

## **Equality analysis: NHS Information Service for Parents**

### **Introduction**

1. The Department of Health has carried out this equality analysis to inform the decision to introduce *NHS Information Service for Parents*, a digital advice service in the form of emails, including video clips and SMS messages, aimed at parents-to-be and new parents in England, assessing the policy in line with requirements set out in the Equality Act 2010.

### **Relevant line in DH business plan**

2. There is no specific relevant line in the business plan.

### **Background and policy objective**

3. Pregnancy and early parenthood is a time when people find they may need to learn an enormous amount in a short period of time. Most people turn to their friends and family but supplement this with a variety of sources including magazines, books, radio, television and video and increasingly digital media. Parents are faced with a vast amount of written and web-based information, covering pregnancy and the first years of a child's life, produced by a range of sources including the Department of Health, National Health Service (NHS), Department for Education, charities and commercial organisations. Research<sup>1</sup> carried out on behalf of Department of Health exploring parents' views on the maternity journey and early parenthood found that many parents-to-be and new parents often feel overwhelmed by the amount they need to know and the speed at which they feel they need to learn. When advice and information is sought it can be confusing and parents can struggle to find the specific advice they need, when they need it.
4. It is essential that parents-to-be and new parents have access to the care, information and support they need to enable them to share decision making

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<sup>1</sup> Parents' views on the maternity journey and early parenthood. Department of Health. 2011

with health professionals, make informed choices, and take greater control of their own health and well-being and that of their children to become the best parents they can be.

## Use of technological information

5. People now access information in a variety of formats, including by email, from websites, 'apps' and other social media sources, on interactive digital television, SMS messages to their mobile phone, and downloaded as a podcast. In recent years, there has been a growth in the rate of technological change and use of technological information. ONS data on estimates of adult internet users and non users show that 97% of women aged between 16 and 44 years of age and 86% of men aged between 16 and 75 years and over had used the internet<sup>2</sup>. Three quarters of adults live in a household with internet access.<sup>3</sup> The latest Ofcom research<sup>4</sup> shows that a quarter of adults (27%) and almost half of teenagers (47%) now own a smartphone (iPhones, Blackberrys and Android phones). Today, 91% of people own a mobile phone, this rises to 99% of people between the ages of 25-34 years<sup>5</sup>.
6. In recent years, there has been a significant growth in the availability of online information on health issues and in particular information relating to pregnancy and the early years of a child's life. However, there is no current mechanism to help parents navigate through the information available, understand the source of the information or use it to make informed decisions. In 2011, the Department of Health and Department for Education published *Supporting Families in the Foundation Years* which describes the Government's vision for the system of services that should support parents from pregnancy onwards until their child reaches the age of five. It included a commitment to explore ways of making digital advice and information for parents much more accessible, at regular intervals during pregnancy and their child's development.

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<sup>2</sup> ONS Internet Access Quarterly Update, 2011 Q4

<sup>3</sup> Ofcom UK Adults' Media Literacy. April 2011

<sup>4</sup> Ofcom The Communication Market 2011

<sup>5</sup> Ibid

## *The NHS Information Service for Parents*

7. On 18 May, the *NHS Information Service for Parents* will be launched to provide trusted, evidence-based NHS and other quality assured information to parents-to-be and new parents. The service will provide mothers and fathers with the best information available via email, SMS messages and high quality video clips. Information will be drawn from NHS Choices content including the online Pregnancy Care Planner and the online Birth to Five guide, and will cover a wide range of issues including antenatal care, how a baby develops, healthy lifestyles, breastfeeding and immunisations. The service will also signpost to other sources of information, for example, about parenting, relationship support and benefit advice. Initially, the service will provide information from pregnancy to the first month of a child's life and will during the course of the year expand to cover older babies.
  
8. During contact with health professionals, parents-to-be and new parents will be encouraged to sign up to the service and each parent will have the option to sign up and receive the email and video and/or the SMS messaging service. Although aimed at parents-to-be and new parents, the service will also be available to carers e.g. grandparents and childminders. There will be separate messages aimed at mothers and fathers with content tailored to meet their particular needs. Parents will sign up to the email and SMS messaging service via a simple online form or via SMS message for the SMS service. Online sign up will be free. Cost for signing up to the SMS service via SMS will be charged at an individual's standard network rate (equivalent to three SMS messages). Following sign up all SMS messages sent from the service will be free to receive. The Department is exploring how sign up might be made more automatic in some way.
  
9. Following sign up, the *NHS Information Service for Parents* will send a combination of weekly and monthly emails tailored to the information needs of parents, based on the stage of pregnancy and age of their child. During the first weeks of pregnancy, first time parents in particular tend to be eager for information and advice on how the baby is developing and how to care for their baby. After the baby's first few months there are longer periods between a

child's development milestones and monthly emails/newsletters will signpost key information and highlight time sensitive information such as immunisations. The planned schedule and frequency of email and SMS messaging information and advice is set out below:

<b>Email</b>	
<b>When</b>	<b>Frequency</b>
Pregnancy (5 - 40 weeks)	Weekly
Birth to 3 months	Weekly
3 months to age 1	Monthly

<b>SMS messages</b>	
<b>When</b>	<b>Frequency</b>
Pregnancy (5 - 40 weeks)	Weekly
Birth to 3 months	Weekly
3 months to age 1	Monthly

10. As part of the *NHS Information Service for Parents*, the Department of Health has commissioned over one hundred new video clips, quality assured by clinicians on the issues that matters most to parents. The video clips will show health professionals providing trusted advice and guidance and answers to questions, and café style clips covering parents' experiences. The video clips will complement the email and SMS messaging content and the pregnancy and early years information available on the NHS Choices website.
  
11. The *NHS Information Service for Parents* is not seeking to replace the face-to-face consultations provided by health professionals, but instead will complement the schedule of antenatal<sup>6</sup> and postnatal<sup>7</sup> care offered to women and child health reviews under the Healthy Child Programme<sup>8</sup>. Parents-to-be and new parents will be able to use the advice and information provided through the *NHS Information Service for Parents* to help inform their discussions with the health professionals caring for them and/or their child.

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6 Antenatal care – routine care for the pregnant health woman. National Institute of Clinical Excellence 2008

7 Routine postnatal care of women and their babies. National Institute of Clinical Excellence 2006

8 Healthy Child Programme *Pregnancy and the first five years of life* Department of Health and Department for Children, Schools and Families 2009

12. The intended outcome is that pregnant women, their partners and new parents and other carers have access to trusted, high quality evidence-based NHS information and some wider appropriate sources, which supports them to make informed choices and enhances good parenting.
13. Each parent-to-be and new parent will be able to unsubscribe from the service at any time should they wish to do so. Health professionals will also be able to help parents unsubscribe, if necessary, for example in case of miscarriage or bereavement.

### **Who will be affected?**

14. The new service will initially be aimed at parents-to-be and new parents who will be encouraged to sign up to the service when they have contact with health professionals, including midwives, GPs, ultrasound sonographers, health visitors and the wider maternity and early years workforce during pregnancy and following the birth.
15. In 2010, the number women giving birth in England was 679,638.<sup>9</sup> In 2010, 94% of live births in England and Wales were joint registration births. If both parents sign up to the service the potential reach of the new service is in the region of 1.4 million new mothers and fathers in the first year. The reach will be greater if existing parents and others e.g. carers and childminders choose to sign up to the service.

### **Evidence of impact on those with protected characteristics**

#### **Disability**

16. Through the provision of email, including video clips and SMS messaging the *NHS Information Service for Parents* will make NHS evidence based advice and information more accessible to some groups of disabled people. The

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<sup>9</sup> Office of National Statistics. 2010

service will meet Web Content Accessibility Guidelines. The video clips include functionality allowing subtitles to be turned on and off.

17. The latest data shows that 65.2% of those registered as disabled under the Disability Discrimination Act used the internet<sup>10</sup>. In 2011, 19 million households in Great Britain had an internet connection (a 4% increase since 2010), only 3% of those who did not have a household connection gave physical disability as the reasons for not being online.<sup>11</sup>
18. The internet is used by many disabled people as a key source for information including health issues. Users of NHS Choices website are much more likely to have a long-term condition than the general population.<sup>12</sup> Both the Department of Health's website and NHS Choices contain a wealth of information on pregnancy and the early years. NHS Choices has a close partnership with Abilitynet, a national charity that helps disabled adults and children to use computers and the internet. The *Our Help with Accessibility Guide* provides comprehensive, step-by-step instructions on how to adjust a computer according to a person needs, such as for sight or hearing problems.
19. The introduction of over 100 new video clips covering pregnancy and the first few months of child development and parenthood will make this key information more accessible than written information to those with low levels of literacy.
20. There is limited information available about the number of pregnant women and new mothers with a disability and the specific issues and barriers they face. The Department of Health acknowledges this is a gap in its knowledge base. As part of our 5-year maternity and early years research programme, a specific project exploring the needs and experience of disabled pregnant women using maternity services will add to the evidence base and provide information on how NHS services and other providers can address the needs

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<sup>10</sup> Office of National Statistics. Access Quarterly Update 2011 Q4

<sup>11</sup> Office of National Statistics Internet Access – Households and Individuals, 2011

<sup>12</sup> Online health statistics review. NHS Choices (2010)

of women. (See the section on 'Action planning for improvement' for further details about this research project).

## **Sex**

### ***Women***

21. *Parents' views on the maternity journey and early parenthood* (2010) found that:

- some women with low literacy levels found printed or written information provided by the NHS difficult and intimidating, but felt under pressure not to admit these feelings for fear of being “judged” or that their parenting ability would be questioned by health professionals. These women felt more comfortable with media sources that they would normally interact with such as videos and magazines;
- some women said that the provision of information provided during pregnancy was not always relevant and timely, and sometimes they felt “bombarded” with significant amounts of information provided in one go.

### ***Men***

22. In the same research fathers said they also needed help to support their partner through pregnancy and birth and to make the transition to parenthood and that advice and information needed to be targeted in a way that is accessible and appropriate to their needs. Young men, ethnic minorities, first time and socio-economically deprived fathers have specific information and support needs.

23. A national survey of women's experience of maternity care found that over a third or more of fathers and partners directly sought out information about pregnancy (40%) and birth (38%).<sup>13</sup>

24. Research by the NCT found that more than a third of men wanted more information about a range of issues, which were similar to the topics pregnant women also wanted to know more about. Three quarters of the men received

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<sup>13</sup> *Delivered with Care: a national survey of women's experience of maternity care*. 2010. National Perinatal Epidemiology Unit.

their information about pregnancy, the birth and parenting from their partner. Sources such as books, magazines, television and radio were also used. The men in this research felt that information sources should provide answers to common issues, offering practical tips and be based on the best available research evidence.<sup>14</sup>

25. Men in particular prefer online resources. According to Consumer Health Study conducted in 2009, online videos are a fast growing medium with 70% of health consumers interested in watching educational condition-specific health videos.<sup>15</sup> Videos are a more attractive medium for the hard to reach groups, in particular parents with low literacy and educational levels. The age groups predominantly downloading or watching video clips online are 16 to 24 year-olds (40%) and 25 to 34 year-olds (24%).<sup>16</sup> Evidence from Digital Lifestyles<sup>17</sup> suggests that amongst parents of children under 16 years of age men are higher volume users of the internet compared to women.

26. The evidence above suggests the men and women have different needs for advice and information and these needs are not currently being met. The *NHS Information Service for Parents* will help to address the issues highlighted above.

## **Race**

27. The information available shows that in 2011 the number of maternities (number of women giving birth) by ethnicity of mother was: 73.4% White, 10% Asian or Asian British, 4.9% Black or Black British, 1.5% Mixed, 3.2% Chinese or Other Ethnic Groups, unknown or not stated 7.1%.<sup>18</sup>

28. The percentage of all live births by country of birth of the mother and fathers in England and Wales in 2010 is detailed in the table below:

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<sup>14</sup> *Becoming a Father. Men's Access to Information and Support about Pregnancy, Birth, and Life with a New Baby.* Debbie Singh and Mary Newburn. 2000.

<sup>15</sup> Google and OTX (2009) Consumer Health Study

<sup>16</sup> Ofcom Adults Media Literacy Research Report 2011

<sup>17</sup> Ofcom, Digital Lifestyles Parents of children under 16. June 2009

<sup>18</sup> NHS Maternity Statistics, Health and Social Care Information Centre



Country of birth of mother and of father	Number of live births	Percentage of live births
Mother and father non-UK born	128,322	17.7
Mother non-UK born, father born in the UK	45,739	6.3
Mother non-UK born, father not recorded	7,766	1.1
Mother born in the UK, father non-UK born	41,068	5.7
Mother born in the UK, father not recorded	34,734	4.8
Mother and father born in the UK	465,519	64.4
Mother's country of birth is not stated	17	0
Total	723,165	100

Source: Office for National Statistics

29. There are a number of barriers in relation to access to information for those with different religious or racial backgrounds, including language and culture.

Research<sup>19</sup> found that:

- women in some minority ethnic groups may need more support and guidance during pregnancy either because their expectations of the NHS were different, or because English may not be their first language;
- that Black Caribbean mothers and gypsy and traveller women often have strong family support networks which sometimes means that these women are less likely to engage with health professionals and miss out on opportunities to receive clinical care and the best evidence-based advice and information from the NHS;
- feelings of information overload can be worse when parents are tired, low in confidence, have poor literacy levels or where English is not their first language;
- some Pakistani men avoid antenatal classes/education programmes to avoid seeing other pregnant women.

30. The *NHS Information Service for Parents* offers an opportunity for those parents-to-be and new parents who may be less likely to engage with

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<sup>19</sup> Parents' views on the maternity journey and early parenthood. Department of Health. 2011

maternity and early years services to access advice and information in a more private and discreet way that meets their needs at the same time as ensuring they receive the best information available.

31. Information and advice on pregnancy and the early years will continue to be available through health professionals and on the Department of Health and the NHS Choices websites which can be translated into 50 languages.<sup>20</sup>

### Age

32. The content of the *NHS Information Service for Parents* has been written to appeal to a parents and will provide information and advice and signposting to appropriate sources. For example, teenage pregnant women will be signposted to information about Tommy's who are able to provide free copies of 'The young women's guide to pregnancy'.

33. In 2010, the number of women giving birth in England was 679,638<sup>21</sup>. The age profile of women giving birth is detailed in table below:

Age	Number of maternities	Percentage of maternities
Under 20	37,836	5.6
20 to 24	128,456	18.9
25 to 29	187,194	27.5
30 to 34	190,998	28.1
35 to 39	109,132	16.1
40 to 44	24,467	3.6
45 and over	1,555	0.2
Total	679,638	100

34. The number of live births by age of the father, in England and Wales in 2010, is set out in the table below:

<sup>20</sup> Information on NHS Choices can be translated into fifty languages using Google Translate, which is a machine translation engine that uses mathematical algorithms when translating.

<sup>21</sup> Office of National Statistics Vital Statistics. 2010

Age of father at birth <sup>22</sup>	Number of births	Percentage of births
Under 20	13,508	1.98
20-24	79,493	11.68
25-29	149,544	21.97
30-34	193,353	28.41
35-39	147,524	21.67
40- 44	66,811	9.82
45 - 49	21,904	3.22
50 – 54	6,047	0.9
55 – 59	1,640	0.24
60 – 64	599	0.09
65 - 69	154	0.02
70 and over	96	0.01
Total	680,642	100

35. The latest data<sup>23</sup> shows that 97% of women aged between 16 and 44 years of age and 86.3% of men aged between 16 and 75 years and over had used the internet and will be able to benefit from the *Information Service for Parents*. 91% of people own a mobile phone and will be able to benefit from the SMS messaging service.

#### **Gender reassignment (including transgender)**

36. A report from the Interdepartmental Working Group on Transsexual People in 2000 estimated that there were 1,300 - 2,000 male-to-female and 250 - 400 female-to-male transsexuals in the United Kingdom. The evidence review for the Department of Health's project on Pregnancy, Birth and Beyond found no evidence relating to the impact of preparation for parenthood on people who have undergone gender reassignment or transgender people.

#### **Sexual orientation**

<sup>22</sup> ibid

<sup>23</sup> Office of National Statistics. Internet Access Quarterly Update 2011 Q4

37. In 2010, there were 335 births registered to a same-sex couple in a civil partnership and 140 births to a same-sex couple outside a civil partnership.<sup>24</sup>

38. The written content of the *NHS Information Service for Parents* will be tailored to 'Mums' and 'Dads'. Users will be able to sign up to the service that best meets their needs. For example, both partners in a same-sex relationship or civil partnership may choose to sign up for the 'mothers' and/or 'fathers' email service.

### **Pregnancy and maternity**

39. People in these groups will be the main beneficiary from the introduction of the new digital information provided through the *NHS Information Service for Parents*. The impact of the policy on these groups is covered in more detail throughout this analysis.

### **Religion and belief**

40. We have not identified evidence to suggest unequal treatment on these grounds.

### **Carers**

41. Although primarily aimed at parents-to-be and new parents, there may be circumstances when a carer, whether this is a formal arrangement e.g. childminding, fostering or an informal arrangement e.g. grandparents, will want to be able to benefit from the information and advice available through the *NHS Information Service for Parents*. The service will be available to carers should a carer want to sign up to receive information relating to the age and stage of development of a child they may be caring for.

42. Information and advice on pregnancy and early years will continue to be available through health professionals and on the Department of Health's and NHS Choices websites.

### **Other identified groups**

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<sup>24</sup> Office of National Statistics

43. It can be more difficult for those living in a rural area to access support services close to home. Making advice available digitally should help to support new parents in rural areas.
44. A recent survey by the Royal College of Midwives<sup>25</sup> suggests that almost three quarters of pregnant women on low incomes do not attend antenatal education programmes. The *NHS Information Service for Parents* offers an opportunity for these women and their partners to engage and receive information and advice from the NHS in a different way.
45. Some families need more support than others. Maternity services need to be able to identify the health and social care needs of migrant women, which may be hidden and complex and include barriers of language and culture. In 2010, the National Institute of Clinical Excellence published guidelines for providers on 'Pregnancy and complex social factors', which described how access to care can be improved and the additional support, consultations and information that service providers should offer to pregnant women with complex social factors.
46. The Government is committed to recruiting an extra 4,200 health visitors by 2015 working with families and other health professionals to deliver the Healthy Child Programme, which is designed to offer a core programme of support, starting in pregnancy, through the early weeks of life and throughout childhood. At the same time, the Government is committed to doubling the number of places in the Family Nurse Partnership programme by 2015. The Family Nurse Partnership Programme is a preventative programme for vulnerable first time teenage mothers. It offers intensive and structured home visiting, delivered by specially trained nurses from early pregnancy until the child is aged two.

### **Data sources**

47. In carrying out this equality analysis, the following sources of evidence have been considered:

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<sup>25</sup> Low-income women poorly served by midwifery services. Royal College of Midwives. 2011

- The Communications Market Ofcom 2011
- UK Adults' Media Literacy. Ofcom 2011
- Online health review. NHS Choices 2010
- e –Society. Social Trends 41 Office for National Statistics
- Group disparities and health information: a study of online access for the undeserved. Health Informatics Journal 2008 14:29
- Insights from users and providers of maternity services in rural England: summary report – Commission for Rural Communities 2010
- Digital Lifestyles Parents of children under 16. Ofcom. June 2009
- Antenatal care – routine care for the pregnant health woman. National Institute of Clinical Excellence 2008
- Routine postnatal care of women and their babies. National Institute of Clinical Excellence 2006
- Delivered with Care: a national survey of women's experience of maternity care. 2010. National Perinatal Epidemiology Unit.
- Healthy Child Programme: Pregnancy and the first five years of life. Department of Health 2009
- Internet Access – Households and Individuals, 2011. Office for National Statistics.
- Parents' views on the maternity journey and early parenthood. Department of Health. 2011
- The Preparation for Pregnancy, Birth and Beyond Reference Group includes a wide range of academics, clinicians, service providers, user representatives, charities and community groups who share their expertise and experience of antenatal education and preparation for parenthood and equality.
- [www.transgenderzone.com](http://www.transgenderzone.com) Transsexuals Frequently Asked Questions
- Becoming a Father. Men's Access to Information and Support about Pregnancy, Birth, and Life with a New Baby. Debbie Singh and Mary Newburn. 2000.

## **Engagement and Involvement**

48. The *NHS Information Service for Parents* has been developed and tested with a range of stakeholders, clinicians and users including:

- Dr Sheila Shribman, the National Clinical Director for Children, Young People and Maternity Services, has met and held discussions with representatives from the Royal College of Midwives, Royal College of Obstetricians and Gynaecologists, Royal College of General Practitioners, Royal College of Paediatric and Child Health and the Community Practitioners' and Health Visitors' Association.
- A joint Department for Education and Department of Health seminar with a range of strategic partners and stakeholders was held on 31 January 2012 (a list of organisations who attended this event is at Annex B).
- NHS Choices tested the design, tone and 'voice' of the service via An online pop up survey which received feedback from over 500 mums and 300 dads. The feedback was overwhelmingly positive and has been incorporated into the service design.

## **Summary of analysis**

49. The Government wants to ensure that all parents and children have access to the support they need to get off to the best possible start, with early intervention to ensure additional support for those who need it, including the most vulnerable families. The evidence highlights that some parents currently struggle to find evidence-based information they can trust at a time when they most need it and that they would welcome more targeted information and advice during the journey through pregnancy and into parenthood, introduction of the *NHS Information Service for Parents* will help to address these issues. The target audience for the *NHS Information Service for Parents* is one of the least digitally excluded groups.

*Eliminating discrimination, harassment and victimisation, advance of equality of opportunity and promote good relations between groups*

50. There is evidence that fathers have particular needs that are not always met by current provision of advice and information. The *NHS Information Service*

*for Parents*, through providing and signposting information to both mothers and fathers, offers an opportunity to address these issues and ensure that both parents have and/or are signposted to timely information relevant to the stage of pregnancy and age of the child, at the time they need it. The evidence also highlights that, for cultural reasons, some minority ethnic men do not want to be seen to be actively engaged in their partners' antenatal care. In these situations, the *NHS Information Service for Parents* offers, for the first time, an opportunity for these men to sign up to receive NHS information and advice in a more discreet way which may be more acceptable to them. It will also offer a different way to providing information and support to vulnerable parents and minority ethnic groups, directing them to information that is available when they need it in accessible formats including video clips.

### **What is the overall general impact?**

51. Many parents-to-be and new parents who need information may not be inclined to search on the internet for it or to be aware that there is information and advice available that would be of benefits to their and/or their child's health and wellbeing. The evidence highlights that even those who actively seek out information find it difficult to navigate and find good quality information that they can trust. The *Information Service for Parents* will provide evidence-based NHS branded information and advice to parents-to-be and new parents at the time when they need it.

### **Action planning for improvement**

52. As the service is used by parents and health professionals and feedback is received the service will continuously improve to address any identified issues. We are already exploring scope for providing the *NHS Information Service for Parents* in different languages to meet the needs of parents where English is not their preferred language. Further information is set out in the attached action plan.



For the record
Prepared by Alison Beedie
Date May 2012
Name of responsible Director Mark Davies
Date May 2012

## NHS Information Service for Parents - Action plan

Category	Actions	Target date	Responsible Directorate
Monitoring and evaluation and reviewing	<ul style="list-style-type: none"> <li>The Information Service for Parents will be subject to evaluation.</li> <li>NHS Choices will collect information on the <i>NHS Information Service for Parents</i> through an online feedback form (a telephone feedback service will also be available) and this important information will be used to inform how the service can be further refined to address any identified issues.</li> </ul>	<p>31 March 2013</p> <p>Ongoing</p>	<p>Social Care; Local Government &amp; Care Partnerships Directorate</p> <p>NHS Choices Information Service, Informatics Directorate and Social Care; Local Government &amp; Care Partnerships Directorate</p>
Analysis of evidence and assessment	<ul style="list-style-type: none"> <li>As part of the ongoing development of <i>NHS Information Service for Parents</i>, the Department of Health is exploring scope for proving the service in different languages to meet the needs of parents where English is not their preferred language.</li> </ul>	31 March 2013	NHS Choices Information Service Informatics Directorate and Social Care; Local Government & Care Partnerships Directorate
Research	<ul style="list-style-type: none"> <li>As part of the Department of Health's 5-year maternity and early years research programme projects will explore the number of pregnant women with a disability using maternity services in England and seek views on their experience of care and identify potential service innovations that could improve the quality and effectiveness of care for pregnant women with disabilities.</li> </ul>	31 March 2013	Research & Development Directorate and Social Care; Local Government & Care Partnerships Directorate
Transparency (including publication)	<ul style="list-style-type: none"> <li>The Department of Health and the Department for Education, through its range of existing bulletins, will inform the NHS and key stakeholders about the launch of the <i>NHS Information Service for Parents</i></li> </ul>	May 2012	Directorate and Social Care; Local Government & Care Partnerships Directorate at Department of Health and Department for Education

**Organisations who attended the 31 January 2012 stakeholder seminar on the Information Service for Parents**

4Children	National Children's Bureau
Action for Prisoners Families	National Day Nurseries Association
Anna Freud Centre	NCT
Antenatal Results & Choices	Netmums
Asian Family Counselling Service	NSPCC (Safe Network)
Barnardo's National Autistic Society	One Plus One
Barnardos	Parenting UK
Best Beginnings	Partners of Prisoners & Families Support Group
Birth Choice UK	Pre-School Learning Alliance
Bliss	QED UK
Care for the Family	Relate
Children's Legal Centre	Royal College of GPs
Connexions Berkshire	Royal College of Midwives
Contact a Family	Safe Ground
Council for Disabled Children	School-Home Support Services UK
CSV	SCIE
Daycare Trust	Single Parents Action Network
Families Need Fathers	Single Parents Action Network
Family Lives	Spurgeons
Family Matters Institute	TAMBA
Family Rights Group	Tavistock Centre for Couple Relationships
Fatherhood Institute	Terence Higgins Trust
Gingerbread	The Grandparents Association
Grandparent Plus	Tommy's
Homestart UK	Tomorrow's People
KIDS	WomenCentre Ltd.
Marriage Care	
Mumsnet	
NAFIS/Day Care trust	