



Child Friendly Community Survey

Helping Services Brief

Enclosed please find information about our Child Friendly Community Survey. We have included information about the survey, its general findings, and all the responses that specifically pertain to Helping Services.

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Ministry of
Children and Family
Development

*DeltaKids is funded by the Ministry
of Children and Family Development*



United Way
Lower Mainland

*The Delta Child Friendly Community
Survey was funded by the United Way*

Survey Background

Who: DeltaKids is a coalition of the non-profit and government partners who work with Delta children and families. Together we plan, implement, and support opportunities for the optimum development of children from conception to age twelve.

What: DeltaKids conducted a Child-Friendly Community Survey. The survey was inspired by the work of the Society for Children and Youth of BC and was funded by the United Way. Information about the general findings and specific results about Helping Services is enclosed.

Why: We offer this data in the hope that it will assist you in your work with Delta children and families, and in the spirit of prompting further discussion, research, and collaboration. Together we can make Delta an even more family friendly community than it is already.

If you have questions about the survey or would like additional details please be in touch with:

Jason Hodgins: jhodgins@deltasd.bc.ca

If you would like to arrange a presentation, explore opportunities to collaborate with DeltaKids, or share ways you have found this information useful please be in touch with:

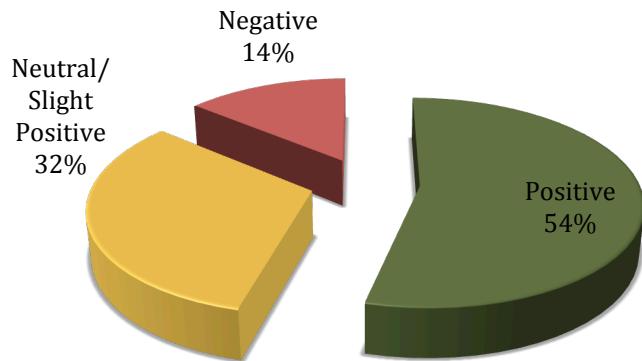
Andrea Lemire: coordinator@deltakids.ca

About the Survey	Results
Where: The survey was conducted online, at community programs, events, and in schools during 2015	 500 Parent Responses (majority collected at programs and recreation centres)
What: Qualitative questions with three possible responses and the option to add comments	 54% of the time parents selected the most positive option (community factors)
Who answered: Results are representational of Delta families, geographically and by child's age group	 Responses from 1- 2 % of families in each of the Delta neighbourhoods 2.5% of each age cohort represented, newborn to 12 years old, based on 2011 census
Were kids asked? Yes! 2 questions about helping services, 1 about availability and the other about access barriers	 54 responses to age 3-5 interview 31 responses to age 6-12 survey Helping services were identified as less available than some other community programs with many barriers identified

General Survey Findings: Community Factors

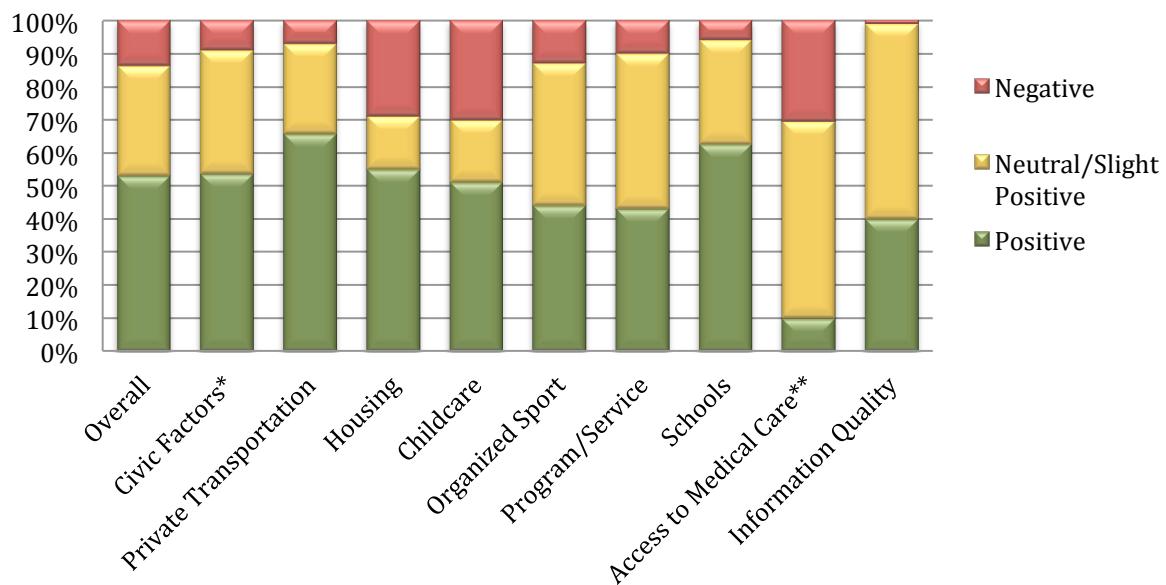
The survey included questions about the children's home environment/parent beliefs, and questions about the wider community. There were 29 questions covering a broad range of factors that impact families' experience of living in Delta. The choice of answers included a positive, negative and neutral/slight positive answer.

Community Factors



These 29 questions can be grouped into 9 categories. Questions specific to Helping Services are in the Program/Service section.

Community Factors by Section



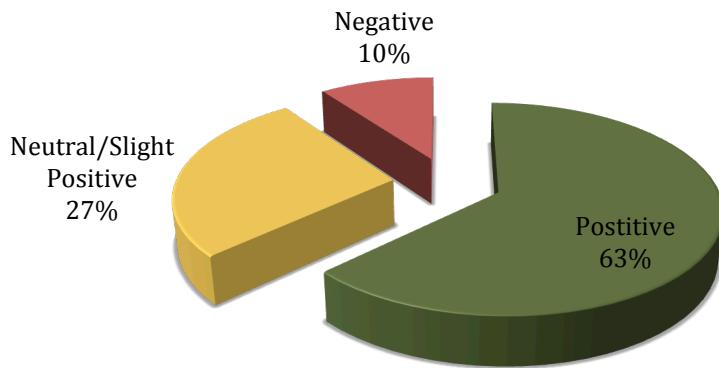
* Civic Factors include access to play and outdoor spaces, feelings of safety, media coverage, involvement of children in decision-making, and experiences with local businesses.

** The questions in 'Access to Medical Care' did not follow the typical question format. For most of those questions, the most positive response was a neutral one.

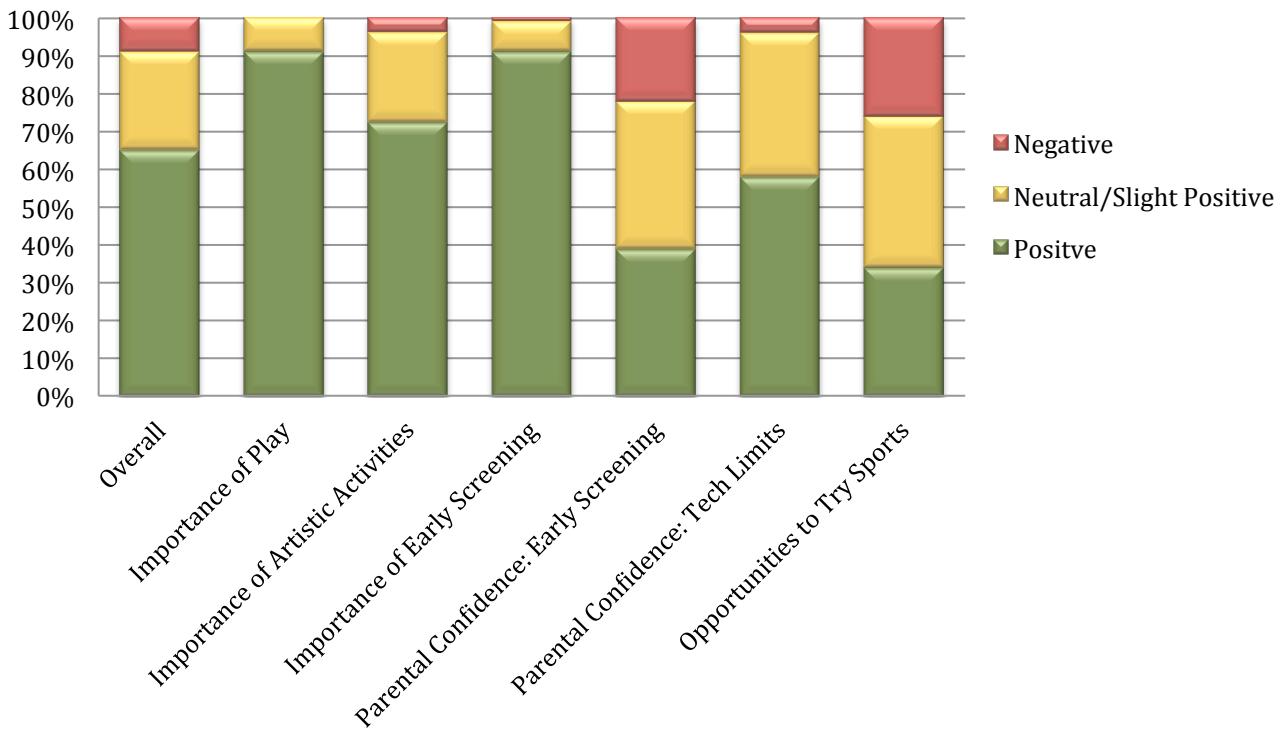
General Survey Findings: Home Factors

Six Home Factors were surveyed. The survey asked about the importance of play, the importance of artistic/creative opportunities for children, the importance of early screening, parental confidence knowing when to access early screening, parental confidence setting limits on technology, and whether children had opportunities to try various sports activities. There were three possible answers: a positive response, a neutral/slight positive response, and a negative response.

Home Factors



Home Factors



10 Highest Rated Community Questions

On average, parents responded to questions about their community with the most positive response available 54% of the time. These are the top ten community factors.

Rank	Item	Response
1		How convenient is it to drive a car around your community with children? 84% : Convenient
2		How welcome do you feel at your child's school? 78% : Very Welcome
3		My child has regular access to outdoor spaces where he/she can explore, create and interact with the environment. 77% : Agree
4		How welcome do you feel with children in Delta stores, restaurants and other businesses? 76% : Very Welcome
5		There are lots of different places in my community for children to play. 69% : Agree
6		How convenient is it to walk around your community with children? 67% : Convenient
7		My community is a safe place to raise children. 67% : Safer than Average
8		How available are recreation programs for children? 62% : Many Programs are Available
9		There are many community/cultural events for my family to participate in. 59% : Agree
10		How difficult was it to get your current home? 58% : Relatively Easy

10 Lowest Rated Community Questions

On average, parents responded to questions about their community with the least positive response available 14% of the time. These are the ten lowest rated factors.

<i>Rank</i>	<i>Item</i>	<i>Response</i>
1		How easy has it been to access Doctors in the community while living in Delta? 46% : Difficult
2		How easy has it been to access Mental Health Workers in the community while living in Delta? 40% : Difficult
3		Compared to other family activities, how stressful is it to shop, eat out, or take care of family business when you are with your children? 30% : More Stressful
4		My community involves children and youth in making decisions that affect the whole community. 20% : Disagree
5		How easy has it been to access pre-natal care in the community while living in Delta? 18% : Difficult
6		How hard has it been to make arrangements for the care of your children when you as parents are not able to provide care? 18% : Very Hard
7		How easy has it been to access Public Health Nurses in the community while living in Delta? 16% : Difficult
8		How available are groups and services that offer help to parents when they want it? 15% : Few Programs are Available
9		How convenient is it to ride bicycles around your community with children? 15% : Not Convenient
10		Is your child able to participate in the sports that you would like him/her to? 13% : No

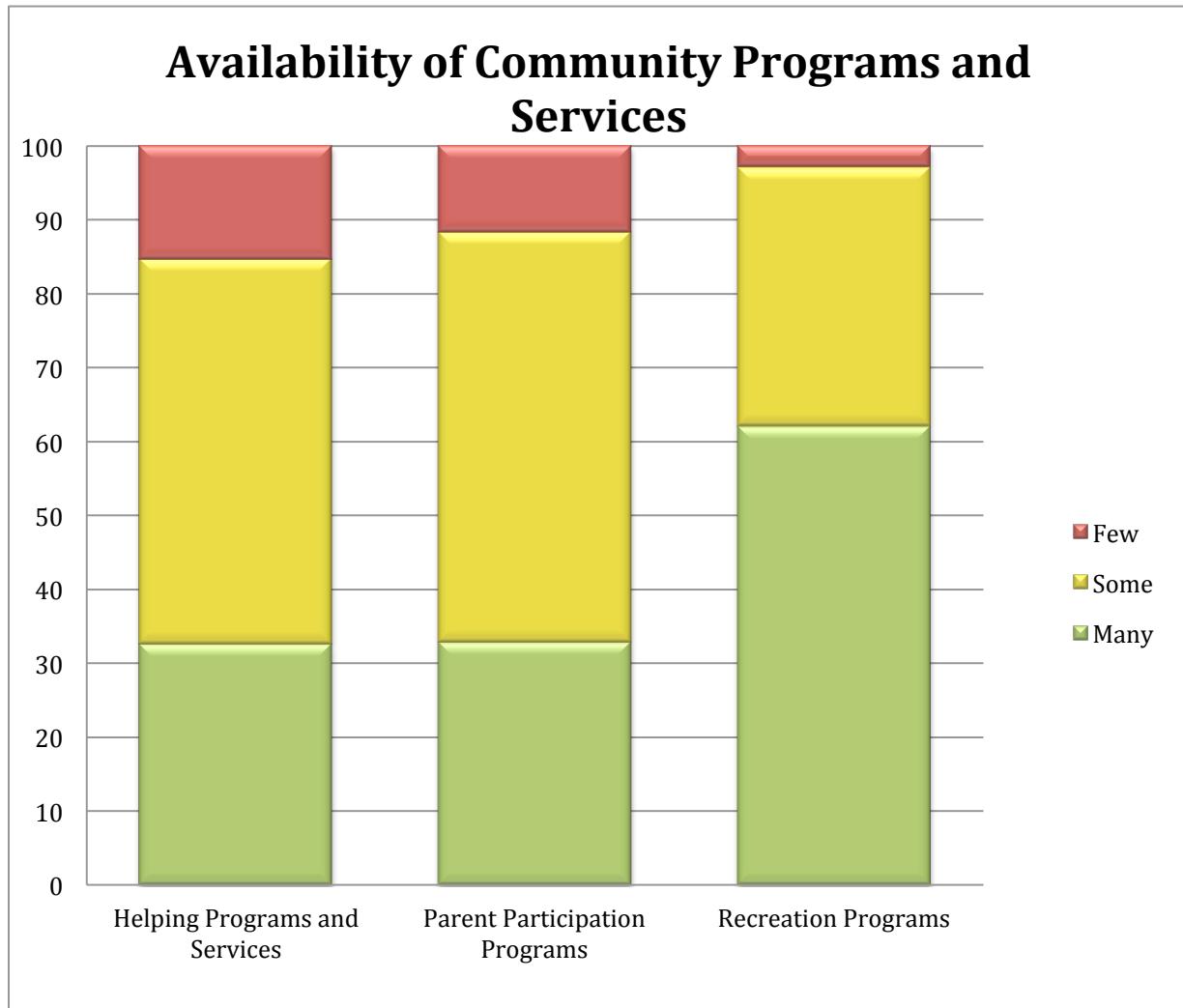
Helping Services Specific Survey Findings

The parent survey asked about both the availability of Helping Services in Delta and the factors that prevented parents from accessing those services. For comparative purposes we've also provided the responses for parent participation programs and recreation programs.

Q1: How available are groups and services that offer help to parents when they want it?

-consider programs that offer materials, help support, advice, therapy, training, treatment etc.-

- a. Many services are available b. Some services are available c. Few services are available

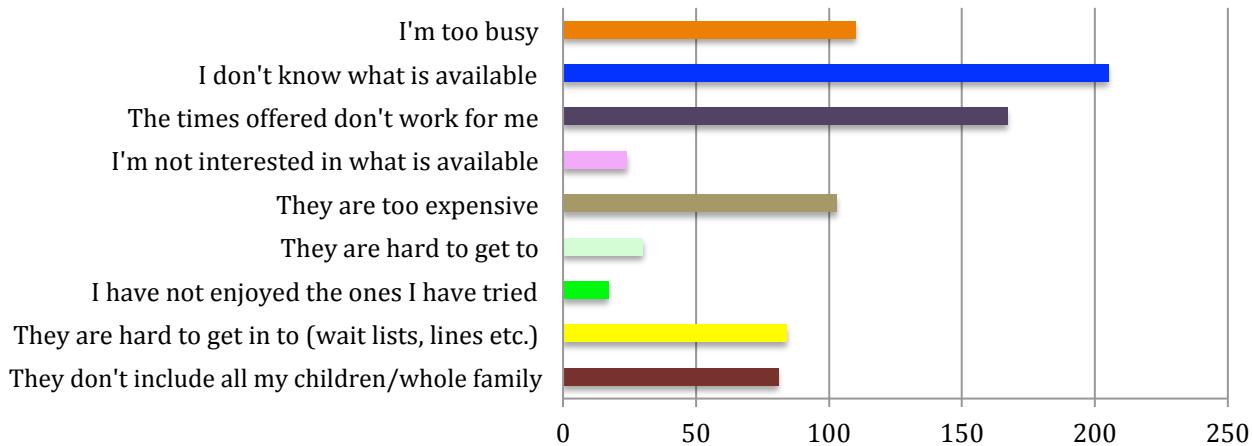


Helping Services Specific Survey Findings: Barriers

One question was asked about barriers that prevent people from accessing community services. We've also provided parent responses to the parent participation barrier question to allow comparison of the quantity of barriers identified by parents and the relative proportion.

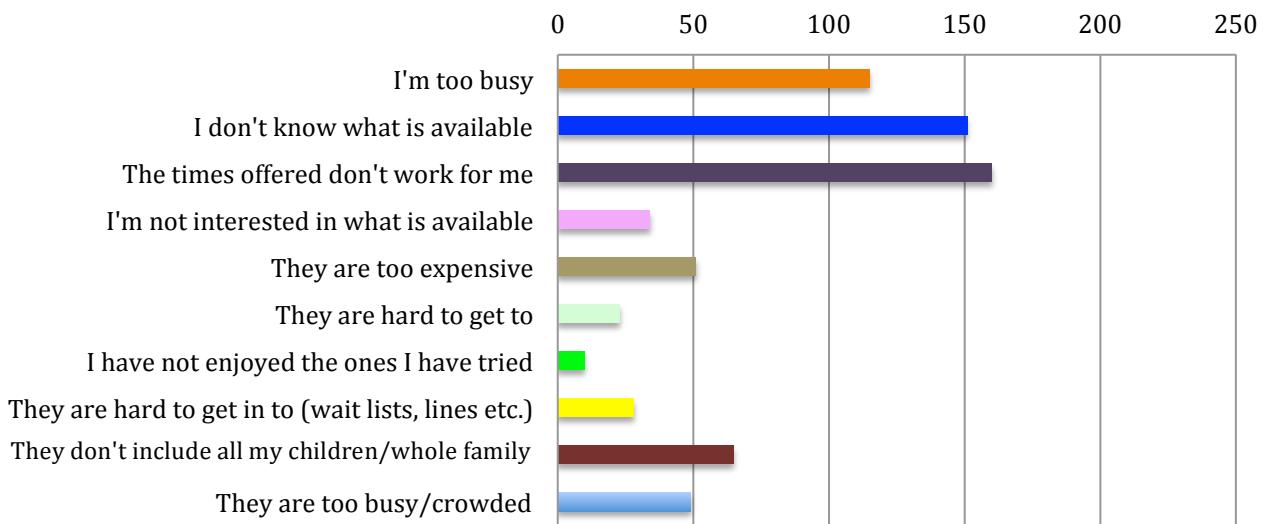
Q2: What reasons if any prevent you from using community services?

Community Services Barrier Count



Q3: What reasons if any prevent you from using parent participation programs

Parent Participation Barrier Count



Survey Findings: Information

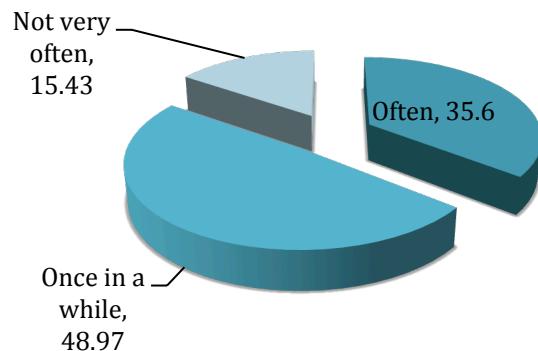
Given the important role that helping professionals play in distributing information to families we have also included the section on Information quality and access from the parent survey.

Q1: How often do you seek out information on child development, learning and parenting?

a. Often

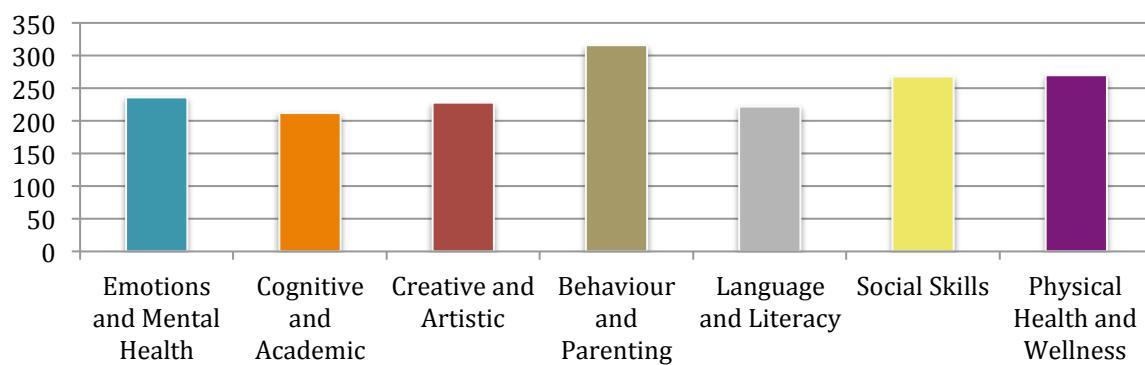
b. Once in a while

c. Not very often



Q2: Which areas of learning and development are you most interested in?

(could select more than 1)

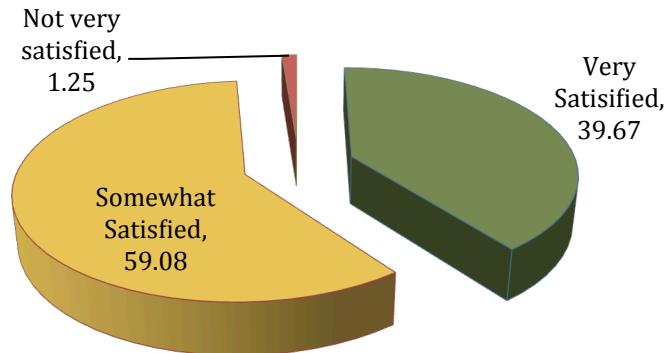


Q3: How satisfied are you with the amount of information you have found on child development, learning and parenting?

a. Very Satisfied

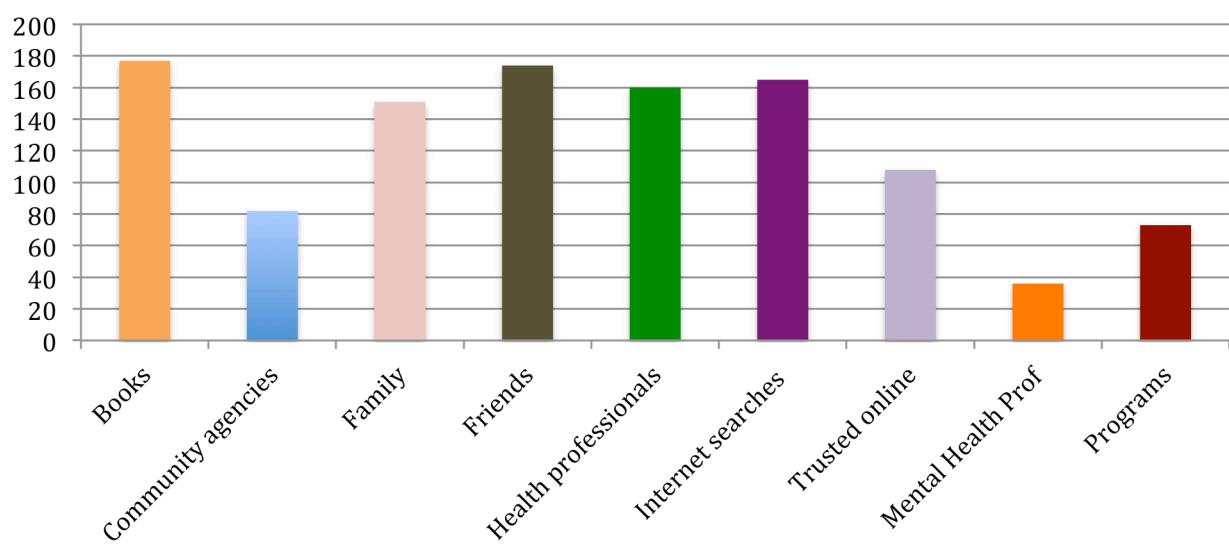
b. Somewhat satisfied

c. Not very satisfied



Survey Findings: Information

*Q4: What sources of information do you rely on when seeking out information on child development, learning and parenting?
(could select more than one)*

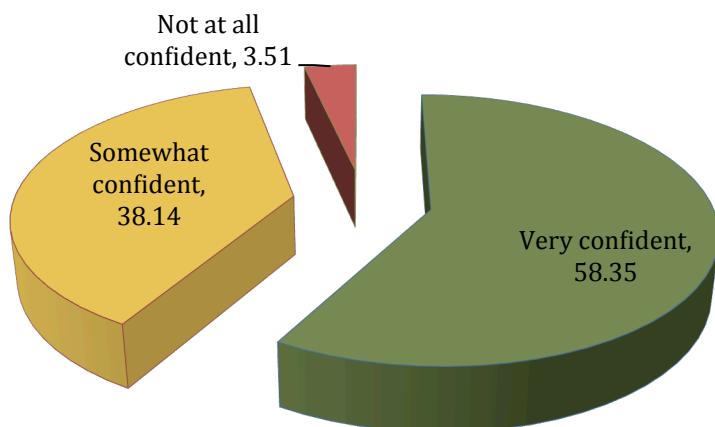


Q5: How confident are you setting limits/rules on technology use in your family that will keep your children healthy and safe?

a. Confident

b. Somewhat confident

c. Not at all confident



Appendix I: Parent Survey Comments

Question: *How available are groups and services that offer help to parents when they want it?*
(page 1 of 2)

The public health unit is a complete joke. The workers are unprofessional and judgemental and services are only available after unreasonably long wait times

Family place is amazing! I can't say enough good things about Dana and her team. Sun God has some good programs but they should coordinate with the mother goose program so that they aren't competing with each other.

Was looking for a parenting course but everything in Delta was for children under 5 years old. My daughter is just turning 6 so we were not able to join the class

Some not advertised

I don't really use these services

I don't know

Delta has many resources

groups may be available but waitlists are too long

I have never taken a program locally to help. YMCA in Surrey is the closest thing to help we have had for a parents night out. Our friends seem to be our support group or other parents when and if we ever meet them as we can never do before and after.

I know about Reach but that's it.

need more child behaviour services

too many things cost too much money

Don't know either way

Nothing in sunshine hill area,

There could be more

Difficult to comment. Haven't needed any of the services listed above.

Time for services do not help when you have young children.

The services are non existent in emergency situations. I have encountered a number of racial Delta police officers.

I don't know.

We wish more community facilities would be available soon.

Very difficult to figure out where to get support.

waiting periods are long for some services

I have never required these service

don't know of any

Would like to see delta hospital offer better coverage for operative services

Like day care strong start

Don't know

I find there is a lot of information through REACH and deltakids. Thanks for coming to the Library!

Appendix I: Parent Survey Comments

Question: *How available are groups and services that offer help to parents when they want it?*
(page 2 of 2)

n/a

don't know

you have to look...when & where...

Public Health office, Boys & Girls Club, Strong Start, & the Hub

I would say free therapy services are harder to reach because parents would have to pay for such services.

Question: *What reasons, if any, prevent you from using community services?* (page 1 of 2)

Many leisure guide programs are in south delta

I have been happy with the community services I have accessed. Eg family place, library, rec centre.

N/A very happy with all the services we have used

no baby or toddler sitting at community centre while parents join fitness programs

I was looking for groups for infants when my daughter was born but had a hard time finding done because I didn't know where to look. Now that she is getting older I am gradually hearing about more groups. It would be nice to have a central place to find out about all baby groups in Ladner/delta.

Long wait list seems to be the biggest issue for us.

For some reason we have stopped receiving the local newspapers. They have not been delivered for at least a few months. We don't know who to contact.

don't know everything that is available

As I mentioned before, we both work, and I don't want programs only available in the day, or at 4pm. I want programs later but not too late.

need more multi language activities for different background family

too many things start before 6pm during the weekdays. that does not work for working / commuting parents

have special needs child who must have a helper with him and typical programs not a good fit

Too many children, not enough space

We don't make enough money

N/A

as my son gets older into his teen years, the number of activities seems to decrease

I use them.

but we participate in quite a bit already

Some have been rude.

Courses offered in evening and don't have facility for daycare.

Wishing there were more activities for older kids - 10 to 15 years

I use the community services.

Appendix I: Parent Survey Comments

Question: *What reasons, if any, prevent you from using community services?* (page 2 of 2)

What are they

Leisure expenses for kids are expensive so parents often go without.

Wish there were more programs for a larger age range. My daughter isn't ready to stay without a parent at a program and I wish I could sign her up with her brother so we could all stay together. Like a dance class for 2-5 year old, or an art and music class for that age range.

offered to families outside community that makes it difficult to get in

Roaming Rascals is too expensive

some times are hard for working parents

all activities that we have joined we have enjoyed

We need to provide rec based gymnastics and Canadian physical literacy programs afterschool for kids
rec centres need to have their instructors come to the school this will help parents with afterschool care and less stress for the parents.

I use the community services available

The Boys and Girls club is a great example. Excellent service. Excellent price. Good for the kids. But mine cannot get to one to use it after school.

A lot of the good support, school gifted programs, therapies are in Ladner. It seems Ladner gets all the best stuff and North Delta is stuck going into Surrey for support and services and the quality isn't the same.

We use community' services

use only as necessary

Haven't had the need to research

Need to have more times in the evenings for pre school age. My husband and I both work full time so lots of the under 5 program times don't work for us.

N/A we use all sorts of community services

Too crowded or low quality events

I don't know much but I want services for kids because it's helpful and good for kids

None of them. Easy to go for any community services.

We use many community services. As much as we have time for

I have three children 5 years apart

We have made every effort to enjoy as many as possible.

I run a daycare and not always welcome everywhere. We pay taxes like everyone else.

n/a

I would talk on behalf of families I work with almost daily

Some of community services are too far from my home

My own health

Appendix I: Parent Survey Comments (Information)

Question: *How often do you seek out information on child development, learning and parenting?*

my children are older now

Not a need to look

-receive emails from REACH support worker, ask SW or ask REACH for guidance

more so when my son was younger

I learn about it and keep updated. But have learned to not get over-paranoid from past experience.

I am a teacher.

Every day

online, doctors, friends

Learn every day and my own experience helps too.

Reach infant development has been amazing

Question: *Which areas of learning and development are you most interested in?*

all

despite being on At Home Program, can't afford as much as son needs beyond OT every two weeks. So Speech Therapy and Physio are not addressed outside of minimum amount avail at school

all of them

all are important and there should be mandatory workshops parents have to take

Question: *What sources of information do you rely on when seeking out information on child*

I don't seek it out, but the community programs are great at making information readily available.

Mostly books

Question: *How satisfied are you with the information you have found on child development, learning and parenting?*

Own background knowledge,

More would be better

Question: *How confident are you setting limits/rules on technology use in your family that will keep your children health and safe?*

daughters only 20 months

but peer pressure is always an issue

They can use it but not in excess

Time limits are huge for screens, as well as types of sites/movies. Homework must be complete prior to any screen time, and if its sunny outside, the rules are to be outside

It's not easy but we limit screen time to an hour per day

So far!!

Children are creative to get around things, and dangers are constantly changing.

the kids get 1 hour

They are set limits but they are very eager to play video games, etc. Lots of "is it screen time yet?"

I do not put technical restrictions on devices but I monitor usage. Discussions and limits are often discussed at home. Limits need to be set for parents even.

too early to say

APPENDIX II: 3-5 year old Interview:

As part of this research DeltaKids asked parents or other adults to interview 3-5 year olds to gather their input. No specific questions about helping services were asked and none of the 3-5 year olds mention them in any of their responses.

APPENDIX III: 6-12 year old Questionnaire:

As part of this research DeltaKids gave children 6-12 years old the opportunity to contribute their voices through a questionnaire. No specific questions about helping services were asked and none of the 3-5 year olds mention them in any of their responses.

Appendix IV: Neighbourhood and Age Breakdown

While we can be reasonably confident in the accuracy of the Delta wide results (+/- 4.33% at 95% confidence level), the sub-population results for neighbourhoods or children's age have much larger confidence intervals. The following tables include confidence intervals calculated for the most positive response. If a sub-population's percentage is within the confidence interval for the total result a "w" is recorded. If not, an additional confidence interval was calculated for the sub-population result to determine if that range fell within or beyond the range of the overall survey result. As you will see the sub-populations are rarely different enough to be considered statistically different by this method. Nonetheless we wanted to provide the breakdown in the spirit of prompting questions, discussion, and further research.

Survey respondents identified their neighbourhood based on these descriptors:

These neighbourhoods are the same used by the Human Early Learning Partnership at UBC for their research

<http://earlylearning.ubc.ca/>

Which community do you live in?

- Annieville residents from 92A to 96 AVE replace 112 St with 114 ST-
- North Delta West of 112th ST (west is closer to Highway 91)
- North Delta East of 112th ST (east is closer to Scott Road/120 ST)
- Sunshine Hills
- Ladner
- Tsawwassen

How available are groups and services that offer help to parents when they want it?

% Response by Neighbourhood (no statistically significant differences)

	Total	NDE	NDW	SH	LA	TS
Many	33	42	28	21	41	25
Some	52	41	55	58	49	58
Few	15	17	17	21	10	16
# Responses	471	113	87	66	94	91
Confidence Interval	+/- 4.2	+/- 9.04	+/- 9.34	+/- 9.72	+/- 9.88	+/- 8.84

% Response by Age of Child (no statistically significant differences)

	0-11 months	12-23 months	2-3 years	4-5 years	6-8 years	9-11 years	12-14 years	15-18 years
Many	39	29	38	32	30	32	35	29
Some	49	47	46	51	54	50	57	59
Few	12	24	16	17	17	18	8	12
# Responses	59	34	149	196	168	102	37	17
Confidence Interval	+/- 12.14	w	+/- 7.79	w	w	w	w	w