



EXPERIENCES OF PARENTS LIVING IN INNER CITY AUCKLAND THROUGH CO-DESIGN



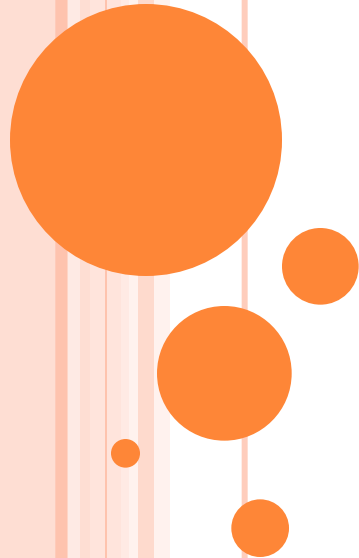
GETTING STARTED

Plunket and SKIP have agreed to come together to sponsor a co-design project to look at the Experiences of parents living in inner city Auckland.

This co-design project will be led by Jacqui Arnold, Project Manager over the next 3-6 months.

Jacqui will bring together a design team who want to learn more about parent centred design (co-design) and who have a genuine interest in working with parents to develop ideas and initiatives that will make living in Auckland CBD with young children more enjoyable.

The insights gathered from this co-design project will be shared with families and with community agencies who operate within CBD Auckland.



Gathering Data about Co-design

1. Jacqui Arnold, and Jane Bollard met with Annalise Myers, Point Research to get a feel for how the project might look.
2. Discuss the process of Parent User Centre Design .
3. Gather data on Parent Centre Design.
4. Jacqui met with Anne from Glen Innes Family Centre to understand her experience with Parent Centred Design and how it has worked for GI Families.
5. Arranged a meeting with Jane Ritchie, Plunket Clinical Team Leader and discussed research documents that have already been produced about this community.
 - Parnell Community Trust – Connectedness in the Inner City
 - Plunket – Vivian Cheung employed an Asian graduate to research the needs of families in the CBD.
6. Arranged to meet with Vivian Cheung, National Plunket Advisor – Asian Peoples. Vivian provided contacts for the Chinese New Settlers and The Asian Network.



INTRODUCTORY MEETING

Invited

Fang Fang/Jenny, Chinese New Settlers

Vishal Rishu, The Asian Network

Jill Proudfoot, Shine

Rachael Rivera, Auckland Library

Mirla Edmondson, Auckland Library

Allison Dobbie, Auckland Library

Lucia Davis, Auckland Council

Claire Stewart, Auckland Council

Austin Kim, Diversity Office, Auckland Council

Barbara McCulloch, CAB Central

Mary Dawson, ARMS

Invited (Plunket/SKIP)

Jane Ritchie, Clinical Leader

Jane bollard, Business & Community
Development Manager

Vivian Cheung, National Advisor Asian
People

Clare Green, Volunteer & Community
Manager

Herena Te Wano, Maori HP Advisor

David Liu, Health Promotion Advisor Pacific

Francois Kayembe, CSC Team Leader

Maraea Teepa, SKIP

Annalise Myers, Point Research

Josi Wilson, SKIP



FEEDBACK FROM INVITEES

- All community agencies that were contacted are supportive of this project.
- Hard for community agencies to commit to the timeframe required.
- Some agencies can provide support now and then but may not be able to be part of the project team.
- Communities agencies are keen to receive the data but do not have the time or resources to commit to the project team.

I'm very sorry, but I don't think we are going to be able to have a library rep on the project team at this time. Although it sounds like a really fantastic project, we are hugely busy at the moment, and have a number of vacancies due to long term budget planning so we are quite stretched.

Hence me not getting back to you sooner which I sincerely apologise for.

We are however happy to support how we can, perhaps the library as a venue for interviews or focus groups etc. We would also certainly consider applying your findings to our practice, so are very interested in the outcomes of your project.

Again Jacqui, I'm very sorry to let you down, and hope that we can still contribute to your outcomes.



FRAMING AND CONTAINER SETTING



The initial project meeting of the CBD project – experiences of parents living in inner city Auckland. At this meeting the team worked on and agreed:

- The project focus
- The intent of the project
- The research population
- The criteria for the interviewees

From left to right - Herena Te Wano, Gloria Gao, Jane Ritchie, Clare Green, Francois Kayembe, David Lui, Claire Stewart, Jane Bollard, Jacqui Arnold

The group also learned more about SKIP and about the parent centred design process



BUILDING OUR FOUNDATION

The group was asked two questions:

1. What made you come to this meeting today?
2. What do you / your organisation want from this project?

The group was then asked to think about the focus of the project: - Experiences of new parents living in inner city Auckland.



What made you come to this meeting today?

Get something sustainable going in CBD

Learn parent centred design process

No perceived outcomes – unchartered territory

Support families to identify the needs and develop evidence based responsive services

To learn more about the project

Support Families in CBD

To be part of the project

Frame the intent of the project

Support visibility and awareness of tangata whenua - Ngati Whatua-Orakei

Learn parent centred design

Support to identify their needs and develop evidence based responsive services

Find out the direction of the project

Design project that meets community needs

What do you /your organisation want from this project?

Supporting Asian parents in CBD

Parent Centred design process

Improve health outcomes for families in CBD

Support nurses to support families

Understand needs of parents in the CBD and how these can be supported

Collaboration leading to bigger impact

Good time to build relationship with Council

Future initiative building on understanding experiences of parents

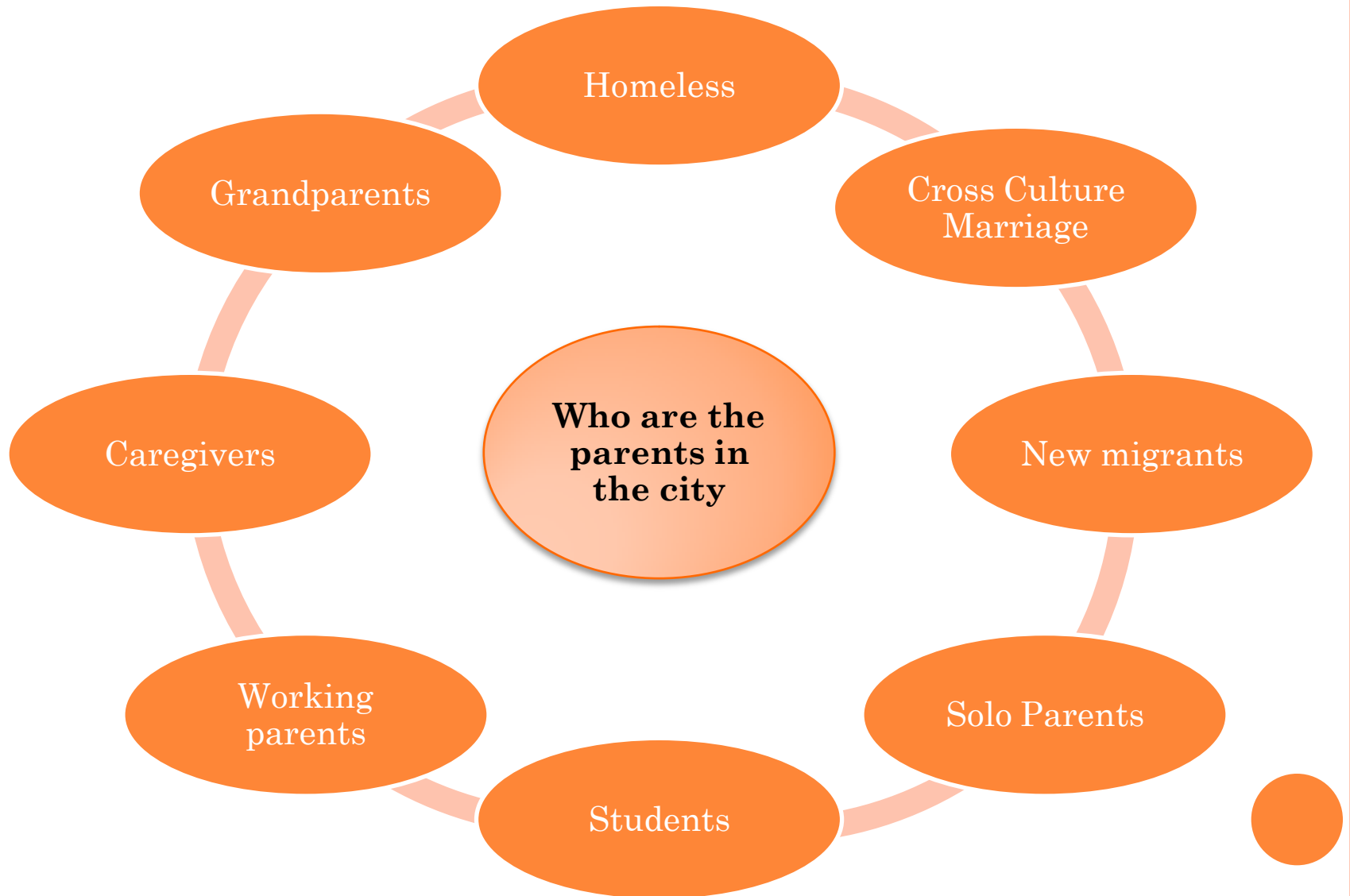
To integrate the process and findings into the child friendly cities project

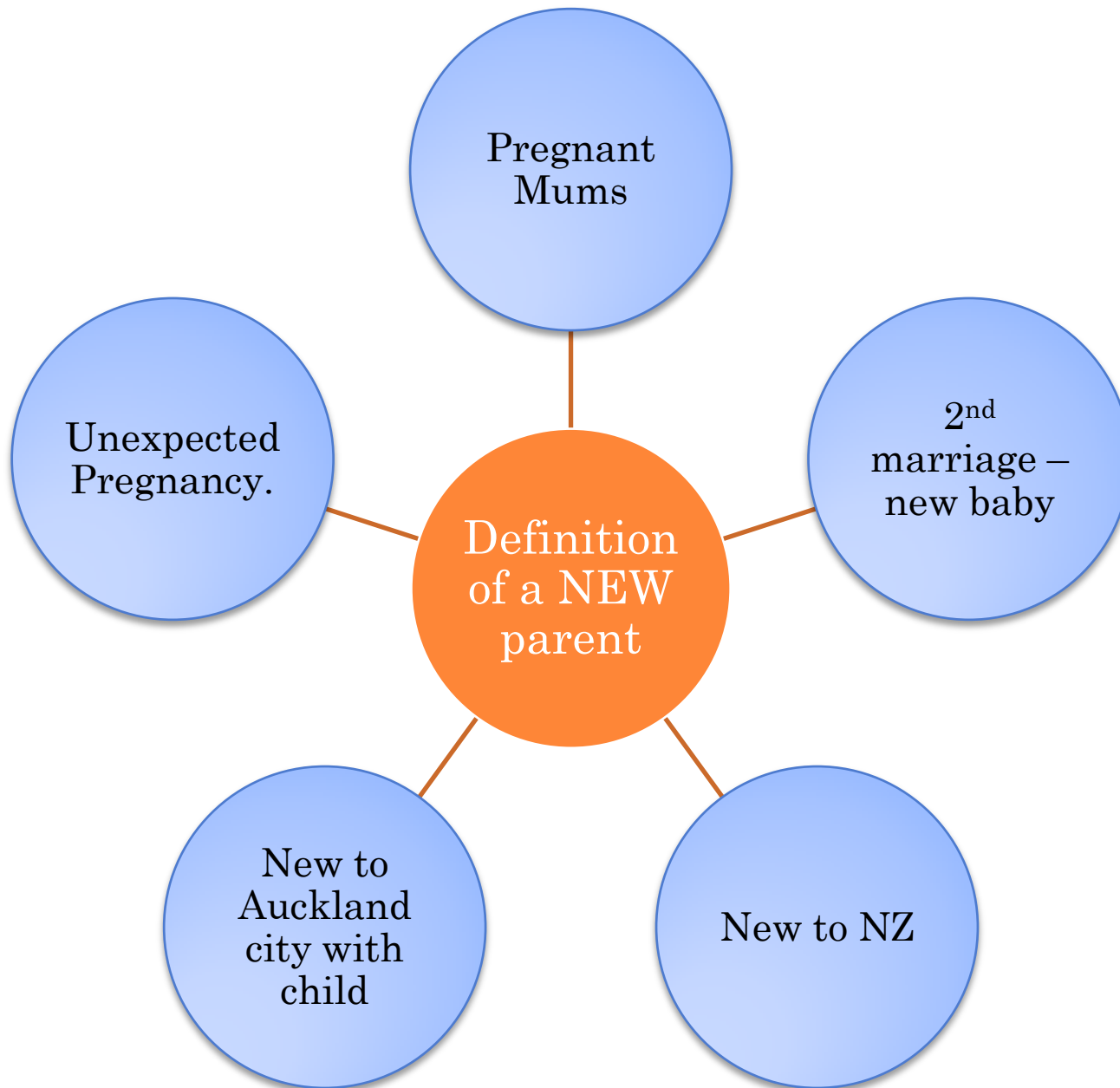
Opportunities for service providers to change their service/way of thinking

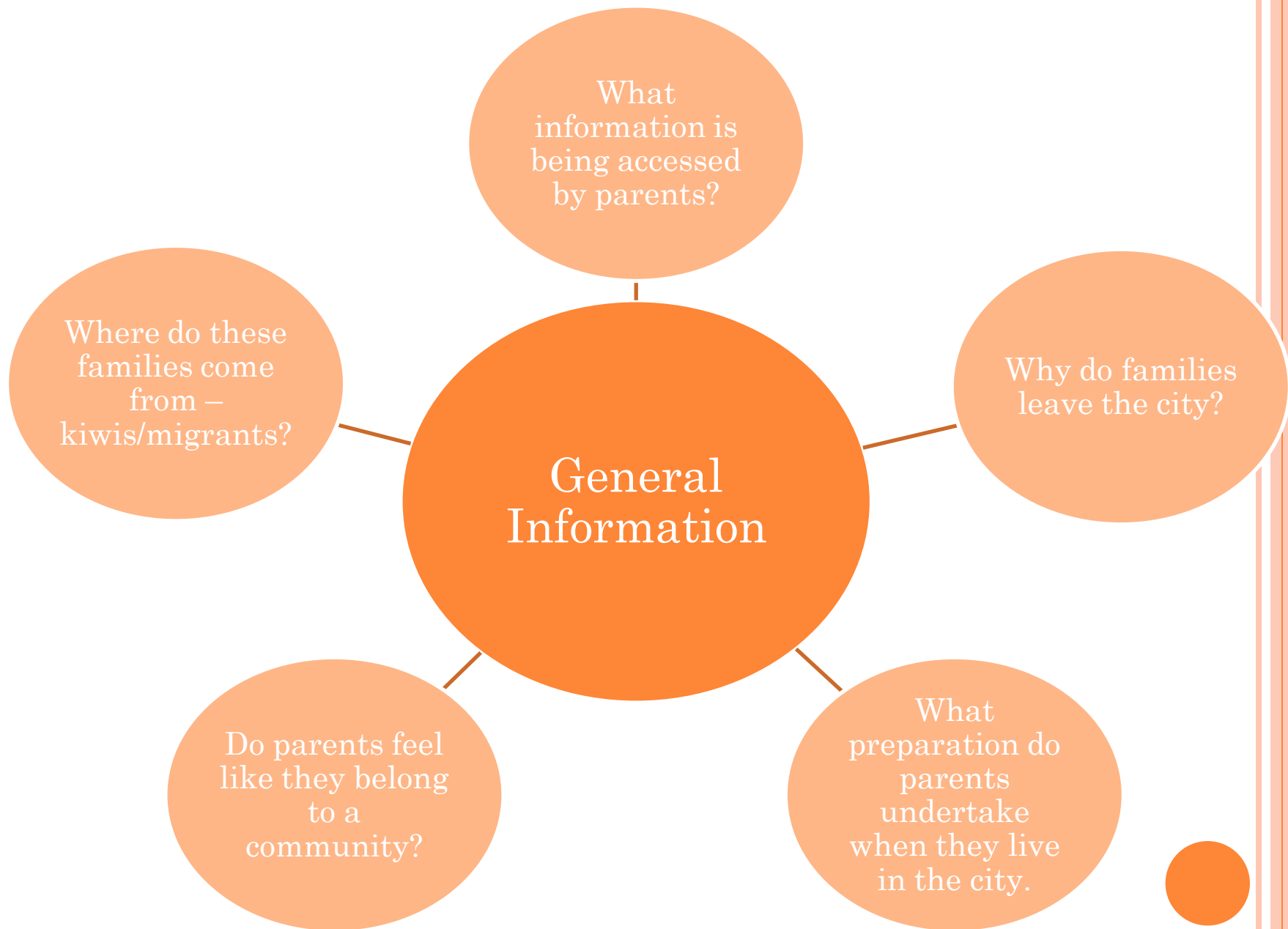
To understand how the local board can be involved



WHAT IS THIS DESIGN PROJECT ABOUT?







General Information

What information is being accessed by parents?

Where do these families come from – kiwis/migrants?

Why do families leave the city?

What preparation do parents undertake when they live in the city.

Do parents feel like they belong to a community?

The project focus

Experiences of new parents living in inner city Auckland

Asking parents for their experience provides a platform for the parent to share whatever they want, there are no restrictions.

The intent of the project

All parents have a strong sense of belonging and wellbeing

The research population

Parents of children between the ages of 0-5 years.

The criteria for the interviewees

Parent / caregiver of a child under the age of 5.

Parents and families who live in Auckland CBD.

Families expecting a baby.

Children at the greatest risk

Under 4 months



Who could be interested in this project:

Methodist City
Mission

Housing NZ

Auckland Regional
Public Health
Services

University Health
Services – University
of Auckland, AUT

Best Start –
Priscilla,

The Asian Network -
Samuel

Ministry of
education – Kay
Tracey

NZ Police

YMCA – David,
Centre Manager

Auckland
Kindergarten Assoc

Auckland Council,
Pat Masina

Auckland Council,
Sue Berman

Auckland Womens
Centre, Rochelle
Carr

Bernard, Office of
Ethnic Communities

Ngati Whatua,
Orakie, Te Ha,
Antony and Malina

Student Association,
Auckland University
and AUT.

Who did we hear back from :

**Priscilla
Dougall,
BestStart**

**Bianca Harper and
Linda Stickley
Centre Manager,
KINZ**

**Deepika
Sarmah,
KIDshine
Coordinator,
SHINE**

**David Cory
Toussaint ,
YMCA,
Auckland**

**Bernard Gomes
Senior Diversity and
Inclusion Advisor,
The Office of Ethnic
Communities.**

**Anjileena
Dev, TANI**

**Ania Biazik,
Auckland
Library**

**Antony Thompson,
Practice Leader,
Maori Public
Health, Orakei
Marae**



What data do we have about Auckland CBD

Skills and work

Growing skills

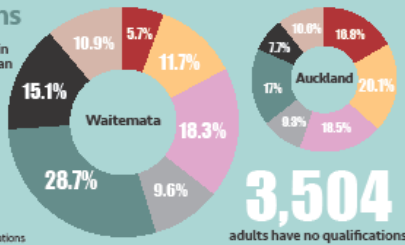
- ▶ Adults need to keep upskilling as industries change and our working life extends.
- ▶ Growth in high and medium skilled jobs; fewer low skilled jobs.
- ▶ Digital literacy needed to get and keep jobs, for learning and for government services. Numeracy matters in many jobs.

Low cost, local training & workplace literacy kickstart learning

Qualifications

- ▶ Higher qualifications in growth industries mean higher employability and higher wages.¹⁰

- No qualifications
- L1-2 certificates
- L3-4 certificates
- L5-6 diplomas
- Degrees
- Post graduate
- Overseas school qualifications



Communication¹

- ▶ English language skills important for social inclusion and work.

10,992 locals have been in NZ less than three years

Migrants bring energy and economic benefits²

- ▶ Most common languages spoken after English:

Other Chinese
Southern Chinese
French

Growth sectors and high-value industries³

- ▶ Engineering
- ▶ Digital and ICT skills
- ▶ Food
- ▶ Advanced materials
- ▶ Technologies (including science, health and clean)
- ▶ Screen production
- ▶ Marine
- ▶ Professional management
- ▶ Finance

Māori economy growing. Treaty settlements will speed up iwi development⁴

26,229 local businesses⁵

How can our community support success?

- ▶ Work with education, community, business and iwi on local education and skills priorities
- ▶ Support transition initiatives (starting, changing and leaving school or study)
- ▶ Advocate for hubs to link education and health
- ▶ Match transport routes to education
- ▶ Encourage science, technology, engineering and maths aligned with growth sectors
- ▶ Encourage local businesses to offer work experience and internships



Auckland Council

- References
- 1 NZ Census 2013. Statistics NZ.
 - 2 The Revolving door: Student mobility in Auckland schools. Wynd (2014)
 - 3 Statistics and Public Achievement Information data. Education Counts, MOE (2014)
 - 4 Household Labour Force Survey: MSD Local Benefit Tables. Statistics NZ (Dec 2014)
 - 5 Parent, family and whānau contribution to education success. CCC (2015)
 - 6 NZ Disability Survey. Statistics NZ (2015)
 - 7 Enhancing Youth Employability. Sutton (2014)
 - 8 Local Board Economic Profiles. Informetrics (2014)
 - 9 Starpath Project research reports. University of Auckland (2010-2013)
 - 10 Auckland labour market and skills. Wilson (2014)
 - 11 Māori economic development. MBE (2014)

Our thanks to the Research, Investigations and Monitoring Unit, Auckland Council and the Ministry of Education

www.cometauckland.org.nz

Waitemata

A LOCAL BOARD SNAPSHOT OF EDUCATION, LEARNING AND SKILLS

Our people (2013)¹

77,136 residents

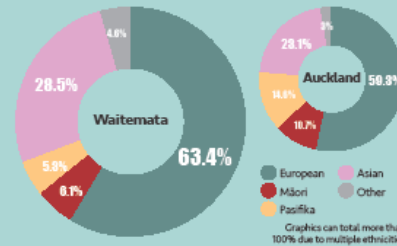
5.4% of Auckland's population

33.5% aged under 25
35.9% for Auckland

City challenge: equal success for all, regardless of ethnicity and post code

Young people are our greatest asset. Are we developing them to be skilled, resilient and connected?

Ethnicity



Māori (19 tribal authorities across city)



Housing

60.9% do not own residence
38.5% for Auckland

- ▶ Renting families more likely to shift.

- ▶ Children fall behind when they change school often.

- ▶ Poor quality housing impacts on health, attendance and learning.

- ▶ Student transience a major issue for low decile schools.²

Family income

\$98,600 median family income
\$78,600 for Auckland

12.9% Children under 14 years in households with income \$40,000 or less

- ▶ Higher incomes linked to more participation and better outcomes.



Employment

4.8% unemployment rate
5.8% for Auckland⁴

- ▶ Labour market improving slowly from 2008 lows, but youth employment is still low.

Young Māori and Pasifika are hardest hit - many struggle to get on the job ladder
26.4% Māori, 27% Pasifika 20-24 year olds unemployed city-wide

OUR FAMILIES

Families are key to children's early development⁵

141

families with children under 18 headed by adults with no qualifications

Build parents' literacy helps them support their kids

Talk, read and sing more to our children

Children need strong oral language for a great start to school.

Talk in first language too, not just English

Need web access for learning

5%

households with school-aged children without internet access (2013)¹
15% for Auckland

Sole parents often need more support

342

on sole parent support⁴

Student-led learning conferences attract more parents¹

Quality early learning important

Quality services that recognise culture are more likely to attract vulnerable families, whose children benefit most from ECE.

Home-based learning works for families too

2,988

Children aged 0-4yrs²

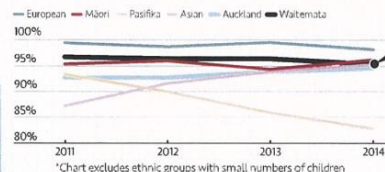


ECE services and enrolments

Education & Care	52
Kindergarten	5
Home-based	17
Playcentre	2
Te Kohanga Reo	1
Hospital-based	8
Total	85
Number of enrolments	4,152

6% of children nationally and **53%** of all special needs children have learning difficulties³

Children starting school who attended ECE



Involve health services to help keep up attendance



Are our 5 year olds school ready - healthy, confident, keen to learn with good oral language?

Staying in school increases prospects

90.6%

stay at school until 17
85.2% for Auckland

5,861

Secondary students

In school³

87.2%

Primary School girls at or above reading standards

78.3%

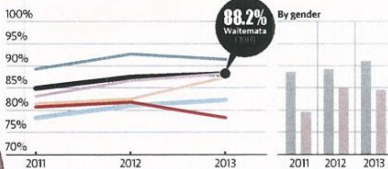
Primary School boys at or above reading standards

73.1%

school leavers with university entrance
57.1% for Auckland

18 year olds with NCEA L2+

European Māori Pasifika Asian Female Male

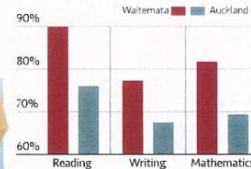


Engaging with whānau, high expectations and building cultural confidence are success factors

88.5%

15 year olds achieved NCEA L1 literacy and numeracy
79.1% for Auckland

Year 8s at or above National Standards



Schools

- Primary schools 12
- Intermediate schools 1
- Secondary schools 7
- Composite schools 2
- Other schools 1



Merit and Excellence NCEA passes needed for university, jobs and apprenticeships. More flexibility now to pass NCEA while working www.youthguarantee.net.nz

70% Māori school students in Auckland get little or no Te Reo

New English speakers take longer to reach targets⁶

5,538 primary and intermediate students

Transitions

7.7%

15-24 year olds not in education, employment or training
10.5% for Auckland⁴

Four pillars of employability⁷

- A qualification
- Networks
- Skills/Attributes
- Work experience

61

school leavers with no qualifications (2013)⁷

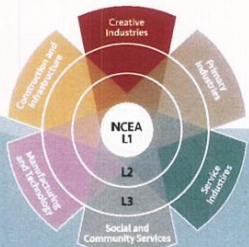
Early unemployment risks future prospects and earning capacity

Vocational pathways

Help students achieve linked subjects that pathway to study or work.

77%

school leavers nationally go into further study



TARGET 2020

98% new entrants participated in early childhood education (ECE)

All 18-year-olds with NCEA L2 or above

Local Youth Connections projects are supporting young people into jobs www.youthconnections.co.nz

Qualifications, communication skills, a driver licence and connections from families, community, sport, church and culture groups help get that important first job.

What is inner city Auckland?

It was agreed that the project team would work to the same boundaries as Auckland Council, and the CBD will be defined as inside the red line on the map.



Experiences of parents living in inner city Auckland

WHO WILL WE INTERVIEW?

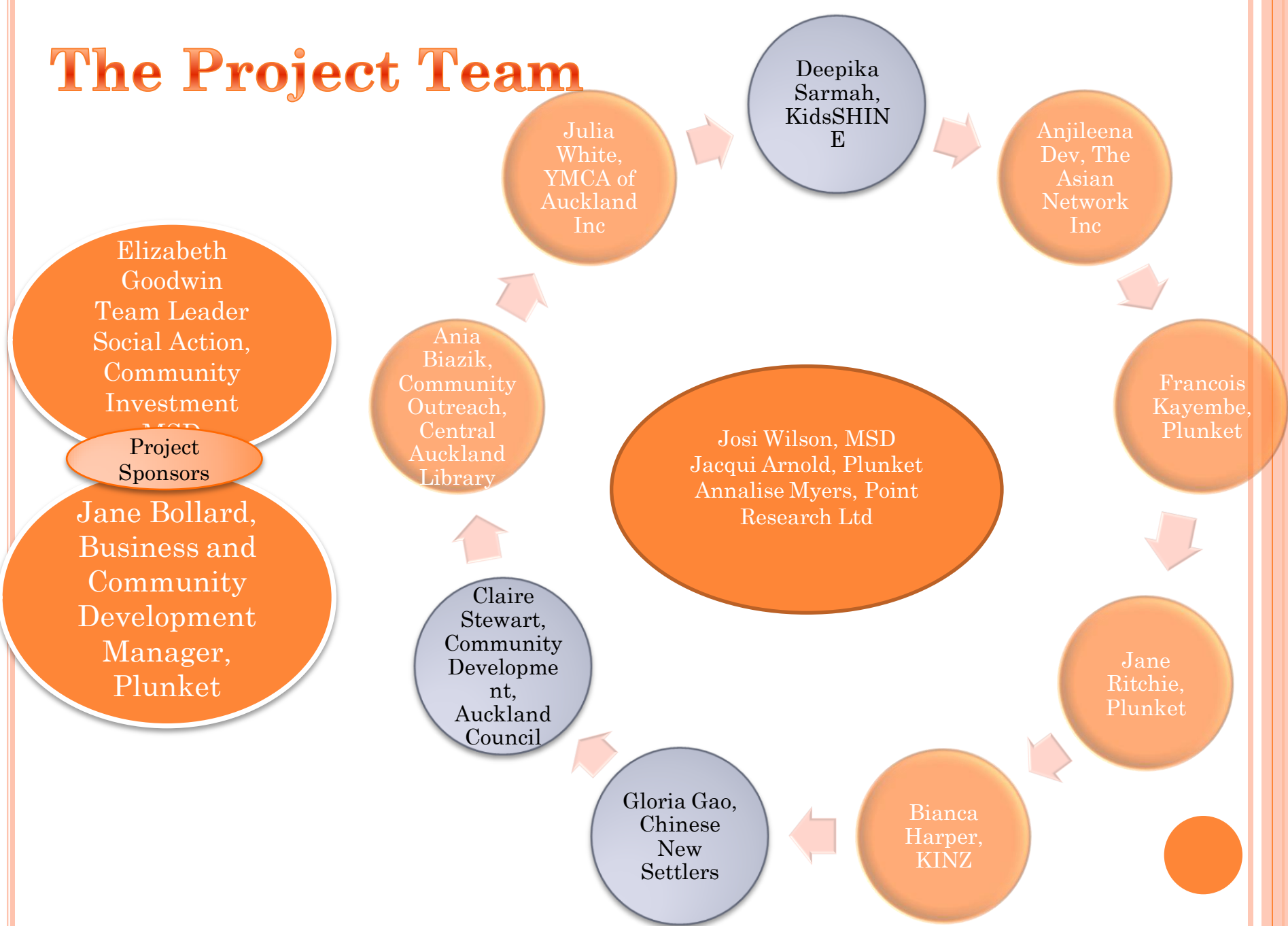
Sole parents
Migrant parents
Homeless parents
Cross cultural marriage
Student parents
Caregivers
Two parent families

The criteria for interviewees will be:

1. Parents who live within the Auckland CBD as outlined in inner city Auckland Map (attached).
2. Parents who have children between the ages of 0-5.
3. Families expecting babies



The Project Team



WHAT IS PARENT CENTRED DESIGN?

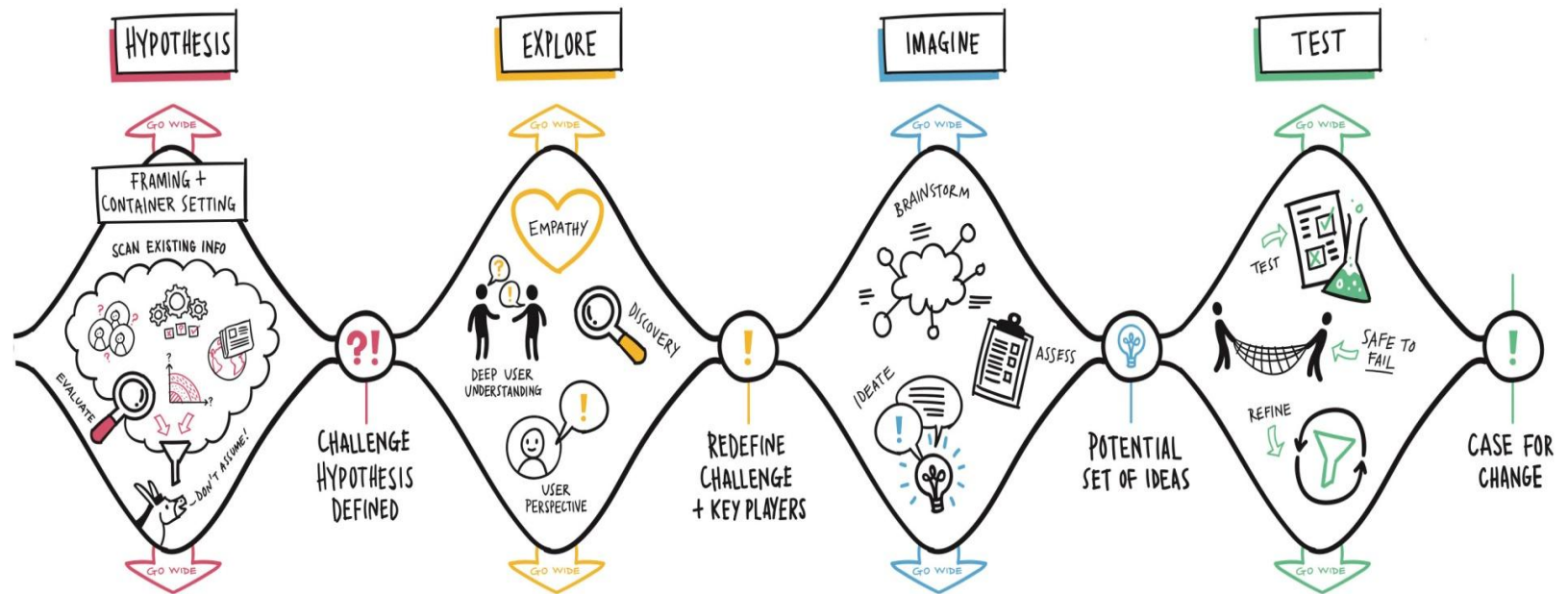
Parent Centred design or co-design is an approach to design attempting to actively involve all stakeholders (e.g. employees, partners, customers, citizens, end users) in the design process to help ensure the result meets their needs and is usable.

In co-design, participants (putative, potential or future) are invited to work with designers, researchers and developers during an innovation process. Potentially, they participate during several stages of an innovation process: they participate during the initial exploration and problem definition both to help define the problem and to focus ideas for solution, and during development, they help evaluate proposed solutions.

In short, the end users get to determine the solutions to their issues.



KEY ASPECTS OF THE CO-DESIGN PROCESS



Source: Auckland Co-Design Lab



PROJECT TEAM MEETING – 7 AUGUST 2015

SKIPs Vision - All children will be safe and nurtured and grow into happy and capable adults.

What the Project Team would like for inner city parents:

We want parents to be confident, feel connected and supported in their community, to help them build resilience and cope with the unexpected aspects of parenting. To enable parents to be prepared for unforeseen circumstances and have the skills to work through these situations. Above all we want parents to feel that they belong to a community and they have a sense of wellbeing.

WHAT DO WE WANT FOR OUR PARENTS?

- Confident parents
- Feeling connected and supported
- Building resilience
- Coping with the unexpected
- Being prepared and having skills
- Emotional wellbeing

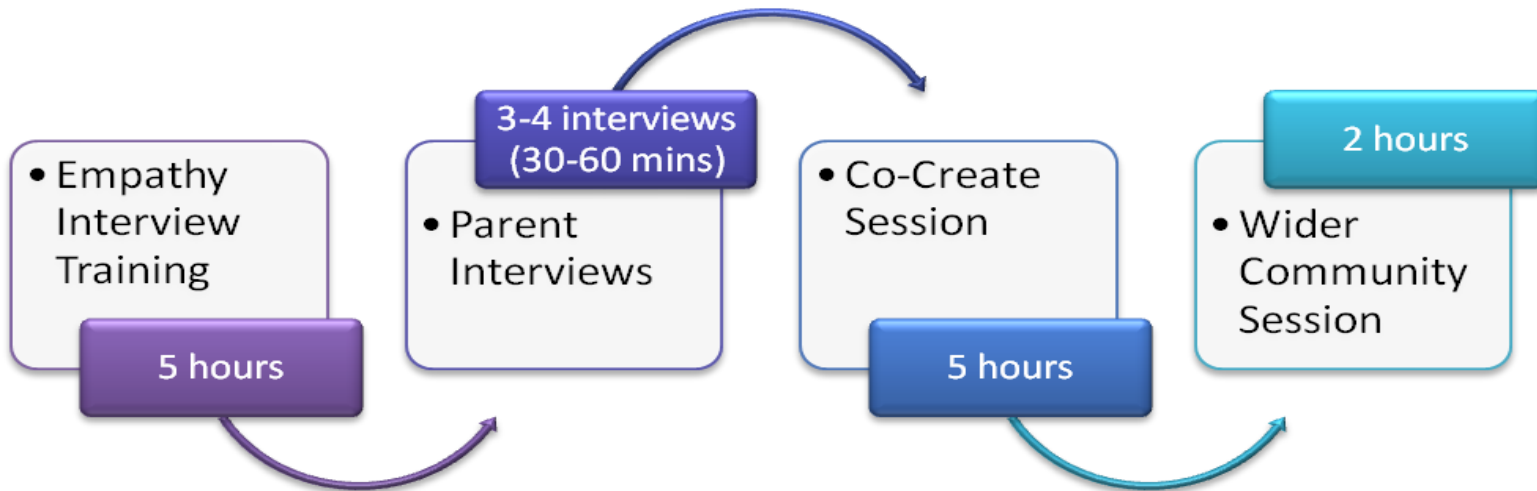
Statement of Intent
All parents have a strong sense of
belonging and wellbeing



Next Steps for the Project Team

Empathy Interview Training to be held on 15th September 2015.

Time Commitment for project team



Time to meet the parents



The project team came together on 15th September to undertake Empathy Interview Training, this session was facilitated by Josi Wilson from SKIP.

*The **empathy interview** is an approach to finding out as much as possible about a person's experience as a “user” of a space, a process, an objective or an environment. We want to understand the choices that people make and why they make them.*

The group warmed up by responding to a list of statements either by sitting or standing when they agreed/disagreed. Really great exercise as some of the statements were designed to make you think carefully about your own response.





LISTENING

How do we listen?
What do we look like as a listener?
Pay attention to non-verbal clues
Don't be afraid of silence
Look for inconsistencies

QUESTIONS FOR PARENTS

Open ended questions.
Encourage stories
Start your question with "tell me about ..."
Ask questions neutrally
Be prepared and relaxed.



NUTS AND BOLTS

What we need to make interviewing successful:

1. Digital Recorder
2. Two interviewers at a parents home.
3. Flyer advertising for parents.
4. Interview Guidelines and Information
5. Questionnaire for parents
6. Participant Information Sheet
7. Consent Form
8. Thank you letter and Countdown gift card \$40

There is no greater agony than bearing an untold story inside you'.
Maya Angelou

INTERVIEWS COMMENCE

Contact details of parents sent to Jacqui who will discuss the project with each parent, and begin the process of arranging interviews.

Initial comments from parents when arranging interviews:

- Come anytime I never go out?
- I will need to meet you at my home, it is hard to take my baby out?
- I need to meet you at a public place, baby gets bored if we stay at home?
- Can I breastfeed baby while being interviewed?

Observations:

Parents keen to be part of the research, want to contribute to something.

Want to talk about their babies and experiences – good and bad.

Some parents careful not to put their relationships in a bad light.

Parents physically going outside with their child to look for other parents in their communities.

Interviews have been held at the Library, KINZ and in parents homes.



Information and Communication Technology

3 Transcribers have been contracted to prepare transcripts of the parent interview recordings.

Natasha Banks-Fowler - tash@wirelesskiwi.com

Lisa Macready, Digits - Lisa@digitype.co.nz

Sarah Wild - sezzawild@hotmail.com

Interviewers have used i-phones or digital recorders to record parent interviews.

Recordings have been shared by interviewers through Drop box or via email. These recordings have then been shared through Drop box to the transcribers.



Parent Interview Review

20 October 2015 – Grey Lynn Community Centre

A sub-group of the project team came together to review the first 4 interviews that had been completed.

This was to check that the interviews were on the right track, the questions were working well, and we had a good mix of parents on the struggling to thriving continuum.



INITIAL PARENT INTERVIEWS

- Parents send money from India to help us pay the bills.
- NZ Health System hard to understand
- Poor health – no knowledge of costs – difficult
- Hard in NZ – everything expensive, stressful
- Desperately wants a better life in NZ
- Lots of smoking in the city
- No support from their own families
- Getting out of difficulties
- Future not sure – childcare and education
- Crawling baby needs more space
- My overseas family have not met my baby, don't know them.

- Live close to parks – outside space
- Parents have had happy childhood, want the same for their children.
- Have access to a car to get out of the city.
- Connection with organic gardens – grow food, interact with other adults and kids.
- Connect with family overseas through Skype and phone calls.
- Enjoy city living.
- Planned our baby and where we want to live.
- City living is fun and enjoyable
- Nice place to live – good apartment
- Baby adapts to the life you live.
- CBD is convenient, everything I need
- Easy access to services and activities
- As a couple we support each other

When parenting is hard



Love my baby, she loves me
 Solo mum - best decision to divorce.
 No immediate family – grandparents, siblings.
 Try to walk everyday – for baby and me.
 Contact family on-line
 Enjoy being a mum
 Want to spend time with my kids
 Have friends around, not necessarily in CBD



When parenting is great

- Parents need to fit in with baby's routine
- Difficult access – apartment living
- No outside space in CBD – no freedom
- No space in apartment
- Unemployment – difficult to get work
- Cannot replicate the support of my own family
- Feeling unsafe – out and about – traffic, homelessness, seclusion of parks, pollution.
- No connections with other mums
- Stuck in NZ with new baby, no support
- Lots of pressure and stress.
- Unexpected pregnancy and then marriage
- Arrived in NZ as a student, ended up with baby and married.
- Cannot rely on support from partner

- Found a doctor who was helpful
- No midwife to provide support and information.
- Issues – sleeping and physical environment
- Parents have had unhappy childhood, don't want that for their children.
- Want to get out of NZ
- Immigrants
- No social contact with other parents
- My duty to make sure baby is happy and provided for.
- Medical care costs are expensive for migrants
- Baby unwell
- Lots of bills and debt



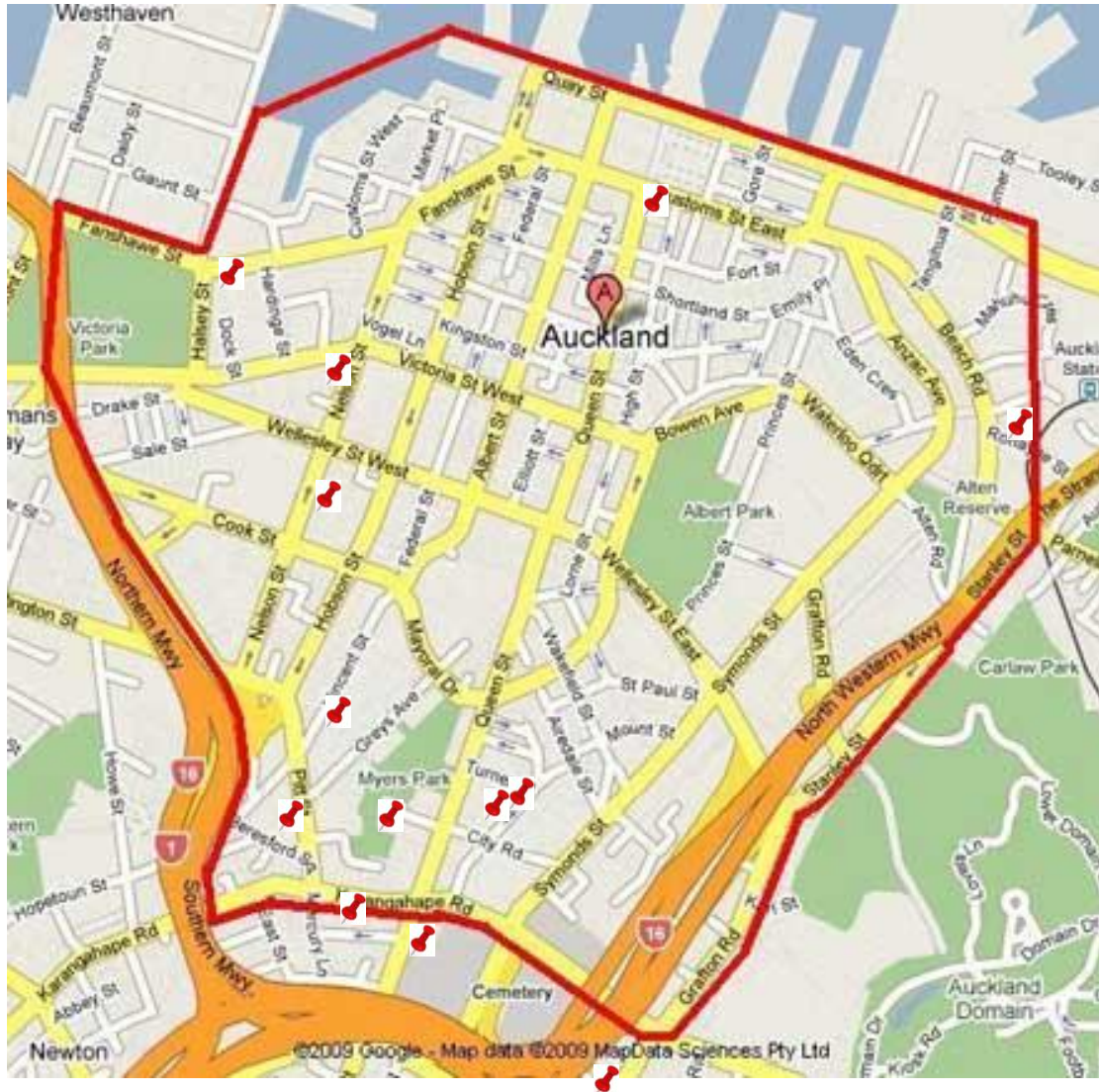
Immediate Action

Our initial interviews have highlight some immediate issues, that can be resolved by our design team quickly. These actions have included:

- ❑ Providing access to free counselling services.
- ❑ Connecting parents to community agencies who are working with specific ethnicities.
- ❑ Provide contact details of inner city agencies who can help with specific needs.



WHERE ARE OUR FAMILIES LOCATED?



IDENTIFYING OUR THEMES



THEMES

Dads have challenges and need support

Apartment Living

Where to go?

Feel the Love

Family Wellbeing

A smoke free city

Need for Family

Parenting as International Students

The Tough Stuff

Love city life

Out and About

Parenting Reality

Need to feel connected

Mental Wellbeing

My Childhood impacts my parenting

Who can support and inform us

Breastfeeding in the city

Keep our cultural identity

Online Parenting Support

I want the best for my child

ECE Experience matters

WORDS THAT DESCRIBE PARENTING IN INNER CITY AUCKLAND

Difficult

Good

Awesome

Disconnected

Tough

Fun

Exciting

Enjoyable

Positive

Challenging

Close

Beautiful

Convenient

Natural

Alive

Busy



Our Struggling Families

What demographic information do we have on this family?

- Education? - Income?
- Health Issues
- Young - early to mid twenties
- Often have overseas visitor staying
- Isolated - No family in NZ
- Less traditional than their parents
- Parenting on their own, partner and family overseas
- Single mum with young child
- On a student work visa
- Immigration status uncertain
- Stressed about money
- Have student debt
- May not be able to afford to move out of the CBD
- Mother may have to go back to work
- Not working or on a low income
- Don't own a car
- Rely on WINZ

What does this family want for the future?

- To be around family
- Want the best for their children
- Healthy and happy child
- They want their child to get the best start and education
- Want better for their child than they had themselves
- To meet other families
- More Space
- A good life

What behaviors does this family have?

- Worry about going out
- Feel unsafe now they have a baby in the city
- Work in an around the city
- Keep curtains closed and sleep when baby sleeps.
- Rely on internet to find events/activities
- Not asking for support
- Unaware of support/services they are entitled to
- Responsive to services offered - but won't ask for support
- Ring or Skype their family overseas
- Not connected
- Studying to make dreams come true
- Worry about child's education
- Women in traditional caring role, choose to stay at home with baby
- Humble and grateful
- Isolated
- Feel responsible to deal with their own problems

How do we recognise this family?

- Physical and mental health status very poor
- Stressed
- Sit in public spaces with their baby on their own
- Come once to something, won't come again
- Desperate for contact and connection
- Stay at home if it rains
- Focus on meeting babies needs
- Both or one of parents out of work
- English as a 2nd language
- Immigrant
- Small accommodation
- Dealing with many issues



Our Thriving Families

What demographic information do we have on this family?

- Dad works full-time, mum works part-time
- Sufficient income
- Owns a car
- Mum studying
- Immigrant families doing well
- Grandparents helping in the home with child
- Users of daycare

What does this family want for the future?

- A good life for their children.
- The best for their child.
- Good education for their child
- A better environment for their child
- Happy and healthy
- Comfortable standard of living
- Good community connection

What behaviors does this family have?

- Active and involved
- Connected with the community
- Social
- Engaged with their child
- Have friends
- Part of their cultural community
- Get out of the house
- Close group of friends
- Children attend daycare
- Aware of services and facilities in CBD
- Know who they can contact for support.

How do we recognise this family?

- Living in a lovely apartment
- Bigger accommodation
- Stability re job
- Know how to connect
- Happy
- Smiling
- Supported
- Big support base
- Happy child and family
- Parents and kids out together
- Participate in city events
- Go on outings as a family
- Active in the community

DESIGN DAY – 26 JANUARY 2016

The design team, parents and children came together to walk through the insights, present the parents with design challenges and ideas and give them the opportunity to design solutions to the issues.



AGENDA

Welcome

Insights - developed from our parent's interviews

Ideas – brainstorm the courageous, the possible and out of the box ideas

Design Principles -

Plan afternoon session

Parents Arrive

Introductions

Lunch

Overview of the project so far

Design Challenges presented to parents

Prototyping - everyone gets creative

Summary/What's next

Debrief

OBJECTIVE FOR THE DAY

Create ideas we want to test

DESIGN TEAM



Design Team reviewing the journey so far...

INSIGHTS

It's interesting that the best activities for young kids are within walking distance because it's too hard to get to activities outside of the inner city.

It's interesting that parents are staying at home with their babies because inner city Auckland is not orientated towards babies.

It's interesting that parents want their children to have connections to their culture because the parents want to maintain the tradition that they valued growing up.

It's interesting that even though parents are connected to the library they won't use it when their babies are tired and grumpy because they are afraid of being disruptive.

It's interesting that parents are struggling to breastfeed their children in town because there are few places where they can go and be comfortable when their children are hungry and tired.

It's interesting that parents are anxious being in their own home with their children because they are worried about upsetting the neighbours and building managers if their children make a noise.

It's interesting that parents feel stressed because they are struggling to find social supports with people they can trust.

It's interesting that migrant parents feel so unsupported because their whanau are overseas.

It is interesting that mental well-being of parents is linked to their parenting challenges.

It's interesting that inner city Auckland doesn't feel like a community because parents are socially isolated from other parents with children of similar age.

It's interesting that parents love their babies but feel exhausted looking after them because they don't always feel confident that they have the right skills and knowledge.

HOW MIGHT WE...

How might we increase the involvement of dads in parenting small children?

How might we create spaces where families with babies feel comfortable in the inner city?

How might we promote and provide family friendly activities in the inner city?

How might we create more space in the city that is welcoming for families with young children?

How might we improve the mental health of struggling first time mothers?

How might we improve informal support for migrant parents?

How can we encourage social connections?

How might parents in the inner city be socially connected with each other?

How might we support cultural connections within the inner city?

How might we promote social connections in apartment blocks?



Informal Support for parents

Small cultural events in the city – picnic, morning tea	New settlers club	Babies day out – ever week	Meet and greet day	Cooking book from CBD families – published in the library	Auckland Council resources workers assigned apartment blocks to work in	Adopt a family
Student babysitting services offered	Noticeboards in apartment blocks with up to date information	Diwali Club	Play dates	Facebook page for apartment dwellers	Hold a getting to know you evening at apartments	Say Hello
Have your neighbour around for a chat	Get building manager to be more involved in “their building community”	Create shared meeting places	Babysitting Club	Food Festival	More signs in different languages	Book clubs
Bake a cake and give to someone	Reach out to churches and cultural groups in the area put on event	Create some free events for families in the city	Jumble sale – pass on baby clothese	Create a garden	Encourage churches to share cultural events	Share your culture
Coffee groups	Hold an info evening about rights as tenants for families	Learn Kiwiana	Community hall with friendly activities for children	Knock on doors	Organise dancing	Valentines day
Create social activities in the inner city	Connect with your neighbour day	Promote neighbourly APP	Welcoming committee	Celebrate holidays	Share family stories	Cook together
		Create a space in apartments where families can meet	Baby fun	ARMS branch in CBD		



Parenting Confidence and Wellbeing

Involve CBD churches more

Provide opportunities for parents to advocate for change

Multilingual information on how to handle events

Include dads in antenatal workshops

Information talks

Tell your story – a list of issues and solutions

Provide mentors for isolated families

Tap into parents skills they can share

Picnic in the park

Parent support group

University parenting advisors

Walking group for new mums

Offer free counseling for parents in need

Friend app for inner city parents

Parenting mentors

Tai Chi in the park for mums and kids

Smith and Caughey sponsored inner city family evens

Plunketline have a bigger inner city presence

Get dads together and remind them of their value and their important role

Parenting workshops

Encouraging and supporting what they are already doing

Talks religious organisaions

Library parents group under 5

Awareness of support systems

Work shop for new parents

Inform parents of their rights

Parents confidence course / obstacles course, inner belief

Buddying first time mums with mums with 2 or 3 kids.

Drop in centre – help-line

Dads coffee group

Facilitate conversations between building management and residents

Playrooms in apartment (like gyms)

Resource Kit

Dads wriggle and rythme in the library

Fun activities

Help-line for worried mothers (blog) “My husband/partner has no idea bout parenting – HELP”

Physical Environment

Address issues through local board planning – make submission	Open a creche at YMCA	Create a hub or community hall where families with small children can come	Start a family group that meets once a week	Age appropriate playgrounds	Hold information evenings	Make all parks child friendly
Create a breastfeeding room in the library	More crossings	Breastfeeding only spaces.	No Shooshing spaces.	Regulations around the city in terms of Health and Safety.	Rent out a space and make it family friendly.	Run family games in Myers Park
Special lanes for prams along walkways	Sponsor a breastfeeding chair.	Playroom in each apartment block.	Edible trees and garden	Have an open day	New apartments are required to have communal spaces	Open a family room at the YMCA
More green space.	Shops advertise being baby/child friendly.	Family friendly cafes, promotion on-line, support for businesses, family friendly awards.	Play days with equipemnt/toys in parks and library eg. Summer fun.	Smoke free outside spaces for families.	Approach shop owners.	Businesses sponsor 'spaces' to be made available
Advertise on the radio of the library	More sun shades	Indoor playground	As the parents what they need	Space in shops	Comfortable furniture	Advocate talk to Council.
Ellen Melville Hall advocate to Waitemata LB for dedicated family spaces	Create a space for breast feeding	Empower parents to seek linkages, connections within their building.	Local Board address this as part of the Child Friendly city approach.	No smoking	Provide information to parents in terms of where to go.	Family friendly pathways in the city.
		Sit and chat seats	Plant trees	Social media – regular update for inner city, so parents involved and informed.		



Courageous, - Possible - Out of the box

Promote need for central meeting spaces in apartment buildings—engage the Council

Pedestrians only

Roof top gardens

Challenge for business owners to create a baby space

Mum and baby café

Police helping to identify families at risk

Make parks smoke free

Mobile playground

Adopt a grandparent

Paint a mural

Families join healthy babies, health future programme – free programme

Festival clubs

Apartment party similar to street party idea

New apartments are built with communal spaces

Parent box – place to connect with volunteers

Communal Apartment Space

Grab a granny

New parents – tiki tour of the inner city.

Create a space or environment where mothers are supported

Parenting classes/info evening one night a week

Intensive support – services come to your home

“Pop Up” coffee morning in apartment foyers

Meet and know your neighbours

Cultural events that are family friendly

Social Clubs

Experienced mother buddies

Dads day out

Street Soccer

Inner city for families App/Website

Provide “Don’t sweat the small stuff” meeting for parents



BEST IDEAS

Grab a
Granny

New Parents –
tiki tour of the
inner city

Communal
Apartment
Space



DESIGN CHALLENGE BEGINS



COMMUNAL APARTMENT SPACE

- Free up space in each apartment block for families to come together.
- Basic requirements – suitable flooring, shade, fencing, safety.
- Multi-use spaces - use building gyms as playrooms.
- Seating and play equipment for parents and children
- Share this space with other apartment buildings – get to know your community
- If no space in your building, then lobby Council to improve parks for families living in the city.
- BBQ's, fencing and play equipment in all Auckland city parks
- Regular get-togethers for mums in the apartment – shared lunch, shared dinner.
- This communal space would connect families living in the same building.
- Would help with the prevention of mental health issues around parenting
- Would nurture support from other parents living in the apartment block/community.
- Would improve ethnic and cultural connectedness.
- More green space to share with apartment dwellers.
- Bring everyone in the community together, not just families.



GRAB A GRANNY

The key things that evolved were:

It is good to have some where to go, someone else to talk to who has experience and wisdom, someone else to be interested in the children, no obligations and needs a structure to keep it safe and well organised.

SOME BABIES NEED CUDDLERS AND THERE ARE SO MANY CUDDLERS AROUND

The suggestion of getting to know people and establishing relationships morphed for some people into the idea being about setting up a constant space for people to visit over the process.

Ideas about how this might be most useful to parents really struggling were:

A skilled co-ordinator who can get to know them, visit at home, match them with the right 'granny'.

Granny could visit them if they don't feel like leaving home

An online component if they don't want to leave home or have people into their house

The group began by exploring what a Grandparent might bring that would benefit families of young children – struggling with their circumstances

Wisdom / knowledge / experience

Someone to talk to when down

Someone who is accessible / available / someone to visit

Can bridge gaps with parents

Interested in my children

Being a calming influence

Friendship



GRAB A GRANNY cont'd

The key factors were then distilled and built into the model:

A place to go / visit – not just be at home – could be someone else's home or a community place to get together (including café)

Someone to talk to – and even help people focus in the right direction (wisdom, experience)

Someone in their own community

Informal – not like signing up to a class – just at home

Good to have a neutral space to get to know people and a chance to make connections and develop trust – not inviting a stranger to my home

Would need to have formal co-ordination

The points emphasised by the other groups were:

There needs to be a structure – keep it safe eg based on principles such as honesty, goodwill, openness and needs a skilled co-ordinator – welcoming and non-judgemental – people could have training to help with skills.

Don't have to sign up to something for a long time (like a series of parenting workshops)

Not just grandparents – could be people with older children, a student in town with no family, another parent of young children

Could involve an on-line component if people don't want to meet in person when feeling low

The neutral space could be a regular space (like a hub) where people can go, meet etc.

Other things that came up

One person thought it would be good to be able to access professional help on an as need basis eg a social worker - suggested as the co-ordinator could be this person – a co-ordinator could know who to refer people to, what signs to look for etc. (individual story here)

Free child care once weekly for two hours where parents could bring their children and get support from other parents eg a plunket crèche.



NEW PARENTS – TIKI TOUR OF THE INNER CITY

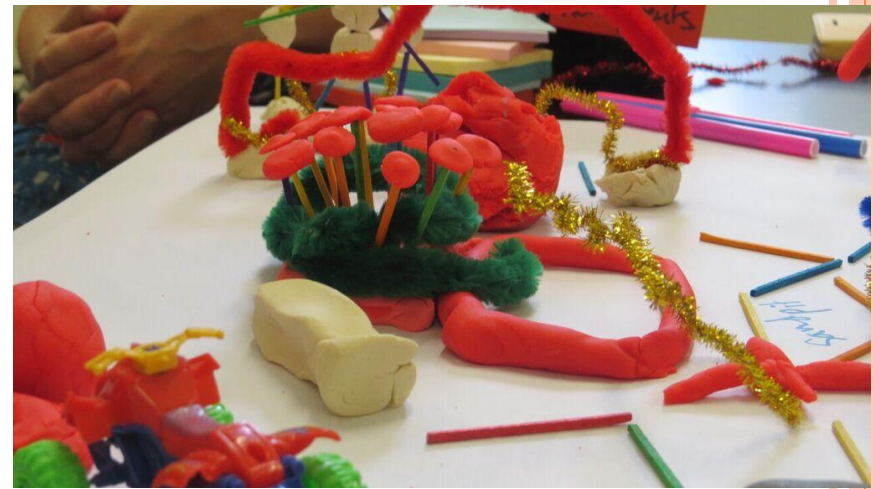
This design had two main activities

- a parenting pop up container that enables local parents to connect with other parents and share ideas about child friendly networks and activities. Also host parenting activities that engage child and parents (fun, creative, engaging) the container can be moved around the CBD to engage parents to explore different parts of the city. Upper, mid and lower CBD.

-the second was parent-led city exploring (Tiki tour around). This was to enable local parents to connect with each other, share their knowledge about living in the city (family friendly spaces) also to do actives that on your own you might not try eg. Myers Park playground, using the bus, catching the training, walking along the waterfront, cafe conversations, visit Albert park, tepid baths, learn about where the good footpaths are to get around, engage informal parenting engagement and conversation.

- it needs a online presence and be on platforms the parents already visit - library, Plunket, CAB, KINZ, universities, PlayCentre, Parnell and Freemans Bay primary. It needs Face book page with current information regular updates.

The surprise was the parents (all) desired the parenting tour initiative to challenge the invisibility of parenting in the inner city and judgment from city workers towards sharing the inner city with young families. The pop-up container is a way to make parenting visible to all and making support visible for parents that are struggling. The tour is parent-led but needs key sponsors who champion this at strategic levels support their organisation to make resources available and opening doors to support the leadership and innovation. Promoting, investing, encouraging.



When parents are thriving in Inner City Auckland....

- Migrants
- Married
- Graduated
- 10 month old baby
- Mother staying with family for 1 year
- Friends in Chinese community
- Have Chinese and NZ customs
- Friends in the apartment building with children same age
- Joined mums group in library
- Confidence in services
- Childcare arrangements made in advance for return to part time work.



When parenting gets hard in inner city Auckland...

- Asian family – both parents
- Infant
- No other family here
- Lonely
- Don't ask for help
- Information from internet
- SKYPE mum
- Debts
- Expensive
- Unemployed
- Small apartment
- Worried about noisy baby
- Local parks don't feel safe
- Not a health environment
- Feel sad and depressed
- Striving for a better life



THE NEXT STEPS

Gather feedback from parents who could not attend the Design Day to see how the prototypes designed work for them as CBD parents raising under 5s.

Feed the information and insights into other projects such as the Waitemata Local Board UNICEF registration for a Child Friendly City, the Auckland Design Manual, and to community agencies who are developing services for families living in inner city Auckland.

Identify our audience for this information/ideas – who will be our key influences, make sure we include our parents voice.

Begin piloting/testing ideas with families in the CBD.

Take ideas back to isolated parents and other parents for comments

Sharing project information in a variety of media/channels – Plunket holding this.