry Down Children and Family Hub (9.29%), Lubavitch Children's Centre (8.92%) and Ann Tayler Children and Family Hub (7.81%)
- **How would you rate the quality of the services you accessed at Hackney Children & Family Hubs? (Base 269)**
 - 62.83% of respondents rated their experience as excellent. This was followed by good (31.60%) and average (5.58%). No respondents rated the service as poor or neutral.
- **Did you feel the staff were... (Base 267)**
 - Sentiments were typically positive towards staff in all areas, with over 90% of respondents stating that staff were 'always' welcoming, respectful and supportive.
- **Did you feel the services met your needs? (Base 263)**

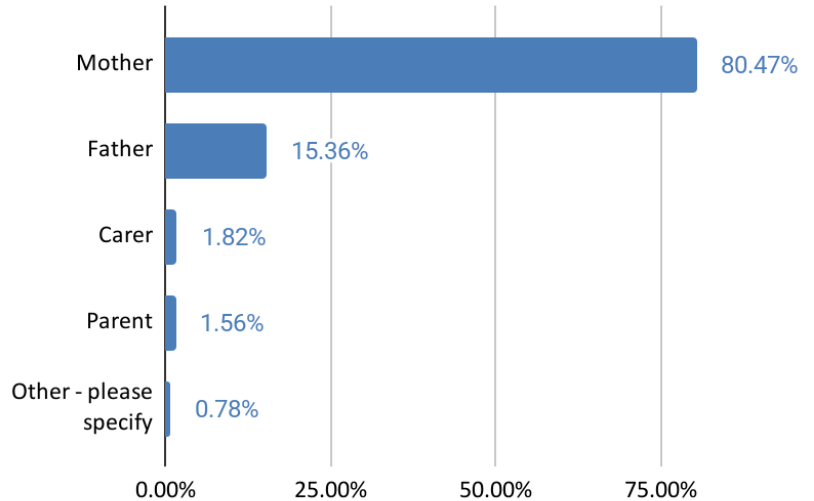
- Majority of respondents selected “yes, completely” (71.48%).
- **Were there any services you needed but could not find or access through Hackney Children & Family Hubs? (Base 259)**
 - Most respondents stated that there were not any services needed but could not find or access through Hackney Children & Family Hubs (80.54%).
 - Respondents were given the opportunity to specify any services they needed but could not find or access through Hackney Children & Family Hubs. Key themes included: service availability and accessibility, specific service needs, inclusion and diversity, information and navigation and social and emotional support.
- **Are there any specific services or support you feel are needed but are not currently available at Hackney Children & Family Hubs? (Base 79)**
 - Respondents were asked to identify any specific services or support they felt were needed but not currently available at Hackney Children & Family Hubs. Key themes included: need for more activities and classes, support for parents’ well-being and specific needs, specific support services, information and support regarding childcare, accessibility and outreach, social and community building and information and signposting.
- **Hackney is committed to becoming more father friendly, do you think Hackney Children & Family Hubs actively support the involvement of fathers in their child’s development and well-being? (Base 245)**
 - There was not much variation between respondents who selected yes (43.27%) and those who selected somewhat (42.04%).
- **What could be done to improve services for fathers at Hackney Children & Family Hubs? (Base 88)**
 - Respondents were asked to suggest improvements for services targeting fathers at Hackney Children & Family Hubs. Key themes included: accessibility and scheduling, awareness and information, father-specific activities and groups, inclusivity and addressing perceived barriers, financial and policy considerations, additional support and request for direct feedback.
- **How can we make sure that Hackney Children & Family Hubs meets the needs of all families from ALL communities? (Base 67)**
 - Respondents were asked how Hackney Children & Family Hubs could better meet the needs of all families across all communities. Key themes included: inclusivity and cultural sensitivity, accessibility and information, support for specific groups, community engagement and feedback, service improvement and expansion and staffing and resourcing.
- **How confident are you in Hackney Children Family Hub’s leadership and**

their ability to support families effectively? (Base 259)

- Most respondents were either somewhat confident (47.10%) or very confident (41.31%).
- **What do you believe are the strengths of the Hackney Children & Family Hubs in supporting families and with very young children? (Base 258)**
 - 75.97% respondents selected “Providing a welcoming and inclusive environment for families” as a strength.
- **What lessons do you think Hackney Children & Family Hubs have learned or should learn from your experience? (Base 63)**
 - Respondents were asked to share key lessons they believe Hackney Children & Family Hubs have learned, or should learn, from their experiences. Key themes included: accessibility and communication of services, breastfeeding and infant feeding support, service availability and flexibility, parent support and education and staff and service quality.
- **What should be the top priority for improving Hackney Children Family Hubs for families in the future? (Base 247)**
 - The most selected priority was “Offering more flexible opening hours, including evenings and weekends” (32.79%).

Overview of results

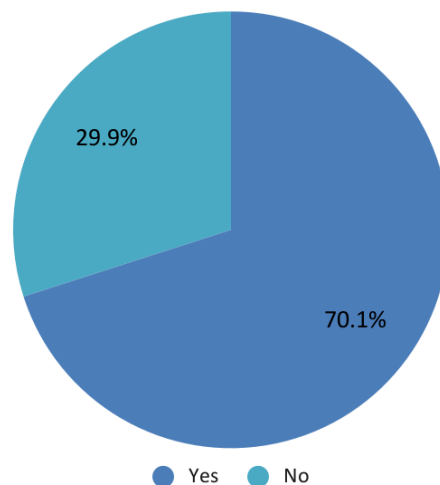
Who is completing this survey? (Base 384)



The chart above shows that the majority of respondents identified as a “Mother” (309), followed by “Fathers” (59), “Carers” (7), Parent (6), and “Other” (3).

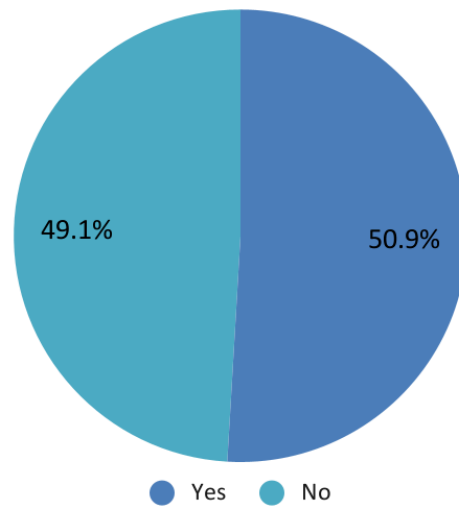
Respondents who selected ‘Other’ were able to comment. Those three respondents did expand and identified themselves as: Guardian and Grandparents.

Are you a parent or carer of a child born after January 2022? (Base 384)



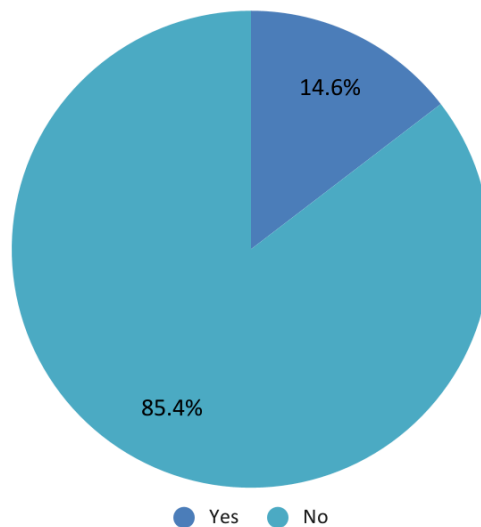
The chart above shows that 70% of respondents were a parent or carer of a child born after January 2022 (269). Around 30% of respondents stated they were not a parent or carer of a child born after January 2022 (115).

Is your child, who was born after January 2022, your firstborn child? (Base 270)



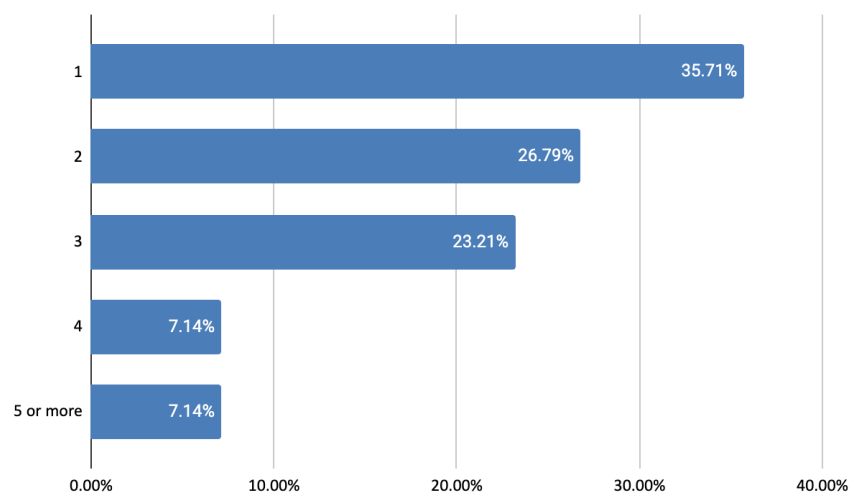
Respondents who were a parent or carer of a child born after January 2022 were asked if that child was their firstborn child. The chart above shows that the majority of respondents (137) whose child was born after 2022 was their firstborn child.

Are you a parent or carer of a child with a diagnosed additional need or disability? (Base 384)



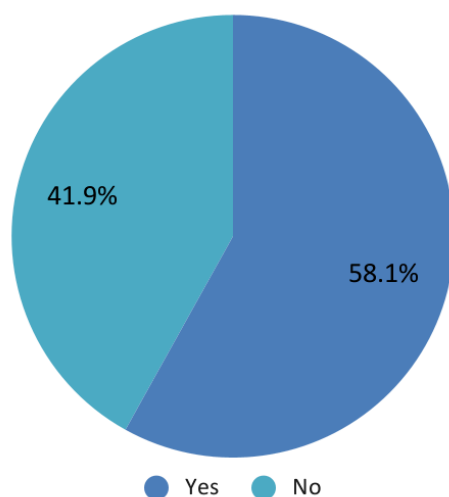
The chart above shows that the majority of respondents are not a parent or carer of a child with a diagnosed additional need or disability (328). The remaining respondents are a parent or carer of a child with a diagnosed additional need or disability (56).

**If yes, how many children do you have parent/caregiving responsibilities for?
(Base 56)**



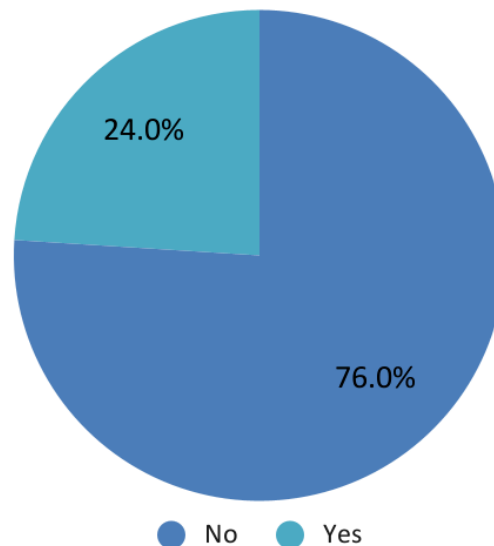
Respondents who were a parent or carer of a child with a diagnosed additional need or disability were asked how many children they have parent/caregiving responsibilities for. The chart above shows that the highest percentage of parents/carers had caring responsibilities for 1 child (20), followed by 2 (15), 3 (13) and 4 or more had a total of 8 respondents.

Before this survey, were you aware of the services available through Hackney Children & Family Hubs? (Base 384)



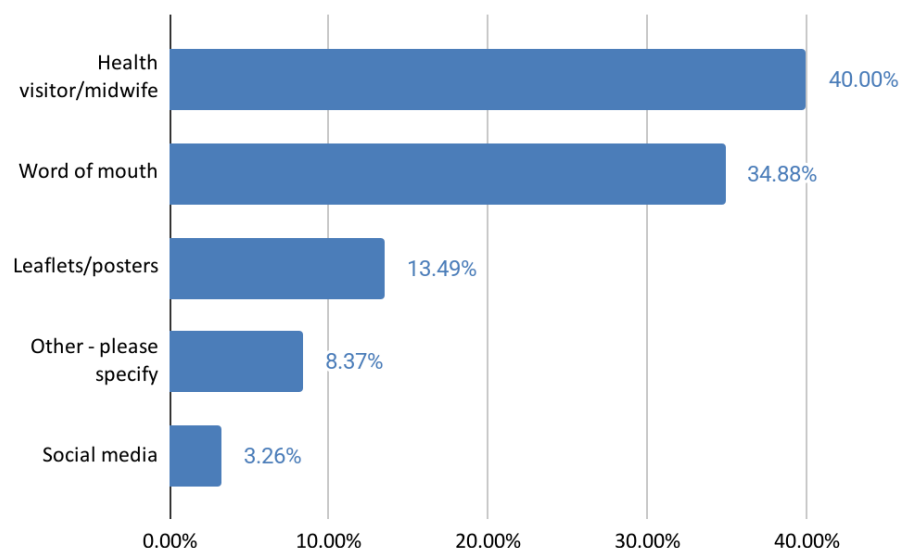
The chart above shows that the majority of respondents were aware of the services available through Hackney Children & Family Hubs (223). 42% (161) of respondents, however, were not aware of the services available through Hackney Children & Family Hubs.

Are you aware of any services specifically designed to support fathers or father figures at Hackney Children Family Hubs? (Base 375)



The chart above shows that more than three-quarters of respondents were not aware of services specifically designed to support fathers or father figures (285). Just under a quarter of respondents were aware of the services (90).

How did you first hear about the Hackney Children & Family Hubs? (Base 215)

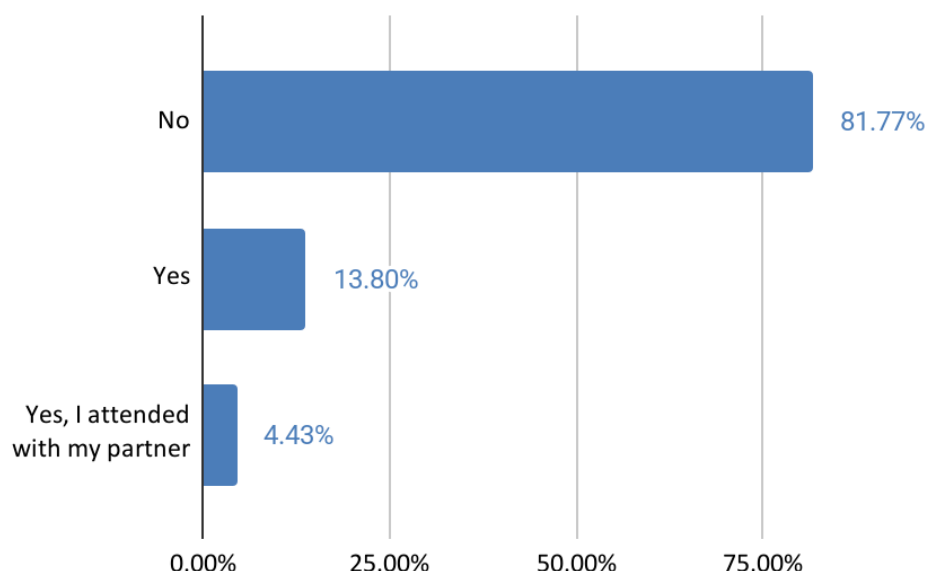


The chart above shows that the highest percentage of respondents, who were aware of the services available through Hackney Children & Family Hubs, first heard about

them through a health visitor/midwife (86). Followed by word of mouth (75), leaflets/posters (29), other (18) and social media (7).

Respondents were given the opportunity to specify where they first heard about the services available through Hackney Children & Family Hubs. The most common responses were: Children Centre's (6), Hackney Council (4), Email and other online sources (3), Employer (2), Family friends & Support worker (1).

Did you access information or services in Hackney to support planning for pregnancy or family planning? (Base 384)



The chart above shows that the majority of respondents did not access information or services in Hackney to support planning for pregnancy or family planning (314). 18% of respondents accessed information or services in Hackney to support planning for pregnancy or family planning either by themselves (53) or with their partner (17).

Which information or services did you access? (Base 49)

Respondents who selected 'yes' or 'yes, I attended with my partner' to the previous question were asked to specify the information or services they accessed. A total of 49 comments were received and analysed into key themes:

1. Antenatal and Birth Services:

- **Description:** Respondents mentioned services related to pregnancy, childbirth, and immediate postpartum care.
- **Count:** 10
- **Quotes:**

- "Antenatal classes"
- "Pre natal classes at the hospital"
- "Homerton hospital birth classes"
- "ante natal class suggested to me by my midwife"

2. Children's Centers & Stay and Play Groups:

- **Description:** Respondents mentioned the use of Children's Centres and community-based groups that offer activities and support for children and their families.
- **Count:** 11
- **Quotes:**
 - "Children's centre"
 - "Stay and play"
 - "Stay and play, health visitor at children centre. Coursers and creche at children centre."
 - "Children centres"

3. Breastfeeding Support:

- **Description:** Respondents mentioned services and resources dedicated to assisting mothers with breastfeeding.
- **Count:** 5
- **Quotes:**
 - "Breastfeeding support"
 - "Online breastfeeding support webinar from Homerton"
 - "Breastfeeding clinics"
 - "Midwife, breast feeding support, SLT drop in"

4. Family Planning and Reproductive Health:

- **Description:** Respondents mentioned services related to family planning, fertility, and reproductive health.
- **Count:** 4
- **Quotes:**
 - "Family planning"
 - "We were also treated for sub fertility at Homerton hospital but after 3 failed ivf attempts we had a spontaneous conception for our baby"
 - "Family planning at The Ivy Centre"
 - "Clinic"

5. Health Visitor and Midwife Services:

- **Description:** Respondents mentioned support and information provided by health visitors and midwives.
- **Count:** 5
- **Quotes:**
 - "Midwife appointments"
 - "Health visitors"

- "Health visitor provided info"
- "Midwife, breast feeding support, SLT drop in"
- "I used the information given to me by my midwife and perinatal nurse to plan things to do with my toddler."

6. Online and Website Resources:

- **Description:** Respondents mentioned information and services accessed through websites and online platforms.
- **Count:** 4
- **Quotes:**
 - "Homerton web"
 - "via the website parenting groups"
 - "Hackney website information and GP"
 - "My wife and I looked up the website"

7. Parenting Classes and Courses:

- **Description:** Respondents mentioned educational programs and courses designed to support parents.
- **Count:** 4
- **Quotes:**
 - "parenting courses"
 - "Parent classes looking after your child safely."
 - "New parent group"
 - "Solihull and peep"

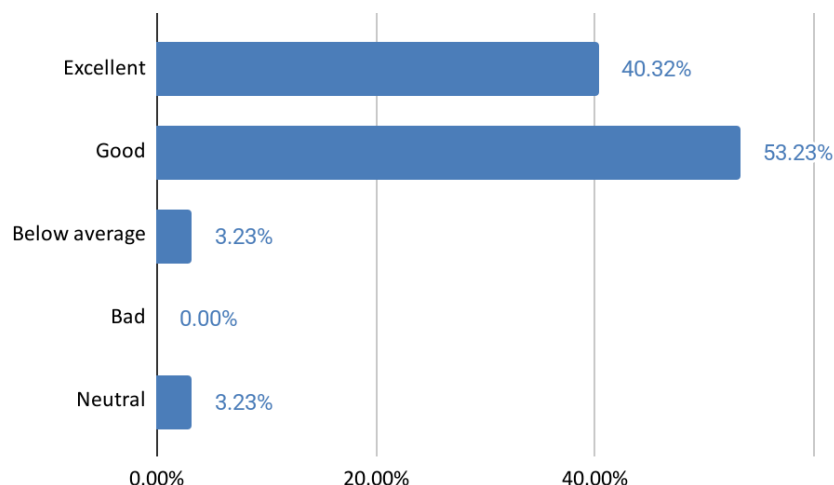
8. Nutritional and Health Programs:

- **Description:** Respondents mentioned programs focused on nutrition, healthy living, and food-related support.
- **Count:** 3
- **Quotes:**
 - "NHS healthy start vitamins"
 - "Food health/ cooking"
 - "Henry Healthy living program"

9. NHS and GP Services:

- **Description:** Respondents mentioned general services provided by the National Health Service (NHS) and General Practitioners (GPs).
- **Count:** 3
- **Quotes:**
 - "GP surgeries"
 - "NHS"
 - "Hackney website information and GP"

Please rate your overall experience with the information or services you accessed to support you in planning for pregnancy or family planning: (Base 62)



The chart above shows that, from the respondents who accessed information or services in Hackney to support planning for pregnancy or family planning, over 50% rated their overall experience with the information or services they accessed to support you in planning for pregnancy or family planning as good (33). 40% rated their experience as excellent (25), followed by below average (2) and neutral (2). No respondents rated their experience as bad.

Please tell us in a few words if/how your experience could have been improved: (Base 30)

Respondents, respondents who accessed information or services in Hackney to support planning for pregnancy or family planning, were asked to share how their experience could have been improved. A total of 30 comments were received and analysed into key themes:

1. Praise to the service

- **Description:** Respondents commented on their positive experiences with various services.
- **Count:** 13
- **Quotes:**
 - “We are happy with the experience of planning our pregnancy with the advice from the GP and happy with the follow up.”

- “I had a wonderful experience at my local children’s centre: they were able to organise sessions to support me in the different stages of my pregnancies and motherhood.”
- “It helped me a lot in dealing with my children and understand them better.”

2. Lack of promotion and advertising

- **Description:** Respondents commented on the lack of promotion of services.
- **Count:** 5
- **Quotes:**
 - “Make information about services available easier to find out about.”
 - “Better advertising so more people were there.”
 - “More comms from hospitals or GPS or council specific comms”

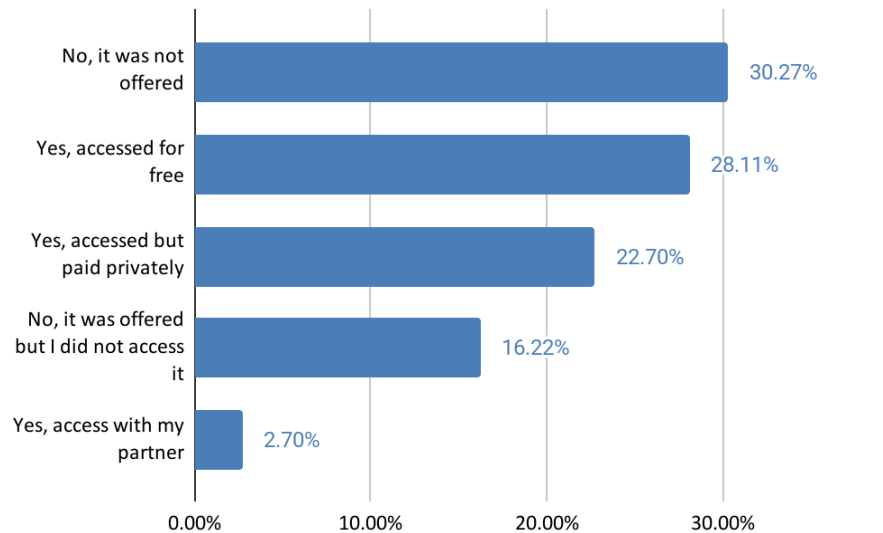
3. More support (before & after birth)

- **Description:** Respondents commented on the need for more variety in the support services offered, both before and after birth.
- **Count:** 4
- **Quotes:**
 - “More services for mental health”
 - “More information for new /first time parents .awareness about autism and ADHD in children”
 - “Opportunity to meet people earlier in the journey”

4. GP’s/Hospitals

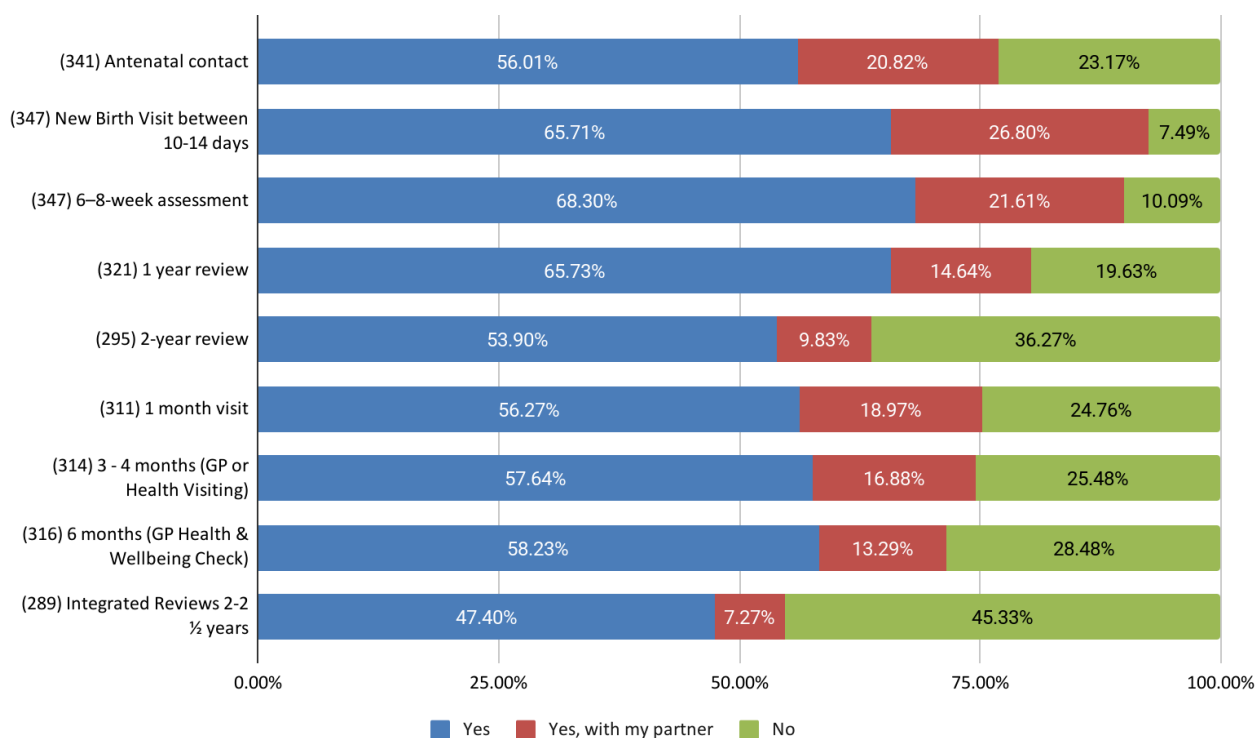
- **Description:** Respondents made specific references to how their experiences of GP’s and/or hospitals could be improved.
- **Count:** 4
- **Quotes:**
 - “My partner being able to be registered with the same GP as me and our daughter.”
 - “wait times to get an appointment”
 - “Cleaner hospitals”

Did you and/or your partner access parent/antenatal education during pregnancy? (Base 370)



The chart above shows that 53% of respondents have accessed parent/antenatal education during pregnancy at some capacity. From those that have accessed it, most accessed for free (104), followed by paid privately (84) and accessed with partner (10). Some respondents did not access it as it was not offered (112). 16% (60) of respondents also did not access it, even though it was offered.

**Regular health and development checks are for the benefit of pregnant women, children under 5 years and their families, and can help to identify early warning signs of ill health. In Hackney, the health visiting offer consists of a number of health and wellbeing reviews. From the following, please tick all you accessed:
(Base 363)**



The chart above shows that in all categories, the majority of respondents had accessed the listed services, either themselves or with their partner.

From the 341 respondents who responded to whether they accessed antenatal contact, 191 respondents selected yes. Followed by 79 respondents who did not access it at all and 71 who accessed with their partner.

Out of the 347 respondents who responded to whether they accessed new birth visits between 10-14 days, the majority of respondents (228) had accessed this service, followed by 93 who accessed with their partner. 26 respondents had not accessed this service.

347 respondents stated whether they had accessed 6-8 week assistance. Most respondents (237) selected yes. Followed by 75 who accessed with their partner and 35 who did not access this service.

Of the 321 respondents who responded to the 1 year review service, the majority (211), had accessed this service, followed by 63 who had not and 47 who had accessed with their partner.

295 respondents responded as to whether they had accessed their two year review. 159 respondents stated that they had, followed by 107 who had not accessed this service. A smaller number of respondents (29) stated that they had accessed this with their partner.

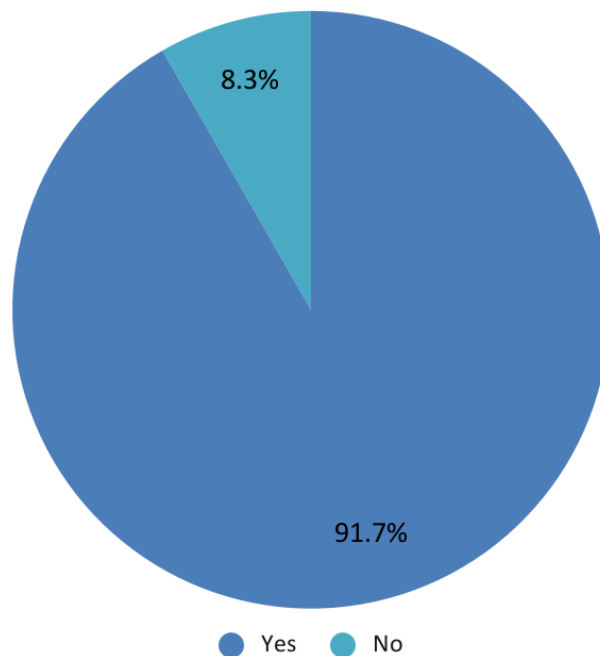
311 respondents stated whether they had accessed their 1 month visit. 177 respondents stated that they had, whilst 77 stated that they had not. 59 respondents had accessed this service with their partner.

Out of 314 respondents, 181 stated that they had accessed 3 - 4 months (GP or Health Visiting). Followed by 80 who had not accessed this service and 53 who had accessed with their partner.

From the 316 respondents to '6 months (GP Health & Wellbeing Check)', the majority of respondents did access this service (184). 90 respondents did not access this survey, whilst 42 did access this with their partner.

Out of the 289 respondents, 137 respondents stated that they had accessed integrated reviews 2-2 ½ years. A smaller percentage accessed it with their partner (21), whilst 131 respondents did not access this service.

Did your child access their GP surgery in Hackney to receive their childhood immunisations? (Mumps, Measles, Rubella, etc.) (Base 362)

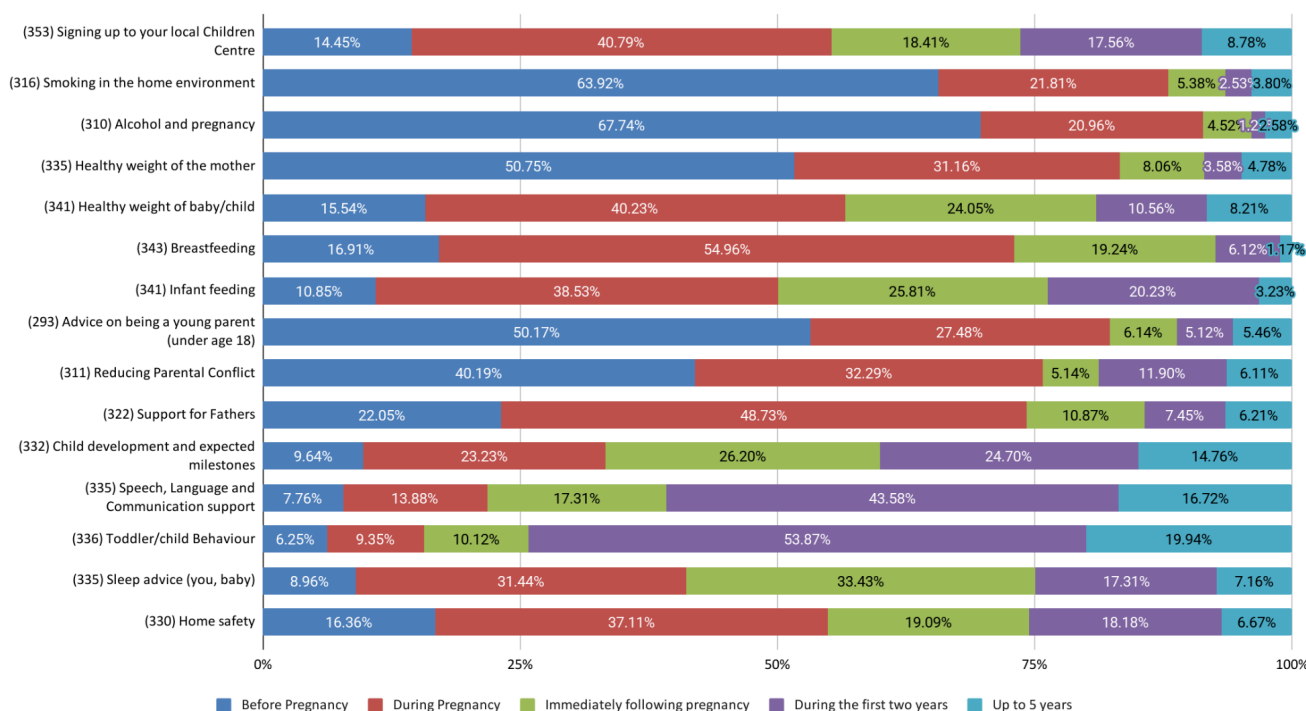


The chart above shows that the majority of respondents' children accessed their GP surgery in Hackney to receive their childhood immunisations (332). 8% of respondents did not access their GP surgery to receive their childhood immunisations (30).

Respondents were given the opportunity to expand on why they did not receive their immunisations. 8 respondents took the opportunity to explain. A common answer was that they had chosen against immunisations, with some explaining that "[it was] not something I wanted", "I don't know enough info on vaccinations.... I don't feel safe giving them" and "I do not want my daughter to have vaccinations. My son had his up to 1 year."

Other respondents explained other ways in which they received their immunisations, such as receiving them from another borough and utilising walk-in sessions.

At what stage of the parenting journey would you prefer to get information on the following themes: (Base 360)



The chart above shows at what stage respondents would prefer to get information on the following sixteen themes.

Out of 353 respondents, just over 40% of respondents felt that information on signing up to your local Children's Centre should be given during pregnancy (144). This was followed by those who felt it should be received immediately following pregnancy (65), during the first two years (62) and before pregnancy (51). A smaller percentage of people felt that this information should be received up to five years following birth (31).

From the 316 respondents on 'smoking in the home environment', the majority of responses felt this information should be received before pregnancy (202), followed by those who felt it should be received during pregnancy (77). Smaller percentages believed it should be provided immediately after pregnancy (17), up to 5 years (13) and during the first two years (8).

Of 310 respondents on 'alcohol and pregnancy', most respondents felt information on that should be received before pregnancy (210). This was followed by during pregnancy (77), immediately following pregnancy (14), up to 5 years (8) and during the first two years (4).

From the 335 respondents to 'healthy weight of the mother', a large number of respondents felt this information should be received before pregnancy (170). 110 respondents felt it should be received during pregnancy. 27 respondents felt it should be received immediately following pregnancy, whilst 16 felt it should be received up to 5 years and 12 felt it should be received during the first two years.

Of the 341 respondents to 'healthy weight of baby/child', most felt that information should be received during pregnancy (142). This was followed by immediately following pregnancy (82), before pregnancy (53), during the first two years (36) and up to 5 years (28).

More than half of the 343 respondents on 'breastfeeding' stated that information should be received during pregnancy (194). A similar number of respondents stated it should be received immediately following pregnancy (66) or before pregnancy (58). This was followed by during the first two years (21). A minor percentage of respondents stated that information on breastfeeding should be received at up to 5 years (4).

There were 341 respondents for infant feeding, of those respondents, the highest percentage believed that this information should be received during pregnancy (136). This was followed by immediately following pregnancy (88), during the first two years (69), before pregnancy (37) and up to 5 years (11).

In regard to advice on being a young parent (under age 18), 147 of the 293 respondents felt that this information should be received before pregnancy. This was followed by during pregnancy (97), immediately following pregnancy (18), up to 5 years (16) and during the first two years (15).

Out of the 311 respondents to reducing parental conflict, most of the respondents stated that this information should be received before pregnancy (125). A slightly smaller amount of respondents believed that this information should be received during pregnancy (114). 37 respondents believed that this information should be received during the first two years, whilst 19 respondents selected up to 5 years and 16 selected immediately following pregnancy.

322 respondents had their say on support for fathers. Most respondents selected that this information should be received during pregnancy (172). This was followed by before pregnancy (71), immediately following pregnancy (35), during the first 2 years (24), up to 5 years (20).

There were 322 respondents to child development and expected milestones. The most popular selection was that this information should be received immediately following pregnancy (87). The same amount of respondents (82) selected that this information should be received during pregnancy or during the first two years. This was followed by up to 5 years (49) and before pregnancy (32).

Of the 335 respondents to Speech, Language and Communication support, 146 respondents felt this should be received during the first two years. This was followed by immediately following pregnancy (58), up to 5 years (56), during pregnancy (49), and before pregnancy (26).

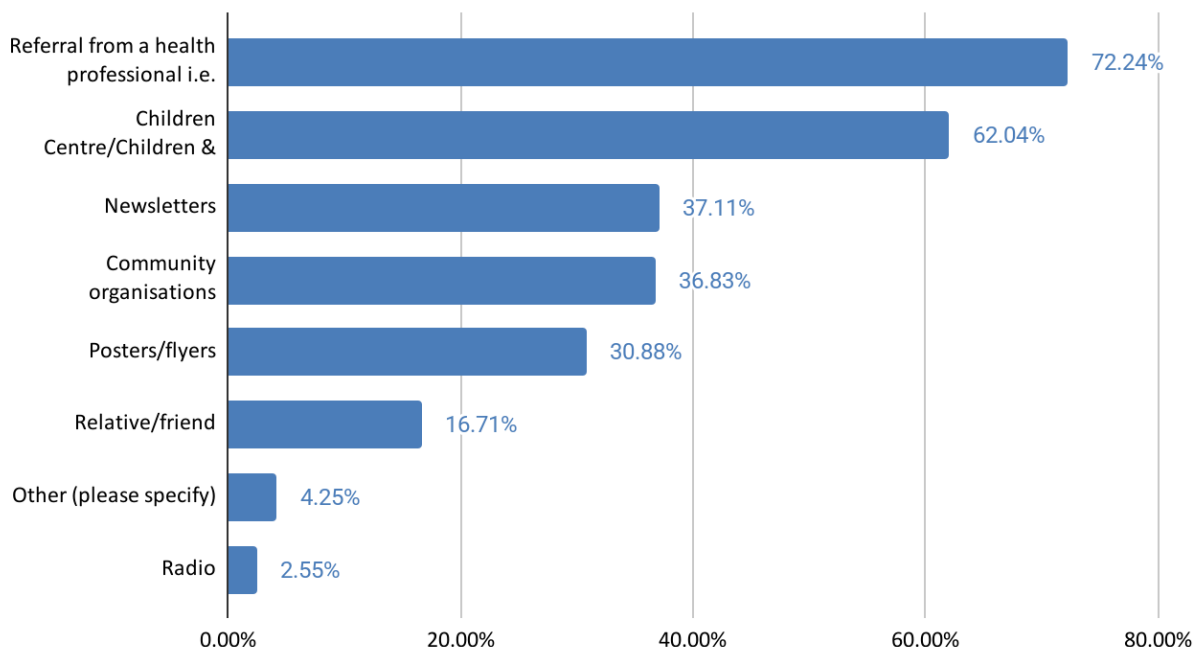
From the 336 respondents to toddler/child behaviour, most respondents selected that this information should be received during the first two years (181). This was followed by up to 5 years (67), immediately following pregnancy (34), during pregnancy (33) and before pregnancy (21).

With regards to the 335 responses to 'sleep advice (you, baby)', a similar number felt that this advice should be given immediately following pregnancy (112) or during pregnancy (111). This was followed by during the first two years (58), before pregnancy (30) and up to 5 years (24).

There were 330 responses to home safety and 131 respondents selected that this information should be provided during pregnancy (131). This was followed by immediately following pregnancy (63), during the first two years (60), before pregnancy (54) and up to 5 years (22).

Healthy Start vitamins/Healthy Start Scheme/Alexandra Rose Vouchers received 336 responses. Most respondents selected that this should be received during pregnancy (148). This was followed by immediately following pregnancy (72), before pregnancy (64), during the first two years (27) and up to 5 years (25).

How should you receive this information? (Please tick your preferences) (Base 353 respondents)

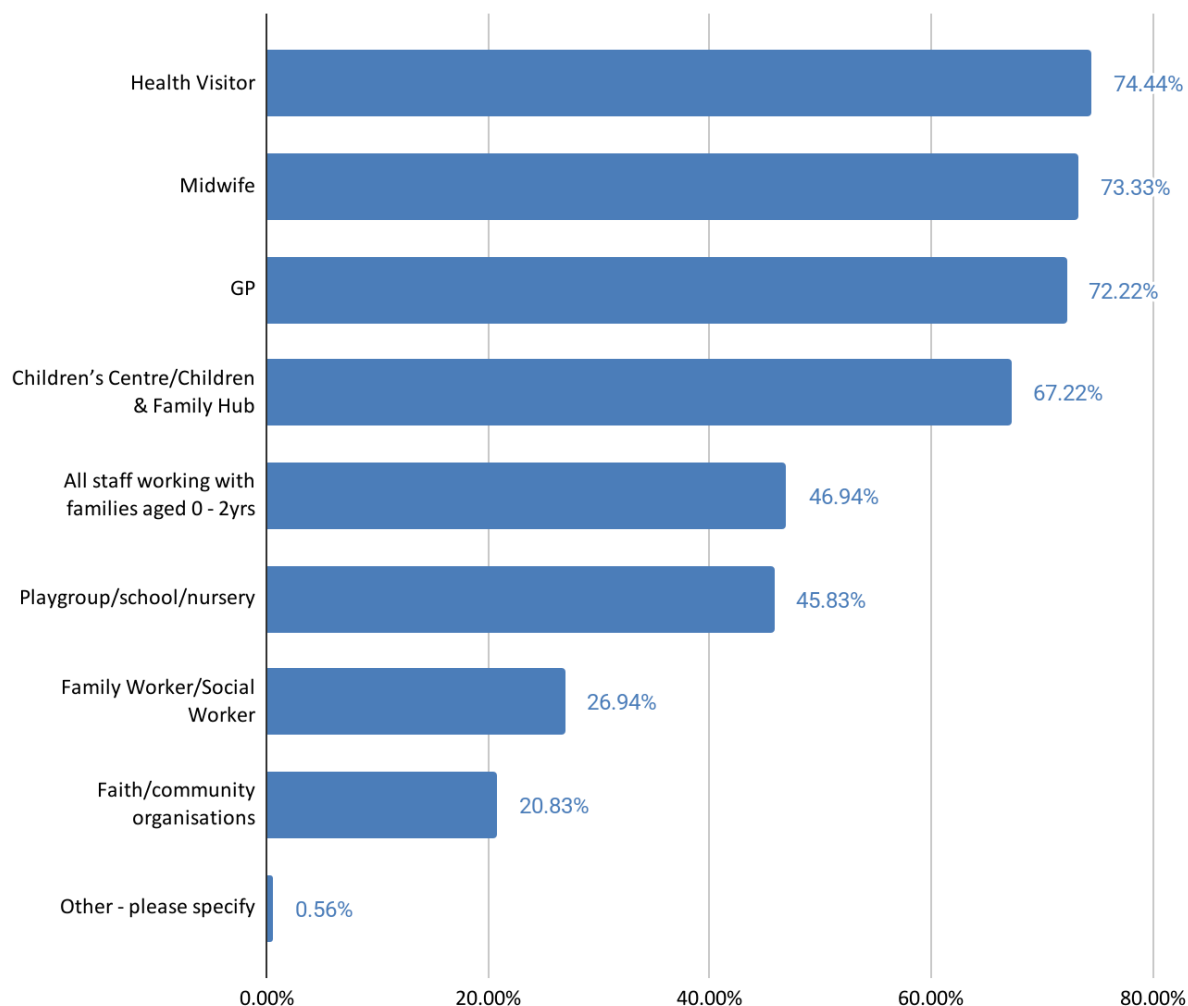


The chart above shows where respondents felt they should receive the information from the previous question, from. The majority of respondents who answered this question feel that the information should be received from a health professional. Others felt that Children Centres/Children & Family Hubs (219). A similar amount of respondents felt that it should be received via newsletters (131) or community organisations (130). This was followed by posters/flyers (109), relative/friend (59), other (15), and radio (9).

Respondents were given the opportunity to specify other ways they should receive this information. Key themes included:

- Email
- Social media
- Text / SMS messaging
- GP / Health visitor / hospitals
- Including in baby welcome pack
- Partnering with local charities
- Schools
- Local advertising

Who should you receive this information from? (Tick all that apply) (Base 360)

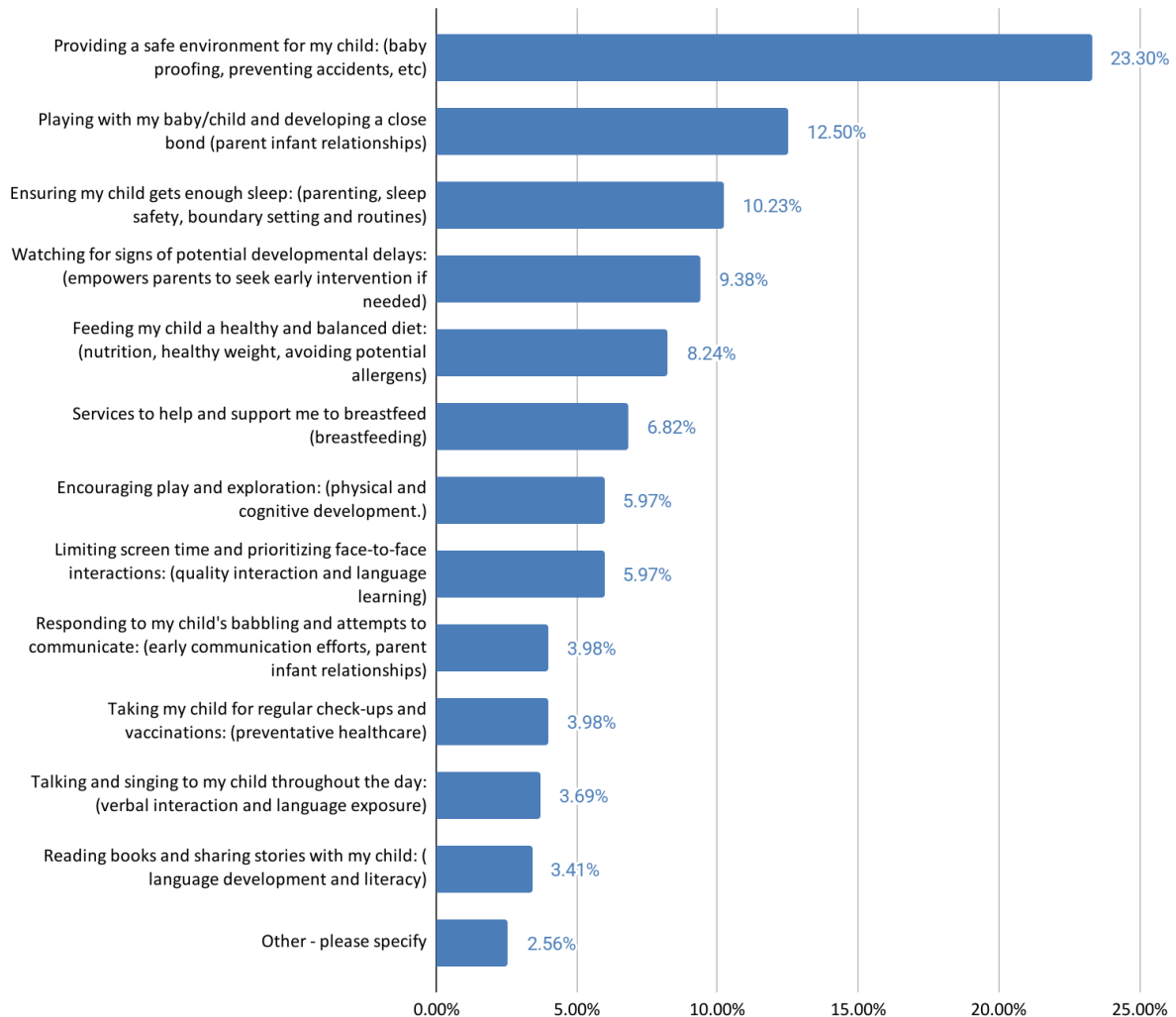


The chart above shows who respondents feel they should receive this information from. The majority of respondents selected that they should receive this information from a health visitor (268). A similar number also felt they should receive this from a midwife (264) or the GP (260). This was followed by Children's Centre/Children & Family Hub's (242), All staff working with families aged 0 - 2yrs (169), Playgroup/school/nursery (165), Family Worker/Social Worker (97), Faith/community organisations (75) and other (2).

Respondents were given the opportunity to specify other ways on who they could receive this information from. Two respondents left additional comments which were:

- "Hospital - for anything during pregnancy"
- "The more places the better!"

As a parent/carer of a child(ren) aged 0- 2 years, what are the most important considerations to you, to help you look after your child's health and wellbeing and speech and communication needs? (Base 352)



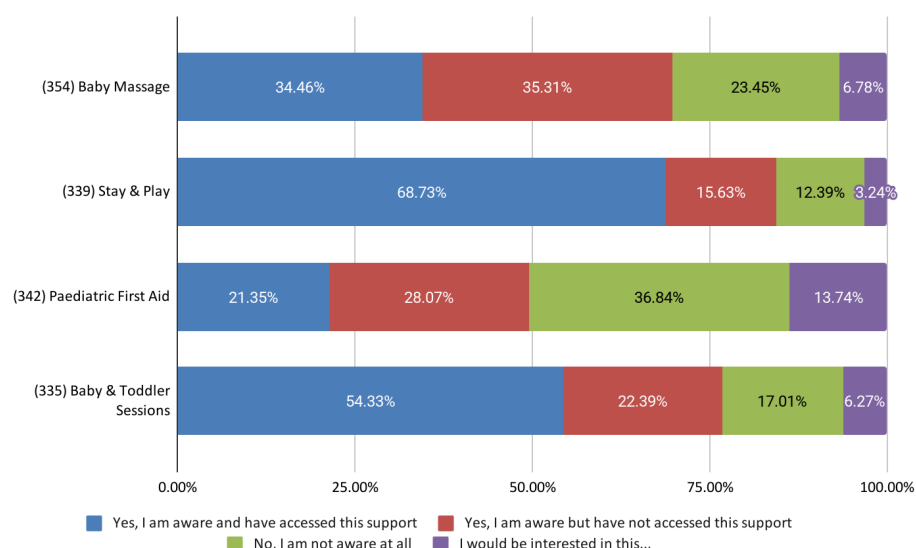
The chart above shows that just under a quarter of respondents believe that "Providing a safe environment for my child: (baby proofing, preventing accidents, etc)" (82) is the most important consideration. This was followed by "Playing with my baby/child and developing a close bond (parent infant relationships)" (44), "Ensuring my child gets enough sleep: (parenting, sleep safety, boundary setting and routines)" (36), "Watching for signs of potential developmental delays: (empowers parents to seek early intervention if needed)" (33), "Feeding my child a healthy and balanced diet: (nutrition, healthy weight, avoiding potential allergens)" (29), "Services to help and support me to breastfeed (breastfeeding)" (24), "Encouraging play and exploration: (physical and cognitive development.)" (21), "Limiting screen time and prioritizing face-to-face interactions: (quality interaction and language learning)" (21),

“Responding to my child's babbling and attempts to communicate: (early communication efforts, parent infant relationships)” (14), “Taking my child for regular check-ups and vaccinations: (preventative healthcare)” (14), “Talking and singing to my child throughout the day: (verbal interaction and language exposure)” (13), and “Reading books and sharing stories with my child: (language development and literacy)” (12). A smaller pool of respondents selected “other” (9).

Respondents were given the opportunity to specify if they selected other. 4 of the 9 responses to this section stated that all of the options were important. The remaining 5 comments are as follows:

- “Reading books”
- “Parent instincts and being with your child”
- “How to limit conflict with my partner and have a harmonious home life.”
- “Supporting parents mental health and wellbeing”
- “Providing a safe and child-friendly environment that allows them to explore and learn about the world and people around them in a safe and healthy environment
- “A balance of a healthy diet, bonding time and good routine of meals and sleep.”

The following support is available to all families with children aged 0 - 2yrs at/through your local Children & Family Hub/Children’s Centre, are you aware of any of the below services? (Base 356)



The chart above represents whether respondents were aware of a service or have accessed said service. Majority of respondents were aware of the services listed in some capacity.

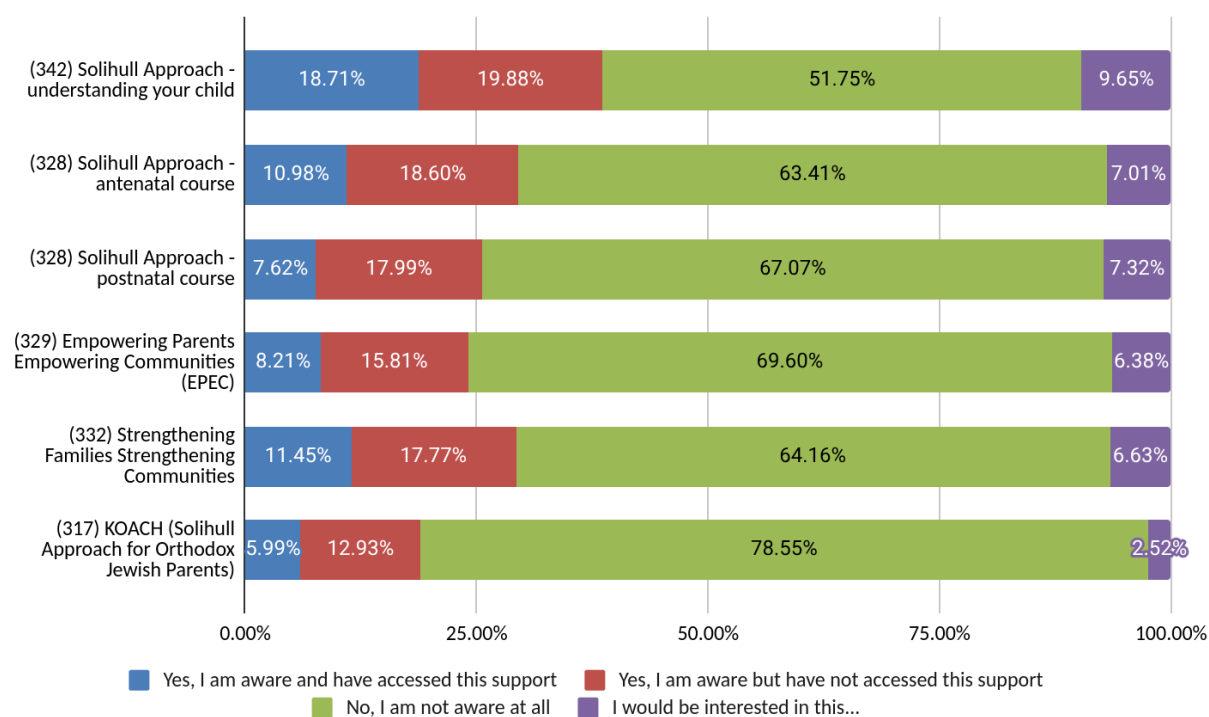
For “Baby Massage”, 35% (125) of the 354 respondents were aware but have not accessed, followed by were aware and have accessed this support (122), were not aware at all (83) and would be interested (24).

For “Stay & Play”, 69% (233) of the 339 respondents were aware and had accessed this support, followed by were aware but have not accessed (53), were not aware at all (42) and would be interested (11).

For “Paediatric First Aid”, 37% (126) of the 342 respondents were not aware at all of the service. 28% (96) of respondents were aware but have not accessed, followed by were aware and have accessed (73) and would be interested (47).

For “Baby & Toddler Sessions”, 54% (182) of the 335 respondents were aware and have accessed this service, followed by were aware but have not accessed (75), not aware at all (57) and would be interested (21).

Parenting Support



The chart above represents whether respondents were aware of the specified parenting support services or have accessed said services. Majority of respondents were not aware at all of the services listed.

For “Solihull Approach - understanding your child”, 52% (177) of the 342 respondents were not aware at all of this service. This was followed by aware but have not accessed (68), aware and have accessed this support (64), and would be interested (33).

For “Solihull Approach - antenatal course”, 63% (208) of the 328 respondents were not aware at all of this service. This was followed by aware but have not accessed (61), aware and have accessed this support (36), and would be interested (23).

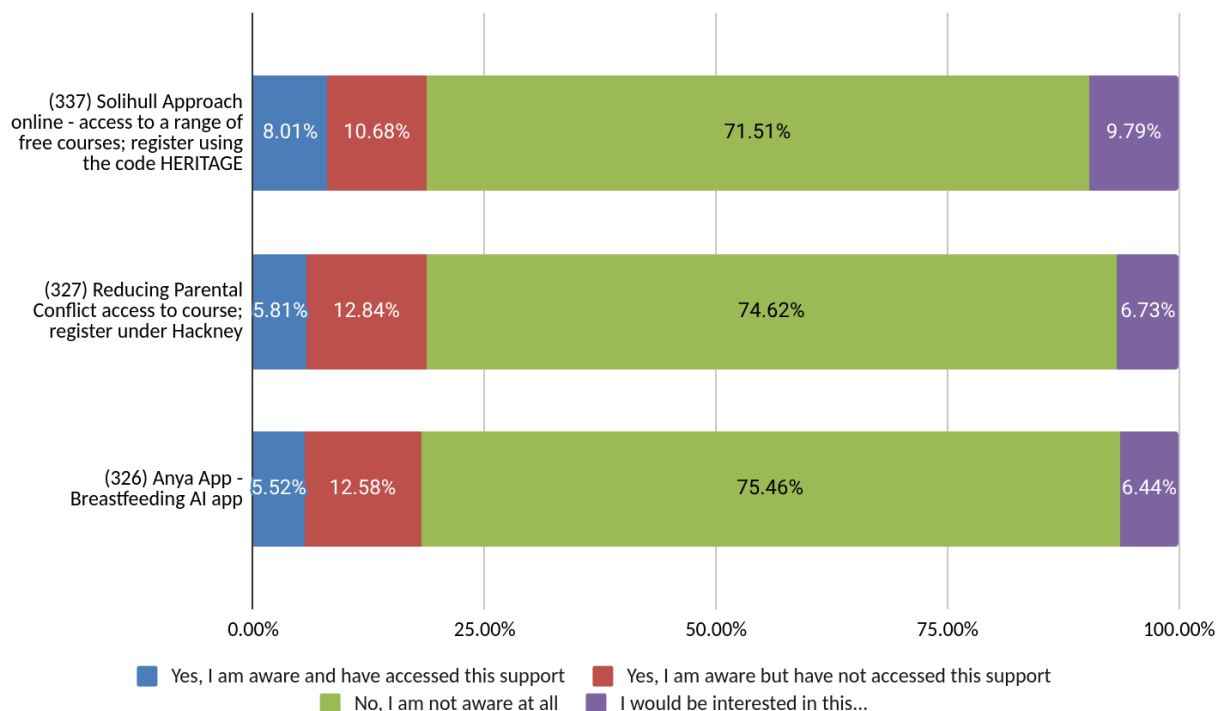
For “Solihull Approach - postnatal course”, 67% (220) of the 328 respondents were not aware at all of this service. This was followed by aware but have not accessed (59), aware and have accessed this support (25), and would be interested (23).

For “Empowering Parents Empowering Communities (EPEC)”, 70% (229) of the 329 respondents were not aware at all of this service. This was followed by aware but have not accessed (52), aware and have accessed this support (27), and would be interested (21).

For “Strengthening Families Strengthening Communities”, 65% (213) of the 332 respondents were not aware at all of this service. This was followed by aware but have not accessed (59), aware and have accessed this support (38), and would be interested (22).

For “KOACH (Solihull Approach for Orthodox Jewish Parents)”, 79% (249) of the 317 respondents were not aware at all of this service. This was followed by aware but have not accessed (41), aware and have accessed this support (19), and would be interested (8).

Digital parenting support programmes



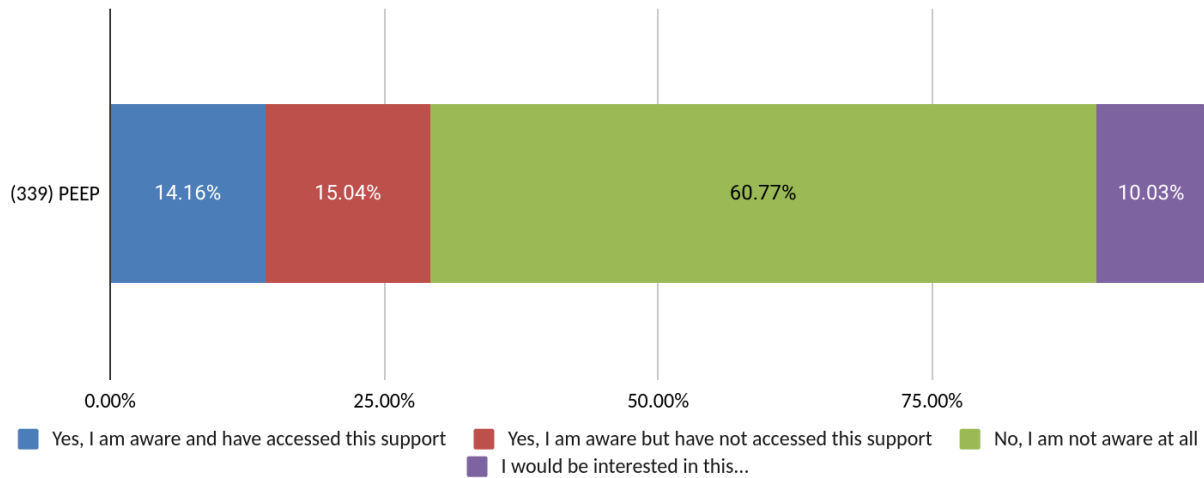
The chart above represents whether respondents were aware of the specified digital parenting support programmes or have accessed said services. Majority of respondents were not aware at all of the services listed.

For “Solihull Approach online - access to a range of free courses; register using the code HERITAGE”, 72% (241) of the 337 respondents were not aware at all of this service. This was followed by aware but have not accessed (36), would be interested (33) and aware and have accessed this support (27).

For “Reducing Parental Conflict access to course; register under Hackney”, 75% (244) of the 327 respondents were not aware at all of this service. This was followed by aware but have not accessed (42), would be interested (22) and aware and have accessed this support (19).

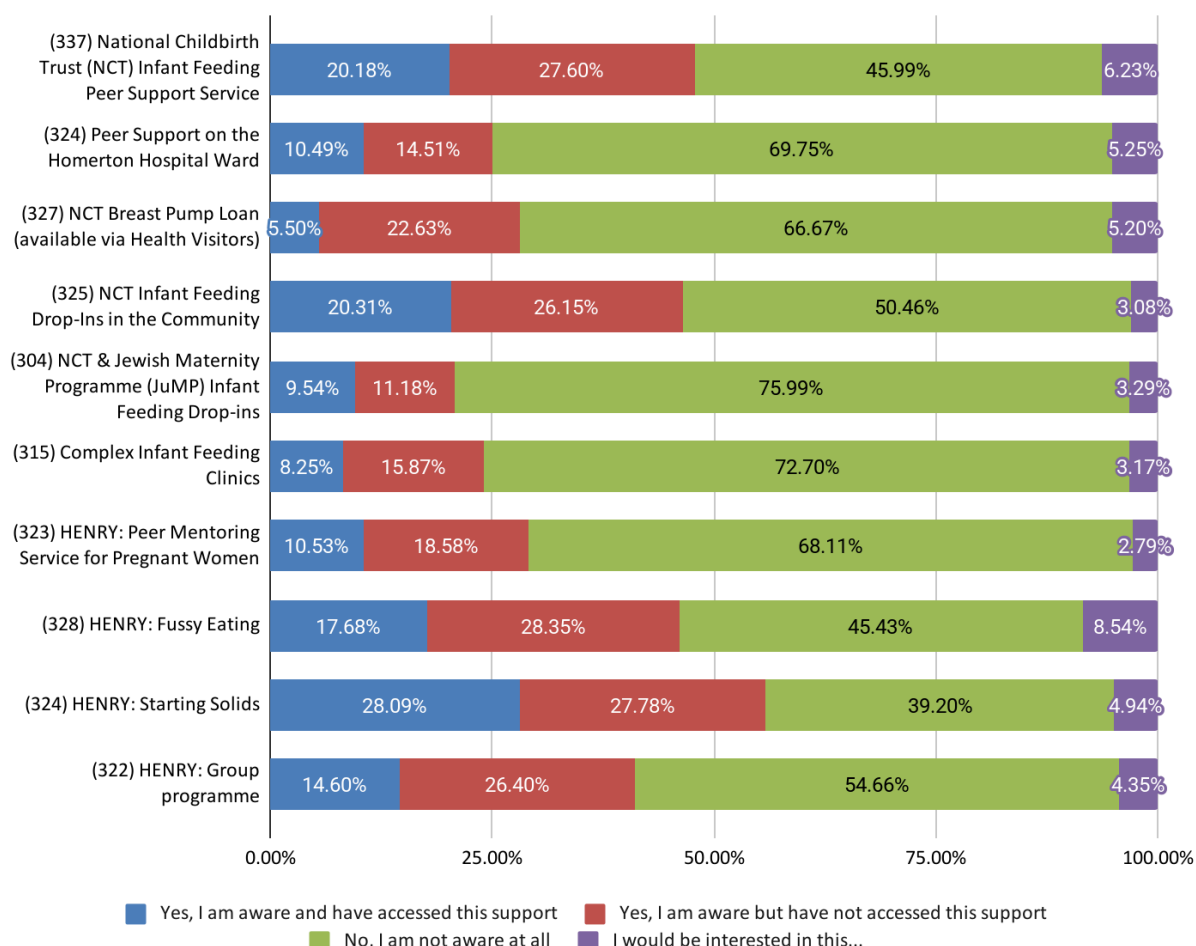
For “Anya App - Breastfeeding AI app”, 75% (246) of the 326 respondents were not aware at all of this service. This was followed by aware but have not accessed (41), would be interested (21) and aware and have accessed this support (18).

Speech and Language Support



The chart above represents whether respondents were aware of the PEEP service (offered under Speech & Language support). 61% (206) of the 339 respondents were not aware at all of this service. This was followed by aware but have not accessed (51), aware and have accessed this support (48) and would be interested (34).

Infant Feeding



The chart above represents whether respondents were aware of the specified infant feeding services or have accessed said services. The highest percentage of respondents were not aware at all of the services listed.

For “National Childbirth Trust (NCT) Infant Feeding Peer Support Service”, 46% (155) of the 337 respondents were not aware at all of this service. This was followed by aware but have not accessed (93), aware and have accessed this support (68) and would be interested (33).

For “Peer Support on the Homerton Hospital Ward”, 70% (226) of the 324 respondents were not aware at all of this service. This was followed by aware but have not accessed (47), aware and have accessed this support (34) and would be interested (17).

For “NCT Breast Pump Loan (available via Health Visitors)”, 70% (218) of the 327 respondents were not aware at all of this service. This was followed by aware but have not accessed (74), aware and have accessed this support (18) and would be interested (17).

For “NCT Infant Feeding Drop-Ins in the Community”, 67% (164) of the 325 respondents were not aware at all of this service. This was followed by aware but have not accessed (85), aware and have accessed this support (66) and would be interested (10).

For “NCT & Jewish Maternity Programme (JuMP) Infant Feeding Drop-ins”, 50% (231) of the 304 respondents were not aware at all of this service. This was followed by aware but have not accessed (34), aware and have accessed this support (29) and would be interested (10).

For “Complex Infant Feeding Clinics”, 73% (229) of the 315 respondents were not aware at all of this service. This was followed by aware but have not access (50), aware and have accessed this support (26) and would be interested (10).

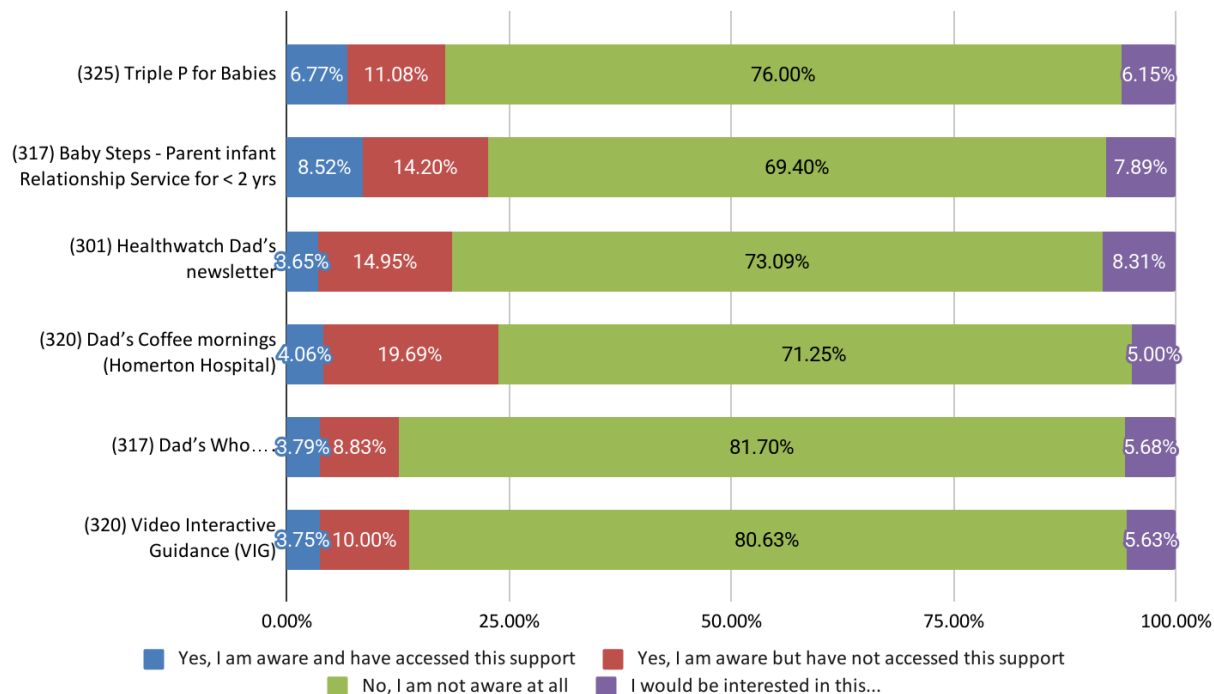
For “HENRY: Peer Mentoring Service for Pregnant Women”, 68% (220) of the 323 respondents were not aware at all of this service. This was followed by aware but have not access (60), aware and have accessed this support (34) and would be interested (9).

For “HENRY: Fussy Eating”, 45% (149) of the 328 respondents were not aware at all of this service. This was followed by aware but have not access (93), aware and have accessed this support (58) and would be interested (28).

For “HENRY: Starting Solids”, 39% (127) of the 324 respondents were not aware at all of this service. This was followed by aware and have accessed this support (91), aware but have not access (90) and would be interested (16).

For “HENRY: Group programme”, 55% (176) of the 322 respondents were not aware at all of this service. This was followed by aware but have not access (85), aware and have accessed this support (47) and would be interested (14).

Perinatal Mental Health & Parent Infant Relationships



The chart above represents whether respondents were aware of Perinatal Mental Health & Parent Infant Relationships services or have accessed said services. Majority of respondents were not aware at all of the services listed.

For “Triple P for Babies”, 76% (247) of the 325 respondents were not aware at all of this service. This was followed by aware but have not accessed (36), aware and have accessed this support (22) and would be interested (20).

For “Baby Steps - Parent infant Relationship Service for < 2 yrs”, 69% (220) of the 317 respondents were not aware at all of this service. This was followed by aware but have not accessed (45), aware and have accessed this support (27) and would be interested (25).

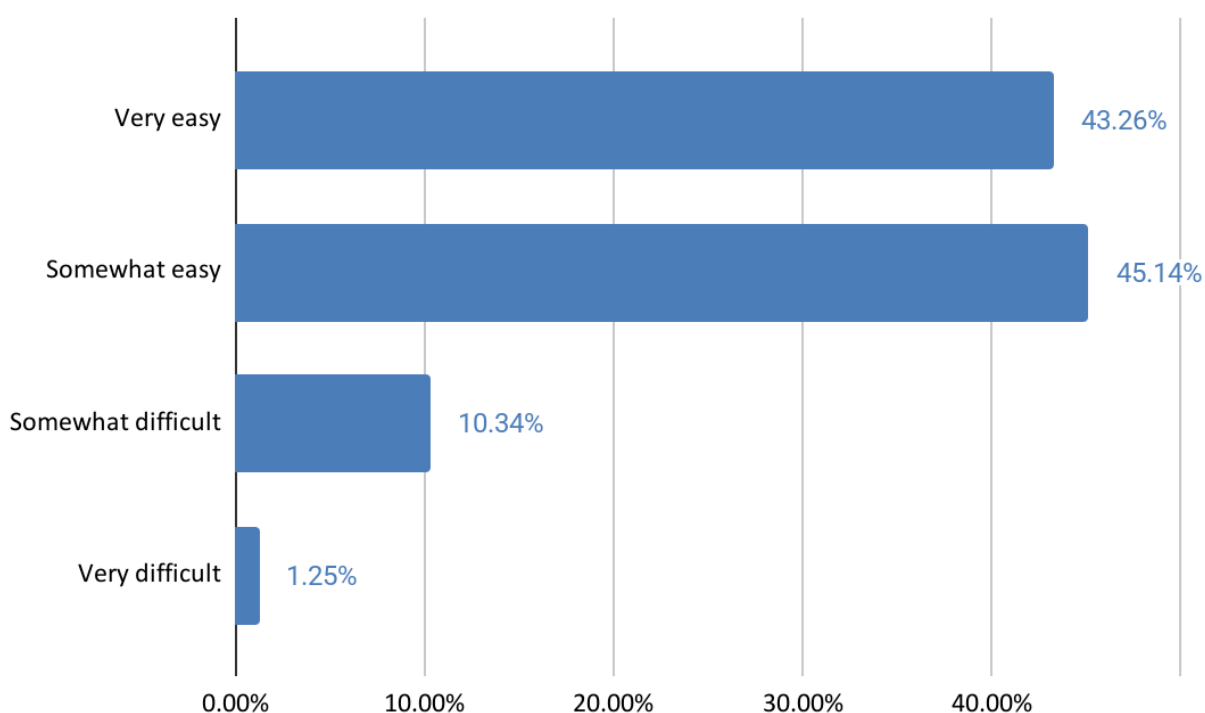
For “Healthwatch Dad’s newsletter”, 73% (220) of the 301 respondents were not aware at all of this service. This was followed by aware but have not accessed (45), would be interested (25) and aware and have accessed this support (11).

For “Dad’s Coffee mornings (Homerton Hospital)”, 71% (228) of the 320 respondents were not aware at all of this service. This was followed by aware but have not accessed (63), would be interested (16) and aware and have accessed this support (13).

For “Dad’s Who...”, 82% (259) of the 317 respondents were not aware at all of this service. This was followed by aware but have not accessed (28), would be interested (18) and aware and have accessed this support (12).

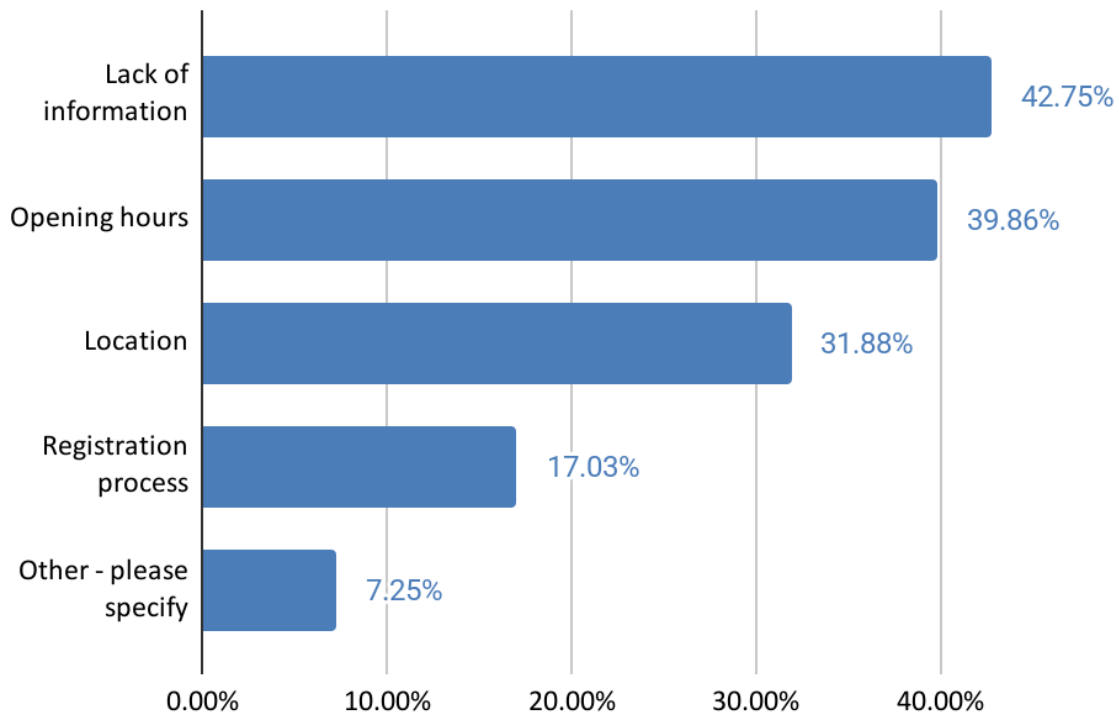
For “Video Interactive Guidance (VIG)”, 81% (258) of the 320 respondents were not aware at all of this service. This was followed by aware but have not accessed (32), would be interested (18) and aware and have accessed this support (12).

If you attended any of the Services on the previous page, how easy or difficult was it for you to access these? (Base 319)



The chart above shows how easy or difficult respondents found it to access the services in the previous question. Most respondents found it either somewhat easy (144) or very easy (138). 10.54% (33) of respondents found it somewhat difficult to access. Those who found it very difficult accounted for a much smaller percentage (4).

What barriers, if any, did you face when trying to access services? (Base 278)



The chart above represents what barriers respondents may have faced when trying to access these services. Respondents were able to select more than one option. The most selected barrier was lack of information, with 118 respondents selecting that option. This was followed by opening hours (110), location (88), registration process (47) and other (20).

Respondents were given the opportunity to specify what other barriers they may have faced. A total of 28 comments were received, 9 of which stated that they faced no barriers. The remaining 19 comments were analysed into key themes:

1. Scheduling conflicts

- **Description:** Respondents commented on scheduling conflicts they faced which prevented them from attending the services.
- **Count:** 7
- **Quotes:**
 - “trying to fit it around my babies sleeping schedule and making time for it”
 - “Only managing the times around baby schedule- the Henry feeding starting solids clashed with nap time and we had to leave the session part way through”
 - “Clash time frame”

2. Lack of information

- **Description:** Respondents commented on the lack of information they had available to them about the services.
- **Count:** 5
- **Quotes:**
 - “Hard to find the up to date timetable for some centres classes”
 - “Would be easier to have information online in a clear way and a booking system online”
 - “Health visitor in early visits gave very little information and did not refer me to mental health team at all even though I asked. Only accessed perinatal mh when I finally self referred when baby turned 1. Only saw info for dads long after it was possible for my husband to attend”
 - “Most of them I was not aware of”

3. Accessibility issues

- **Description:** Respondents comment on accessibility issues they faced .
- **Count:** 3
- **Quotes:**
 - “Accessing the building with twins. Not all parents are able to carry two babies who do not walk from the buggy park alone and around the centre”
 - “Parking”

4. Social/Emotional barriers:

- **Description:** Respondents commented on social/emotional barriers that prevented them from attending the services.
- **Count:** 2
- **Quotes:**
 - “Feeling nervous about accessing a new service for the first time, lack of familiarity with terminology on publicity materials (I only moved to the UK as an adult), children's centres not always very welcoming, lots of forms/rules”
 - “Commitment”

5. Other

- **Description:** Respondents mentioned other factors that prevented them from accessing the services,
- **Count:** 1
- **Quotes:**
 - “COVID”

Is there anything else you would like to tell us about your family's experiences of services for 0 - 2yrs you have used in Hackney? (Base 97)

Respondents were invited to share additional feedback about their family's experiences with services for 0–2-year-olds in Hackney. A total of 97 comments were received and analysed into key themes:

1. Appreciation for Existing Services

- **Description:** Many respondents expressed gratitude for the services available, particularly children's centres, stay and play sessions and breastfeeding support. They highlighted the positive impact these services had on their well-being and their children's development.
- **Count:** 22
- **Quotes:**
 - "We are highly appreciative of all the offerings in Hackney and would like to thank you for it."
 - "The children's centres are prob my most important part of our lives and I'm so grateful to have them and used them since my pregnancy and now still with a 5yo and just turned 3yo"
 - "Great service that caters for all."

2. Lack of Information and Communication

- **Description:** A significant number of respondents reported difficulties in accessing information about available services. They mentioned poor marketing, lack of a centralized information source and inconsistent communication.
- **Count:** 20
- **Quotes:**
 - "There are so many excellent services being run but due to such poor marketing I wasn't aware of most of them until I'd had my second child."
 - "It was generally wonderful but there is a lack of information. The timetable is useful but it doesn't seem to have all the information on there."
 - "Very difficult to find out about provided services and clear informations such as opening times, how to register..."

3. Need for More Services and Increased Accessibility

- **Description:** Respondents expressed a desire for more services, particularly during specific times (e.g., evenings) and for specific needs (e.g., children with autism, parents with ADHD, families with multiples). They also highlighted the need for improved accessibility, including location and registration processes.
- **Count:** 16
- **Quotes:**
 - "More services are needed!"
 - "I know it's difficult but I would so appreciate more things to do between 3-5pm as this is before my husband gets home from work and can be hard to entertain baby."
 - "Stay and play sessions were sometimes difficult as they only offered one day a week (Friday) at my closest location. It would be good to have alternative days at locations to allow for parents who can't attend specific days to still have a chance to take their children."

4. Positive Impact of ChildrenCentresers and Stay and Play Sessions

- **Description:** Many parents found the childcentresenters and stay and play sessions to be invaluable for their children's development, social interaction and their own well-being.
- **Count:** 14
- **Quotes:**
 - "Stay and play...Is very good for her leaning and for our time together for her to make friends and learn to to get along with everyone. We really enjoying going to stay and play"
 - "Childrens Centres especially morningside are incredible"
 - "My local children centre were amazing."

5. Breastfeeding Support

- **Description:** The quality of breastfeeding support varied, with some respondents praising the service and others criticizing it.
- **Count:** 5
- **Quotes:**
 - "Breast feeding support I accessed through the borough that was free was excellent."
 - "The breastfeeding support at Woodberry Down was apalling in the summer 2022, when I accessed it. The person running it was not a lactation consultant and useless in my complex case."
 - "infant feeding support at Ann Tayler was amazing in the first days of breastfeeding."

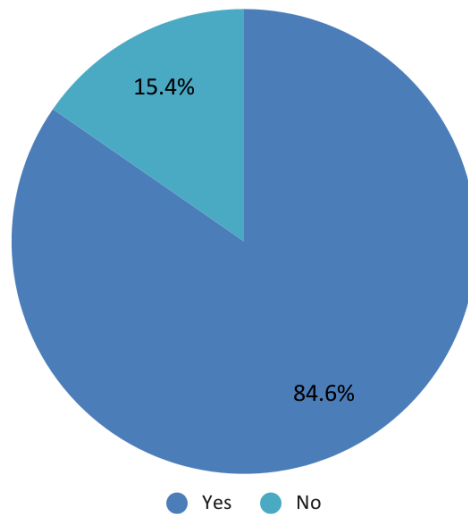
6. Inclusivity and Diversity

- **Description:** Some respondents raised concerns about the lack of inclusivity in services, particularly for adoptive families and same-sex couples.
- **Count:** 4
- **Quotes:**
 - "This survey assumes that I or my partner 'gave birth' to our son. We did not, he is adopted. It wouldn't take much to make this survey inclusive and appropriate for more types of families - and you should do that."
 - "We are a family with 2 mum's. A lot of services are quite heteronormative and are not designed to fit our family."

7. Health Visitor Services

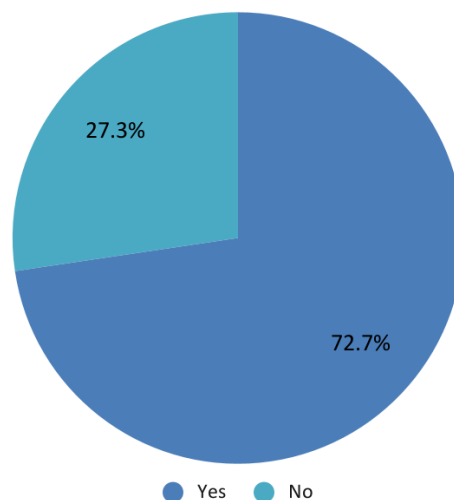
- **Description:** Experiences with health visitor services were mixed, with some respondents praising their support and others highlighting issues with communication and follow-up.
- **Count:** 4
- **Quotes:**
 - "Having said this, health visiting have been fantastic - my youngest had a brain tumour and the HV was the only person who took her developmental delays seriously."
 - "June Lecky is by far the best of all health visitors I have seen since the birth of my Son."
 - "After the initial house visits we had no communication from the council. I had to contact the council via email in order to make sure my son had his one year checkup but this was done a few months after he turned one"

Do you know where your local Children's Centre/Children & Family Hub is located? (Base 384)



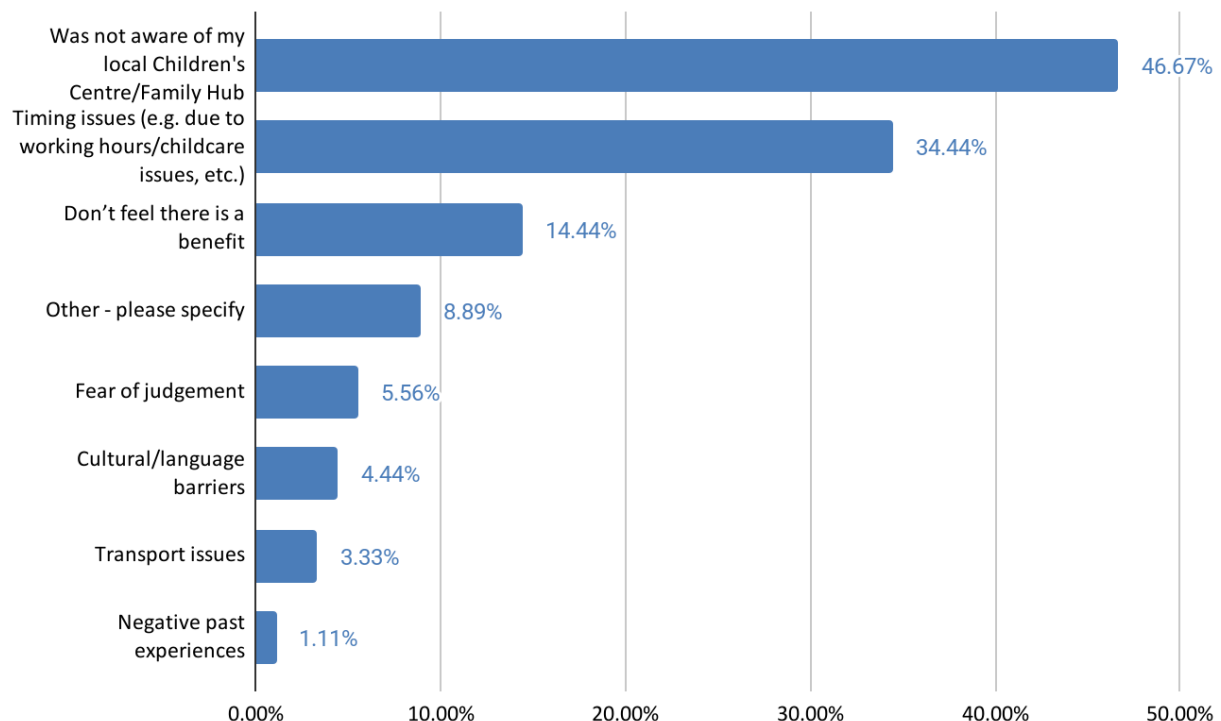
The chart above shows that the majority of respondents know where their local Children's Centre/Children & Family Hub is located (325), whilst the remaining 15% (59) did not know where their local Children's Centre/Children & Family Hub is located.

Are you registered with your local Children's Centre/Children & Family Hub? (Base 384)



The chart above shows that just under a quarter of respondents (279) are registered with their local Children's Centre/Children & Family Hub. The remainder of respondents were not aware (105).

**Please tell us why you are not registered at a Children's Centre/Family Hub?
(Please tick all that apply) (Base 92)**



The question above was answered by those who selected that they were not registered with their local Children's Centre/Children & Family Hub. The chart above reflects their reasonings not for not being registered (respondents were able to select more than one response).

The most selected option was "Was not aware of my local Children's Centre/Family Hub" which was selected by 42 respondents. This was followed by "Timing issues (e.g. due to working hours/childcare issues, etc.)" (31), "Don't feel there is a benefit" (13), "other" (8), "Fear of judgement" (5), "Cultural/language barriers" (4), "Transport issues" (3) and "Negative past experiences" (1).

Respondents were given the option to specify other reasons as to why they are not registered with their local Children's Centre/Children & Family Hub. A total of 9 comments were received and analysed into the following key themes:

1. Unaware of the registration process

- **Description:** Respondents commented on the fact that they were unaware of the registration process Children's Centre/Children & Family Hub's.
- **Count:** 4

- **Quotes:**
 - “Didn't know you have to register”
 - “I have only visited the local centre to get vitamin D, but I wasn't aware we could register”
 - “not enough informed about it”

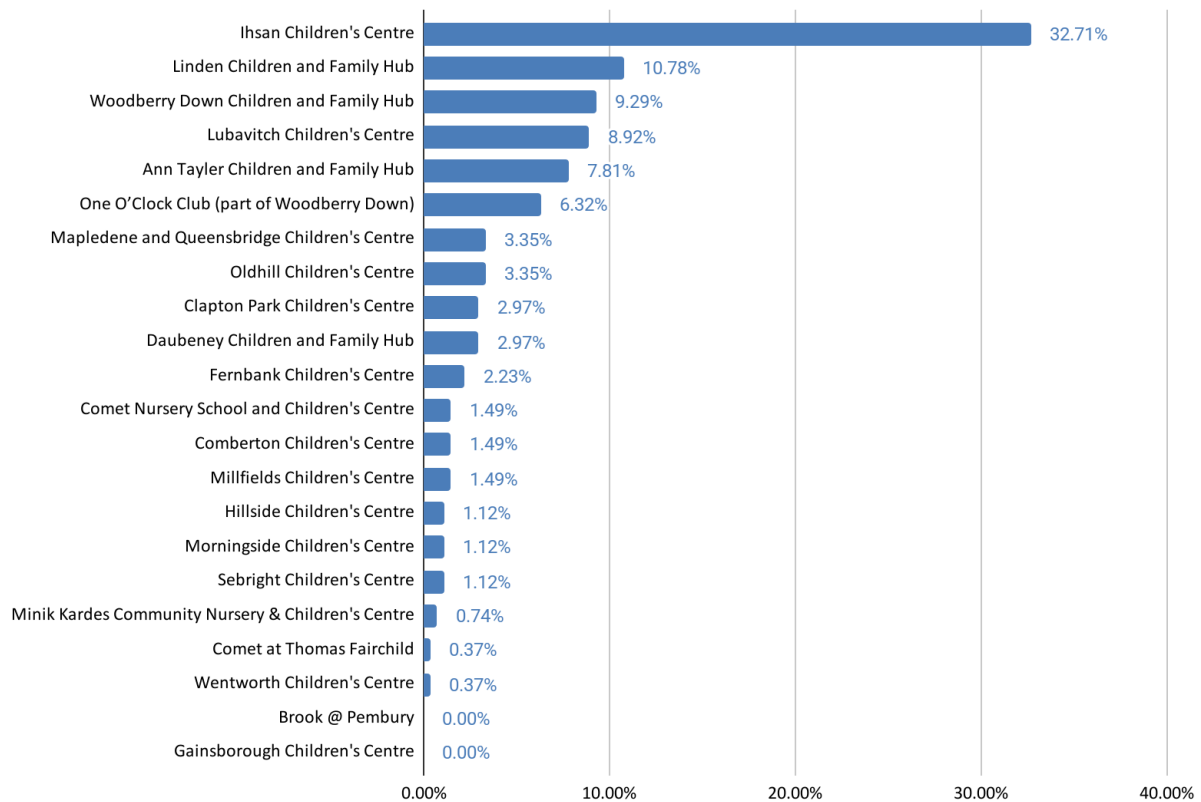
2. Not needed

- **Description:** Respondents commented on them not needing to register with their local Children's Centre/Children & Family Hub.
- **Count:** 3
- **Quotes:**
 - “i was registered but now kids are at school so noneed for childrens centre”
 - “Not applicable at this time”
 - “as a mum of 5 kids i feel i have experience by now....”

3. Future plans to register

- **Description:** Respondents commented on them registering in the future.
- **Count:** 2
- **Quotes:**
 - “Haven't had the chance yet! Child is still very young (7 weeks) but I will eventually.”
 - “Know where it is but didn't realise I have to register. Am looking to start joining offerings once child is over 3 months”

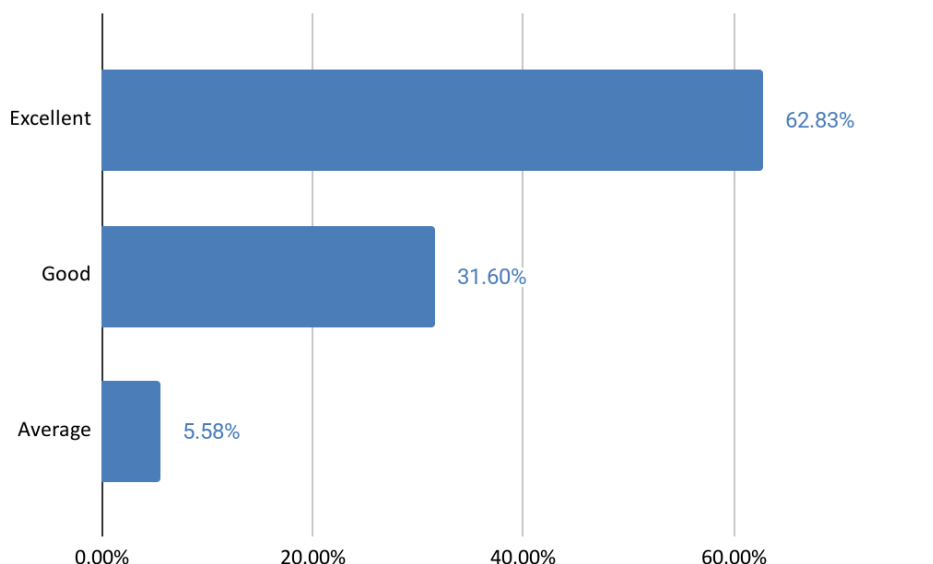
Which Children's Centre/Children & Family Hub did/do you attend?



The question above was answered by those who selected that they are registered with their local Children's Centre/Children & Family Hub. The chart above reflects which centre they're registered with/regularly attend.

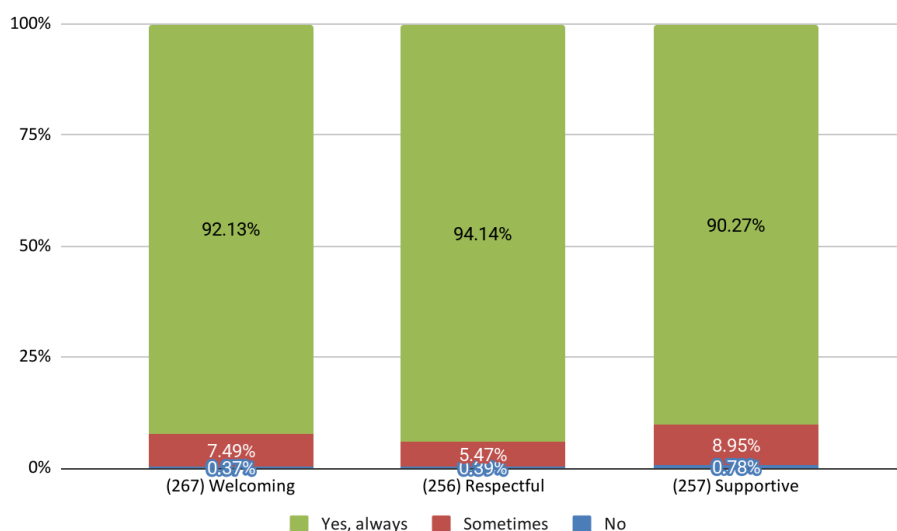
The highest percentage of respondents selected Ihsan Children's Centre (88), followed by Linden Children and Family Hub (29), Woodberry Down Children and Family Hub (25), Lubavitch Children's Centre (24), Ann Tayler Children and Family Hub (21) and One O'Clock Club (part of Woodberry Down) (17). The remainder accounted for a much smaller percentage. No respondents to this survey were registered at Brook @ Pembury and Gainsborough Children's Centre.

How would you rate the quality of the services you accessed at Hackney Children & Family Hubs? (Base 269)



The chart above shows how respondents rate the quality of the services they accessed at Hackney Children & Family Hubs. Just over 60% (169) of respondents rated their experience as excellent. This was followed by good (85) and average (15). No respondents rated the service as poor or neutral.

Did you feel the staff were... (Base 267)

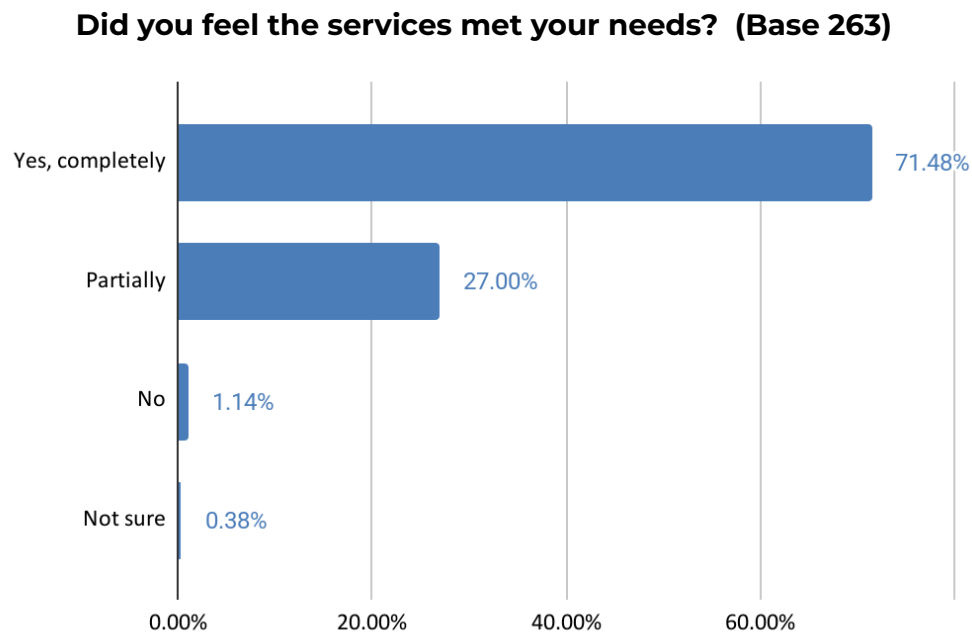


The chart above shows how respondents felt staff were. Sentiments were typically positive towards staff in all areas.

Out of 267 respondents, 92% (246) of respondents felt that staff were welcoming. Followed by sometimes (20) and no (1).

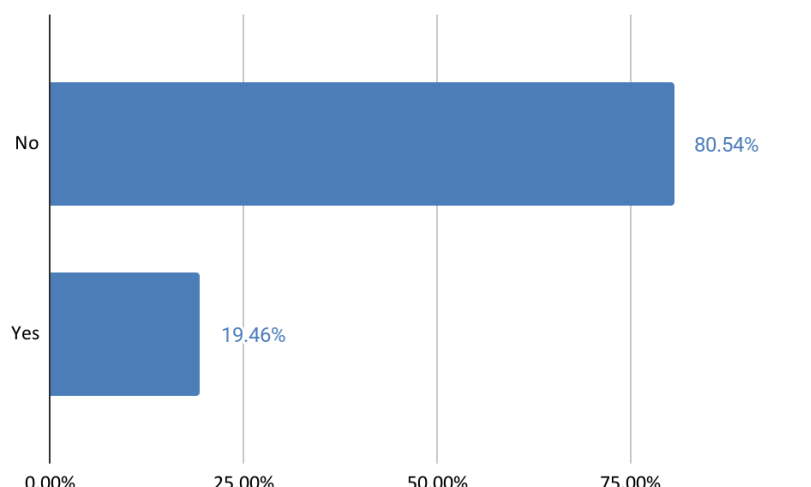
Out of 256 respondents, 94% (241) of respondents felt that staff were respectful. Followed by sometimes (14) and no (1).

Out of 257 respondents, 90% (232) of respondents felt that staff were supportive. Followed by sometimes (23) and no (2).



The chart above shows whether respondents felt services met their needs. Majority of respondents selected “yes, completely” (188). This was followed by partially (71), no (3) and not sure (1).

Were there any services you needed but could not find or access through Hackney Children & Family Hubs? (Base 259)



The chart above shows whether respondents felt there were services need that they could not find or access through Hackney Children & Family Hubs. Most respondents selected no (207). The remainder selected yes (50).

Respondents were given the opportunity to specify any services they needed but could not find or access through Hackney Children & Family Hubs. A total of 49 comments were received and analysed into key themes

1. Service Availability and Accessibility

- **Description:** Respondents commented on concerns about the reduction in available services compared to the past, difficulties accessing existing services due to scheduling conflicts, limited opening hours and geographical limitations.
- **Count:** 20
- **Quotes:**
 - "The amount of services has decreased so much from having a baby 14 years ago to today. I can't believe how little there is in the offering compared to my first child."
 - "Some of the courses like first aid were hard to access."
 - "Limited opening hours for drop ins for weight can make it harder to access with work and other children (eg mornings only every day makes it harder than a mother of morning or afternoon options for example)"

2. Specific Service Needs

- **Description:** Respondents made requests for specific services such as lactation consultants, playgroups, first aid courses, breastfeeding support, mental health support, childcare assistance and workshops on various parenting topics.
- **Count:** 25
- **Quotes:**
 - "lactation consultant, more play groups"
 - "I struggled a lot with breastfeeding and I wish there was a service where hospital grade pumps were available for loan..."
 - "Yes mental health. Help with my child's behaviour and my disability. There's no support."

3. Inclusion and Diversity

- **Description:** Respondents commented on concerns about the lack of representation for diverse family structures, particularly same-sex parent families and accessibility issues for parents of multiples.
- **Count:** 3
- **Quotes:**
 - "As a family with 2 mums, I'd have liked to have seen different types of families more reflected in the materials/displays at the children's centre - as it stands, it's still quite heteronormative."
 - "Accessing the building with twins or multiples is difficult. If the children are not independent walkers the parent cannot be expected to carry both babies from buggy parks and around the centre. Hence why most twin and multiple parents do not attend. The policy turns us away. This means the services are not inclusive."

4. Information and Navigation

- **Description:** Respondents commented on difficulties in navigating the childcare system, obtaining necessary information about available services and addressing misleading or conflicting information.
- **Count:** 5
- **Quotes:**
 - "Information about childcare"
 - "Navigation of the childcare system and applying for benefits"
 - "Childcare from 3 months on the Hackney website its from ages 3 months Every time i went to a centre they all said 6 months and above Their signage outside says 0-5 years old It's extremely misleading"

5. Social and Emotional Support

- **Description:** Respondents commented on the need for social connection among parents, particularly new mothers and support for emotional well-being, including those experiencing abuse or mental health challenges.
- **Count:** 7
- **Quotes:**
 - "More playing sessions for parents / carers to connect with each other"
 - "I would have loved a new mom's group at Linden, maybe just for babies under 6 months- the stay and plays are too hectic at that time and you really need to meet other new parents"
 - "I was going through abuse and scared to share it with anyone..."

Are there any specific services or support you feel are needed but are not currently available at Hackney Children & Family Hubs? (Base 79)

Respondents were asked to identify any specific services or support they felt were needed but not currently available at Hackney Children & Family Hubs. A total of 79 comments were received and analysed into key themes:

1. Need for More Activities and Classes

- **Description:** Respondents commented on a need for a wider variety of classes and activities catering to different age groups, interests and times of day. There is a desire for both structured learning and informal social opportunities.
- **Comment Count:** 26
- **Quotes:**
 - "Signing for babies/toddlers Art for toddlers Dance for toddlers Singing for all under 5s"
 - "More baby (0-1yo) classes in the evening. Most baby classes are in the morning and I find them difficult to attend my baby sleeps in those hours. I would love to have more classes in the afternoon"
 - "More weekend activities would be welcome"
 - "Possibly something to support parents with two under two."
 - "Swimming for babies"

2. Support for Parents' Well-being and Specific Needs

- **Description:** Respondents commented on the need for services and support aimed at improving parents' overall well-being, including mental health, physical health and support for specific challenges (e.g., NICU parents, C-section recovery, parents of twins).
- **Comment Count:** 18

- **Quotes:**
 - "More services for parental wellbeing and not just baby classes"
 - "Support for NICU parents Development of NICU babies"
 - "As above, plus extra support for C-section mums, I was not supported or checked"
 - "Exercise provisions within creche. Women and baby only spaces"
 - "Baby sleep support"
 - "Fitness for mums with creche"

3. Specific Support Services

- **Description:** This theme includes requests for specific support services addressing various needs, such as speech therapy, support for children with dyslexia and ADHD, domestic violence support, legal advice and breastfeeding support.
- **Comment Count:** 13
- **Quotes:**
 - "Domestic violence after giving birth. Signs of coercive control abuse signs . What to do and how to get help."
 - "Testing for dyslexia and ADD Emotional regulation for children"
 - "Speech and therapy classes"
 - "CAB services. Citizen advice Bureau person."
 - "Breastfeeding support from specialist as soon as baby is born for mothers who choose to breastfeed"

4. Information and Support Regarding Childcare

- **Description:** Respondents commented on the need for clearer and more accessible information and support related to navigating the childcare system, including daycare options, funding and related benefits.
- **Comment Count:** 7
- **Quotes:**
 - "Would have been nice to get more information during the pregnancy how the daycare system works in the UK and Hackney as a foreigner"
 - "Help with navigating childcare options. I found it really unclear and would have loved to have been told about it via group sessions or booklet. Clear information about state run nurseries, help with fundings (how many hours can working parents claim, universal credit help towards costs....)"
 - "Childcare from 3 months on the hackney website its from ages 3 months Every time i went to a centre they all said 6 months and above

Their signage outside says 0-5 years old It's extremely misleading as i

wanted to put my baby in care at 3 months and I'm not happy the centre could not give an explanation why the site says from 3 months and the signage needs to change"

5. Accessibility and Outreach

- **Description:** Respondents commented on making services more accessible to all families, particularly those who are marginalised or face barriers to access. It also includes the need for better outreach and engagement to ensure that those who need services the most are aware of them.
- **Comment Count:** 5
- **Quotes:**
 - "More outreach and engagement is needed to ensure services are accessed by the families in the community who most need them. As part of this, CFHs/CCs need to carefully consider and try to minimise barriers for families from more marginalised parts of the community to accessing their provision."
 - "Families need more flexible, practical support - with stuff like filling out forms, understanding official letters, etc. If this kind of support was available on a case by case basis, in a friendly and flexible way, it would help prevent families getting into worse trouble and would help CCs to build relationships of trust with families who need them. Of course there is family support, but this takes too long / is too complicated to access."

6. Social and Community Building

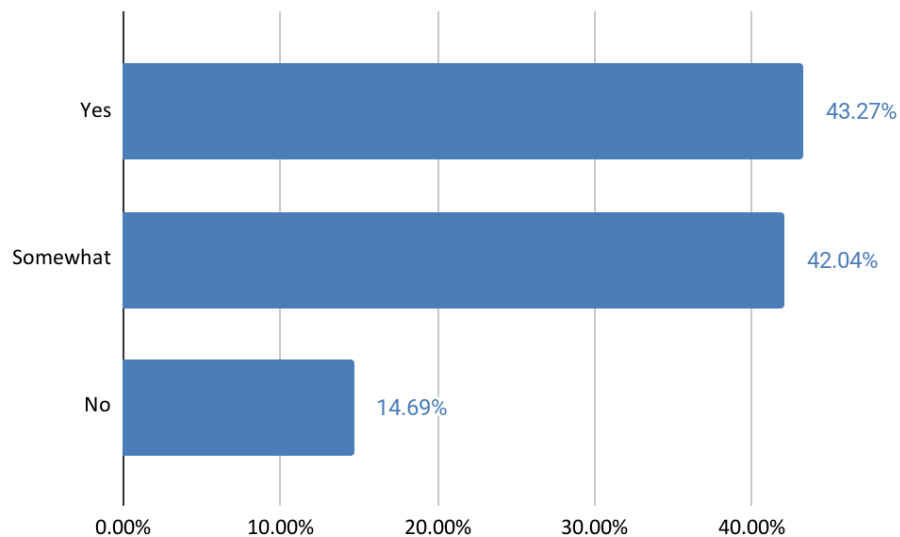
- **Description:** Respondents commented on the desire for opportunities to connect with other parents, build community and participate in social activities, such as coffee mornings, stay-and-play sessions and dads' meetups.
- **Comment Count:** 5
- **Quotes:**
 - "Coffee mornings Stay and play every day"
 - "Fathers socials so they can connect and chat about being fathers"
 - "I would like more weekend stay and plays"

7. Information and Signposting

- **Description:** Respondents commented on the need for better organisation and consolidation of information regarding services and programs, making it easier for parents to find what they need.
- **Comment Count:** 2
- **Quotes:**

- "In general I would consolidate all information on one website. Also just issue one consolidated course programme of all children centres and not separate ones"

Hackney is committed to becoming more father friendly, do you think Hackney Children & Family Hubs actively support the involvement of fathers in their child's development and well-being? (Base 245)



The chart above shows respondents thoughts on whether they think Hackney Children & Family Hubs actively support the involvement of fathers in their child's development and well-being. There was not much variation between those who selected yes (106) and those who selected somewhat (103). A smaller percentage of respondents selected no (36).

What could be done to improve services for fathers at Hackney Children & Family Hubs? (Base 88)

Respondents were asked to suggest improvements for services targeting fathers at Hackney Children & Family Hubs. A total of 88 comments were received and analysed into key themes:

1. Accessibility and Scheduling

- **Description:** Respondents commented on the need for services to be more accessible to working fathers, primarily through evening and weekend scheduling.

- **Count:** 25
- **Quotes:**
 - "More things available for working fathers ie evening and weekend meet ups."
 - "Saturday classes when they're usually off work."
 - "Offer weekend sessions"
 - "Sessions scheduled outside traditional working hours (Monday to Friday, 9am to 5pm)."

2. Awareness and Information

- **Description:** Respondents commented on the lack of awareness among fathers about existing services and the need for improved communication and advertising.
- **Count:** 23
- **Quotes:**
 - "Better advertise the existing services please."
 - "More awareness and information from health visitors and posters"
 - "More information for fathers"
 - "Easier to access information on what and where, maybe signs outdoor?"
 - "More detail and invite fathers more not just mothers"

3. Father-Specific Activities and Groups

- **Description:** This theme emphasizes the desire for activities and groups specifically designed for fathers, fostering a sense of community and belonging.
- **Count:** 21
- **Quotes:**
 - "Father specific baby classes - eg daddy and baby yoga or daddy and baby massage."
 - "Have more fathers clubs with babies and toddlers"
 - "Maybe some father only days to bring dads together with their kids and to meet other dads"
 - "Stay and play sessions specifically for dads?"
 - "Maybe have a group for fathers fathers forum stay and play for dad's"

4. Inclusivity and Addressing Perceived Barriers

- **Description:** Respondents commented on making existing services more inclusive and addressing the feeling that fathers may feel out of place in traditionally mother-centric environments.

- **Count:** 11
- **Quotes:**
 - "Explicitly mention that groups welcome fathers, sometimes my husband feels that he is invading a mother/women's space a"
 - "The main issue for fathers is just that there are so few at groups... the chat is often with the Mums about breastfeeding etc and Dads can feel out of place."
 - "Be more clear that not just mums will be there!"
 - "More inclusive"
 - "Maybe have more male staff so there is someone they can identify with. It can be quite intimidating for Men to be with 20 Women at stay and play."

5. Financial and Policy Considerations

- **Description:** Respondents commented on the financial barriers faced by fathers, such as the cost of taking time off work, and suggests policy changes like extended paternity leave.
- **Count:** 4
- **Quotes:**
 - "Biggest barrier is the cost of not working to look after your child, so good luck with solving that!"
 - "Extended paternity leave"
 - "Lobbying with employers / government to change policy on paternity leave"

6. Additional support

- **Description:** Respondents commented on the need for additional support such as anger management, stress management, and bonding support.
- **Count:** 4
- **Quotes:**
 - "Teaching them anger management and managing stress healthy without abusing their partner or children."
 - "Support bonding with their children. Interactive sessions"
 - "Provide free training or workshops where they can share ideas and experiences. Encourage them by providing vouchers or rewards."

7. Request for direct feedback

- **Description:** Respondents commented on the need to directly ask the fathers what they want.
- **Count:** 3

- **Quotes:**
 - "I think you need to ask the dads what they would like, in most cases the dads are working during the week so I guess access on the weekends for dads"
 - "Focus groups to find out what fathers would like access to in the community"

How can we make sure that Hackney Children & Family Hubs meets the needs of all families from ALL communities? (Base 67)

Respondents were asked how Hackney Children & Family Hubs could better meet the needs of all families across all communities. A total of 67 comments were received and analysed to identify key themes:

1. Inclusivity and Cultural Sensitivity

- **Description:** Respondents commented on the need for the hubs to be welcoming and inclusive of all families, regardless of their cultural background, language, or family structure. It highlights the importance of cultural sensitivity, multilingual services and diverse staff.
- **Count:** 25
- **Quotes:**
 - "So inclusive at Ann Taylor - we go to nursery there and it is so culturally inclusive - I love it because of this!"
 - "More multilingual and multicultural approaches."
 - "Being culturally sensitive to the nuances of different backgrounds. I went to the antenatal class specifically for black and mixed women and thought it was great"
 - "Ensure groups available in different languages"

2. Accessibility and Information

- **Description:** Respondents commented on the need for better communication, advertising, and access to information about the services offered by the hubs. It includes suggestions for using various channels, such as online platforms, emails and community outreach.
- **Count:** 20
- **Quotes:**
 - "More communication and better advertising"
 - "Access to as much information as possible. Via emails or booklets."
 - "More advertising"

- "Be clearer with access to information"

3. Support for Specific Groups

- **Description:** Respondents commented on the need for tailored support for specific groups, such as single mothers, fathers, LGBTQ+ families, and families facing domestic abuse.
- **Count:** 10
- **Quotes:**
 - "There isn't enough support for single mothers."
 - "Dad only spaces"
 - "Domestic abuse awareness for both men and women."
 - "More support for LGBTQ+ families"

4. Community Engagement and Feedback

- **Description:** Respondents commented on the importance of engaging with the community, listening to their needs, and gathering feedback through surveys, one-on-one sessions, and community meetings.
- **Count:** 10
- **Quotes:**
 - "Surveys"
 - "Talk to the families"
 - "Do meetings with community"
 - "LISTEN to what people actually say. Not just the good. I've had some terrible experiences especially around safety of my child when at a stay and play."

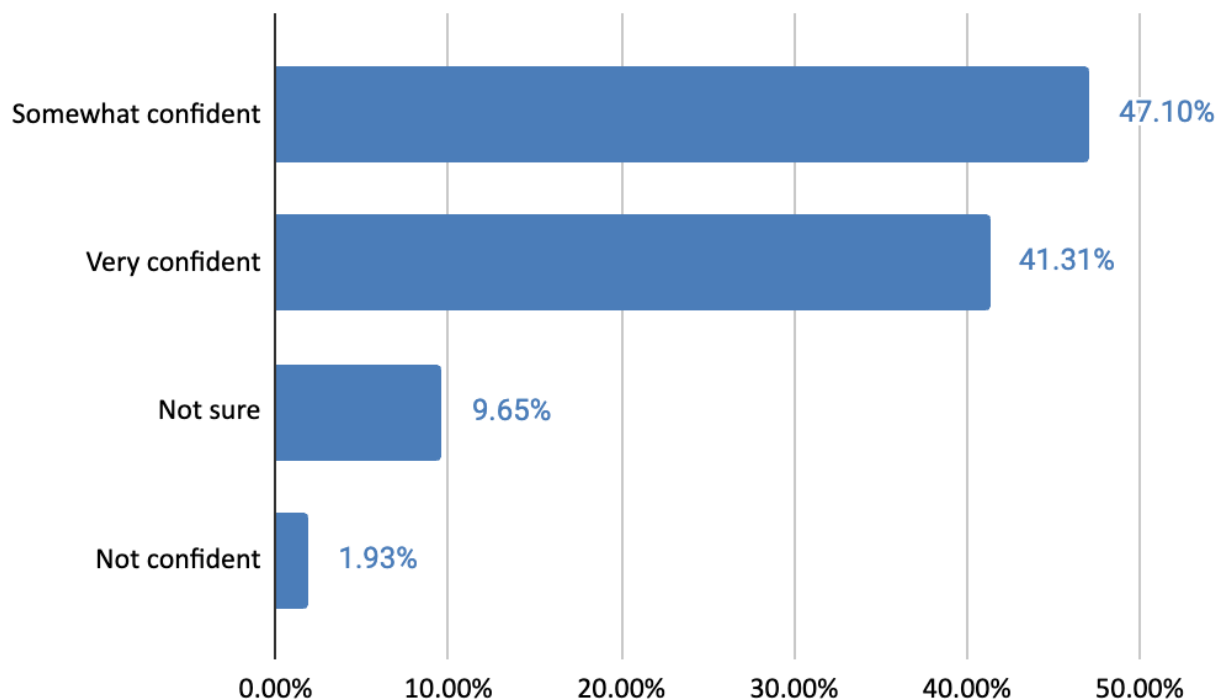
5. Service Improvement and Expansion

- **Description:** Respondents made suggestions on improving and expanding the services offered by the hubs, such as offering more diverse activities, extended hours, and specialised support.
- **Count:** 10
- **Quotes:**
 - "More options"
 - "More funding to have enriched experiences. Family days with activities for all ages"
 - "Extended paternity leave"
 - "Having more sessions toward the end of the week instead of the beginning of the week"

6. Staffing and Resources

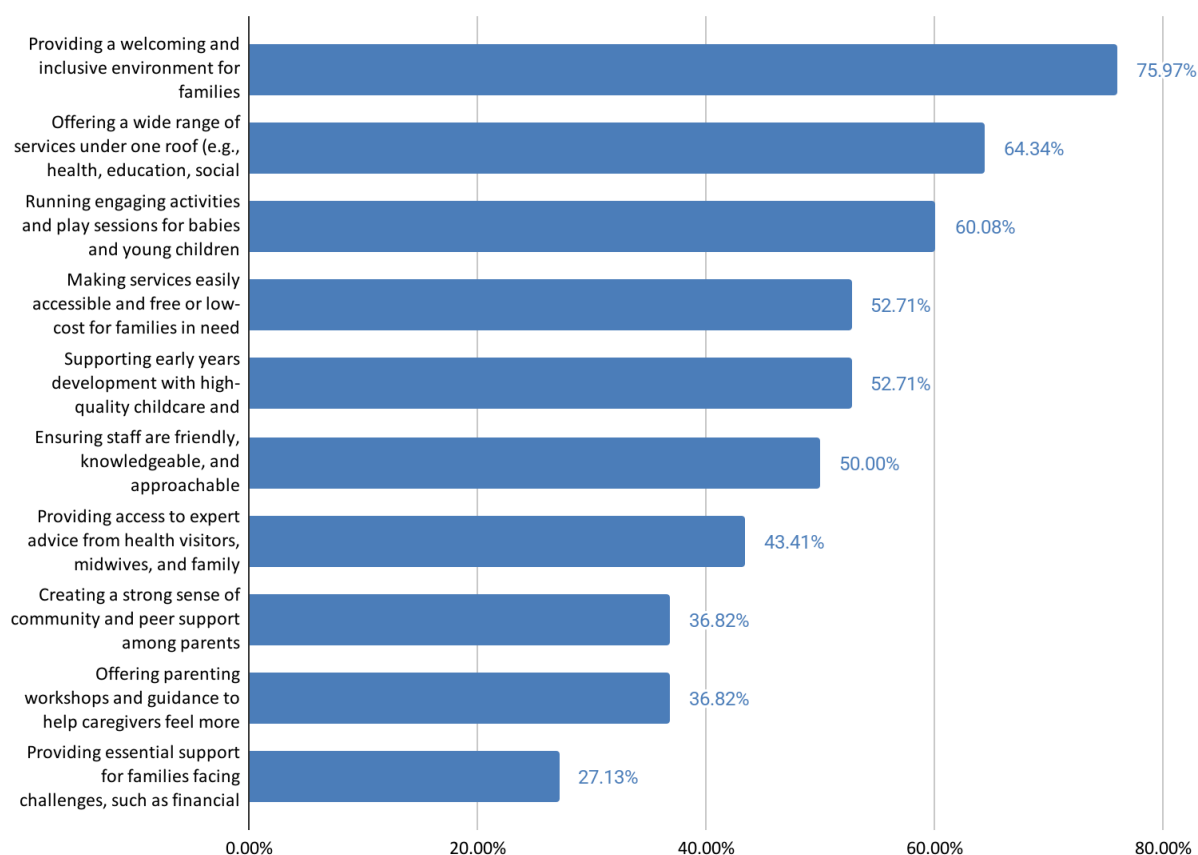
- **Description:** Respondents commented on the need for more staff diversity, translation services and adequate funding.
- **Count:** 6
- **Quotes:**
 - "Diversity in staff members so there is no language barriers..."
 - "Have translation/interpreting services available where necessary"
 - "improve support given to mothers financially"

How confident are you in Hackney Children Family Hub's leadership and their ability to support families effectively? (Base 259)



The chart above shows how confident respondents are in Hackney Children Family Hub's leadership and their ability to support families effectively. Most respondents were either somewhat confident (122) or very confident (107). A smaller percentage of respondents were not sure (25) or not confident (5).

What do you believe are the strengths of the Hackney Children & Family Hubs in supporting families and with very young children? (Base 258)



The chart above shows what respondents believe are the strengths of the Hackney Children & Family Hubs in supporting families and with very young children, respondents were able to select more than one option.

Just over 75% (196) of respondents selected “Providing a welcoming and inclusive environment for families” as a strength. This was followed by “Offering a wide range of services under one roof (e.g., health, education, social support)” (166), “Running engaging activities and play sessions for babies and young children” (155), “Making services easily accessible and free or low-cost for families in need” (136), “Supporting early years development with high-quality childcare and learning opportunities” (136), “Ensuring staff are friendly, knowledgeable, and approachable” (129), “Providing access to expert advice from health visitors, midwives, and family support workers” (112), “Creating a strong sense of community and peer support among parents”(95), “Offering parenting workshops and guidance to help caregivers feel more confident” (95) and “Providing essential support for families facing challenges, such as financial hardship or housing issues” (70).

What lessons do you think Hackney Children & Family Hubs have learned or should learn from your experience? (Base 63)

Respondents were asked to share key lessons they believe Hackney Children & Family Hubs have learned, or should learn, from their experiences. A total of 63 responses were collected and analysed to identify recurring themes:

1. Accessibility and Communication of Services

- **Description:** Respondents commented on issues related to the ease of accessing information about available services, including timetables, locations, and service details. It also includes communication clarity.
- **Count:** 13
- **Quotes:**
 - "One central website with all the stay and play and services offered at all the locations in the borough would be super. It seemed there was one, then it was gone, and the hours weren't always correct either."
 - "That communication is key. Timetables need to be easily accessible. And maybe sharing a map with all the services offered."
 - "It's frustrating when you can't access information about what's on when. Timetables should be updated on social media posts or a website so they can be shared. It was quite hard to navigate downloading PDFs or out-of-date websites/social media accounts"

2. Breastfeeding and Infant Feeding Support

- **Description:** Respondents commented on the need for improved and more comprehensive support for breastfeeding and infant feeding, including lactation consultations and flexible feeding options.
- **Count:** 6
- **Quotes:**
 - "Better breastfeeding support is needed. You cannot tell parents that breastfeeding is the best option for their child without offering proper support. The lack of support hurts parents."
 - "Offering more breastfeeding support to the home in the early days when getting out is tough."
 - "Flexibility on opening hours for weight checks. More open information and encouragement for bottle feeding/combination feeding when breastfeeding is not working well or becoming very stressful."

3. Service Availability and Flexibility

- **Description:** Respondents commented on the need for more flexible service hours, increased frequency of activities, and a wider range of support options to accommodate diverse needs.
- **Count:** 8
- **Quotes:**
 - "More things on throughout the day so babies who nap during key hours don't miss out."
 - "Longer opening times - would be great if services are available from 9-6. I understand that workers need breaks, but weekends and holidays are times when it would be so helpful to have services accessible"
 - "What would be useful is to have more classes/activities during the afternoon. Current classes are morning only."

4. Parent Support and Education

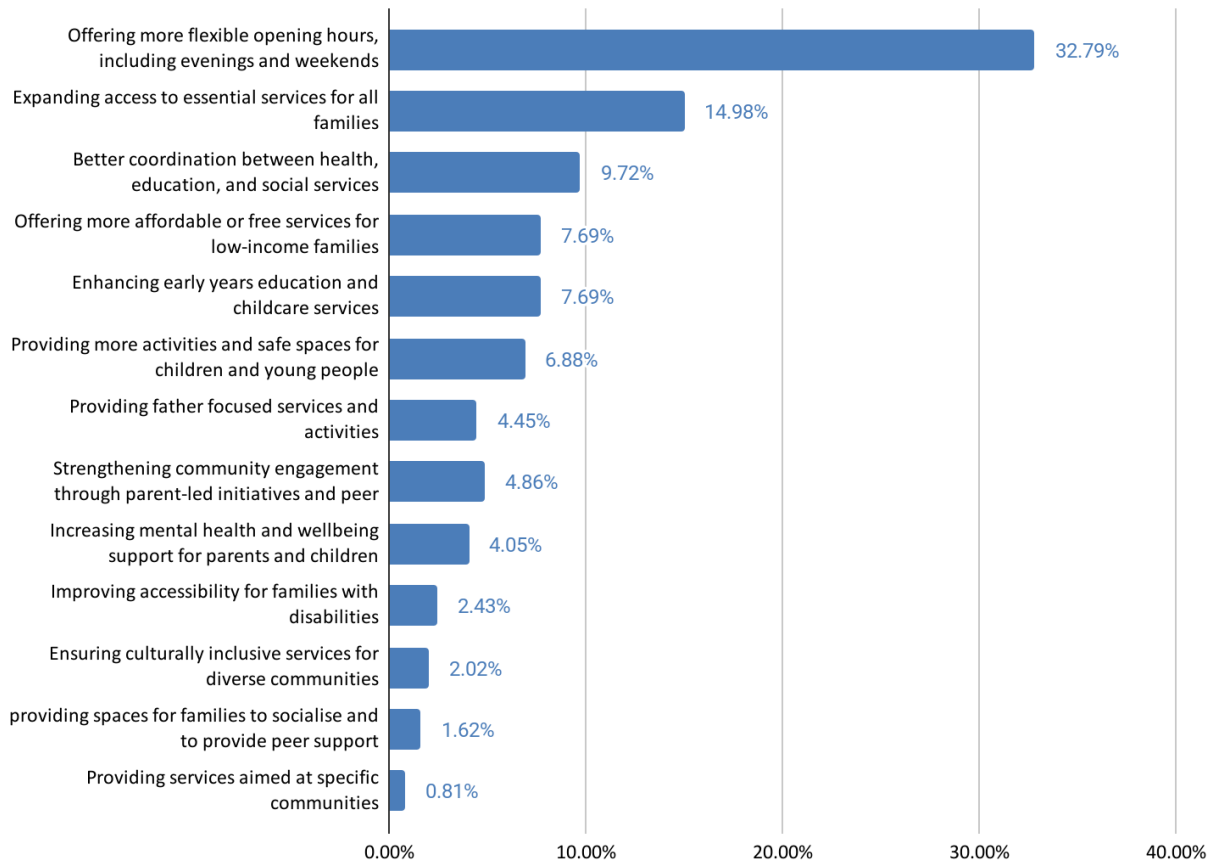
- **Description:** Respondents commented on the importance of providing comprehensive support and educational resources for parents, including parenting courses, mental health support, and guidance on various aspects of child development.
- **Count:** 9
- **Quotes:**
 - "Perinatal mental health is incredibly important and all birthing mothers should be offered and informed fully about their options and what support is available."
 - "Create more opportunities to learn and educate."
 - "Educate earlier on what's available in the area. So that mothers can start to think about it and plan while pregnant/near giving birth."

5. Staff and Service Quality

- **Description:** Respondents commented on the quality of staff interactions, the effectiveness of services, and the overall experience of parents.
- **Count:** 6
- **Quotes:**
 - "Customer service training/ staff training"
 - "Parents generally want the best for their child, and I think June's non-judgemental approach to my concerns was amazing. People could learn a lot from her. If you really want to help families, you need to provide a safe, non-judgmental environment for them to speak openly and honestly. Other health visitors in Hackney have made me feel like I am at an exam and just ticking boxes."

- "Treat each parent with respect and understand that they are in a learning zone - so offer research-backed advice, but not anecdotal stories, please."

What should be the top priority for improving Hackney Children Family Hubs for families in the future? (Base 247)

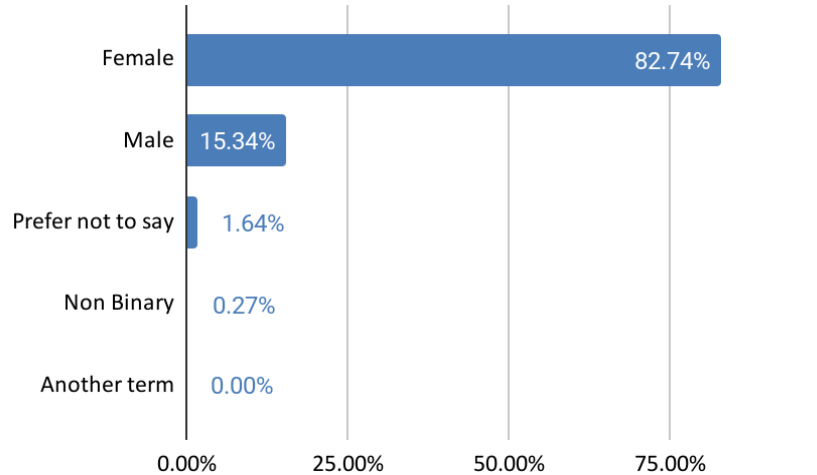


The chart above reflects what respondents feel should be the top priority for improving Hackney Children & Family Hubs for families in the future. The most selected priority was "Offering more flexible opening hours, including evenings and weekends" (81). This was followed by "Expanding access to essential services for all families" (37), "Better coordination between health, education, and social services" (24). The same amount of respondents (19) selected "Offering more affordable or free services for low-income families" and "Enhancing early years education and childcare services" as a top priority, followed by "Providing more activities and safe spaces for children and young people" (17), "Providing father focused services and activities" (11), "Strengthening community engagement through parent-led initiatives and peer

support groups” (12) and “Increasing mental health and wellbeing support for parents and children” (10). The other priorities account for a much smaller percentage.

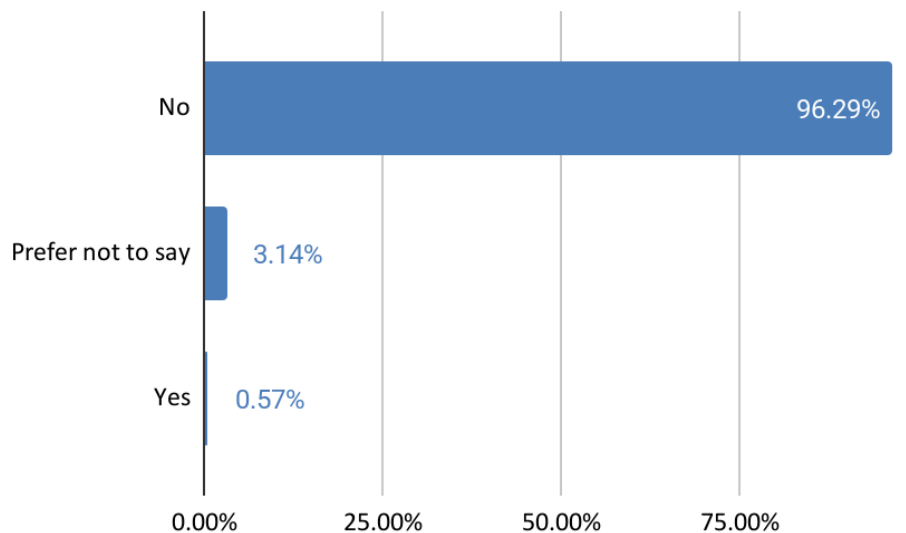
About you

Gender: Are you... (Base 365)



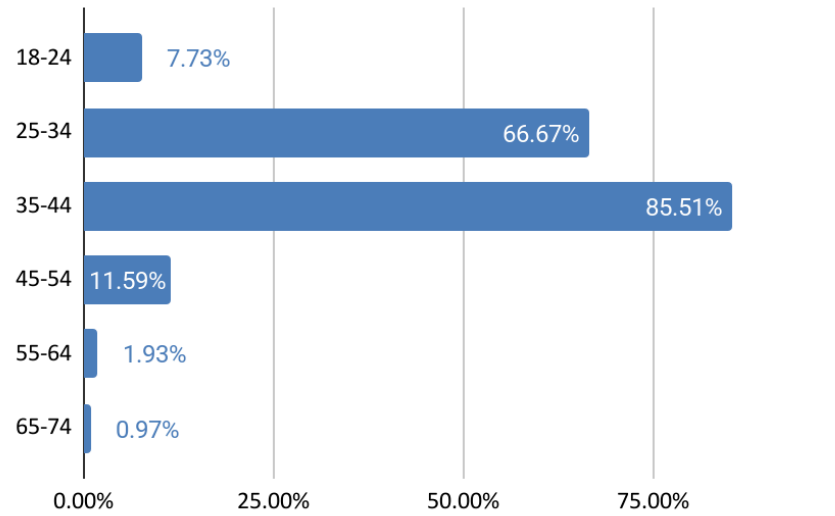
The above chart shows that 83% of respondents stated they were female (302), with 15% of respondents who stated they were male (56). All others accounted for a much smaller percentage.

Are you transgender or have a transgender history? (Base 350)

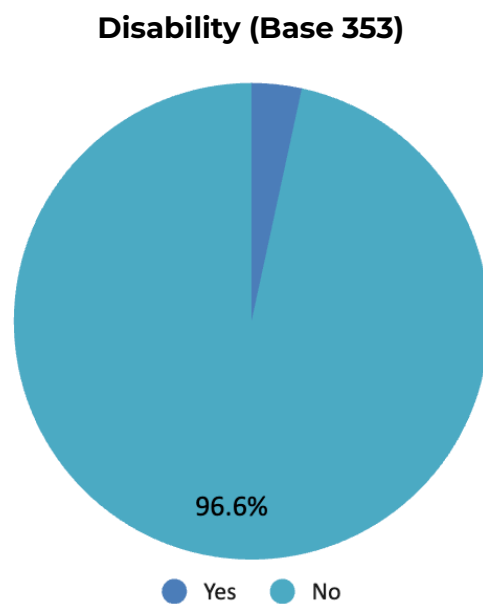


96% (337) of respondents stated they were not transgender, followed by 3% (11) who prefer not to say and 0.5% (2) who stated they were transgender or have a transgender history.

Age: what is your age group? (Base 207)

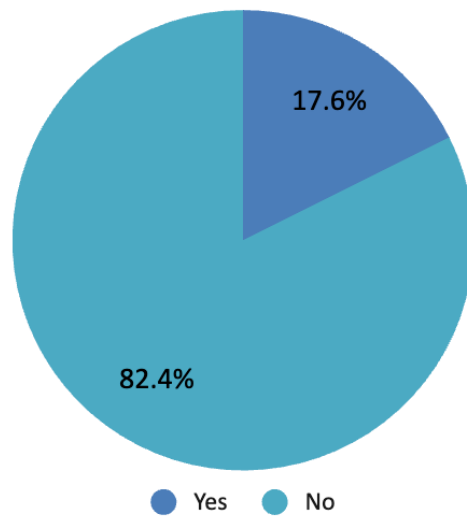


The highest percentage of respondents stated that they were in the 35-44 age group (177). This was followed by 25-34 (138), then 45-54 (24), 18-24 (16), 55-64 (4) and 65-74 (2).



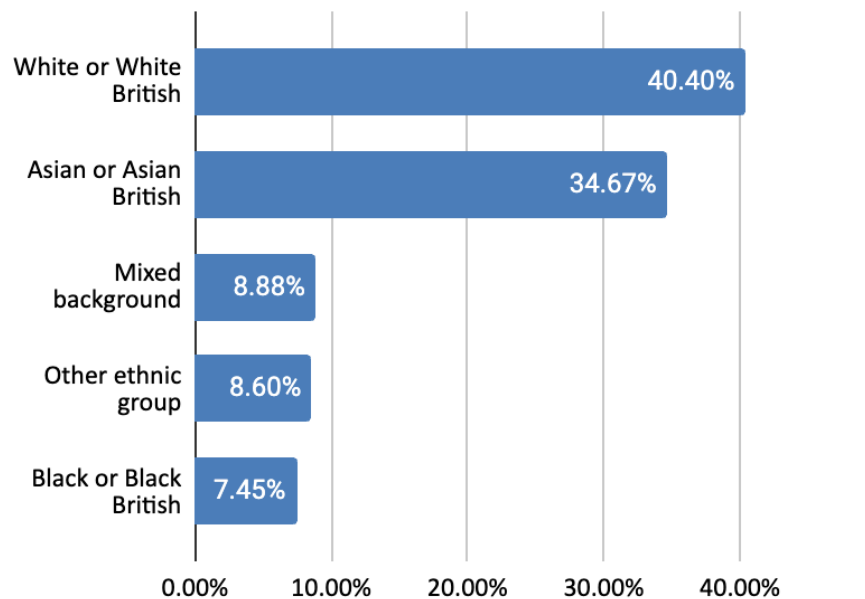
The majority of respondents (341) stated that they do not have a disability. 3% (12) stated that they do.

Caring Responsibilities (Base 352)



The majority of respondents stated that they do not have caring responsibilities (290). 18% (62) stated that they do.

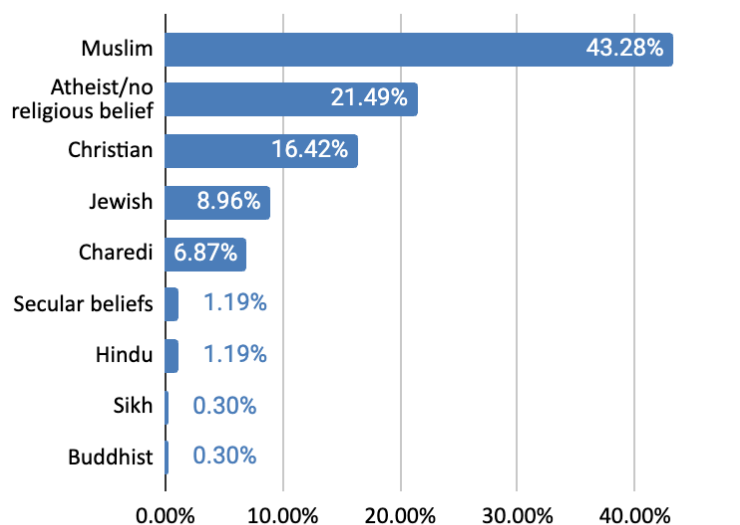
Ethnicity: Are you... (Base 349)



The highest percentage of respondents stated that they were “White or White British” (141). This is followed by “Asian or Asian British” (121), “Mixed background” (31), “Other ethnic group” (30) and “Black or Black British” (26).

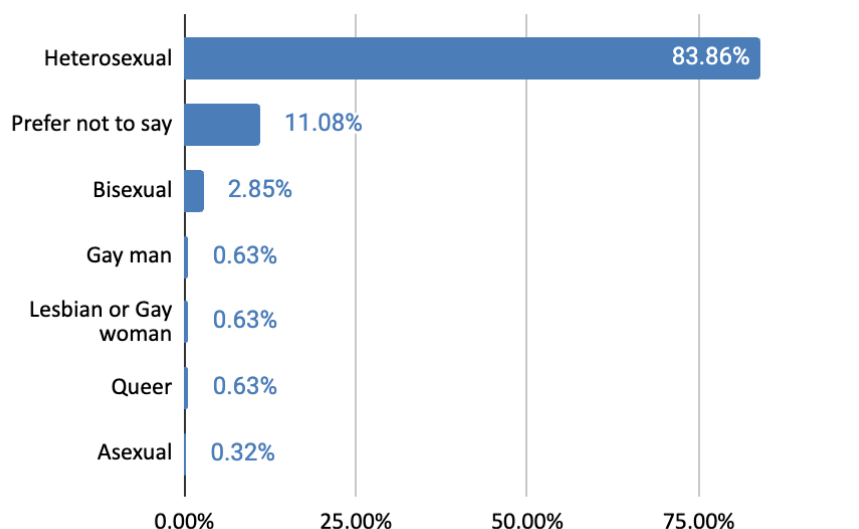
Other ethnicities included: Other white, Turkish, White African, White Irish, Asian Bangladeshi, Jewish, Latin American and Indo Caribbean.

Religion or belief: Are you or do you have... (Base 335)



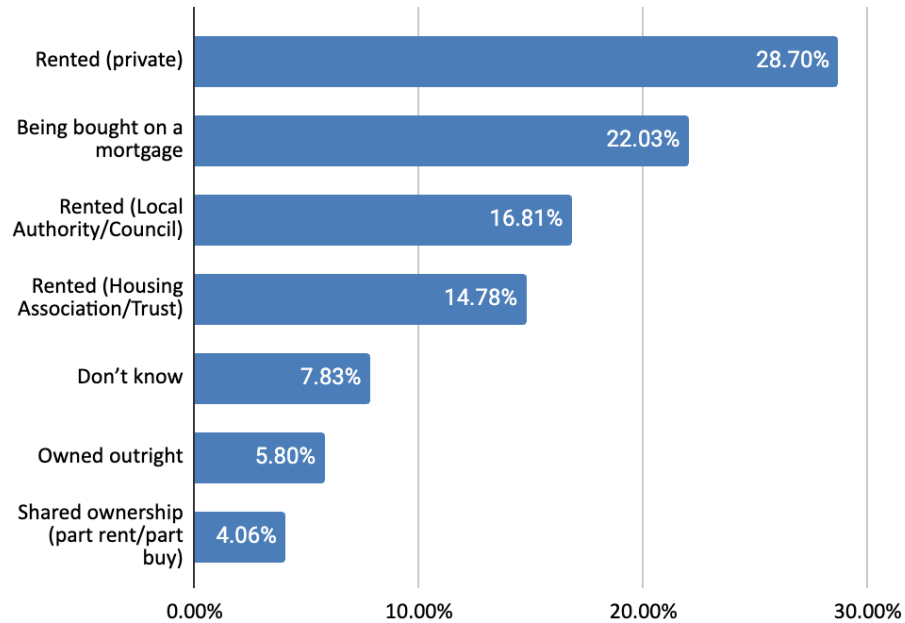
The highest percentage of respondents, 43%, stated that they were Muslim (145). This is followed by Atheist/no religious belief (72), Christian (55), Jewish (30), Charedi (23), Secular beliefs (4), Hindu (4), Sikh (1) and Buddhist (2).

Sexual orientation: Are you... (Base 316)



The majority of respondents stated that they were heterosexual (265). This was followed by prefer not to say (35) and bisexual (9). All others accounted for a much smaller percentage.

Housing Tenure: Which of the following best describes the ownership of your home? (Base 345)



The highest percentage of respondents stated that their property was privately rented (99). This was followed by those whose properties were being bought on a mortgage (76), rented from a Local Authority/Council (58), rented from a Housing Association/Trust (51), those who didn't know (27), those who owned their home outright (20) and those who were under shared ownership (14).