



CHILDREN 1ST report to the Scottish Government

Mapping current sources of national information and advice and how this is delivered to parents and carers across Scotland

November 2013

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Executive Summary

Background:

The Scottish Government in the National Parenting Strategy committed to assessing information and advice provided to parents in Scotland to ensure that information and advice is comprehensive, consistent and appropriate; it meets the needs of families throughout their child's lives; and it is accessible to a diverse range of parents and carers.

CHILDREN 1ST was commissioned to undertake a mapping exercise of current information resources as a first step to meeting this commitment. We were tasked with identifying current nationally provided, physical resources that provide information and advice for parents and carers; identifying how information and advice is being delivered and/or made available to parents and carers across Scotland; identifying any main gaps of resource provision at national level; and prioritising areas for action to improve national information for parents and carers across Scotland.

We used a range of methods to undertake the mapping, including desktop and online research; an online survey of information providers; telephone surveys and face to face meetings. Findings were collated in a Microsoft Excel database, equipped with macros to enable disaggregation against a range of factors and requirements. By its very definition, the mapping cannot claim to be fully comprehensive and some resources might have been missed, despite exhaustive and methodical searches being undertaken of the broadest possible range of information providers in the public and third sectors.

For a list of all the resources mapped during this exercise, please refer to the separate resource list document, available on the CHILDREN 1ST website.

Key Findings:

1. there is a wealth of information developed and provided by a wide range of organisations targeted at parents and carers on a broad range of parenting issues
2. much of this information is universal in nature, which means that it is provided for any parents and carers generally
3. many information resources while claiming to be universal are more targeted at mothers than fathers, for example some resources may alienate fathers due to the language, wording and photos that are used in the resource
4. a small number of information providers, by the nature of their organisations, largely target their information to particular groups of parents and carers
5. there are only a small number of resources that particularly target fathers, parents and carers who are disabled, young and teenage parents and carers, grandparents, kinship carers, step parents and parents and carers from black and ethnic minority communities. Whilst these groups may have additional specific information needs around parenting, some existing resources could better provide for these groups by ensuring accessible

formats, alternative languages and by adopting a more inclusive approach and by widening the definition of “parent” to parents and carers

6. freely available information aimed at adoptive parents, foster carers and prospective adoptive or foster parents and carers and kinship carers is targeted mainly at that role rather than the parenting issues they might encounter when raising and caring for their children. These groups could also be better provided for if existing parenting resources acknowledge a wider definition of “parent”, however these groups will also have some additional specific information needs around parenting, which will need to be provided for. For example, an adoptive parent may need information about how to talk to their children about their birth parents

7. much of the information aimed at separated and separating parents covers issues which affect the adults in the family – legal issues, finances and benefits and contact and residence. Very few resources were found which address parenting apart and the impact of their family situation on children and young people

8. a small number of organisations provide information resources for step parents and these cover a small range of parenting issues

9. most information resources can be generally categorised as covering health and wellbeing; education, curriculum and homework; and issues for parents (involving finance, benefits, legal advice and contact and residence)

10. many information resources while purporting to be about parenting issues were more likely to be about issues affecting parents and carers as adults rather than their role as parents. Thus, a significant amount of information is available about legal issues, finance and benefits and contact and residence. These resources provided information of relevance to parents and carers from an adult perspective and less about issues relating to parenting their children

11. while there are significant sources of information available about aspects of parenting babies, toddlers and very young children, as children grow older, the amount of information available about key parenting issues reduces

12. much of the information which is provided for this older age group of children and young people relates to education, curriculum and homework: there were very few information resources found on other issues such as behaviour, discipline, adolescent development, setting boundaries, communicating and wellbeing

13. the mapping found very little information available for parents of teenage children and those approaching adulthood

14. the mapping found that a number of information providers do not appear to make clear that they can and do provide their information in a range of formats and languages

15. there is a significant amount of parenting information provided by a diverse range of third sector organisations covering a wide range of parenting issues for children with a disability or long term health condition. Moreover, much of this information is targeted at the specific needs and issues related to particular disabilities and health conditions impacting children

16. organisations are very good at updating their information, with most of the resources mapped updated within the last year or two years

17. information providers also respond well to legislative and practice change, as well as using feedback from parents and carers to update their resources

18. most resources are available in paper or online formats and very few providers, either in the public or third sector, charge for their information

19. information providers are largely behind the curve in terms of technology, relying on tried and tested methods of providing information. While the numbers of mobile phone users with internet access are significant, very few information providers have an app or similar format for their information available

20. there is a concern that the reliance on online resources might disadvantage some parents and carers with limited internet access in terms of being able to access information

21. the mapping found that many providers do not track how many of their resources are downloaded or disseminated. It was therefore difficult to map the effectiveness of information provision reaching parents and carers. This might explain the dichotomy between some parents and carers who responding in the National Parenting Strategy engagement said that they would like more information provided and the fact that there are substantial amounts of information provided on a wide range of issues

22. the results of the mapping exercise show that the majority of information providers make their resources available electronically

23. those organisations who deploy outreach methods to reach parents and carers spheres of influence were able to provide the most information about the numbers of resources they disseminate

24. there are some instances of duplication on certain issues, for example, on information about breastfeeding, and it is not clear what assessments information providers make of need when developing a resource – establishing this was beyond the scope of this mapping exercise

Conclusions and recommendations:

The mapping exercise undertaken by CHILDREN 1ST found that there is a considerable amount of information provided by a wide range of public and third sector organisations for parents and carers on a generally broad range of issues. But there are gaps which are significant in terms of reflecting the diversity of need among Scotland's parenting population. Moreover, there are considerable areas of duplication and also gaps in terms of what issues information is provided on. Given that parents and carers in responding to the development of a National Parenting Strategy made clear their views in terms of information need, this is not being fully matched presently by what information is being provided and on what topics.

We can be reassured however, that what is being provided is generally up to date with the range of providers committed to responding timeously to changes in law and policy and also, to parents' feedback. Most information resources are freely available online, though the reliance on online sources to provide information might be limiting access to some. Information providers are also struggling to keep up with changes in technology and the impact these have on how information might be accessed. Moreover, there is a case for review of how providers ensure their information reaches their target audiences, with more emphasis required on outreach methods of dissemination to ensure that information really does find its way into parents' and carers' ambit. Finally, there is an implicit sense in much of the information provided that it envisages a notion of parenting which does not necessarily correspond with the reality of many children's lives. Increasingly, children and young people live in flexible, occasionally fluid, and also complex family relationships with a range of family members fulfilling a parenting role in their lives at different times. By making the simple adjustment of thinking and talking about parents and carers rather than just parents for example, some information providers could make their resources even more universal in reach and application. This could also ensure that some of those for whom there are significant gaps in available information have their needs better met.

Areas for information providers and organisations and agencies working with parents to consider:

1. to follow existing guidance and good practice in terms of providing parenting information in appropriate languages and accessible formats (key findings 5, 6, 14)
2. the adaptation of universal resources to better provide for the widest possible range of people with a parenting role (key findings 3, 5, 6, 14)
3. the production of information to fill the gaps, particularly information for parents of teenagers/ older children, managing children's behaviour, discipline, and setting boundaries, and providing parenting advice for those who parent apart (key findings 7, 9, 10, 11, 12, 13)
4. collaborating in areas where there is already significant parenting information on a range of resources to minimise duplication (key finding 24)

5. how to keep pace with technological developments to ensure that all parents and carers can access the broadest range of information, and to explore and consider the future information needs of parents and carers when reviewing information resources (key findings 19, 20, 21)

6. the promotion and adoption of outreach models which are effective at disseminating parenting resources to parents and carers (key finding 23)

7. to work with other providers in local authority areas to ensure that there is a basic amount of information universally available to all parents and carers covering the key parenting issues and all ages and stages of children and young people (key findings 21, 23)

Section 1 - Introduction

The Scottish Government in the National Parenting Strategy committed to assessing information and advice provided to parents in Scotland to ensure that:

- it is comprehensive, consistent and appropriate
- meets the needs of families throughout their child's lives
- is accessible to a diverse range of parents and carers

The Scottish Government commissioned CHILDREN 1ST, to undertake a mapping exercise of current information resources as a first step towards meeting this commitment. As part of the undertaking, an overview group was established to guide the exercise and its remit, consisting of representation from the Scottish Government, NHS Health Scotland and Parenting across Scotland, as well as CHILDREN 1ST staff.

The purpose of this mapping exercise is to:

- identify current nationally provided, physical resources that provide information and advice for parents and carers
- identify how this is delivered and/or made available to parents and carers across Scotland
- identify any main gaps of resource provision at a national level
- prioritise areas for action to the Scottish Government on how information providers might improve nationally provided information for parents and carers across Scotland

1.1 Background to mapping exercise

The Scottish Government canvassed views of parents and carers throughout Scotland, to inform the National Parenting Strategy, and published these views in "Bringing Up Children: Your Views"¹. It was determined that the most common issues parents and carers want help with are childcare; child development; nursery, school and education; financial advice; children and young people's behaviour; health; social activities; feeding/nutrition; sleeping patterns and routines; using nappies and toilet training; and relationships. One parent summed it up well as "*all the big things and the wee things*".

The National Parenting Strategy recognises that the role of parenting has and continues to evolve and that it now applies to a much broader range of caregivers; grandparents, step-parents, kinship carers, foster carers, adoptive parents, lone parents- each having a vital role to play in the care and upbringing of children and young people.

NHS Health Scotland also found in research conducted on its behalf by Children in Scotland in 2011² that particular groups of parents such as young parents, fathers, and parents with literacy issues, often feel marginalised, that trust was a key concern relating to how and from whom they sought support and that they preferred individualised solutions to parenting and child health issues.

¹ "Bringing Up Children: Your Views" <http://www.scotland.gov.uk/Publications/2012/09/5497>

² "Exploration of the information support needs of parents"
<http://www.healthscotland.com/documents/5948.aspx>

Calls from ParentLine Scotland also tell us that parents and carers are most likely to call about: family relationships; behaviour and discipline; contact/residence; stress and anxiety; relationships with others; legal issues; mental health concerns; substance misuse; education and school; and concerns about children's safety.

Additionally, in determining where to focus its resources, the University of Edinburgh Centre for Research on Families and Relationships' "About Families" project³, identified four key parenting topics – parenting teenagers, parenting on a low income, parenting and support and together and apart: supporting parents through change.

Parenting across Scotland's website provides targeted information, for fathers and generally for parents and carers, on issues relating to pregnancy and babies, toddlers and pre-school, children of primary school age, and for teenagers. Research conducted by Parenting Across Scotland in 2010⁴ with parents and carers in Scotland identified that:

- in their child's early years, parents and carers rely most on health professionals as sources of information, advice and support.
- as children grow older, they turn to more informal sources of support like friends and family, as well as nursery school
- the role of schools in providing information and support tails off as children reach secondary school age
- the internet is playing an increasing role as information provider in parents' lives, particularly when children are under two.

This information has been used to inform the remit of the mapping exercise and in particular, which parenting issues and specific groups of parents and carers are provided for, in terms of available information.

³ <http://aboutfamilies.org.uk/>

⁴ "What Scottish parents tell us"

<http://www.parentingacrossscotland.org/media/134337/final%20report2.pdf>

Section 2 - Methodology

2.1 Aims: remit

As set out in the agreed brief, and in discussion with the overview group, we undertook to map:

- Scottish based organisations or UK based organisations with a significant presence in Scotland, across the public, voluntary and private sectors
- resources produced and made available nationally, i.e. across all Scotland, not locally
- physical resources including website, leaflets, booklets, CDs/DVDs etc. but not helplines, or face to face training/ services.
- resources which cover all ages and stages in a child's life, from pre-birth to 18 years
- resources for anyone in a parenting role, which meet the needs of parents and carers in relation to the common parenting issues outlined above, and particularly in "Bringing Up Children: Your Views"
- in particular, resources that provide for the needs of separating and separated parents and carers
- resources provided for parents and carers on a non-commercial basis, i.e. a not-for-profit basis. This would exclude parenting books/manuals authored and sold by individuals or organisations
- how information is delivered/ made available to parents and carers

2.2 Process

The mapping was undertaken through:

- desktop research, searching websites for materials
- an online survey widely publicised as well as sent to a target list of organisations
- follow up telephone calls to complete the survey and to discuss materials

The scope of the survey was agreed by the overview group, with the aim of capturing all of the desired detail about the nature of information resources being provided. A copy of the survey is provided at Appendix B.

Results from the mapping were collated using Microsoft Excel to allow cross-referencing and disaggregation according to different factors. This process captured:

- the target parent/ carer of the resource
- the issue that the resource covered
- the age of child the resource provided information and advice for
- the format of the resource (a website, leaflet, DVD etc.)
- the availability of alternative formats and languages
- how it was made available to parents and carers
- if there was a charge for the resource

- the number of resources distributed or accessed by parents and carers in the year 2011 -2012
- the date the resource was created
- when the resource was last updated and the reason it was updated

For a list of all the resources mapped during this exercise, please refer to the separate resource list document, available on the CHILDREN 1ST website.

2.3 Organisations mapped

We compiled a list of all known organisations in the public and third sector likely to be providing information to parents and carers about parenting issues. These organisations were contacted and invited to participate in the online survey. At the same time, we encouraged organisations to recommend others who might be interested in participating and who were relevant to the mapping exercise. A list of all organisations contacted to participate in the mapping exercise is attached at Appendix A.

2.4 Survey

The online survey was used to ensure as wide a reach as possible in terms of mapping as many of the nationally provided resources as possible. As well as emailing a compiled list of appropriate organisations, we also promoted the online survey on the CHILDREN 1ST and Parenting across Scotland websites. Information about the mapping exercise and a link to the survey was also sent to a range of network organisations which produce an e-newsletter. YouthLink Scotland, Together, withScotland, CELCIS and Children in Scotland all helped to promote the survey in this way and YouthLink Scotland also promoted it on their website. At the same time, the Scottish Government promoted the mapping exercise and online survey to their own public sector contacts within national and local government. NHS Health Scotland and Parenting across Scotland did likewise with their own broad range of public and third sector contacts. We also promoted the mapping exercise at the Scottish Government's event on parenting teenagers held on Wednesday 6th March.

The survey enabled organisations to provide general information about all their parenting resources, as well as provide more detail about each individual resource. Where organisations had multiple information resources – more than five – they were encouraged to opt for a telephone follow-up with CHILDREN 1ST to capture all the details about all resources.

A total of 35 organisations completed the survey, 11 chose for CHILDREN 1ST to map most of their resources and then to contact them, and 24 organisations completed the survey for all their resources. There were 5 organisations whose survey results were discounted as they did not provide resources nationally.

2.5 Desktop research

Desktop research was carried out for all the organisations on the list detailed in Appendix A. The desktop research involved an internet search of organisations' websites, to find out as much information as possible about each resource they provided, relevant to the project. The survey data was used to supplement these initial findings.

This desktop research was useful to gauge the accessibility of information for parents and carers and how easy it was to find on the internet, for the listed organisations. This is important because as Parenting Across Scotland research found, the internet is playing an increasing role as an information provider in parents' lives, particularly when children are under two years old. However, it must also be noted that as "Bringing Up Children Your Views" stated, not every parent does or can use the internet.

2.6 Limitations

By its very nature, such a mapping exercise has inherent limitations – it can only map what is known to be there and what can be found. It also relies on the participation of information providers and their information being readily accessible. However, exhaustive searches were undertaken across the broadest range of public and third sector organisations considered most likely to be providing information for parents and carers on a national scale. We are relatively confident that we have captured the majority of significant resources available nationally to parents and carers in Scotland.

Never the less, mapping the detail behind these resources required a degree of subjectivity, in some cases, in terms of which category particular resources should be mapped under. Moreover, some resources cover a range of categories. For example, an information booklet for any father on breastfeeding is a resource on a specific topic, and mapped against a specific age range of child. We chose to record every point of reference: another organisation might have recorded what was captured differently.

For some aspects, the active participation of organisations was crucial, particularly in the survey. Moreover, the nature of the survey allowed subjectivity, with organisations choosing to enter information into the survey in different ways, with some grouping their resources, rather than telling us about each individual resource, which was then entered into the database.

This was not an exercise in assessing quality. Some information resources are comprehensive, others amount to a double-sided A5 leaflet, yet both – and all types of resource – were relevant to this exercise. The mapping was also not about checking veracity or accuracy or detail, but it does seek to capture basic information about how information is being provided and how often and why it is updated.

The results recorded, therefore, cannot be taken as a true statistical record of all the information available for parents and carers in Scotland. Consequently, the graphs used throughout this report are not intended to give precisely accurate numbers, of each resource available nationally, but are to be used as a visual guide to show trends and an "at a glance" picture of what is being provided.

What this exercise does show is, generally, what information is provided to which groups of parents and carers, about which issues and for which groups of children. The map created is sufficient to show where there are a good range of resources, where there are gaps and where there are issues to be resolved. The map created is to assist the Scottish Government and other organisations to address parents and carers information needs in the future: we are confident the findings support this objective.

Section 3 – Findings: current national sources of information and advice to meet the needs of parents and carers

3.1 Universal information and advice for all parents and carers

It was agreed, for the purposes of this mapping exercise, to define a universal resource as any resource provided for any parent or carer. For example, a universal resource may be a guide to the Curriculum for Excellence. A universal resource might also be a general guide on breastfeeding, silent on its target audience but by its content shows that it is targeted at mothers. Other universal resources might be targeted at either mothers or fathers and clearly indicated as such, for example a universal resource could be aimed at any father e.g. a leaflet for dads about play. We have categorised the above such types of resources as universal, but then also recorded resources for any “father/ male carer” or “mother/ female” separately as well (see 3.2 & 3.3 below).

A non-universal resource, for the purposes of this mapping, has been categorised as a resource that is targeted – and clearly marked or otherwise described as such – at a particular group of parents or a group of parents and carers with particular characteristics, for example, a leaflet on breastfeeding for teenage parents or a financial advice leaflet for Black and Minority Ethnic (BME) parents and carers.

The definition of parent throughout the mapping includes pregnant mothers and parents-to-be.

We found that across Scotland, there are a significant number of organisations in the public and third sector providing universal information resources, relevant for all parents and carers.

Public sector agencies and bodies doing so:

- Bord na Gaidhlig
- Care Inspectorate
- Centre for Research on Families and Relationships
- CHEW.org
- Education Scotland – Curriculum for Excellence
- Education Scotland – Parentzone
- Education Scotland
- Food Standards Agency Scotland
- HM Revenue & Customs
- Money Advice Service
- National Parent Forum Scotland
- NHS 24
- NHS Health Scotland
- NHS Inform
- NHS Scotland – Immunisation Scotland
- Scottish Children’s Reporter Association
- Scottish Government
- Scottish Qualifications Authority (SQA)

- Talk 2 - website
- withScotland

Third sector organisations doing so:

- Aberlour
- Action for Sick Children Scotland
- Barnardo's Scotland
- BLISS
- Care for the Family
- Child Exploitation and Online Protection Centre (CEOP) – Think you know
- Child Poverty Action Group (CPAG) Scotland
- CHILDREN 1ST
- Citizens Advice Scotland (CAS)
- Comann nam Parant
- Cruise Bereavement Care Scotland
- Eatwell Scotland
- ERIC
- Families Need Fathers Scotland
- Fathers Network Scotland
- Gaelic 4 Parents
- Home Start Scotland
- La Leche League
- Mentor UK
- National Association of Family Information Services
- National Childbirth Trust (NCT)
- National Day Nurseries Association Scotland
- NSPCC
- Parent Network Scotland
- Parenting across Scotland
- Penumbra
- Quarriers
- Relationships Scotland
- Respect Me
- Scottish Book Trust
- Scottish Child Law Centre
- Scottish Childminding Association
- Scottish Council of independent schools
- Scottish Family Information Service
- Scottish Marriage Care
- Scottish Parent Teacher Council (SPTC)
- Stonewall Scotland
- The Breastfeeding Network
- Understanding Childhood.net
- UNICEF
- Young Minds

Private organisations doing so:

- Mumsnet
- Netmums
- Primary Times
- The Parent Zone

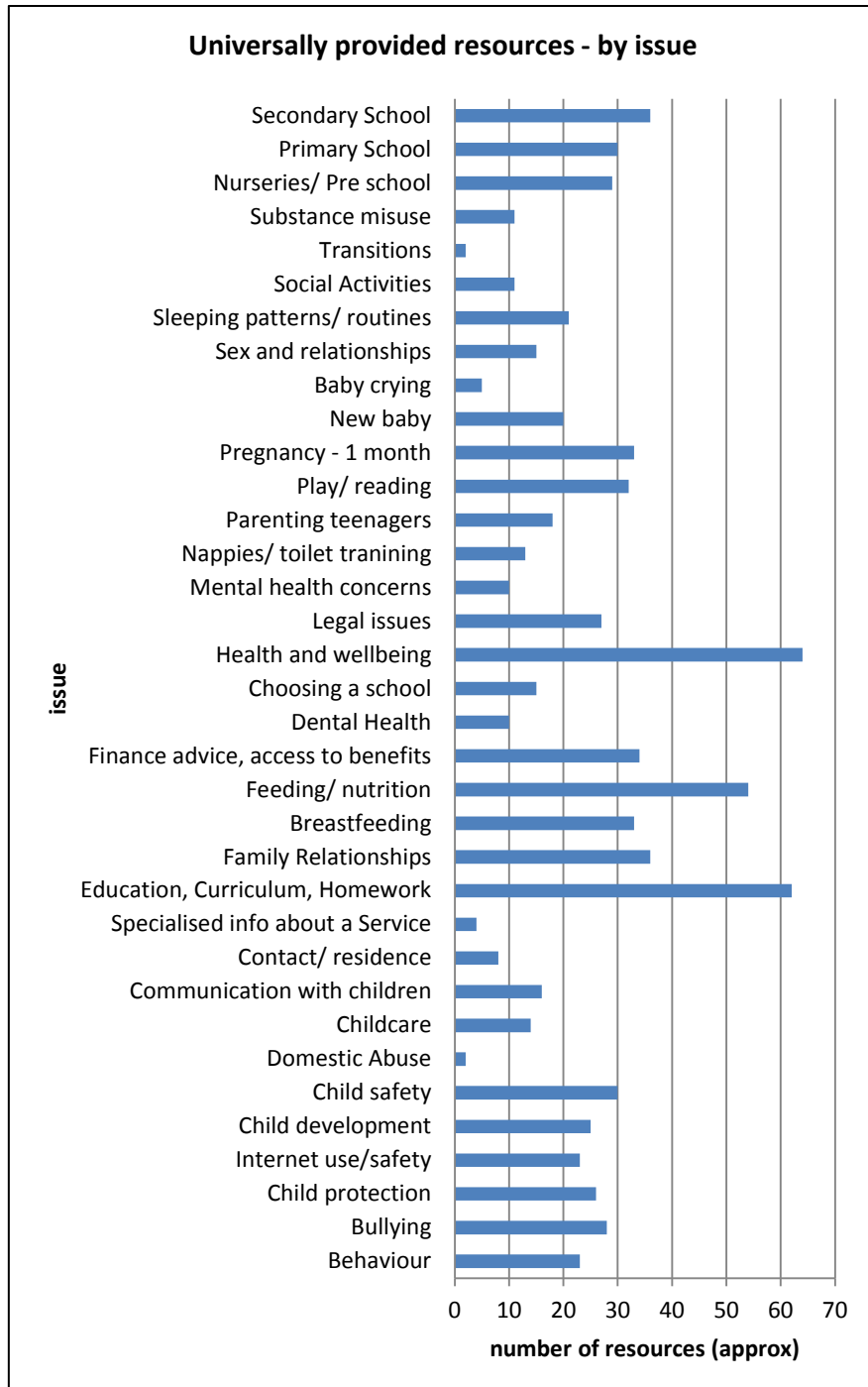
Although the parameters of the exercise were largely to map only Scotland wide information providers, some UK organisations had a wide range of information available on their websites, which can be accessed from anywhere, so have been included. Information on issues which were not compatible with Scottish policy or law was excluded.

Furthermore, commercial information providers were also largely excluded, however, a small number which have significant reach in Scotland were included, simply because of their popularity and because they provide such a range of information free to parents and carers.

One key finding immediately obvious from the mapping is how information providers refer to those who care for children. If we think about the demographic nature of children's families in current times, data indicates that children are living with increasingly flexible and/or complex familial relationships as a result of family breakdown and the increased use of family based care. However some information resources provided universally refer simply to *parents* throughout, when the reality is that there are significant numbers – and types – of *carers* involved in parenting children today.

3.1.1 What issues universal information resources cover

The organisations listed above provide information universally on a wide range of issues, as detailed in the graph below:



At a glance, it can be seen that the most popular issues covered by information provided universally are: health and well-being; education; feeding/nutrition. There is then a cluster of resources, numbering between 20 and 30 resources, on a broader range of issues which can be loosely categorised as behavioural. Interestingly, some of the parenting issues most likely to have information provided on are adult-oriented rather than child-oriented – family relationships, financial advice and legal issues would come under this categorisation. We identified larger categories such as “health and wellbeing” and due to the sheer volume of resources within the category, we then also recorded specific related issues such as “dental health” and “sex and relationships” as well. The range of issues covered is explored more fully in section 5 below.

3.2 Organisations providing resources for fathers or male carers

Organisations that provided resources that are specifically relevant for all fathers or male carers include:

- Care for the Family
- CHILDREN 1ST
- Contact a Family
- Families Need Fathers Scotland
- Fathers Network Scotland
- La Lech League
- National Childbirth Trust
- One Parent Family Scotland (OPFS)
- Parent Enquiry Scotland
- Parenting Across Scotland
- Understanding Childhood.net
- UNICEF

Interestingly, all of these are third sector organisations – we found no public sector agency or body providing resources that are specifically aimed solely at fathers or male carers.

Issues covered in the resources were:

- breastfeeding
- childcare
- contact and residence
- education, curriculum and homework
- family relationships
- feeding and nutrition
- finance advice, access to benefits
- health & wellbeing
- legal issues
- play/ reading
- pregnancy to one month
- sex and relationships
- sleeping patterns/routines

Although a variety of issues were covered, the number of resources specifically provided for fathers or male carers is low. The top issues covered were family relationships, information and about contact and residence, finance and benefits, and legal matters. Again, many of the information resources are adult orientated and resources were rarely age-specific. National Childbirth Trust (NCT) and La Leche League both provide freely accessible information about breastfeeding that are specifically targeted at fathers or male carers and NCT also provides resources for fathers or male carers about caring for a new baby.

Relative to the large number of resources available universally, these findings highlight a significant gap in information provision for fathers and male carers about a wide range of parenting issues. In particular, our mapping found very little information provided specifically for fathers and male carers about parenting older children and no resources covering issues specifically for teenagers, except one from Parent Enquiry Scotland “Dad I’ve got something to tell you”.

Fathers Network Scotland’s website provides information about fathers groups, projects, forums and books to buy and includes a blog, rather than providing parenting advice ready to download or read online.

3.3 Organisations providing resources for mothers or female carers

The organisations providing resources that are obviously targeted at mothers or female carers include third sector, public and private:

Public sector agencies and bodies doing so included:

- Eatwell Scotland
- Food Standards Agency
- NHS Health Scotland
- Scottish Government

Third sector organisations doing so included:

- BLISS
- Care for the Family
- La Leche League
- National Childbirth Trust (NCT)
- NSPCC
- One Parent Families Scotland (OPFS)
- Scottish Women’s Aid
- The Breastfeeding Network
- Understanding Childhood.net
- UNICEF

Private organisations doing so included:

- Mumsnet

- Netmums

Issues covered within the resources include:

- additional support needs
- baby crying
- behaviour/ discipline
- breastfeeding
- bullying
- child development
- child protection
- childcare
- choosing a school
- communication with children
- domestic abuse
- education, homework & curriculum
- family relationships
- feeding/ nutrition
- finance advice and access to benefits
- information specific to disability
- internet use/safety
- legal issues
- mental health concerns
- nappies, toilet training
- new baby
- nursery, pre-school, primary school, secondary school
- parenting teenagers
- play/reading
- pregnancy/ 1 month
- sex and relationships
- sleeping patterns/ routines
- social activities
- substance misuse

Immediately we can see that there are far more information resources available for mothers or female carers than for fathers or male carers. However, most of these are concentrated on aspects of breastfeeding, health during pregnancy, and caring for a new baby, with far fewer resources available on the other issues.

There are many resources for mothers during pregnancy and NHS Health Scotland provides most of them, including a range of leaflets available from health visitors. NHS Health Scotland also provides every expectant mother with a free copy of “Ready Steady Baby” a 220 page book covering a wide range of topics about pregnancy and caring for a new baby. This is now available as a free-to-download “Ready Steady Baby” mobile app.

There were resources providing information about maternity rights, for example, One Parent Families Scotland (OPFS) provides a leaflet available to download for free on their website. Citizens Advice Scotland’s website also provides information about this issue.

The mapping found that there are many different information resources for mothers about breastfeeding with NHS Health Scotland, La Leche League, National Childbirth Trust (NCT), the Breastfeeding Network, UNICEF, Mumsnet and Netmums all providing multiple resources on different aspects of this topic. These resources provide information about, for example, what to eat when breastfeeding, health issues, how to breastfeed, expressing and storing milk, breastfeeding and returning to work. Some of these organisations also provided separate resources about bottle feeding.

While it is welcomed that there are such a number of different information resources available about such an important issue, the existence of quite so many resources prompts questions. Are the materials consistent? Do they all give the same advice? How do parents work out what is the best resource for them? Do providers consider other resources before deciding to produce their own? Are all these different information resources covering largely the same issue needed?

Moreover, the level of provision on breastfeeding is not matched by information provision on certain issues relating to feeding and nutrition: for example, the mapping found a relative paucity of information on weaning or on food allergies. What our mapping was not tasked with was uncovering the rationale behind why some issues and topics are relatively well resourced and others are not.

The two private sector resources reviewed, Mumsnet and Netmums have resources on their websites that are clearly targeted, with much of it aimed at mothers in particular. They both provide information for a range of ages including pregnancy, new babies, toddlers, older children, and teenagers and also on a wide variety of issues including behaviour, child development, family relationships, education and homework, choosing a school, health and well being, parenting teenagers and talking about sex and relationships.

Whilst the content and quality of resources is not being evaluated here, through the desktop research, these two particular organisations' websites did stand out as easy to navigate and read, providing headings which were clear to follow relating to age of children and issue.

Apart from Mumsnet and Netmums, only a small number of organisations provided information resources specifically aimed at mothers of older children. Indeed, this is another key finding from the mapping: that whether resources are universal – for all parents and carers, mothers and female carers, fathers and male carers – or targeted at particular groups of parents and carers, more information is provided that is relevant for younger children and babies and toddlers in particular. The older the child the less likely there is to be information available which is age-appropriate on key issues, though some resources are universal in their application and are not required to be age-specific.

Section 4 Findings - information and advice for particular groups of parents & carers

This part of the mapping exercise considered information resources provided for specific groups of parents and carers with particular characteristics and also, particular needs.

4.1 Parents and carers with children with physical disabilities, learning disabilities or long term health conditions

Due to the scope of the mapping exercise, this list is not exhaustive of the organisations which provide parenting resources for parents and carers who have children with disabilities, learning difficulties & health conditions in Scotland. Rather, it is a snapshot showing the scope of resource provision and how this is delivered for this group of parents and carers who have specific parenting information needs.

It must be noted that, of course, parents and carers of children with disabilities, learning disabilities or a long term health condition cannot and should not be viewed as a homogeneous group. Parents and carers within this group, depending on their child's disability, learning disability or health condition, will have varying needs in relation to information and what they need information on.

Public sector agencies providing information for this group of parents and carers included:

- Care Inspectorate
- Education Scotland
- MOD Children's Education Advisory Service
- NHS Health Scotland / CHANGE
- Pupil Inclusion Network – link to Cerebra resource
- Scottish Government

Third sector organisations doing so included:

- Action for Children Scotland
- Action for Sick Children Scotland
- Afasic
- BLISS
- Bobath Scotland
- Brittle Bone Society
- British Association of Adoption & Fostering (BAAF)
- Capability Scotland
- Care for the Family
- Children's Hospice Association Scotland (CHAS)
- Child Poverty Action Group (CPAG) Scotland
- Citizens Advice Scotland (CAS)
- Contact a Family
- Cystic Fibrosis Trust

- Down's Syndrome Scotland
- ENABLE Scotland
- ENQUIRE
- National Deaf Children's Society (NDCS)
- One Parent Families Scotland (OPFS)
- Pamis
- Parenting across Scotland
- Quarriers
- Scottish Consortium on Learning Disability (SCLD)
- Scottish Council of Independent Schools
- Sense Scotland
- Sleep Scotland
- Young Minds

Mumsnet and Netmums also have web-based resources on special educational needs, but much of the content will not be relevant for parents and carers in Scotland, as we have separate and different learning support legislation, policy and practice.

The reason why there is a proliferation of distinct organisations focused on a particular disability or condition is because many of them started out as parents' support groups, set up by parents in the same position who sought each other out to provide mutual support and share experiences. By their very nature, these organisations are more likely to provide information resources for parents and carers like them and to provide, in most cases, good information and resources around the particular parenting issues they might experience. Consequently, our mapping found a large number of organisations providing information resources on a wide range of parenting issues relevant to parenting a child with a physical or learning disability. It is interesting to note that by comparison, very few public sector agencies provide information resources targeted at parents and carers with children with physical disabilities, learning disabilities or long term health conditions.

Issues covered by these information providers include:

- additional support needs
- baby crying
- behaviour & discipline
- breastfeeding
- child development
- child safety
- childcare
- choosing a school
- communication with children
- education, curriculum & homework
- family relationships
- feeding and nutrition
- finance advice, access to benefits
- health and wellbeing
- how to deal with bullying
- internet safety/ use

- legal issues
- mental health concerns
- nappies, toilet training
- new baby
- nursery, pre-school, primary school, secondary school
- parenting teenagers
- play/ reading
- pregnancy to one month
- sex and relationships
- sleeping patterns and routines
- social activities
- specialised information about specific disability and/or organisation's services
- transitions

Organisations mapped in this exercise provide a range of resources such as leaflets, books and websites for this target group of parent and carers. Some organisations mapped have websites which detailed their services and phone numbers to contact for more information, rather than physical resources readily available providing this information.

Some non disability organisations have resources or sections of their website that provide for parents and carers of disabled children. For example, Parenting Across Scotland, whilst not providing specific resources itself, does link to multiple different organisations that are relevant to parents and carers with children with different disabilities, and or learning disabilities. The Scottish Council of Independent Schools has a guide to specialist independent schools in Scotland and Citizens Advice Scotland has a section on its website, which may be relevant for this group of parents and carers, detailing financial advice and access to benefits.

Down's Syndrome Scotland provides multiple resources for parents and carers about various parenting issues, which is also age-specific. For example "Getting to know a baby with Down's Syndrome" is a booklet for new parents available in all maternity wards in Scotland. Pamis, a charity which works with people with profound and multiple learning disabilities, their family carers and professionals who support them, provides a series of six health leaflets about a range of specialised issues including emotional issues, nutrition and oral health.

A number of third sector organisations make up the Scottish Consortium for Learning Disability's library: Capability Scotland, Pamis, ENABLE Scotland and Downs Syndrome Scotland. It is an online catalogue holding a vast range of resources, many of which are relevant to parents and carers. Due to the scale and number of resources, this report could not individually map all these resources and the issues that they cover. However, it is important to note that these resources are available for anyone in Scotland to borrow. Parents and carers can become a member of the library, by filling in a membership form which is accessible online, or by telephone.

We were able to gather detailed information from some of these organisations about how their resources were made available to parents and carers. There were positive findings, in that while many resources are available to order or download online, they are also available to order by phone or by post and many were distributed through public sector agencies, professionals and practitioners. For example, Contact a Family told us that the

majority of their leaflets were available to download, to order by email, phone and were also handed out by a wide range of professionals, and are available at a number of public information points. Unsurprisingly, these information providers were better than non disability-oriented ones at providing information in a range of basic formats, as well as specialised ones.

4.2 Parents with physical disabilities and learning disabilities

The data gathered from the survey and desktop research found that there are very few information resources for parents who have a disability. What we might have expected to find here was the provision of resources on key issues, such as breastfeeding, education, behaviour, made available in such a way as to be accessible to parents with a particular support need and targeted at them as an audience.

The nature of their disability will mean that some parents will have different information needs, in terms of content, format and also, issues of parenting. And while actual, physical information resources were hard to come by, it may well be that how information is being provided for such parents and carers differs. It might be that information and advice about parenting is being delivered directly by practitioners or advisors, or through a helpline.

Public sector agencies providing information included:

- NHS Health Scotland/CHANGE
- Scottish Children's Reporter Administration (SCRA)

Third sector organisations doing so included:

- Dyslexia Scotland
- Enable Scotland
- One Parent Families Scotland (OPFS)
- People First Scotland
- The Scottish Consortium for Learning Disability (SCLD)

The issues covered by these information providers include:

- additional support needs
- child development
- child safety
- education curriculum, homework
- family relationships
- feeding and nutrition
- finance advice/ access to benefits
- health and wellbeing
- legal issues
- nappies, toilet training
- nursery, pre-school, primary school, secondary school
- play, reading
- pregnancy to one month

- sleeping patterns/ routines
- specialised information about disability or services available

It should be noted that one of the key resources for parents with a learning disability on new babies and toddlers was the series of easy read booklets produced by NHS Health Scotland/ CHANGE: “My pregnancy, My choice”, “You and your baby” & “You and your little child”. These are used by parents with their midwife or learning disability practitioner.

Dyslexia Scotland in its survey return advised that leaflets on dyslexia for parents about their children’s dyslexia and issues surrounding this were also suitable for parents with dyslexia themselves. These resources covered education, school and curriculum issues.

There is an online video and DVD about Children’s Hearings for parents with learning disabilities, which is available from SCRA, SCLD and People First’s websites. This resource can be viewed online, ordered, or given/sent to parents.

The mapping found a very limited range of resources for parents and carers with disabilities, and those which are available are usually targeted at parents with learning disabilities, or a learning difficulty, like dyslexia. We found no resources for parents with physical disabilities on everyday parenting issues. Parenting information may be available for parents with physical disabilities in alternative formats other than physical resources, and there may be organisations providing this which this mapping exercise has been unable to find. However, given the extent and range of information providers mapped, it would appear that there is a definite gap in provision for this group of parents and carers.

Some parents and carers within this group will require alternative formats of resources. The majority of resources found in this mapping exercise for this group of parents are available in easy read, which is indicative of the parent or carer they are aimed at. The mapping also found generally that many organisations did not provide, or did not make clear if they provided alternative formats of their resources, which would make them more accessible for parents and carers with disabilities. This suggests that there can be more done to meet the needs of parents and carers with disabilities.

4.3 Adoptive parents

The Scottish Government provides website based information resources for adoptive or prospective adoptive parents.

Third sector organisations doing so included:

- Action for Children Scotland
- Barnardo’s Scotland
- British Association of Adoption and Fostering (BAAF)
- Citizens Advice Scotland (CAS)

The only private organisation with information for adoptive parents was Mumsnet.

The issues covered by these information providers included:

- contact/ residence
- communication with children
- family relationships
- finance advice and access to benefits
- legal issues
- health and wellbeing
- sex and relationships
- social activities
- transitions

Most resources found for this target group were non age-specific, most were available online through websites which also provide information about the organisation's adoption service and also, how to adopt. Some of these websites also had sections providing information and advice about family relationships for adoptive parents, but most focussed solely on legal issues relating to adoption itself.

BAAF's website has a book store with a wide range of resources about adoption and fostering and parenting issues. However, all of these are for sale rather than available free of charge or for a nominal fee to cover administration or postage costs. As well as providing information for adoptive parents, some organisations also provide a detailed support and training package which also incorporates the use and dissemination of some information resources.

4.4 Foster carers

The mapping exercise found slightly more parenting information for foster carers and those considering fostering. Some universal information providers also provided information aimed at or about looked after children and young people which would also be relevant for foster carers.

Public sector agencies providing information include:

- Centre for Excellence for Looked After Children in Scotland (CELCIS)
- CEOP – Think you know
- Scottish Government
- Talk 2 website

Third sector organisations doing so include:

- Aberlour
- Action for Children Scotland
- Barnardo's Scotland
- British Association of Adoption and Fostering (BAAF)
- Child Poverty Action Group (CPAG) Scotland
- Citizens Advice Scotland (CAS)
- The Fostering Network

The issues covered by these information providers included:

- child development
- child protection
- child safety
- communication with children (however the BAAF bookstore charges for resources on this)
- discipline and behaviour (however the BAAF bookstore charges for resources on this)
- education, homework
- family relationships
- finance advice and access to benefits
- information about organisations services
- internet use/ safety
- legal issues
- mental health concerns
- nursery, pre-school, primary school, secondary school
- sex and relationships
- transitions

Similar to adoptive parents, most resources found by our mapping for foster carers are web-based and detail how to become a foster carer and what that organisation's fostering service can provide, e.g., BAAF, Aberlour, Action for Children Scotland, Barnardos, and The Fostering Network all fall into this category. The Scottish Government's website has a section on Foster Care, and links to other relevant organisations such as The Fostering Network.

BAAF has website sections which answer questions about being a foster carer and a section of information specifically for lesbians and gay men considering adoption and fostering. The CEOP website, which provides information and advice about internet safety, has a section on looked after children, which can be useful for foster carers. Talk 2 website has a downloadable factsheet for foster carers to talk to children and young people about sex and relationships and there are some resources about finance and benefits for care leavers and if a child is looked after by the local authority which may be of relevance to foster carers.

CELCIS provides a training and self-study package for all professionals and carers responsible for looked after children mainly focused on education, which again might be suitable for foster carers.

Most of the resources found are non age-specific, but a few are particularly useful for older children, covering finance advice, internet use/ safety and talking about sex and relationships.

As noted above, BAAF charges for many of its resources in its book store and each organisation which provides a fostering service details what supports they can offer foster carers. It would be worthwhile considering whether these packages also provide information and advice for foster carers about general parenting issues.

4.5 Kinship carers

A small number of organisations provide information specifically for kinship carers, but resources aimed at or about looked after children and young people provided by universal information providers might also be relevant for kinship carers.

The public sector agencies providing information for kinship carers were CEOP – Think you know providing information specifically on internet/online safety, and the Scottish Government website.

Third sector organisations doing so include:

- British Association of Adoption and Fostering (BAAF)
- Child Poverty Action Group (CPAG) Scotland
- CHILDREN 1ST
- Citizens Advice Scotland (CAS)
- Family Law Association Scotland
- Mentor UK

The issues covered by these information providers include:

- behaviour discipline
- bullying
- child protection
- communication with children
- contact/ residence
- education/ curriculum, homework
- family relationships
- finance advice/ access to benefits
- internet use/ safety
- legal issues
- parenting teenagers
- transitions

The Scottish Government website provides a small amount of information about kinship care, and links to relevant organisations such as CHILDREN 1ST and Citizens Advice Scotland.

BAAF provides some resources for kinship carers in its online book store, covering a range of issues, but must be paid for. However, many of these might not be suitable for kinship carers in Scotland, given that the law is different in Scotland for kinship carers.

Mentor UK provides a kinship care resource guide, that is available online, and is distributed to kinship carers in Scotland by local authorities, Mentor UK and the kinship care helpline run by ParentLine Scotland (CHILDREN 1ST). This resource has information about access to benefits, legal matters, child protection, child safety, and family relationships. CHILDREN 1ST is also funded by the Scottish Government to provide the

national kinship care service in Scotland and offers a number of factsheets on education and the curriculum, the relationship between kinship carers and teenagers and family relationships.

There were no resources found that provided information and advice for kinship carers – many of whom are older – about parenting babies or very young children; most information resources were non age-specific and most actually covered adult-oriented issues including access to finance and benefits and legal matters. Most resources were available online but also in paper formats.

4.6 Separating & separated parents

The public sector agencies providing information resources specifically for separating and separated parents were:

- UK Government’s Department of Work and Pensions (DWP) which has an online resource called child maintenance options
- The Scottish Government website

A small number of third sector organisations provide resources for this group of parents and carers, including:

- CHILDREN 1ST
- Citizens Advice Scotland (CAS)
- Family Law Association Scotland
- Families Need Fathers
- OPFS
- Parenting across Scotland
- Relationships Scotland
- Scottish Child Law Centre
- SMC (their website provides a telephone helpline, rather than physical resources to read for this issue)
- Understanding Childhood.net

The issues covered by these information providers include:

- behaviour &/or discipline
- contact and residence
- family relationships
- finance and advice on benefits
- legal issues

Relationships Scotland’s website has a section about information on divorce and separation, one about contact with children through their contact centres and information about their family mediation services. The DWP child maintenance options website has a “sorting out separation” mobile app for separating and separated parents. CHILDREN 1ST provides a family relationships factsheet which is suitable for separating parents which provides ParentLine Scotland’s number and a joint information resource

produced by it and Relationships Scotland gives advice on communicating with children during separation.

Very few resources focused on parenting apart as an issue for separating and separated parents, which is surprising given how high the divorce rate is and how many relationships break down. Most resources mapped provide information about legal issues, especially about the legal side of contact with children, information about divorce and separation and financial information about child maintenance, which are all adult-oriented rather than child-oriented resources.

4.7 Step parents

No public sector agency was found to provide information specifically for step parents.

Only a small number of third sector organisations were found to provide information resources for this group, including:

- Care for the family
- Parenting across Scotland
- Scottish Marriage Care
- Stonewall Scotland
- Understanding Childhood.net

The one private organisation doing so is Mumsnet.

The issues the resources covered by these information providers include:

- contact and residence
- family relationships
- legal issues
- parenting teenagers

There are very few resources targeted specifically at step parents. Scottish Marriage Care's website provides a range of free-to-download leaflets, covering a range of emotional and legal issues which step parents may experience. Step parents may face many different challenges relating to parenting children of all ages and while some universal information resources for all parents will no doubt be useful in this regard, they might also have different information needs which the mapping suggests are not currently being met. Again, given the high rates of family and relationship breakdown and also the number of second marriages (and more) in Scotland, it is perhaps surprising that the parenting information needs of this group are not better provided for.

4.8 Young/ teenage parents

The only public sector agency providing information resources for young/teenage parents found in the mapping was Education Scotland which provides an online link to a National Literacy Trust resource. However, One Parent Families Scotland does provide information in partnership with NHS Health Scotland for this group of parents.

The third sector organisations that were found to provide information for young/teenage parents were:

- Action for Sick Children Scotland
- Child Poverty Action Group (CPAG) Scotland.
- Young Scot

The issues covered by these information providers include:

- breastfeeding
- communication with children
- feeding & nutrition
- finance advice/ access to benefits
- health and wellbeing
- legal issues
- pregnancy to one month

One Parent Families Scotland in partnership with NHS Health Scotland provides a booklet for young parents called “Young Parent Survival Guide- Pregnant and Panicking!” which covers a range of issues about pregnancy and a new baby. This booklet is free to download freely, can be ordered and is also distributed by midwives. It is being reviewed this year.

Young Scot website provides information about being a young parent and links to other resources such as NCT and BBC advice. Young Scot also provides information and advice for young carers.

While the mapping found a huge range of information resources on pregnancy, breastfeeding, and parenting a new baby and also, resources on finance advice and access to benefits, most of them are universal. While many of these may be suitable for young/teenage parents, previous research conducted by Children in Scotland on behalf of NHS Health Scotland suggests that young/teenage parents have quite distinct parenting and information needs.

4.9 Parents and carers from black and ethnic minority communities (BME)

Resources for this group of parents and carers were mapped if they specifically identify themselves as being for BME parents and carers, or for example, were found under a specific section entitled BME on a website. No public sector agencies and only three third sector organisations provided information resources specifically aimed at any group of BME parents and carers:

- Child Poverty Action Group (CPAG) Scotland
- Roshni
- Scottish Muslim Parents Association (a website with telephone number)

The issues covered by these information providers include:

- child protection

- child development
- family relationships
- finance and access to benefits
- health and wellbeing
- mental health concerns

CPAG Scotland provided a small number of information resources on the “Advising BME Communities” section of its website, but these resources are specifically about finance advice and legal issues. These are available to download and to order. Roshni provides information for parents and carers about forced marriage and about its ethnic survivor forum. Thus, very few organisations are actually providing information for parents and carers from black and ethnic minority communities about parenting their children.

It also must be recognised that some BME parents and carers may have specific parenting information needs that warrant individualised and inclusive resources. However, many “universally” provided resources will be relevant and can cater for this parent and carer group, as long as they are available in alternative languages, and dissemination of the information resources reaches these communities. The mapping has discovered, as detailed in section 6.3.2 below, that some of these universal resources do not appear to be available in different languages, further minimising their effectiveness for this group of parents and carers.

4.10 LGBT parents and carers

No public sector agency was found to provide information specifically for lesbian, gay, bisexual or transgendered (LGBT) parents and carers about parenting, and only two third sector organisations do so: British Association of Adoption and Fostering (BAAF) and Stonewall Scotland.

The issues covered by these information providers include:

- communication with children
- family relationships
- legal issues
- pregnancy to one month
- primary school, secondary school
- sex and relationships

BAAF’s online bookstore provides resources which cover among other topics, family relationships and communication with children and these are targeted at LGBT adoptive parents or foster carers. Moreover, none of them are free. Freely available resources for LGBT parents and carers included information online about legal issues of adoption or fostering from both organisations.

Stonewall Scotland provides “Pregnant Pause: A guide for lesbians on how to get pregnant” and “A Guide for Gay Dads” which are both downloadable from the website, or to order by email, free of charge. Stonewall Scotland also provides a range of information resources about homophobic bullying, which can be useful for any parent and carer, and this resource is available on the organisation’s website.

4.11 Grandparents

The Scottish Government was the only public sector agency found to provide information specifically for grandparents who might also have a parenting role. The Scottish Government's Family Law website details information about the Family Matters Parenting Agreement, and the Grandparents Charter, which will be relevant to this group.

Third sector organisations which do so include:

- Down's Syndrome Scotland
- Contact a Family
- Family Law Association Scotland
- La Leche League
- National Deaf Children's Society
- Relationships Scotland
- SMC/Stepfamily Scotland
- Understanding Childhood.net

There is also a private sector online source specifically for grandparents called Gransnet (which by its very name suggests it is more targeted at grandmothers).

The issues these information providers cover include:

- additional support needs
- behaviour and discipline
- breastfeeding
- child development
- communication with children
- contact and residence
- family relationships
- feeding and nutrition
- finance advice/ access to benefits
- health and wellbeing
- legal issues
- nappies and toilet training
- new baby
- play/ reading
- sleeping patterns/ routines
- social activities
- specialised information about a child's disability

Much of the information on these issues, particularly regarding parenting a new baby and younger children were found on Gransnet website, which is free to access and includes a social networking forum and a variety of information sections for grandparents about children and young people. Contact a Family has a section on its website specifically for grandparents who have grandchildren with a disability, linking to downloadable resources such as its "Grandparents Guide" and helpline number.

We know that grandparents can often play an important role in parenting their grandchildren and may have different and specific information needs. Indeed, a growing number of grandparents are kinship carers, being the primary carer for a child or children and many of these resources would be helpful to this particular group as well. Therefore, the mapping of specific resources and organisations which provide information for grandparents is positive, but the fact that most resources were only available online could be a barrier for this group.

4.12 Lone parents

The only public sector agency providing information specifically for lone parents is NHS Health Scotland. However, a small number of third sector organisations were found to provide information resources for this group of parents and carers, including:

- Care for the family
- Child Poverty Action Group (CPAG) Scotland
- Citizens Advice Scotland (CAS)
- Families Need Fathers
- One Parent Families Scotland
- Scottish Women's Aid

The issues covered by these information providers include:

- baby crying
- breastfeeding
- child development
- child safety
- childcare
- contact/ residence
- education/ homework
- family relationships
- feeding/nutrition
- finance advice/ access to benefits
- health and wellbeing
- legal issues
- nappies/ toilet training
- new baby
- play/ reading
- pregnancy to one month
- sleeping patterns/ routines

The NHS Health Scotland / OPFS guide for young parents “Young Parent Survival Guide- Pregnant and Panicking!” provides information specifically targeted at lone parents, as does NHS Health Scotland’s “Ready Steady Baby” resource with specific references and sections aimed at lone parents, covering a range of parenting issues, including new babies, finance advice and pregnancy. Few other resources were age-specific and most were adult-oriented, concerned with finance advice and access to benefits. Six different

organisations provide resources on this issue, for example, OPFS provides a wide range of free factsheets about specific benefits for lone parents, which can be downloaded from the website or ordered.

Interestingly, this was one of the few groups of parents and carers for whom information was provided about childcare, perhaps reflecting its special resonance for lone parents.

4.13 Parents affected by imprisonment

Families Outside, a third sector organisation, is the only one found to provide information resources about parenting issues specifically for parents affected by imprisonment.

The issues covered by this information provider include:

- child protection
- childcare
- family relationships
- finance advice/ access to benefits
- health and wellbeing

Families Outside has a website with a telephone number to contact for more information and also provides factsheets about talking to children about imprisonment and visiting prison with your child. These are free to download and are also distributed to parents and carers by professionals working with the family.

4.14 Parents who are Scottish Travellers

The Scottish Traveller Education Programme (STEP) website provides information resources for parents who are Scottish Travellers and is the only organisation in either the public or third sector found to provide such resources.

The issues covered by this information provider include:

- additional support needs
- education, curriculum and homework
- how to deal with bullying

STEP has a leaflet on bullying which is free to download from the website. It has general information about education, curriculum and homework and the specific issues in this regard for families in the travelling community, as well as additional support needs. There is a DVD about school education, what happens at a nursery school and information and advice about bullying. The DVD can be ordered from the website or clips can be watched free online.

4.15 Service families

The Ministry of Defence's (MOD) Directorate of Children and Young People, the MOD Children's Education Advisory Service, and the SSAFA (Soldiers' and Sailors' Families Association) have websites which provide information resources for service families. The first two are public sector agencies and the latter is a third sector organisation and these are the only organisations mapped as providing information for this specific group.

Issues covered by these information providers include:

- choosing a school
- education, curriculum, homework
- finance advice, access to benefits
- primary school, secondary school
- special education needs

It is worth noting that all these organisations are UK wide and given that much of the information provided covers issues relating to education, some may not be appropriate to families in Scotland. For example, the information talks about "special educational needs" when in Scotland, the law and practice refers to additional support needs.

The MOD Directorate Children and Young People provides "A guide for service families: UK Education System". This resource can be downloaded free from the website, and does detail the differences between the education systems in the UK. SSAFA Forces Help provides information about short breaks for service families who have children with disabilities and the MOD Children's Education Advisory Service has a website which details information about schools, boarding schools, admissions abroad and a short section on Special Education Needs. Other military welfare websites did not provide any information relevant for parents and carers on parenting issues.

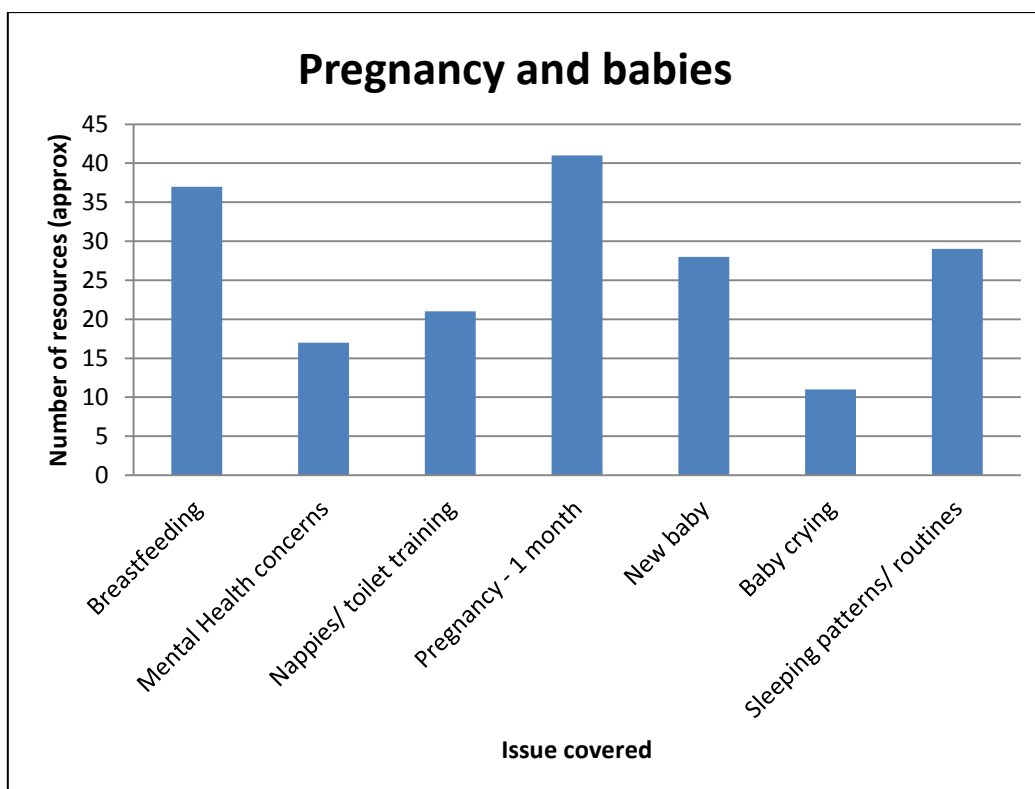
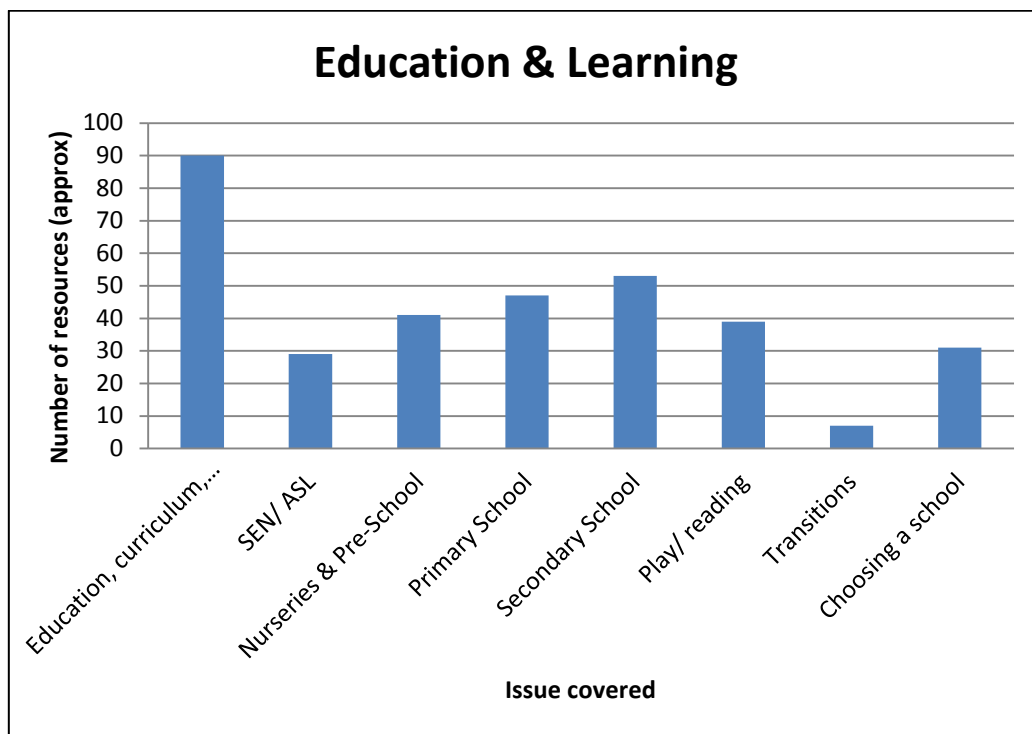
Section 5 Findings - information and advice on specific issues

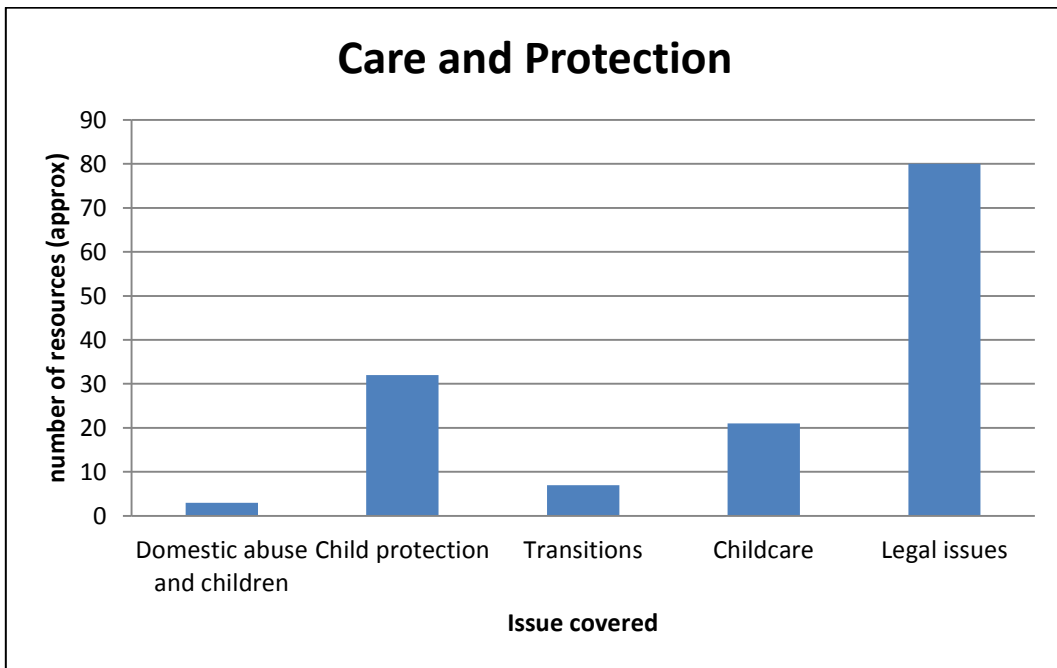
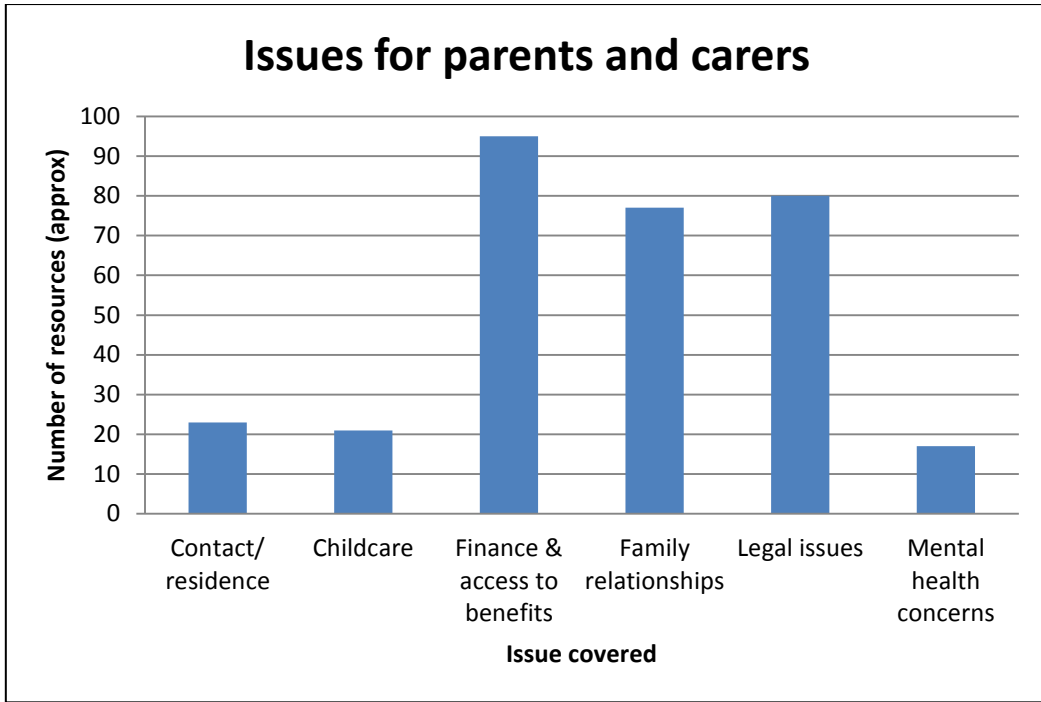
5.1 The range of issues covered by information

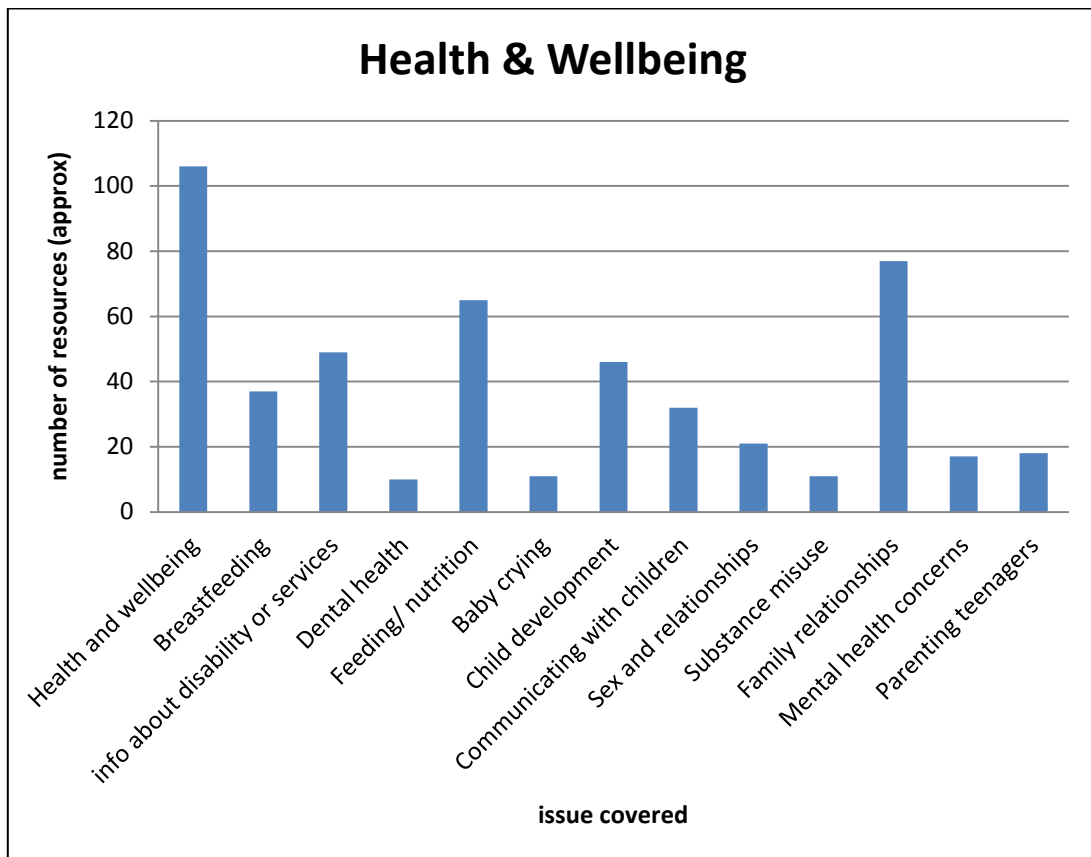
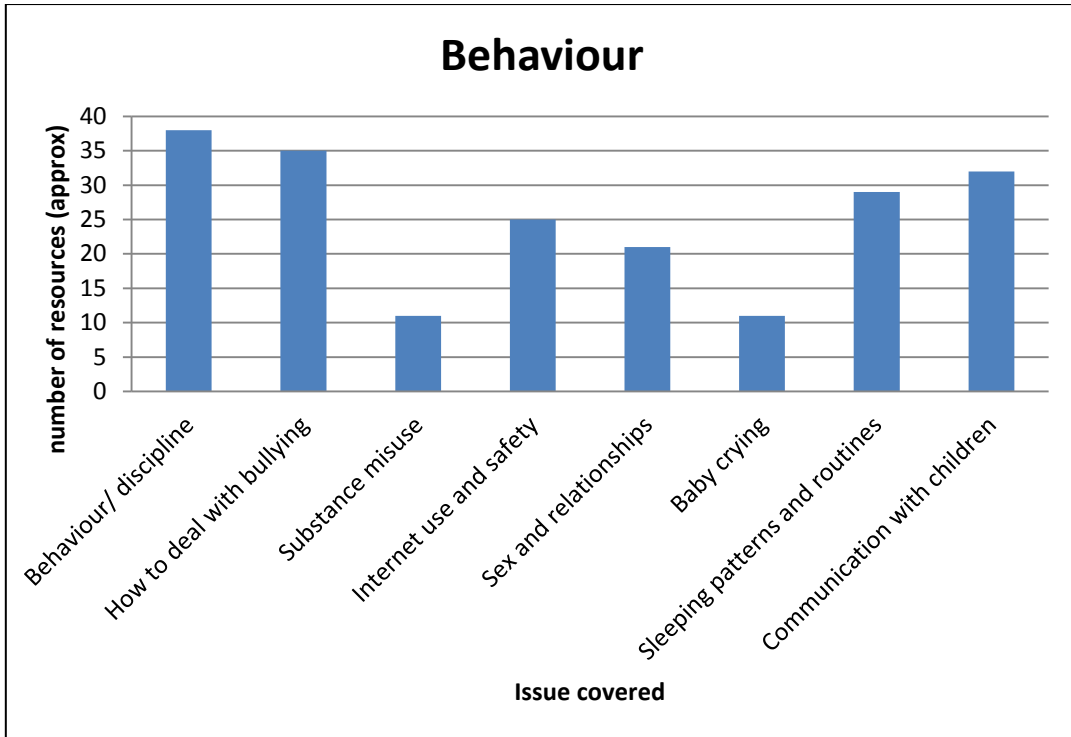
When we mapped the resources provided by agencies and organisations, as well as considering the types of parent and carer provided for, we also noted which issues the information covered. There was a very wide range but there were also concentrations of resources on particular issues. The issue flags that were captured can be grouped under these broad categories below:

<p style="text-align: center;">Education and Learning</p> <ul style="list-style-type: none"> • Education and curriculum, homework • Special Education Needs & Additional Support for learning (SEN/ ASL) • Nurseries & Pre- school • Primary school • Secondary school • Play/ reading • Transitions • Choosing a school • Social activities 	<p style="text-align: center;">Pregnancy & Babies</p> <ul style="list-style-type: none"> • Breastfeeding • Nappies/ toilet training • Pregnancy – 1 month • New baby • Baby Crying • Sleeping patterns/ routines • Mental Health concerns
<p style="text-align: center;">Issues for Parents</p> <ul style="list-style-type: none"> • Contact / residence • Childcare • Finance and access to benefits • Family relationships • Legal issues • Mental health concerns 	<p style="text-align: center;">Care & Protection</p> <ul style="list-style-type: none"> • Domestic Abuse and children • Child protection • Transitions • Childcare • Legal issues
<p style="text-align: center;">Behaviour</p> <ul style="list-style-type: none"> • Behaviour / discipline • Communication with children • How to deal with bullying • Substance misuse • Internet use and safety • Sex and relationships • Baby crying • Sleeping patterns and routines 	<p style="text-align: center;">Health and wellbeing</p> <ul style="list-style-type: none"> • Health and wellbeing • Breastfeeding • Specialised information about disability or services • Dental health • Feeding/ nutrition • Baby crying • Child development • Communicating with children • Sex and relationships • Substance misuse • Family relationships • Mental health concerns • Parenting teenagers

At a glance, we can see how information is clustered around particular issues. The graphs below interrogate these clusters in more detail and show how many information resources were found on particular issues within these clusters.







These graphs show clearly the difference in the amount of information provided on issues and highlight where there are omissions.

5.2 The most frequently recorded issues

The parenting issues recorded most frequently by the mapping exercise and the least frequent issues have been calculated by simply adding the number of times they were encountered. General pictures of the trends are as follows:

The five most frequently recorded issues are:

- health and wellbeing
- finance advice and access to benefits
- education, curriculum and homework
- legal issues
- family relationships

5.2.1 Health and wellbeing

Many different organisations provided resources which covered health and wellbeing. While the majority of resources that covered health and wellbeing were universally provided resources (suitable for any parent or carer), health and wellbeing was present in a significant number of resources that were targeted for parents and carers of children with disabilities and learning disabilities. They either provided information generally on health and wellbeing or addressed a particular aspect of the issue, such as vaccinations, nutrition or oral health.

5.2.2 Finance and access to benefits

There were many resources providing advice on financial matters, and also on access to benefits. The majority of these resources were universally provided, or specifically for parents and carers with children with disabilities, or learning disabilities, and covered matters such as accessing child maintenance, child benefit, other benefits, and disability benefits or short break entitlement. A significant number were specifically for lone parents. Both public and third sector information providers had such resources available.

Some resources were only about finance or access to benefits, in the form of specific website sections or downloadable leaflets, whilst other generic resources contain information about these issues. Not all organisations have updated their information to take account of the welfare reforms coming into effect this year and it is hoped that there are plans in place to check their resources for validity, given the scale of the changes for families. Both public and third sector organisations provide resources on these issues.

5.2.3 Education, curriculum and homework

The mapping found many information resources about education, the curriculum and homework, with most available from public sector agencies but also a significant minority, particularly on specific aspects relevant to particular groups of parents and carers, provided by third sector organisations. These resources were most likely to be age-specific with most being about older children's needs. The Education Scotland,

Parentzone and Curriculum for Excellence websites have many different resources for parents and carers on many aspects of the new Scottish curriculum, with the majority being available to read online or to download. Parentzone also has a section for parents and carers about supporting learning at home which includes links to the SQA website for information about exams.

Bord na Gaidhlig and Gaelic 4 Parents are both organisations whose websites provide resources for parents and carers with information about Gaelic medium education and resources to help parents and carers practise Gaelic with their children. There is also general information about school admissions and procedures, relevant to private education, provided mainly by the Scottish Council of Independent Schools and the Scottish Government provides “a guide for parents about school attendance” (last updated 2009).

5.2.4 Legal issues

A broad range of information resources cover legal issues and these were often targeted at the needs of particular groups of parents, including (but not exclusively), lone parents, adoptive and foster carers, separated and separating families, kinship carers, parents and carers with children with disabilities and learning disabilities, and step parents. Some were also universally relevant to all parent and carers.

The resources provided information about a range of legal issues, including maternity rights, child maintenance, divorce, separation and legal issues of residence and information about Children’s Hearings. The Scottish Child Law Centre also provides a series of leaflets about the law and children, e.g.; “Young People and Alcohol”. These are all available to buy for a small fee from the Scottish Child Law Centre’s website.

5.2.5 Family Relationships

This issue has been defined broadly for the purposes of the mapping but also because it is given a broad meaning by many information providers. Thus, a large number of different organisations, both public and third sector, had resources which provided information about family relationships and there were information resources that catered for a variety of parent and carers groups.

For example, CHILDREN 1ST has a range of factsheets about family relationships, with contact details for the ParentLine helpline. Disability organisations such as Down’s Syndrome Scotland provide information resources which cover this issue from the perspective of what is relevant to parents and carers of children with disabilities. Scottish Marriage Care provides a number of Stepfamily Scotland factsheets with advice about family relationships for step parents.

5.3 Least frequent issues recorded

The issues on which we found the least amount of physical resources are:

- domestic abuse and children
- substance misuse
- dental health
- baby crying
- mental health concerns
- parenting teenagers

5.3.1 Domestic Abuse and Children

There were only a handful of resources found through this mapping exercise where domestic abuse was covered, in terms of how it impacts on and relates to the parenting of children. However, it must be noted that there may be other resources which are generally about domestic abuse and targeted at adults, but due to the scope of this project, these types of resources were not specifically mapped. Scottish Women's Aid is the main provider of such information and it provides a small range of information resources which detail the impact of domestic abuse on children and young people.

5.3.2 Substance misuse

There were around ten information resources found that included advice and information specifically about substance misuse and children. Mentor UK has a website resource "Prevention Smart" to provide advice to parents on speaking to their children about substance misuse issues. The Scottish Child Law Centre has information on the law, young people and children and drug use. NHS Health Scotland and the Scottish Government have produced a guide "You, your child and drugs" that was updated this year. This resource is available to download and is also made available through schools to parents and carers.

5.3.3 Dental Health

There were a small number of resources found specifically about children and young peoples' dental health. These largely included resources from NHS Health Scotland, and Childsmile, including an online video and DVD and leaflets that are available to use online, download, and are handed out by the health visitor or relevant dental professional to parents and carers. Action for Sick Children Scotland has a resource pack for parents and carers of children with disabilities or long term health conditions which provide specific information to support dental health where it is an issue associated with a child's disability or condition.

5.3.4 Baby Crying

There were a small number of resources that specifically provided information and advice about the topic of a baby crying. However, other universal resources, such as Ready, Steady, Baby, also provided information on this issue, but it was not covered as frequently in universal resources on new babies or parenting very young children, as might be expected. Those resources which featured it prominently, as well as specific information, were captured by this mapping, whereas information materials with only a mention or a very small section are not included. For example, Understanding Childhood.Net is a website which provides downloadable leaflets for parents and professionals, written by child and adolescent psychotherapists for the Child Psychotherapy Trust (CPT) and provides the resource “Crying and Sleeping”. NHS 24 website provides advice about a baby crying, as does the NCT’s “first days booklet”; available to download from its website.

5.3.5 Mental Health concerns

Whilst this study is aware that mental health teams for children do exist (known as CAMHS, Child and Adolescent Mental Health Services) located mainly within local health services and that these may provide further information about children’s mental health concerns, the mapping was only concerned about national sources of information and therefore, found very few such resources for parents or carers who may have concerns about their child’s mental health. At the same time, very few resources were found which addressed the mental health concerns of the parent and carer, from the perspective of parenting, yet, this issue is one of the top five reasons people call ParentLine Scotland, either because they are concerned about the mental well-being of their child or young person or are worried about their own mental health and its impact on their parenting.

The Respect Me website has a link to the Mental Health Foundation’s booklet “Whatever life brings: understanding your child's mental health” that is available to download. Penumbra, a mental health organisation’s website had no specific resources for parents about children/ young people, but gives general information on mental health, and projects across Scotland. Young Minds is a UK based website that was included within the mapping exercise, and has website resources for parents who are worried about their child’s behaviour or mental health.

5.3.6 Parenting teenagers

We recorded resources that specifically were for “parenting teenagers”, that either had a specific section entitled teenagers, or were titled to specifically be for or about parenting teenagers. When mapping this specific issue, we excluded information about school administrative matters, the curriculum, and financial matters, and any resources which could be relevant to other age groups, as well as teenagers.

The results showed a small number of resources that provided specifically for this issue; for example Parenting Across Scotland provides specific sections of its website dedicated to providing information and links to other organisations about parenting teenagers. It also provides a booklet titled “Sex and relationships and teenagers” available to read

online or in hard copy. Eat Well Scotland has a website section specifically for parents and carers of teenagers, with information and advice about a healthy diet. There were very few resources that covered the important issue of family relationships and behaviour of teenagers. Considering the number of resources available for younger children, the research here highlights a significant gap in parenting resources.

5.4 Age specific information and advice

For the purposes of the mapping and especially the survey, age ranges were delineated as:

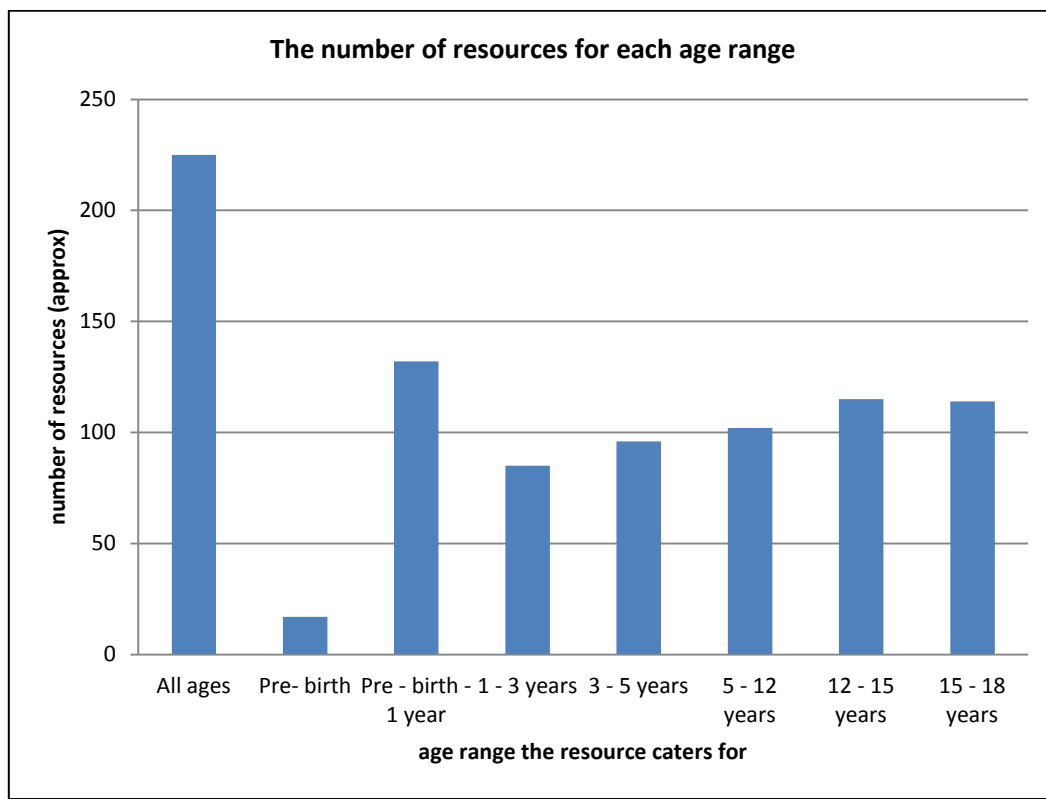
- pre birth
- pre birth – 1 year
- 1 – 3 years
- 3 – 5 years
- 5 – 12 year
- 12 – 15 years
- 15 – 18 years

The desktop research categorised resources by a certain age if they were obviously targeted at a specific age group, i.e. resources about primary school age children and their internet use would be mapped as for ages 5-12 only. However, if a resource could be for a number of ages and did not mention a specific age group, such as “a factsheet for parents about cyberbullying”, then this was mapped as relating to “all” children (with the obvious caveat that younger children and babies are less likely to be affected by cyberbullying). This was done in order to highlight those particular resources that provide specifically for different ages. As calls from ParentLine show, there may be different factors and concerns relating to the same issue for young people aged 12 -15 as for young people between 15 and 18 years.

Within the desktop mapping, resources about education (particularly about curriculum) mentioning that information is relevant to 3 -18 years or resources that included information about pre-school, primary school and/or secondary school, were not classed as relating to “all ages”, but recorded as applying to each of the age groups used in this research. If we had recorded these resources as universal or non age-specific, it would have reduced the number of information resources applicable to older children in particular considerably.

The graphs below are intended to give a general overview but cannot be considered to be statistically robust, partly because some of the data was gathered through the self-completion surveys.

The first graph shows the number of age-specific information resources mapped, by age group:



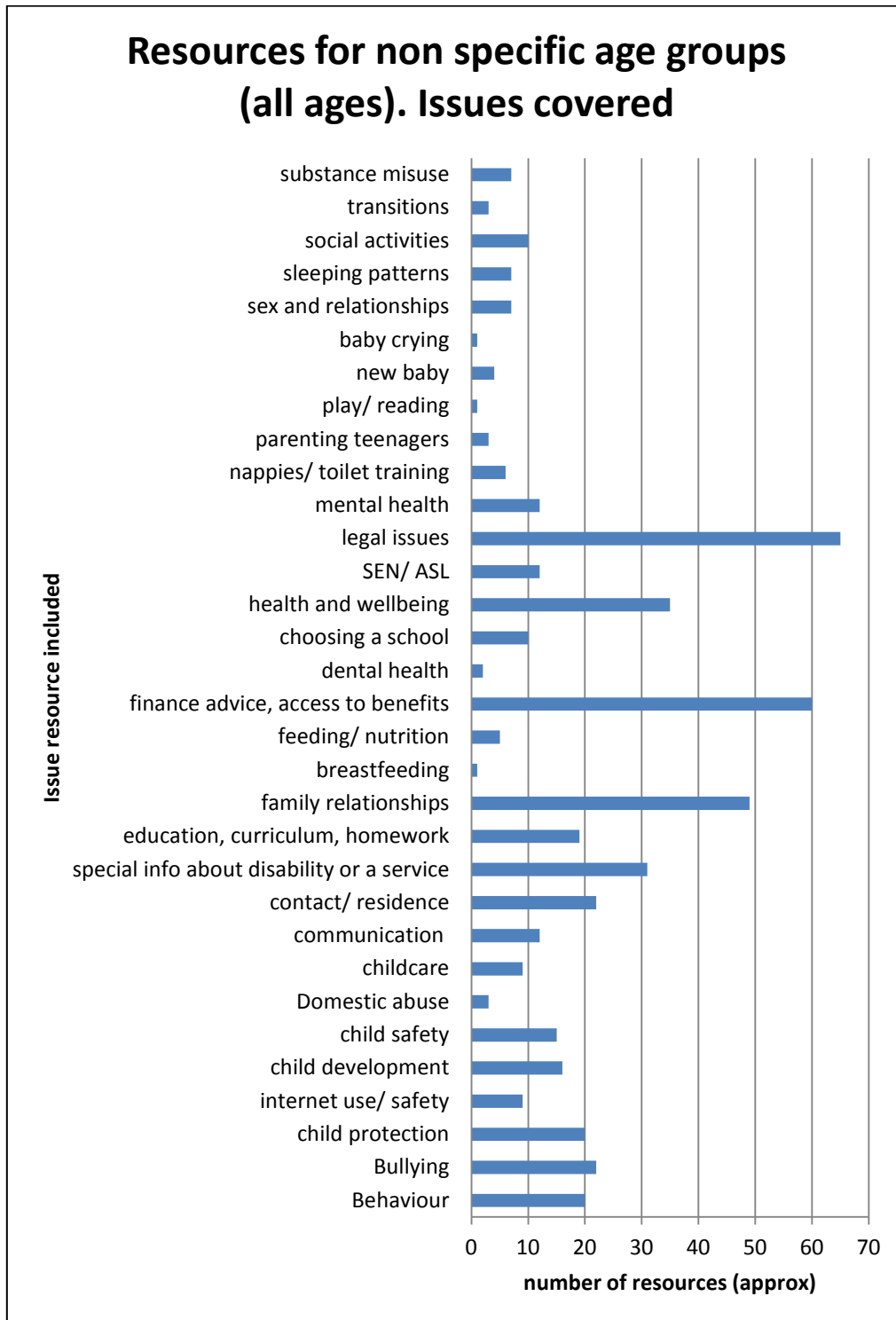
The graph shows that most information resources are not age-specific and suggests that where information is age-specific, most age groups are well catered for. The mapping found very few resources specifically or solely about before birth and while there are a good range of resources for babies to the age of one, there are then comparatively fewer information resources targeted at parents and carers of children in the toddler years.

The Scottish Government has already identified and noted, in the National Parenting Strategy, that there might be a gap in information provision for parenting teenagers. The graph appears to contradict this, however, the mapping found that most of the information resources specifically aimed at parents of teenagers focused on education, curriculum and homework issues, which will be explored in more detail in 5.4.7 below.

The graphs from section 5.4.1 – 5.4.7 below show the range and prevalence of issues covered by resources specific to different age ranges.

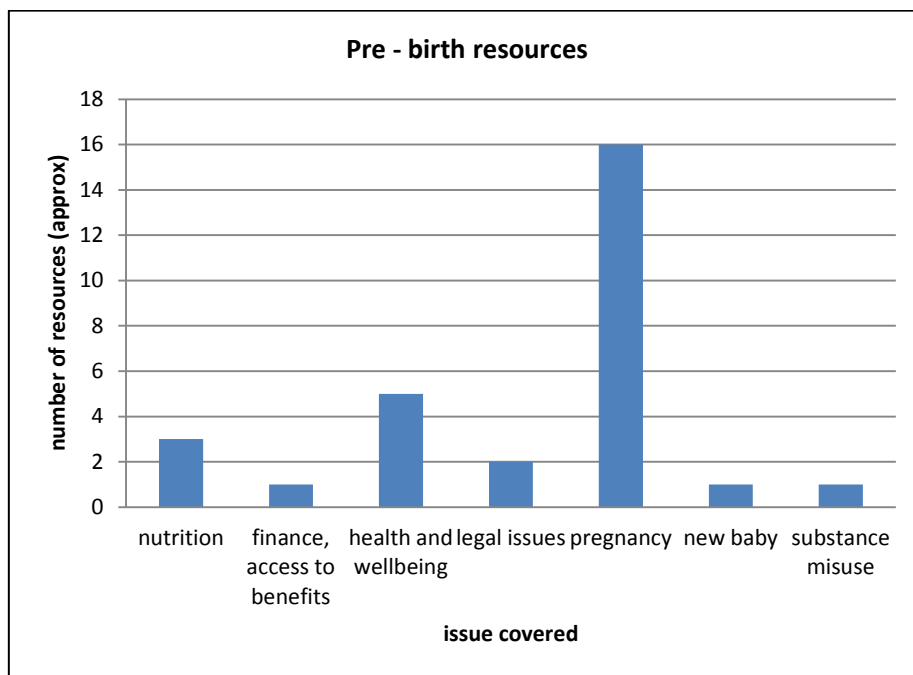
5.4.1 Information resources by issue for all ages

The graph below shows the prevalence of issues featured in resources either for all ages, resources that did not specify an age range of child, or resources which provided information suitable for a range of different age groups.



5.4.2 Resources for pre- birth

Information resources that were specifically for pre-birth were mapped as information which solely or largely included information for expectant parents and carers and for women during pregnancy. We specifically excluded those resources which included significant information about birth onwards. Due to the nature of this age range, only a small number of issues were relevant, and included in the graph:

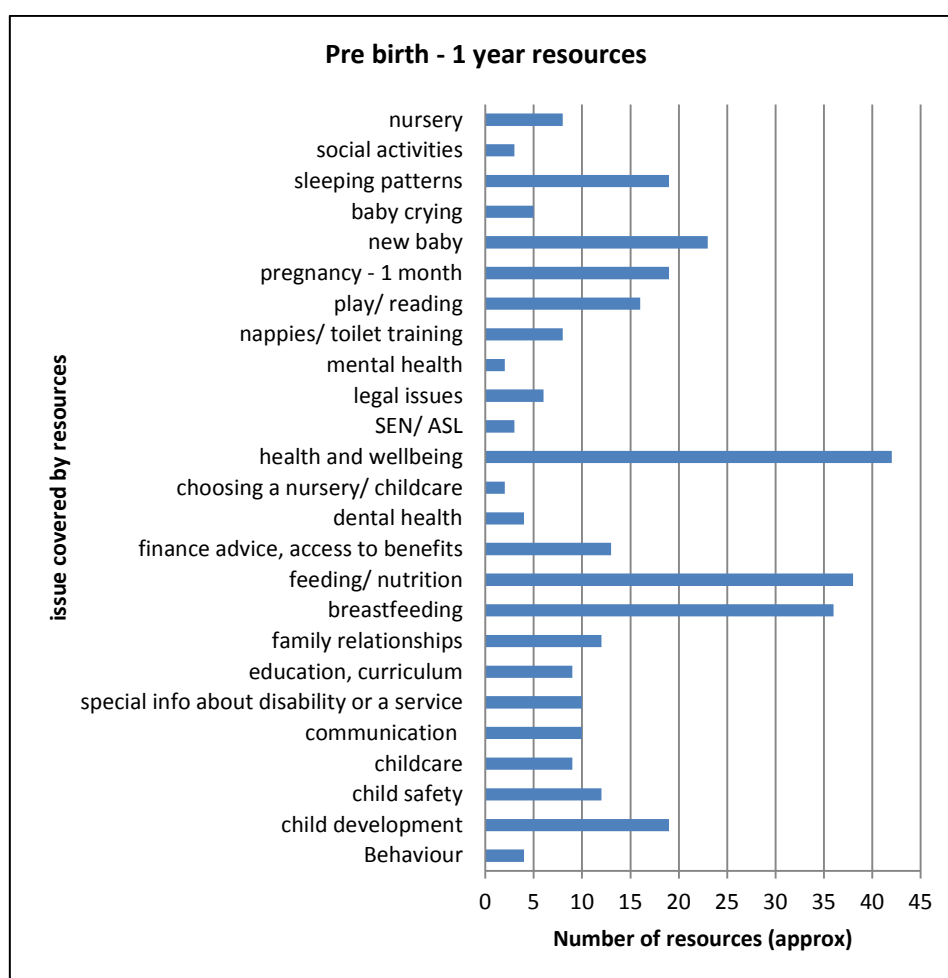


Unsurprisingly, most information resources on pre-birth focus on pregnancy. Eatwell Scotland has a section on its website about eating during pregnancy and NHS Health Scotland has a number of health related resources about pregnancy that are handed out to all relevant women during pregnancy by the midwife or GP.

Whilst the graph indicates that there are not many resources that cater for pre – birth, there were a larger amount of resources that cater for pre- birth issues, within the pre birth – 1 year category, as they contain information about issues of pregnancy, and a new baby/birth together.

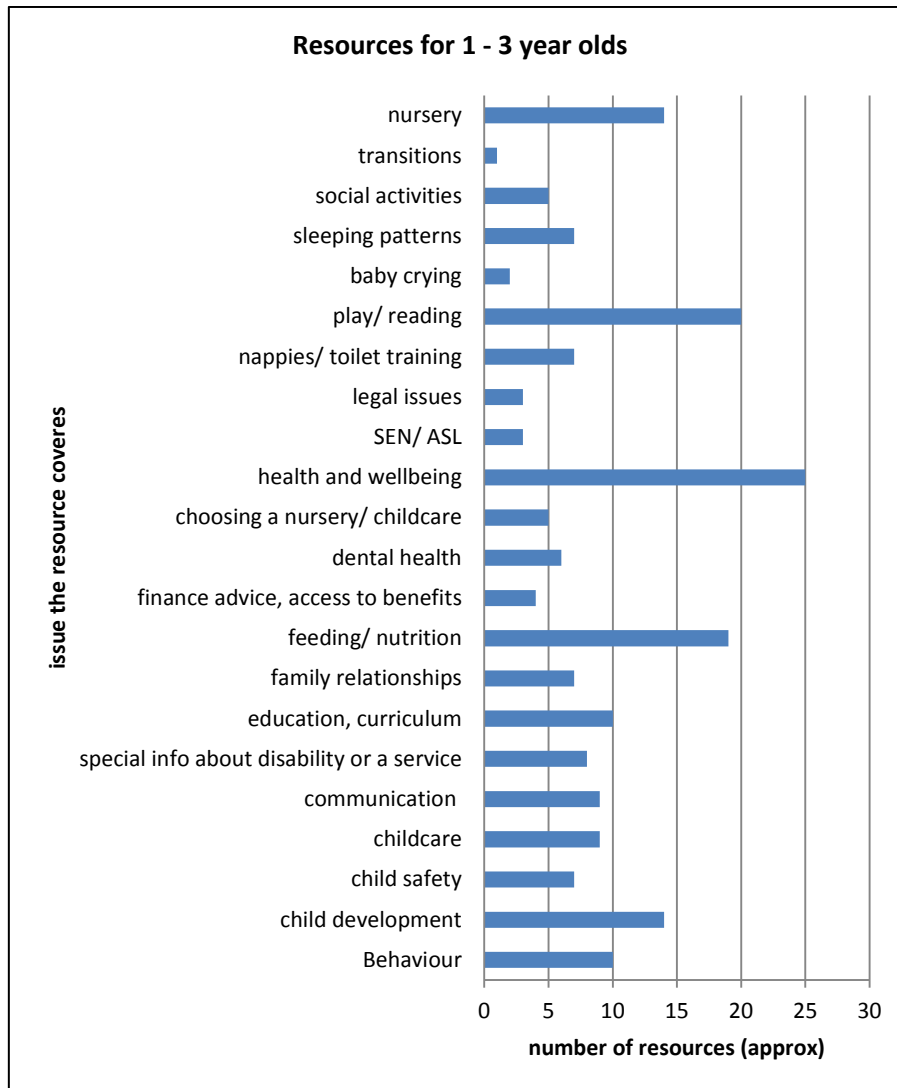
5.4.3 Resources for pre- birth to 1 year

These resources not only include information about pregnancy, but are primarily concerned with providing information relevant to having a new baby up to one year of age (approximately). This graph shows the range and prevalence of issues covered by resources specific to this age range:



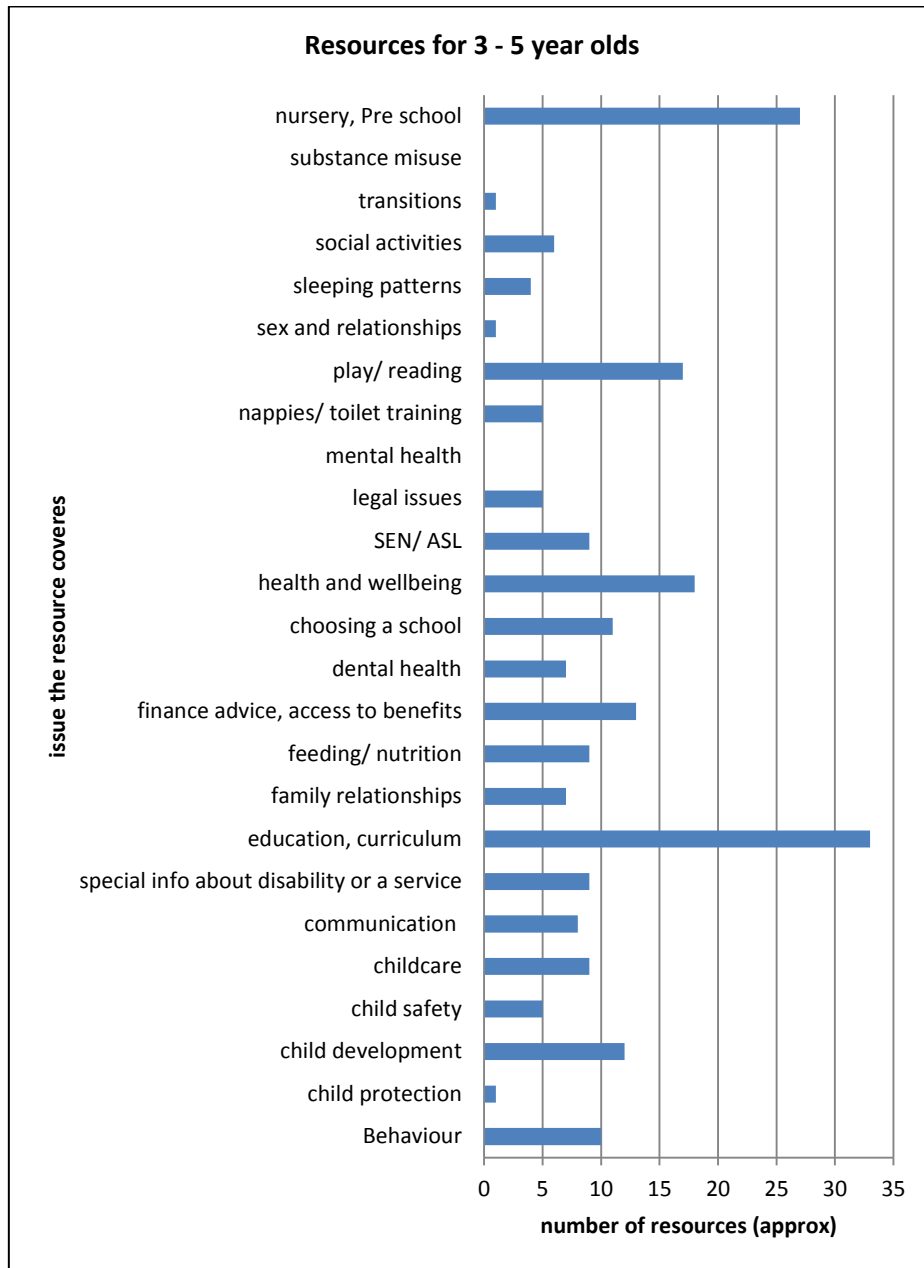
The graph shows that the top issues covered by resources for this age group are health and wellbeing, feeding/ nutrition and breastfeeding. Most of these information resources are provided by public sector agencies, particularly NHS Health Scotland, and third sector disability organisations providing for parents and carers of children with disabilities. Mumsnet, too, has significant information relevant to this stage and age.

5.4.4 Resources for 1 – 3 year olds



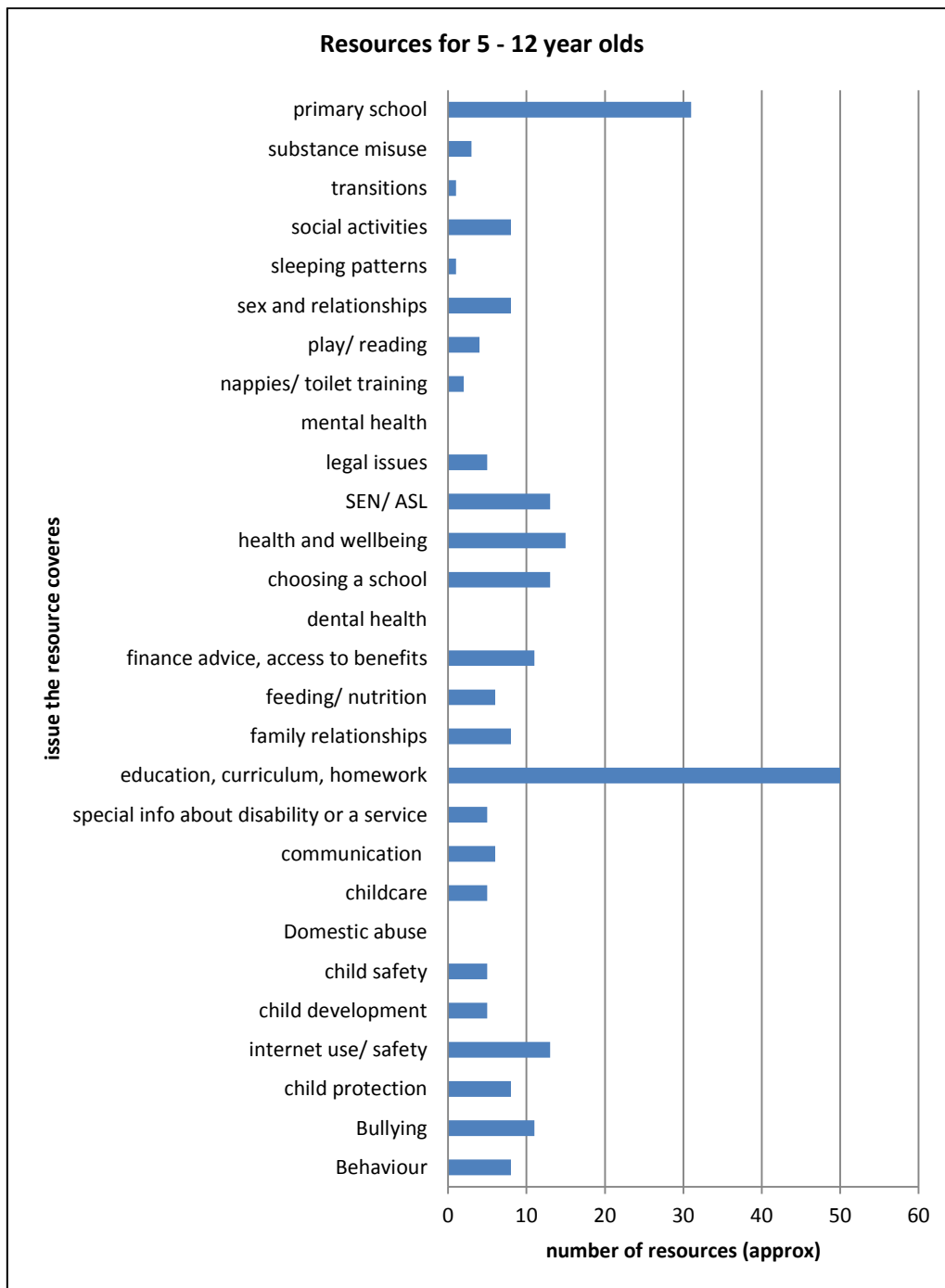
The graph suggests there are a significant amount of information resources for this age group. However, much of the information on these issues is concentrated in a small number of universal resources such as Ready, Steady, Toddler. The main issues covered by resources for this age group are health and wellbeing, feeding/ nutrition and play/reading. There is slightly more information on behaviour than for pre birth to one year and a significant number of resources concerned education and pre-school learning. Education Scotland provides information on the birth – 3 curriculum, and Gaelic 4 parents is a web based resource providing help for parents and carers on communicating with children in Gaelic.

5.4.5 Resources for 3 – 5 year olds



The graph shows that the top issues covered by resources for this age group are either education focussed (about pre-school provision or relevant to starting school) or provide information about health and wellbeing.

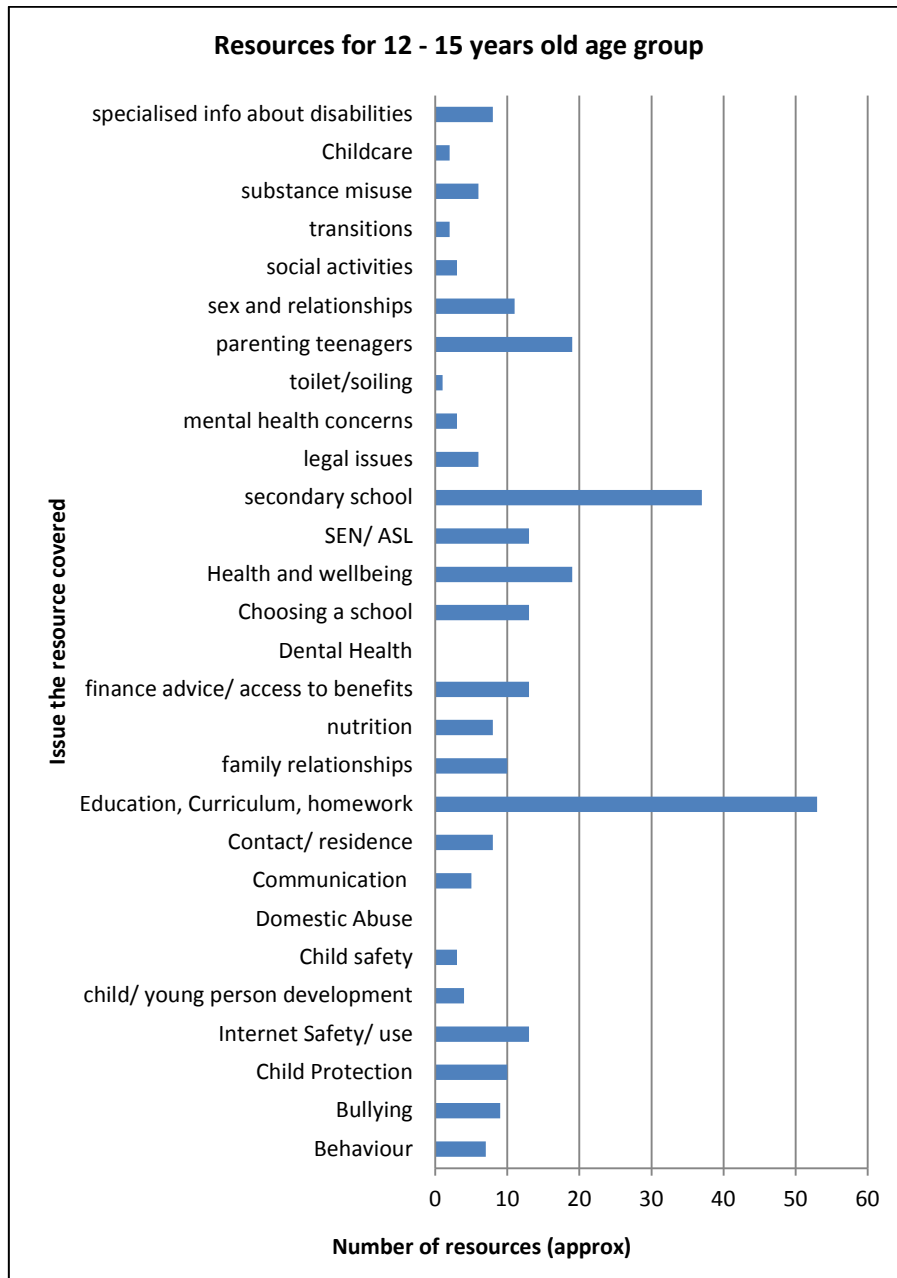
5.4.6 Resources for 5 – 12 year olds

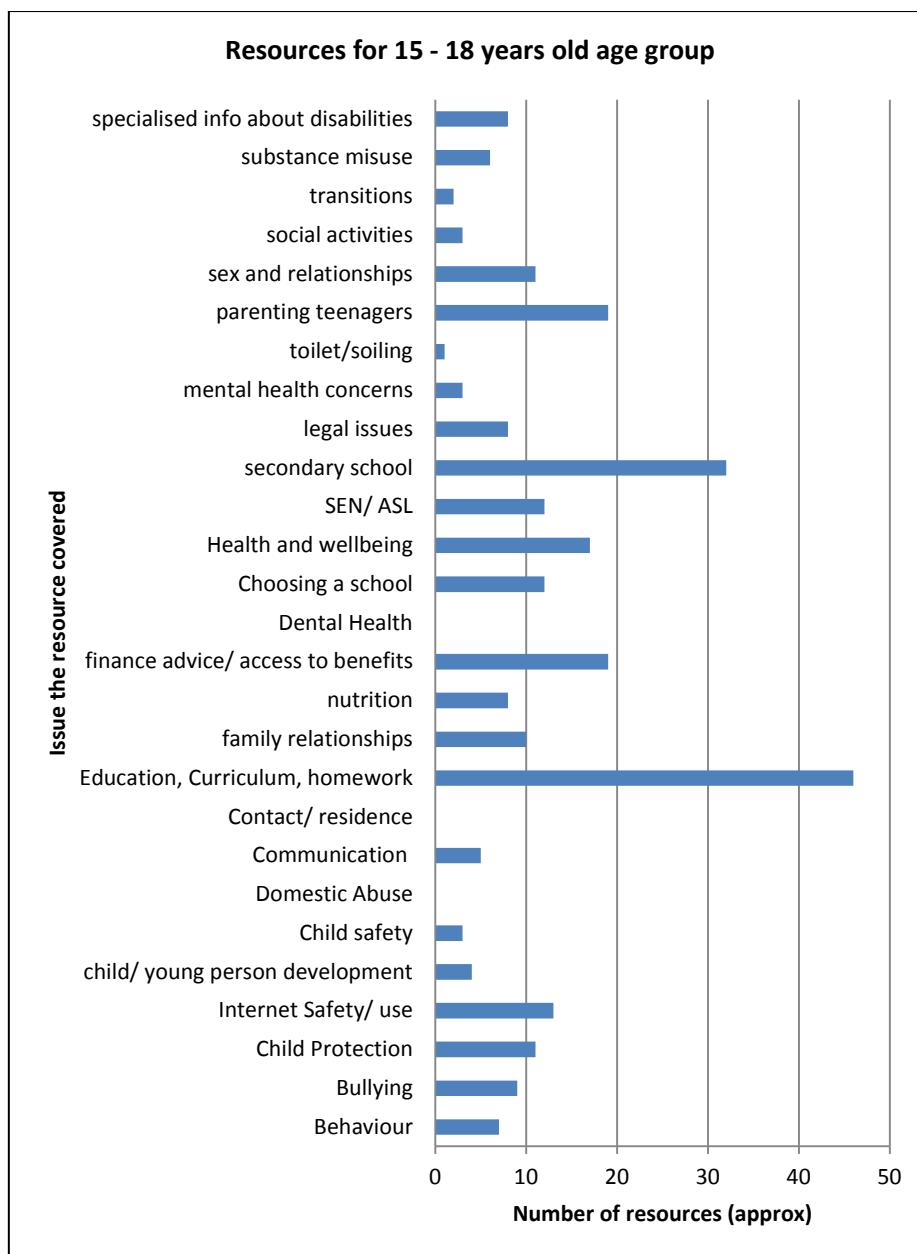


On reaching the school age groups, we begin to see the dominance of education-related information over other parenting issues. The graph clearly shows that the top two issues covered by resources for this age group are education, curriculum, homework and primary school. It is interesting to note that many of the education, curriculum and homework issues are themselves focused on a small number of issues, largely explaining the curriculum to parents and carers, the school process or how to apply to a school (including private and public education). Enable Scotland, ENQUIRE and Contact a Family provide

information about Additional Support for Learning, appropriate for parents and carers of children with disabilities or with additional support needs.

5.4.7 Resources for parenting teenagers (for 12 -15 & 15 – 18 year olds)





The graphs above highlight that the majority of resources for parents of children aged 12 to 15 and 15 to 18 years cover schooling, education, the curriculum, and homework. There are numerous websites, downloadable guides and factsheets about these issues relevant for parents and carers of teenagers at mainstream schools. These include Education Scotland- the Curriculum for Excellence website, which has a range of briefings on the Curriculum for Excellence. Education Scotland – Parentzone website also has downloadable resources about school and education, including “The Secondary School Experience” and “Assessment and Qualifications” factsheet. These were mainly produced in 2010- 2011.

It should be noted that with the introduction of the new nationals into Scottish education, the SQA provides information on the new national qualifications and the National Parent Forum has produced a series of information resources called “nationals in a nutshell”. These are downloadable PDFs covering the new national qualifications for different subjects, and are aimed at parents and carers.

Education, curriculum and homework, are undoubtedly important issues, as any parent of a teenager will say, however remove them from the picture and what emerges is a considerable lack of resource provision about parenting teenagers in relation to behaviour, development, communication, and social activities to name a few. The issue of “parenting teenagers” was also mapped and those findings confirm the age-specific ones, allowing us to conclude that there are very few information resources directly relevant to or about parenting teenagers.

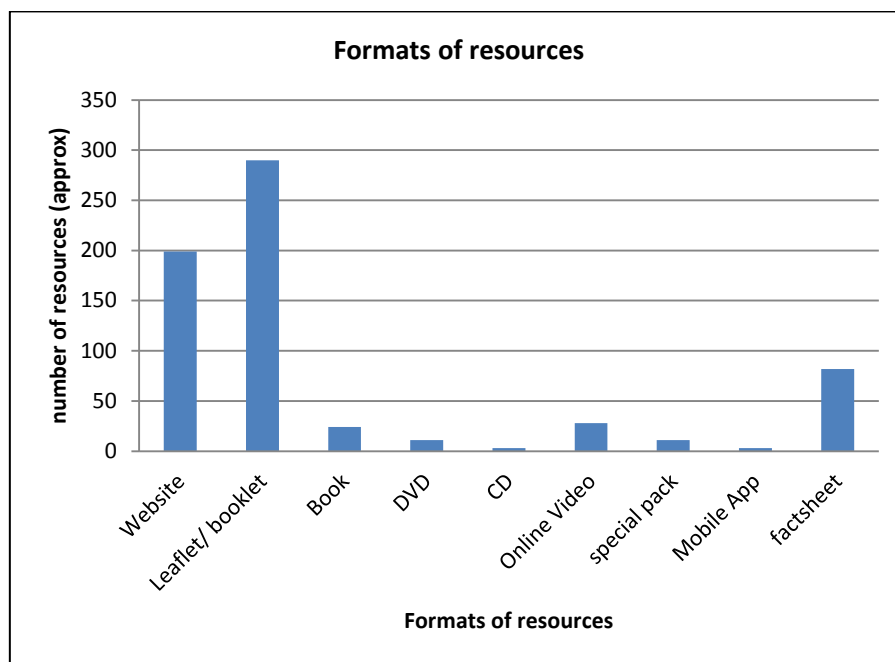
The mapping found a number of different resources relevant to teenagers regarding internet safety and internet use. These resources are fairly new and most are provided online. Education Scotland has online resources including three videos on internet use and safety. CEOP has a website, “Think u Know” which has specific sections relating to different age groups about internet safety and cyberbullying.

A small number of different resources about sex and relationships were found, aimed at parents and carers of teenagers. For example, NHS Health Scotland produces “Talking with your teenager about relationships and sexual health” a freely available resource for parents and carers that is currently in the process of being up dated.

Section 6 Findings – how information and advice is delivered and made available to parents and carers

6.1 Resource formats

The mapping found that most information resources are provided either online, or in a paper format, such as a leaflet, booklet or factsheet which in the majority of cases are available to download from the organisation’s website or available to order. Only a small number of information providers have audio and visual resources, such as DVDs and online videos and five organisations have developed information into mobile apps.



6.2 Multiple formats & single formats

Very few resources were found to be provided in multiple formats. The mapping found that generally, information resources are available in document form which can be downloaded, ordered, or distributed by a practitioner. Some organisations have only web based resources and do not provide printed materials and only a small number made their information resources available in a range of different types of formats.

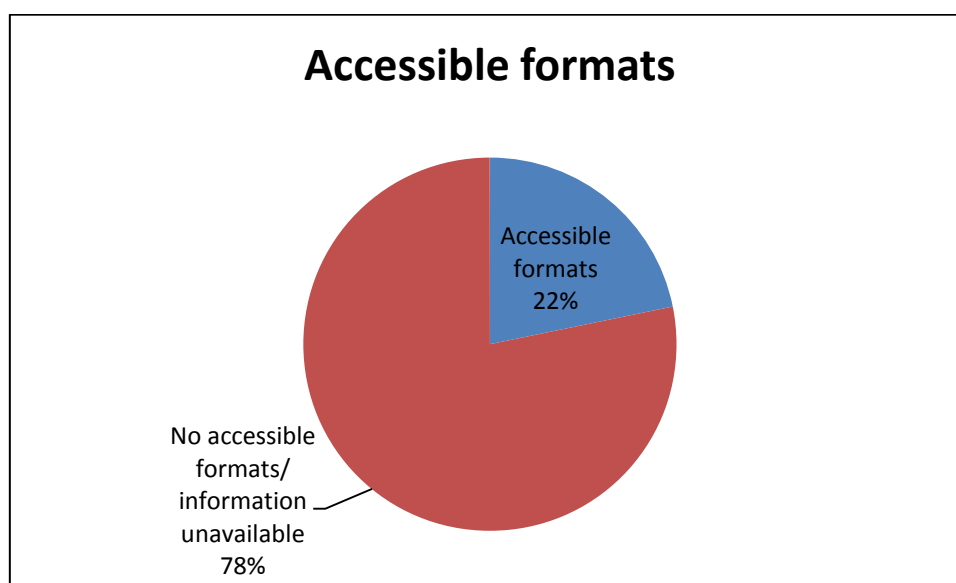
Undoubtedly, cost plays a factor here – printing large numbers of materials costs money, and providing CDs and DVDs is more costly still. But the effect of not providing a range of formats is potentially limiting access. Engagement with parents and carers for the National Parenting Strategy suggests that parents and carers access information online and by and large, information providers are meeting this aspiration, but it could be argued they are doing so prescriptively and not offering choice which suits parents and carers’ needs and lifestyles. For example, many people now download podcasts onto mobile phones and MP3 players, yet very few information providers make their resources available in this audio format.

6.3 Accessible formats and other languages

6.3.1 Accessible formats

“Bringing Up Children: Your Views” remarked upon the lack of easy read information for parents and carers, as one reason preventing them accessing help. The survey asked organisations to detail if their resources were available in accessible formats such as British Sign Language (BSL), audio, easy read, plain English or Braille.

The desktop research specifically looked for accessible format provision. However, the findings show that very few information providers have their resources available in accessible formats or make it clear if they offer to do so.



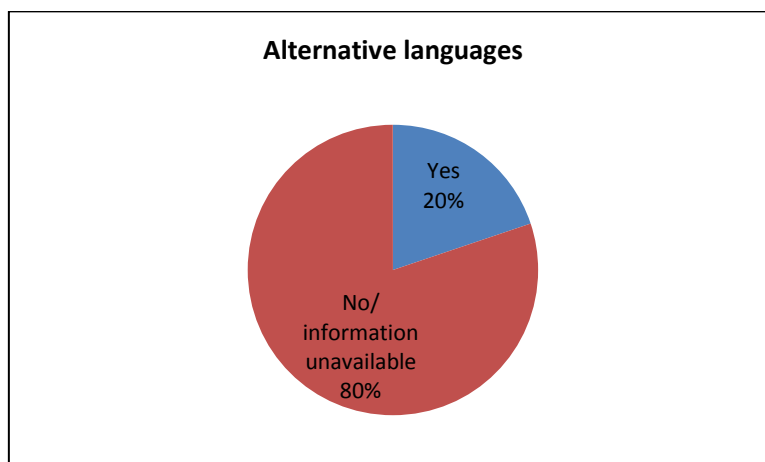
Alternative formats of the resources mapped included:

- easy read
- plain language/English
- BSL
- audio
- large print
- textphone

Action for Sick Children Scotland provides an audio version of their online and downloadable resources for parents and carers, which is available on their website and BLISS makes some of their resources available in easy read and plain English. Citizens Advice Scotland provides some of its website sections in British Sign Language and NHS Health Scotland provide a range of accessible formats, available online. NHS Health Scotland also state clearly that resources in accessible formats can be requested through the practitioner or by phone or email.

6.3.2 Other languages

As with alternative formats, only a minority of information resources were found to be available in alternative languages. The mapping was only able to access this information for those organisations that completed the survey, or where information about the alternative languages available was clearly detailed on their websites or on the resource itself.



Alternative languages found included:

- A variety on request
- Arabic
- Bengali
- Cantonese
- Chinese
- French
- Gaelic
- German
- Gujarati
- Hindi
- Italian
- Lithuanian
- Mandarin
- Mirpuri
- Polish
- Punjabi
- Russian
- Slovak
- Somali
- Spanish
- Tamil
- Turkish
- Urdu
- Welsh

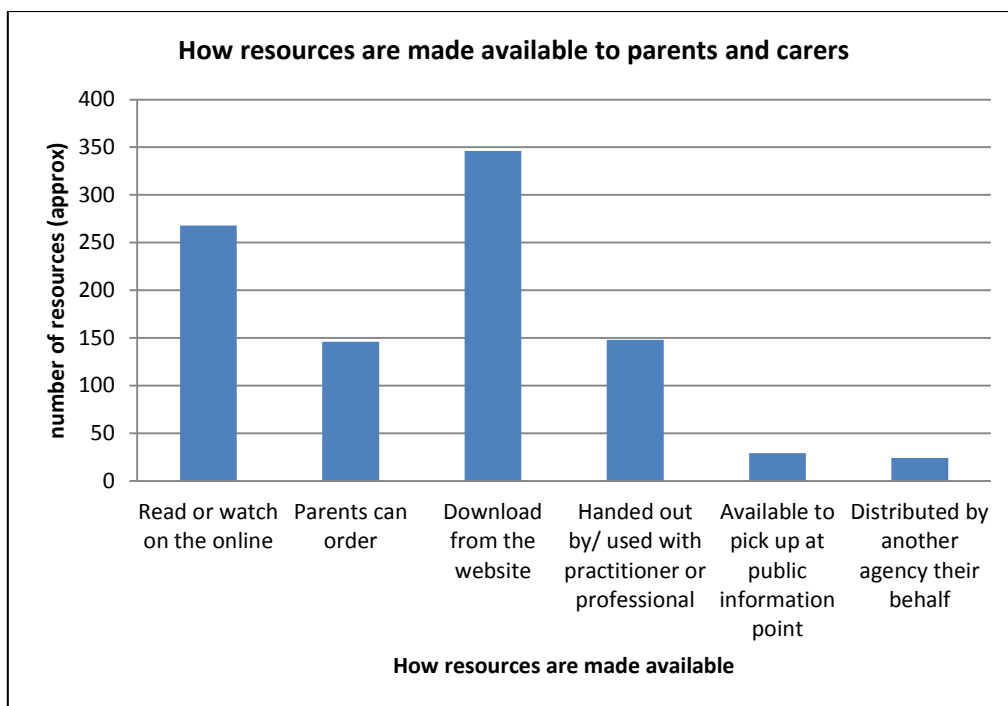
NHS Health Scotland has a number of resources in alternative languages which can be downloaded online from their website. The type of language available to immediately download depends on the resource, however all their leaflets and booklets are available in other languages by request, and it is assumed that the relevant professional can access these alternative versions for the parents and carers that require them.

6.4 How resources are made available to parents and carers

The survey and desktop research also sought how each resource is made available to parents and carers. The survey and desk top research asked if each resource is:

- Available to read or watch online?
- Available for parents and carers to order, and how do they do this?
- Handed out by a practitioner or professional, and which practitioner or professional does this?
- Available to pick up at public information points, and which public information points were these?
- Distributed by another agency on their behalf, and which agency did this?
- Distributed in any other way?

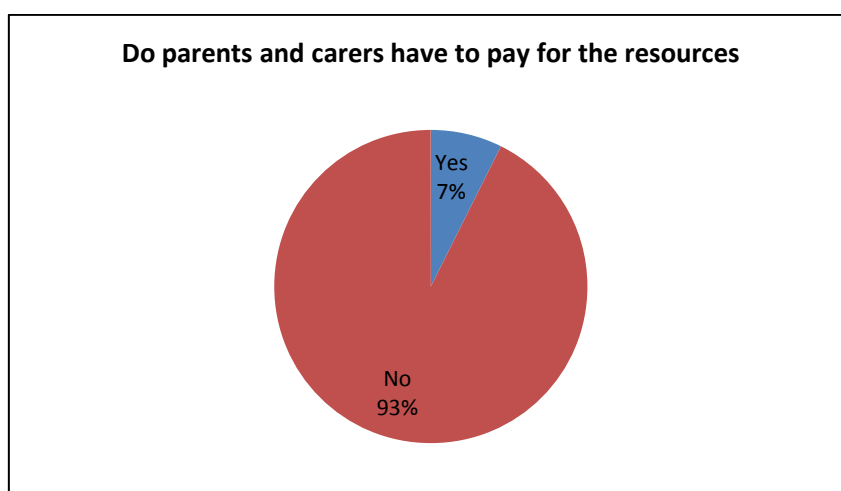
This information was obviously hard to gather through the desktop research and the small number of surveys returned means that we only have a snapshot and not a wholly representative view of how information providers reach parents and carers with their information. The desktop research was able to gather information about how each resource was made available to parents and carers through the information that was on the website or resource itself. There will be some gaps in information attained about whether resources are handed out by practitioners, available from public information points, or if they are distributed by another agency as these questions were highly reliant on the data received from the survey.



The mapping suggests that most resources are available to download online or available to read online (in the form of a website, or separate resource). A significant number are also handed out by practitioners – these are mainly NHS Health Scotland resources. This finding suggests a passive approach to information dissemination: the onus is on parents and carers to find the information rather than the information provider reaching out to parents and carers to give them the information. This approach might explain the apparent dichotomy between there being generally a wealth of universal information for parents and carers and parents and carers consistently stating that they would like more information and advice on parenting.

6.5 Cost of resources

The vast majority of resources were free for parents and carers.



Of those organisations which do charge, most only applied a charge to cover the cost of producing the material or for postage. Charges were often below £1 for each resource. Some resources were free to download online but ordering a hard copy incurred a charge. For example Chew.org provides resources about eating well for children of different ages and while its large booklet is free to download, a hard copy of the booklet costs £30. Down's syndrome Scotland provides a number of resources for members only. To become a member costs £15, however membership is free for families of low incomes.

6.6 Estimated numbers of parents and carers reached

Only a few organisations that responded to the survey were able to give any information about the numbers of parents and carers their resources reached within the last year. Many advised that they did not have access to records detailing this. Some organisations provided figures for total numbers of resources distributed, printed and others advised on how many were ordered.

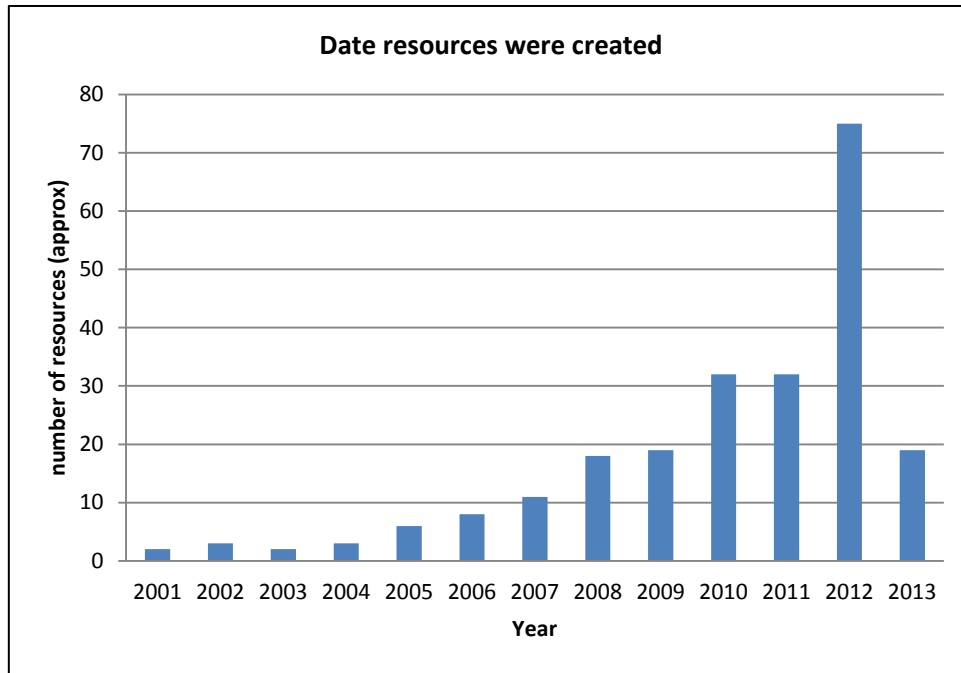
A sample of the information that was provided in the mapping is detailed below. (All figures were accurate at time of the survey):

Organisation	Resource	Number of parents and cares who receive this in the year 2011/2012
BLISS	The Best Start - Expressing and Breastfeeding Premature Babies	20000
BLISS	Scottish Parent information Guide	10000
BLISS	Financial Advice - a guide for families of premature and sick babies	10000
BLISS	BLISS family handbook	30000
Comann nam Parant	Fios is Freagairt	1200 +
Contact a family	Parent Guides on Feeding and eating, sleep, potty and toilet training, bullying, who can help you if concerned about your child's health, behaviour. And Aids, Equipment and Adaptions	40,000 – 45,000 in total for all resources
Dyslexia Scotland	Range of 17 information leaflets about dyslexia	30,000
Enable Scotland	Tricky Moments	500
Enquire	Enquire's Parent Leaflet	6200
Enquire	Parents guide to additional support for learning	4,500 distributed ; 1500 downloaded from website
Enquire	15 factsheets for parents and carers	4700
Families Need Fathers Scotland	Equal parents : clearing the obstacles to involvement of non resident parents in their children's education	250
Families Need Fathers Scotland	Guide to Bar reports	300
Mentor UK	Prevention Smart	324
Mentor UK	Kinship Care resource guide	9765

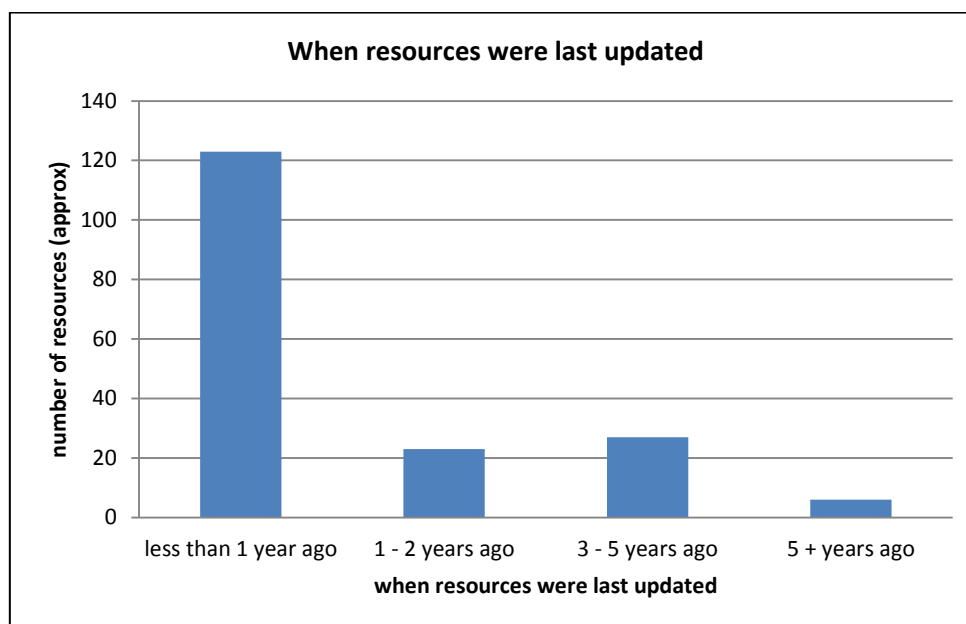
National Association of Family Information Services	UK website	40000 UK wide
NHS Health Scotland	Ready Steady Baby	65,000 printed and distributed. Visits to the Ready Steady Baby website were approximately 204973 over a 12 month period (April 2012 – April 2013)
NHS Health Scotland	Ready Steady Toddler	65,000 printed and distributed. The visits to the Ready Steady Toddler website were approximately 12,000 visit over 10 month period (June 2012 – March 2013)
NHS Health Scotland	Ready Steady Baby Mobile App	Active user in Scotland of this app from November 2012 – to March 2013 is 4717
NHS Health Scotland	Off to a good start: All you need to know about breastfeeding your baby	65,000 copies printed and distributed
OPFS	Child Maintenance	2045
OPFS	Lone Fathers	340
OPFS	Maternity Rights	383
OPFS	Holiday Trust fund	324
OPFS	Trusts for individual & family needs	571
OPFS	Arrangements for Children	526
OPFS/ NHS Health Scotland	Young Parent Survival guide- pregnant and panicking!	340
OPFS	First visit to a solicitor	232
OPFS	What happens to my benefits when my child gets older	3680
OPFS	Childcare	494
Pamis	A series of six health leaflets for people with profound and multiple learning disabilities	250
Scottish Book Trust	Gaelic Book Bug pack for different ages	4,500 for each age range of pack
Talk 2	website	2011 - 12,968 & 2012 - 23,279

6.7 Review and evaluation

The mapping tried to establish how up to date information resources by asking about the date of creation and when, if ever, the resource was last updated. We were unable to ascertain dates for every single resource, but the results obtained are highly positive, showing that most information resources are relatively up to date, having been created in the last three years:



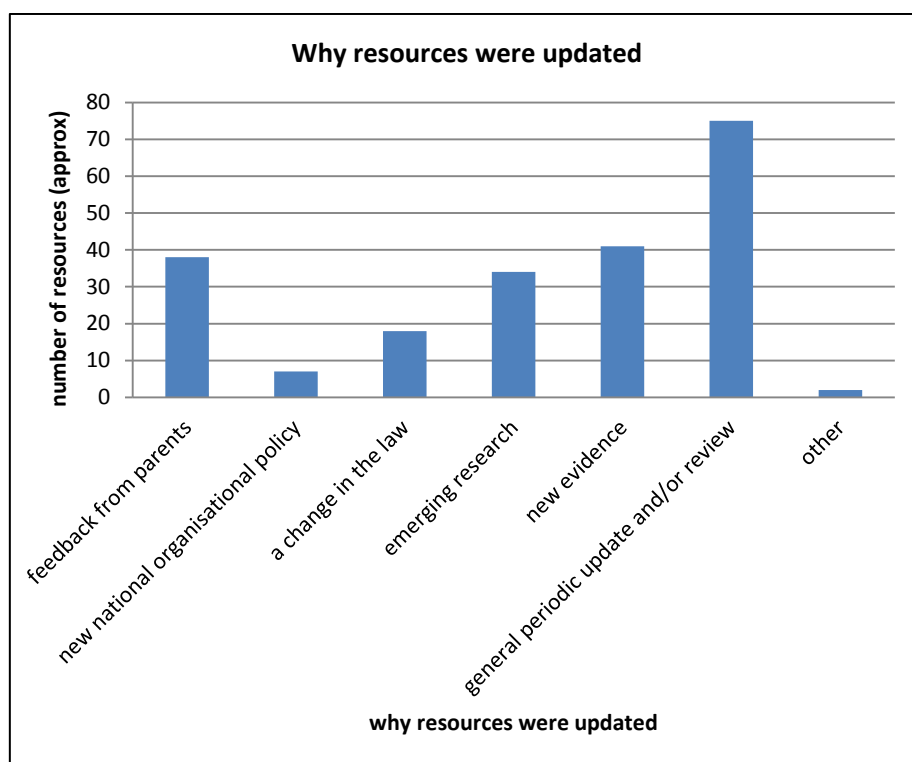
Also positive is the finding that most resources have been updated fairly recently and that where they have been updated, that has taken place mainly in the last year:



The mapping also wanted to ascertain the reasons why information resources are updated. The survey asked if it was because of:

- feedback from parents
- a new national organisational policy
- a change in the law
- emerging research
- new evidence
- general periodic update and/or review
- another reason

Not every organisation that filled in the survey gave an answer on this question, however the data that is available is positive, showing that a large number of resources are updated due to general periodic update and/or review, and a significant number of organisations seek feedback from parents and carers when updating their resources, as well as emerging research and new evidence.



Organisations advising that they update their resources because of feedback from parents and carers include:

- BLISS
- Care Inspectorate
- CHILDREN 1ST
- Contact a Family
- Down's Syndrome Scotland
- ENABLE Scotland
- Family Fund
- Mentor UK
- NHS Health Scotland
- OPFS

Section 7 - Conclusions and recommendations

To inform the development of the National Parenting Strategy, a number of organisations engaged with parents and carers on behalf of the Scottish Government. One of the key findings from this engagement was a desire and a need for more information about key aspects of parenting. Yet, this mapping suggests that there is a wealth – some might suggest, a deluge – of information out there, of a generally high quality, provided by a wide range of organisations.

However, the mapping also shows that on some key issues for parents and carers, there are actually very few information resources available. Moreover, one of the key conclusions is that the very focus of information providers on “parents” without acknowledging that many children are now growing up with a complex layer of often fluid relationships with people in their lives in a parenting role might by itself act as a barrier. If information providers only talk or refer to “parents” are they creating an unnecessary barrier to that information for those people caring for children who do not see or consider themselves as “parents”? A small shift in language could result in more universally provided resources being seen to be suitable for and used by parents and carers with particular characteristics or in distinct circumstances.

Most information resources covered the issues of; health and wellbeing; finance advice and access to benefits; education, curriculum and homework. However some key gaps in parenting issues were identified by the mapping. The older children become the fewer resources there are available and while on the face of it, there does appear to be significant information for parents of teenagers, the vast majority of it is focussed on education. The mapping found comparatively few information resources about teenage behaviour, discipline, adolescent development, setting boundaries and communication.

Whilst there is more information available for children in the earliest years, and a wide range of issues are covered, even here there is a bias towards particular subjects, such as education and pre-school learning and health and wellbeing. Meanwhile, mothers tend to be better served by information than fathers, particularly around pregnancy and immediately after birth issues. A general impression here was that some resources may unintentionally alienate fathers, due to the language used, wording and photos in the resources.

Information providers, while very good at providing information universally for parents and carers, are much weaker at reaching particular groups of parents and carers, even those whom we know may have specific additional information needs, such as young/teenage parents, parents with disabilities, kinship carers, grandparents, step parents and parents and carers from black and ethnic minority communities. It was also found that there were only a small number of information resources specifically targeted at fathers. While some of these parents and carers may have some specific additional information needs, existing resources could better cater for these groups by ensuring accessible formats, alternative languages, a more inclusive approach, and to widening the definition of “parent” to parents and carers, to ensure this includes anyone with a parenting role.

The mapping also found that the freely available information aimed at adoptive parents, foster carers, and prospective adoptive or foster parents and carers, and kinship carers is

targeted mainly at the role itself, rather than the parenting issues they may encounter when raising or caring for their child. These groups could also be better catered for if existing universal parenting resources acknowledge a wider definition of “parent”.

There is however, a significant amount of information provided, by a diverse range of third sector organisations covering a wide range of parenting issues for children with a disability or long term health condition. However, it should be noted that many of these organisations will be providing highly specific information which is targeted at parents and carers with a child with a particular impairment or health condition.

Interestingly, much of the information found that is aimed at separated and separating parents covers issues which affect the adults in the family, such as legal issues, finances and benefits, and contact and residence. There were very few resources which address parenting apart as a key issue, and the impact their family situation has on children and young people.

It was not clear from some organisation’s responses to the mapping exercise whether they make their resources available in accessible formats and other languages. Ensuring that resources are clearly and easily available in alternative formats and languages would ensure that they reach a wider range of parents and carers, and make information much more accessible.

Most information resources mapped are available in paper or online formats, and very few providers charge for their information. On the whole, the mapping found that many information providers seem to make information available to download, read online or to request, rather than deploying outreach methods to disseminate the resources to parents and carers themselves. Encouraging good practice in this area will ensure more parents and carers can use the resources that are already available.

The results of this mapping exercise indicate that a large amount of information is made available online. This coupled with the results that only a small number of organisations were found to use a variety of methods to reach parents and carers, including the use of professionals and practitioners, could mean that across the country, dissemination of information is inconsistent and patchy.

The dominance of web-based information could be prohibitive to some parents and carers. There is a significant digital divide in Scotland with poorer communities, in particular, disadvantaged in this regard. Moreover, there is a suggestion that information providers are not keeping up with technology. Increasingly, people use a wide range of devices to access the internet, and also access information using audio formats, yet very few providers are making information available in formats suitable for MP3 players or smart phones.

The research found that organisations are very good at updating their information, with most of the resources mapped updated within the last year or two years. Results also found that information providers also respond well to legislative and practice change, as well as using feedback from parents and carers to update their resources.

The mapping found that many providers do not track how many of their resources are downloaded or disseminated. It was therefore difficult to map the effectiveness of information provision reaching parents and carers. This might explain the dichotomy between some parents and carers who responding in the engagement on the National

Parenting Strategy said that they would like more information provided and the fact that there are substantial amounts of information provided on a wide range of issues.

There are some instances of duplication on certain issues, for example, on information about breastfeeding, and it is not clear how information providers assess whether information is needed before developing a resource. Establishing this was beyond the scope of this mapping exercise.

Ultimately, the mapping of information and advice provided to parents and carers shows that there are some very good information resources out there covering a wide range of issues, but provision is inconsistent, with duplication on a small number of issues, a relatively low amount of information available for some age groups of children, and significant groups of parents and carers not being adequately provided for.

These findings aim to inform how the Scottish Government might take forward its commitments in the National Parenting Strategy in relation to the provision of information to parents. They also aim to guide third sector and statutory partners on how they might ensure that information and advice in Scotland for parents and carers is comprehensive, consistent, appropriate and meets the needs of families throughout their children's lives.

Areas for information providers and organisations and agencies working with parents to consider:

1. to follow existing guidance and good practice in terms of providing parenting information in appropriate languages and accessible formats (key findings 5, 6, 14)
2. the adaptation of universal resources to better provide for the widest possible range of people with a parenting role (key findings 3, 5, 6, 14)
3. the production of information to fill the gaps, particularly information for parents of teenagers/ older children, managing children's behaviour, discipline, and setting boundaries, and providing parenting advice for those who parent apart (key findings 7, 9, 10, 11, 12, 13)
4. collaborating in areas where there is already significant parenting information on a range of resources to minimise duplication (key finding 24)
5. how to keep pace with technological developments to ensure that all parents and carers can access the broadest range of information, and to explore and consider the future information needs of parents and carers when reviewing information resources (key findings 19, 20, 21)
6. the promotion and adoption of outreach models which are effective at disseminating parenting resources to parents and carers (key finding 23)
7. to work with other providers in local authority areas to ensure that there is a basic amount of information universally available to all parents and carers covering the key parenting issues and all ages and stages of children and young people (key findings 21, 23)

Appendix A – list of organisations included in the mapping research

The following organisations were included in the mapping exercise:

(After investigation, some organisations were not included within the final mapping data. This was because of a lack of available information, or because they did not provide resources that were relevant to this mapping project.)

Aberlour
Action for Children
Action for Sick Children Scotland
Afac (Scotland)
Amina Muslim Women's Information & Resource Centre
Army Welfare Services
Barnardos Scotland
Birthlink
BLISS
Bobath Scotland
Bord na Gaidhlig
Breathing Space
British Association Adoption & Fostering
Brittle Bone society
Butterfly trust
CALM Scotland
Capability Scotland
Care for the Family
Care Inspectorate
CELCIS
Centre for Research on Families and Relationships
CEOP Scotland
CHAS
Child Poverty Action Group
CHILDREN 1ST
Children in Scotland
Citizens Advice Scotland- including different sections
Comann nam Parant
Community Food And Health Scotland
Contact a Family
Cruise Bereavement Care Scotland
Directorate of Children and Young Persons (MOD)
Down's Syndrome Scotland (2 groups)
DWP - Child maintenance options (just website)
Dyslexia Scotland
Eatwell Scotland
Education Scotland
ENABLE Scotland
Enquire
ERIC (Education and resources for childhood continence)
Families Need Fathers

Families Outside
Family Fund
Family Law Association Scotland
Family Rights Group
Fathers Network Scotland
Food Standards Agency
Gransnet (website)
Health Protection Scotland
Healthcare Improvement Scotland
HM Revenue & Customs
Home Start Scotland
Includem
La Leche league
Mentor UK
Money Advice Scotland
Mumsnet
National Childbirth Trust
National Day nurseries association
National Deaf Children's Society
National Association of Family Information Services
National Parent Forum Scotland
National Childbirth Trust (NCT)
Netmums (website)
NHS 24 (and NHS inform within this)
NHS Education Scotland
NHS Health Protection Scotland
NHS Health Scotland
NHS Inform
NHS National Services Scotland NSPCC Scotland
One Parent Families Scotland
PAMIS
Parent Network Scotland
Parenting Across Scotland
Parentzone
Penumbra
People First Scotland
Primary Times
Pupil Inclusion Network Scotland
Quarriers
Relationships Scotland
Respect ME, Scotland's Anti-Bullying Service
Roshni
Samaritans
Save the Children
Scottish After School Club Network
Scottish Association for Mental Health
Scottish Book Trust - Book Bug
Scottish Child Law Centre
Scottish Child-minding Association
Scottish CHIS/ Family information Service
Scottish Consortium for Learning Disability
Scottish Council of Independent Schools

Scottish Drugs Forum
Scottish Government
Scottish Government curriculum for Excellence
Scottish Marriage Care
Scottish Muslim Parent's Association
Scottish Out of School Care Network
Scottish Parent Teacher Council
Scottish Pre-School Play Association
Scottish Refugee council
Scottish Traveller Education Programme
Scottish Woman's Aid
SCRA
Sense Scotland
Sleep Scotland
Stonewall Scotland
Stòrlann Nàiseanta na Gàidhlig
Talk to Frank
Talk 2 (website)
The Breastfeeding Network
The Fostering Network Scotland
Understanding Childhood (website)
UNICEF (Baby Friendly Initiative)
WithScotland
Young Minds
Young Scot
Youth Link Scotland

Appendix B – Online Survey

National Parenting Strategy – commitment to map out national information resources available for parents and carers.

1. The Scottish Government in its National Parenting Strategy, published on 3rd October 2012, committed to looking at the national sources of information available to parents and carers in Scotland. Working in partnership with the Scottish Government, NHS Health Scotland and Parenting Across Scotland, CHILDREN 1ST has been commissioned to carry out this mapping exercise.

We are mapping:

Resources produced and made available nationally, i.e. across all Scotland, not locally.

Physical resources including websites, leaflets, booklets, CDs/DVDs etc. but not helplines.

Resources for anyone in a parenting role.

Resources provided for parents and carers on a non-commercial basis, i.e. a not-for-profit basis. This would exclude parenting books/ manuals authored and sold by individuals or organisations.

If you would like any more information about this research, please contact Sarah Vernon Sarah.Vernon@children1st.org.uk tel: 0131 446 3986

Please provide us with some information about your organisation

What is the name of your organisation?

2. What sector is your organisation? Please tick one option

- Public
- Voluntary
- Private
- Other please say what.

3. We may need to contact you to get more information about what you have told us in this survey, to enable completion of our project.

Also if your resources are available online, we can map most of the information for you, and then contact you to retrieve any remaining information. This will hopefully make it easier for you to help us with this research.

All contact details will be used for the purposes of this project, they will only be held by

CHILDREN 1st and shared with the Scottish Government.

Please provide contact details below.

Name of person we can contact:

4. Telephone number of contact person

5. Email address of contact person

6.

If your resources are accessible online, please provide the website address.

7. Do you provide parenting information/ advice that is available nationally?

- Yes
- No

8. Does your organisation have a facebook/ twitter or other social media account which you use to engage with parents or carers?

- Yes
- No
- If yes, please provide details.

9. The next part of the survey will ask you to fill in details about each resource your organisation provides to parents and carers about parenting issues.

If you have more than 5 resources, and/or would prefer us to contact you to complete this survey, please ensure you have filled in correct contact details and then click "No"

If you would now like to enter information about your parenting resources please click "Yes"

- Yes
- No

Section 2

10. Think about the parenting resources your organisation produces. For each resource your organisation produces, please complete the questions below. If your organisation produces multiple resources, please use the 'Add' option at the end of this page to add information for these resources.

A) What is the title of your resource?

B) What is the main purpose of your resource? (E.g.- to help all parents of pre-school children with sleep problems; to provide advice to new mothers about breastfeeding).

C) What issue or issues does this resource cover? Please tick all that apply

- Child abuse
- Child development
- Child safety
- Childcare
- Children and young people's behaviour
- Children's mental health concerns
- Substance misuse
- Contact/ residence
- Education/ curriculum/ homework

- Family relationships
- Feeding/nutrition
- Finance advice/ access to benefits
- Health
- How to deal with bullying
- Legal issues
- Nappies/ toilet training
- Pregnancy
- Nursery school
- Pre school care
- Primary school
- Secondary school
- Social activities
- Sleeping patterns/ routines
- Other, please say what.

D) What age of child does this resource provide information about. Please choose the most appropriate option (don't worry if it doesn't match exactly).

Tick all that apply

- All ages
- Pre- birth
- Pre- birth - 1 year

- 1 - 3 years
- 3 - 5 years
- 5 - 12 years
- 12 - 15 years
- 15 - 18 years

E) What is the target group of parent/carer? (Please tick all that apply)

- Universal (Anyone with a parenting role)
- Adoptive Parents
- Step Parents
- Parents with Disabilities
- Mothers
- Fathers
- Lone Parents
- Pregnant mothers
- Teenage Parents
- Kinship Carers
- Foster Carers
- Parents of children with disabilities
- Parents with learning difficulties
- Other:

F) How do you produce this particular resource? (Please tick all that apply).

- Website
- Leaflet/brochure
- Book
- CD
- DVD
- Social media
- Online video
- Factsheet
- Mobile app
- MSN/online chat
- Helpline
- Other:

G) Is this resource available in a range of formats and/or other languages?

- Yes
- No
- Don't Know

H) If yes, please tick all that apply

- Plain language
- Easy read

- Large Print
- Audio
- CD/ DVD
- Braille
- British Sign Language
- Other, please say what Please enter an 'other' value for this selection.

l) If your resource is available in other languages, please tell us which ones (tick all that apply)

- Gaelic
- Polish
- Cantonese
- Urdu
- Punjabi
- Mandarin
- French
- Italian
- Others, please say what

J) How is this resource delivered to parents and carers? Please tick all the options that apply and provide as much information as possible.

- Parents/ carers can read the resource on the website.
- Parents/ carers can download it from the website.
- Available for parents/ carers to pick up from public information points.
- Given out by practitioner or professional.
- Parents/ carers are given or sent a copy. If so by who and how?

- Available for parents/ carers to order. If so how do they do this?

- Distributed by another agency on your behalf. Please list the organisations and tell us how.

- Other- Please tell us any other ways that this resource is distributed to parents and carers, (explaining how and by who).

If this resource is available to pick up at public information points, please tick which ones.

- GP/ Health centre
- Library
- Community Centre
- Nursery
- Mother & Toddler groups
- School

Supermarket/ Shopping centre

Leisure centre

Other

If this resource is handed out by practitioners/ professionals, please tick all that apply

Midwife

Health Visitor

GP

Dentist

Nurse

Nursery school Practitioner

Teacher

Social Worker

Other, please say who.

K) For the parent or carer, is this resource

Free of charge

Has to be paid for

If paid for, how much does it cost?

L) If known - Thinking about all the different ways you have made this resource available, how many parents & carers have downloaded/ received/ ordered this resource in the year 2011/2012?

M) If known, what date was the resource created?

hidden=false&rec

N) When was the resource last updated?

- Less than 1 year
- 1 - 2 years
- 3-5 years
- 5+ years

O) If known, why was this resource updated?

- Because of feedback from parents/carers
- Because of new national organisational policy
- Because of a change in the law
- Because of emerging research
- Because of new evidence
- Because of general periodic, update & review
- Other

P) If you would like to input information about another resource, please click Add Option. If you have finished inputting all your resources please click Next.

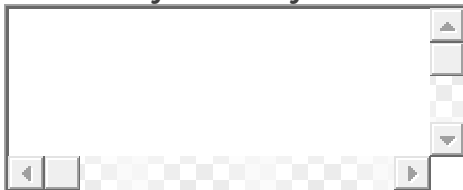
Section 3

10. Thank you for inputting your information.

At the moment, is your organisation in development of any new resources that you would like to tell us about? Please enter any information below.



11. If you haven't already- please provide contact details, so (if necessary) we can contact you about your resources. Your contact details will only be used for the purposes of this survey and will only be held by CHILDREN 1st and shared with the Scottish Government.



END OF SURVEY



Research funded by the Scottish Government

This report is available on request in accessible formats and alternative languages.

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