

Conference Report



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**NSPCC National Training Centre
Beaumont Leys, Leicester**

Acknowledgement

This conference was organised by the NSPCC with support from the following organisations:

Barnardo's Tuar Ceatha Services

Chinese National Healthy Living Centre (Birmingham)

Chinese National Healthy Living Centre (Manchester)

Coventry and Warwickshire Chinese Community Association

Leicester Chinese Community Centre

Sheffield Chinese Community Centre

Wai Yin Chinese Women Society

Women Action in Today's Society

**SAFEGUARDING AND PROMOTING
THE WELFARE OF CHINESE
CHILDREN AND YOUNG PEOPLE**

Conference Report

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Executive Summary



Conference chairpersons: *left to right*
May Chung and Phoebe Wong

Background of Conference

Providing appropriate and culturally sensitive services to Chinese children and young people presents complex challenges. Communities are being encouraged to become more engaged and involved in influencing the shape of family support services at every level. However, the lack of resources and infrastructure of the Chinese voluntary sector makes it hard for this community to participate in influencing practice or policy.

This conference provided a platform for all stakeholders to discuss how the needs of Chinese children and young people are being met. By identifying gaps in services to children and young people and sharing examples of best practice it could help to begin the task of exploring future strategies which will improve service provision. Conference delegates can make recommendations to be taken forward by relevant stakeholders ensuring the needs of Chinese children and young people are fully integrated into mainstream service provision.

Aim and Objectives

This Conference aims were to enable discussion and information exchange on the needs of Chinese children and young people.

The Conference was arranged in order to:

- identify barriers in policy and service provision to Chinese children and young people
- explore future strategies to improve service provision
- identify and highlight best practice
- propose recommendations that offer solutions and better outcomes
- promote participation and inclusion of children and young people.

Working in Partnership

In October 2004 the NSPCC set up a national working group made up of Chinese practitioners in the voluntary sector with workers from Barnardo's and the NSPCC to explore the safeguarding needs and raise the profile of Chinese children and young people. We believed that by developing partnerships with the Chinese voluntary sector, we could enhance and improve the capacity to deliver services to the Chinese population. This conference was a direct outcome of the work of the national working group.

The major issues and barriers identified were:

- overcoming the language barrier, this was seen as the biggest hurdle for the Chinese community
- access to translated information
- access to professional translators
- lack of sensitivity to cultural needs
- services not situated in the right place
- low priority for addressing the needs of Chinese children
- Chinese families may also have had some negative experiences of using services.

The Conference recommended the following:

- The Chinese community must begin to raise the profile and promote the welfare of Chinese children and young people living in the UK.
- All organisations that provide services should develop partnerships with local Chinese voluntary sector organisations.
- All social care professionals should seek to increase their knowledge and skills for effectively working with the Chinese community.
- Research and up-to-date and reliable information that addresses and informs future policy and practice should be provided for services to the Chinese community.
- Service care agencies should develop the capacity to provide access to professional interpreters when needed. (Chinese children must not be used as interpreters for the family).
- Chinese professionals should make efforts to influence policies that promote the welfare of Chinese children and young people.
- Social care providers need to find effective ways of engaging and ensuring that the voice of Chinese children and young people are heard.

Conclusion

There is a need for further research which will inform care professionals and help them to provide better services for Chinese families. Such research may also provide solutions, making sure achievable strategies are in place that effectively tackles the barriers faced by Chinese groups. To ensure the NSPCC's aim to end cruelty to children becomes a reality, those working with Chinese children require an adequate level of competence in delivering services which takes into account and respects the cultural diversity of the Chinese population.

Introduction

Chinese community in Britain



Courtesy of Tower Hamlets Local History Library and Archives

Chinese people first arrived in Britain in the early 19th century, Chinese seaman were employed on British merchant ships. They settled in areas such as East London, Liverpool, Cardiff and Bristol. Dispersal from these areas occurred as a direct result of the laundry trade. The Chinese population remained small until the 1950's and 1960's when larger numbers arrived as a result of the collapse of agriculture in the rural parts of Hong Kong. At the same time, a growing market for Chinese catering was gaining popularity and the emergence of the Chinese take away food business provided both an outlet for family labour and accommodation for families.

The Chinese population is now the third largest minority ethnic group in the UK and the spoken languages are Mandarin, Cantonese and Hakka (a Cantonese dialect).

It is acknowledged that the health and care needs of this community are poorly served and least researched. The lack of a shared language between service providers and the Chinese population can create barriers. Approximately 90% of the Chinese population currently work in the catering industry, so working pattern may vary considerably. This may leave Chinese families and in particular children, isolated and more prone to social exclusion than other minority ethnic or indigenous population.

The 2001 census confirms that of all the minority ethnic groups, the Chinese showed the least geographical concentration. Even in London where 38% to 40% of the Chinese population lives, there is little clustering. As a result, the Chinese community is the least likely minority ethnic community to receive culturally appropriate services. Chinese people tend to work the catering industry where the hours are long and unsociable. Not only do workers have very little leisure time; their periods of relaxation do not correspond to those of the wider community. In the past two decades, the most important change is the increasing proportion of BBC (British born Chinese). This group has emerged from the education system with different aspiration to those of their parents. They may be less likely to be involved in the catering industry and be more involved in the mainstream employment sector. This might increase the feeling of being more permanently settled in the UK. The lack of information on the demographic, health and social care status of the Chinese community was noted in a Government report (House of Commons Home Affairs Committee 1984/85. *The Chinese community in Britain*. London: HMSO 1985). Nineteen years later there's still very little published literature addressing the needs of the Chinese community.

Opening Address

Lady Shu Pao Lim MBE Intergenerational Communication

Lady Lim noted, that in her experience there is an emphasis on problems as opposed to focusing on needs. Some Chinese people are born in Britain while others are not. Her work focused on elderly people, using what she calls a 'cross generational' approach. Many children are reared by their grandparents or other elders. We need to focus upon those who care for children. We need to enlighten, not advise grandparents about children. Ultimately we need to find a common ground in terms of communication in order to open up a dialogue.



Presentations

Joan McGovern Service Manager, Barnardo's Tuar Ceatha Services, Northern Ireland



Child care needs of the Chinese community with children under 12 years

Joan presented highlights from the research: "Children are our Future" (Childcare Needs of the Chinese Community with Children under 12 living in the EHSSB. Area 2000, EHSSSB and Barnardo's Chinese Health Project 2000).

The research looked at the childcare needs of Chinese parents. The research arose because the health advocacy project had become aware that the needs of Chinese parents for childcare had not been addressed.

The study was interested in finding out about childcare arrangements.

Background

Chinese are the largest ethnic minority group in Northern Ireland (NI). The main community agency is the Chinese Welfare Association

In China, childcare is often taken on by grandparents. However, in Northern Ireland (NI) it is often the situation that no grandparents are there to take on this role. The absence of extended family has implications for childcare needs.

There has been a surge in the number of migrant workers in NI. There has been a reactive response not a proactive response to dealing with ethnic minority issues.

Sample

Seventy three people were interviewed, including seven men. The number of men interviewed was low as there was a belief among most respondents that any issues to do with the children should be taken care of by women, so men did not come forward for interview.

The majority (75%) of those interviewed and 92% of their partners worked in the catering trade. This meant they were working long, unsociable hours, resulting in them having little time for education, training, socialising and family.

There was low recognition in Northern Ireland of qualifications gained overseas and some interviewees had poor educational attainment in their country of origin.

Findings

Language barriers arose as a major issue. Twenty three percent of the sample were unable to read and write in both their mother tongue and in English.

LOCAL SERVICES (Table 5.1)

- **92% had not used the local community centre**
- **54% did not know how to access an after school club**
- **43% did not know how to locate a childminder**
- **35% did not know how to access day nursery**
- **26% of respondents had used a day nursery**
- **17% had joined a local mother and toddler group**
- **8% had used an after school club for their children**

Only 26% of the sample used day care (table 5.1). There was a lack of information about childcare and this meant that people didn't know where to go for assistance. There was also a lack of confidence about accessing day care.

Thirty percent said that they would not seek advice about their children.
(Tables 6.4)

ADVICE ON CHILDCARE (Tables 6.4)

- **35% would go to Chinese community sources**
- **34% would ask friends**
- **30% would not seek help or advice about their children from anyone**
- **4% would go to a teacher for advice**
- **2% would go to a GP for advice**

There are significant mental health risks for new mums in the Chinese community where they lack support and are isolated. (A conference was planned in Belfast in summer 2005 to look at mental health issues).

People were asked what they thought happens to the children while parents are at work. Seventy-seven percent said they thought children went to the workplace with them. They often stayed in a room above the shop.

Seventy two percent of respondents said they thought people would send their child to relations in Hong Kong for a period of time.

Sixty two percent of the sample had arranged for local Irish people to look after the children. Sometimes this was overnight and sometimes it was for a week at a time. This poses a problem in that people are using unregulated, informal foster care that does not involve safety checks of providers. A second concern is that children may lose attachment to parents and to Chinese cultural norms.

Focus groups were held with Chinese parents. Five themes emerged from these groups. They were identified as problems:

- long and unsociable working hours
- affordability of child care and availability outside 9-5 hours
- access to information
- language and culture
- Education.

Solutions

Recommendations included:

- specialised Chinese overnight care and a Chinese day centre, to help
- Chinese children being raised within the Chinese community
- an interagency group to be set up to start to address the other identified issues.

Recent developments

- Forty women from the Chinese community have been trained in childcare.
- A Chinese crèche has been set up.
- Health materials have been translated into Chinese.
- Bilingual Chinese students from the university have been recruited as babysitters.
- Bilingual Chinese Sure Start workers are employed since 2003. There are also Chinese play workers funded through Children in Need.

Questions:

Q: Are there the same issues in other areas of UK?

Response: In Northern Ireland the Chinese community is close and fosters strong cultural identity. There are pockets of Chinese people living close to each other and the Chinese Welfare Association is a strong leader in raising issues.

Barriers to use of health services include language and a lack of information, but there are also cultural barriers. For example, in the Chinese community to talk about mental health is a taboo.

Q: In Trafford, research had found that a large number of BME young people won't go near a doctor's surgery.

Response: Joan spoke of the difficulties some professionals can have in working through interpreters. For example, a psychiatrist was unable to work with a woman using a Chinese interpreter.

Q: Were professional people included in Barnardo's study?

Response: It just happened that the sample included a lot of people in the catering industry. Most of these were Cantonese or Hakka speaking. Those in universities tend to be Mandarin speakers or from Malaysia.

Q: You said that there was 23% illiteracy in the sample, yet Chinese children are amongst the best achievers in education according to DfES figures. Why is there the discrepancy?

Response: This was due to the fact that the parents interviewed were first generation migrants and brought with them limited literary skills in their own language.



Susan Mo

Development Worker, Women Acting in Today's Society

Chinese women support & development



WAITS (Women Acting In Today's Society) is an Educational Charity which provides support and training for women from a wide range of social and ethnic backgrounds in Birmingham and the West Midlands. Their Chinese women's support and development service is aimed at supporting Chinese women and their children who are victims or survivors of domestic violence.

Domestic violence can affect anyone regardless of their race, gender, class, age, culture or religion. Research has found that the victims are mostly women and children. The violence, which may include physical, emotional, sexual and financial, takes place within an intimate or family-type relationship. It forms a pattern of controlling behaviour and misuse of power over one person to another. Government crime statistics have shown that almost a quarter of all reported violent crime is domestic violence. It claims the lives of two women per week.

Many children and teenagers grow up with domestic violence in their homes, the very place where they should be feeling safe and secure. According to figures from the Department of Health 2003, at least 750,000 children witness domestic violence a year, and nearly three-quarters of children on the Child Protection Register live in domestic violence home situations. Sometimes children may be the victims themselves but inevitably are the witnesses to the violence when they are in the same or the next room when the abuse took place, or are affected by the outcome of it.

Children living in abusive situations are the most vulnerable victims. They are totally dependent upon the adults around them to protect and support them and generally live in fear and frustration about their situation. They have to find ways of coming to terms with what is happening around them. Most children are resilient and are able to find their own ways of coping. However, there are wide ranging effects that impact on the child's emotional and physical well-being. They have a whole host of emotions to contend with such as fear, anger, feelings of guilt (thinking they were the cause of the violence) and as a result can become aggressive and withdrawn. Some run away from home, play truant and cause self-harm. All these affect a child's ability to thrive on their own physically, emotionally, socially and at school in terms of personal achievement and development.

To combat the problems, the government has introduced new policies and initiatives to raise awareness, support victims and to stop the cycle of violence from being passed onto future generations.

To find out more about domestic violence in the Chinese Community in UK, please visit www.stoplookgo-evergreen.org.uk.

Alfred Chung

Youth project worker, Wai Yin Chinese Women's Society

Best practice

The Wai Yin project in greater Manchester covers a large area and provides services to a mixed group including women, children and the elderly.

Alfred talked specifically about the youth group.

The project has been running for 10 years.

Its aims include:

- to support young people to believe in themselves
- to instil pride about being both Chinese and British
- to use talents and skills to serve the community
- to provide an opportunity for young people to realise their potential.

The project works with British born Chinese, people of mixed parentage, Hong Kong born Chinese, mainland Chinese, Vietnamese Chinese, new immigrants and asylum seekers.

Alfred talked about the services provided:



The youth project has found that Chinese newcomers to the UK are afraid to go out of the house. The project gives them self-confidence. One aspect of the programme is service to the community. A group of the young people have undertaken St John's training in order to give something back to the community. Young people have engaged in fundraising and have raised £2000 for cancer research. Some young people have participated in the millennium volunteer scheme where they have attained nationally recognised certificates for 100 and 200 hours of community service respectively.

Young people from youth project

For young people who drop out of mainstream education the project provides education and training options to get them back on their feet again. Drama classes are helpful, especially where young people have limited literacy skills.

In addition to all the activities, the project provides advocacy and emotional support. There are drop-in sessions. The emphasis is on developing a relationship with the young people. With new migrant families, provision of EOSL (English for Speakers of Other Languages) courses can be a stepping stone into higher education.

The service works in partnership with a number of other agencies.



The main problems for the young people seem to be:

- Language barriers
- Cultural differences between their home life and public life.

The challenges for the service are the amount of work and time needed to get changes in service provision (for example it took five years to get a Chinese crèche) and the difficulty of finding and maintaining funding.

Question:

Q: How does the project encourage respect for other communities?

Response: The project's philosophy "to serve as well as receive" is about promoting collaboration between the Chinese community and other communities. This includes providing a service to other communities e.g. through St John's Ambulance. The project is also involved in multi-cultural events such as the "Festival of Cultures" organized by Greater Manchester Police Department, "Women's Day" organised by Manchester City Council. The communities also came together in shared training events.



Belinda Shiu

Youth Project Co-ordinator, Sheffield Chinese Community Centre

Best practice

The Chinese Youth Participation Project, which is a part of the Sheffield Chinese Community Centre began in 1997 and focuses on services and activities for children and young people aged between 7 and 25 who are either locally born or come from foreign countries. The Youth Project is a unique service for Chinese young people and provides a platform for them to share a common ground and help them to integrate into the society without the problem of being isolated and falling behind due to their cultural differences and special needs.



To further enhance the project development, an external evaluation and a piece of research to identify the needs of Chinese young people in Sheffield and its surrounding areas were carried out. It found gaps within current youth service provision. It also helped to form a proper framework for future development and implementation of youth services.

The project also encourages young people to think about their own cultural heritage and to celebrate cultural diversity by encouraging cultural events such as basic Chinese calligraphy, Chinese sketch and painting. The project recognises that it is also important for young people to establish better relationships with adults and other groups in the community and to promote racial harmony and respect for each other. One outcome of this was participation in the Dragon Boat Race which was organised by the Sheffield Chinese Community Centre and other partners.

Volunteer opportunities were created for young people to succeed and to help them grow in confidence and raise their self-esteem through involvement in the project service delivery and other voluntary work. Volunteer certificates were given to the dedicated and enthusiastic young people in order to make recognition of their contribution and achievement. The certificate of Award of Excellence signed by the Secretary of State for Education and Skills, Mrs. Estelle Morris, was awarded to one of the project members. The project enabled the young volunteers not only to experience the success out of academic measures but also led them to see their capabilities and potential.

The project has been working closely with partner organisations to ensure that the young people continue to receive support and access to all youth provision. Today the young people, who have been involved in the project services and development, are fully confident and can play a part in society. There is a real difference in the quality of their lives as a result of social inclusion. The project was awarded the National Lottery Blue Plaque in 2004 by the Community Fund for recognition of their achievements over the years.

Panel Discussion



Panel members

Chaired by:

Chris Cloke, NSPCC, Head of Child Protection Awareness and Advocacy

Members of the panel:

Norbert Marjolin – NSPCC, Project Manager for BME Children and Families

Susan Mo – Development Worker, Women Acting in Today's Society

Circle Chan – Development Officer, Chinese Healthy Living Centre

Alfred Chung - Youth Project Worker, Wai Yin Chinese Women's Society

Q: Volunteer organisations tend not to make referrals to statutory authorities because of a lack of trust and prioritising the needs of parents – how should we address this?

NM: In the NSPCC *Respect to Protect* project there is a focus on developing skills within voluntary BME organisations to respond to child protection issues. The focus is on capacity building including providing signposts to training and advising local councils. It is a changing landscape but takes time.

SM: We work from the bottom up with service users in terms of what they want. We respect the views of the victims. Organisations have child protection policies but whether they are used is another matter. Awareness raising for service providers is needed.

Q: Resources are always spread thin – how is it possible for local authorities to provide for universal systems as well as culturally specific services?

NM: Organisations such as NSPCC and Social Services need to find out what the needs of BME children are. Language is the biggest barrier to participation of the Chinese community in universal services. Organisations need to provide accessible information. Services need to be developed with a cross cultural focus.

The Chinese community needs to campaign for future services that addresses the needs identified.

Q: Do the asylum children you see come with their parents? What about refugee children and children who won't tell you who they are?

CC: We (NSPCC) do work with refugees – they have a status here and therefore have more entitlements around housing and health but they still have problems coping with life in general. It is very difficult to help asylum seekers. They are the most vulnerable within the community we are serving.

Q: How is NSPCC addressing issues of working across different cultures?

NM: The NSPCC have developed a cross department diversity strategy which includes looking at the needs of BME and disabled children. Reaching out to the community and developing capacity for participation are key. As an organisation we are becoming sensitive regarding barriers to child safety. We are making voluntary organisations aware of the NSPCC 24-hour Helpline which is provided in different languages.

Chinese people like other BME groups are less likely to have jobs that reflect their professional qualifications. There is a need to remove barriers to equality and to improve access to services.

Q: How can we make the most of children's resilience, creativity and dynamism?

AC: We try to bring children out of the cocoon of the family and the family business. We try to develop their confidence – they need the opportunity and a lot of encouragement. Helping young people to gain a balance between Chinese and British culture will be an ongoing issue as more migrants are entering the UK and the second generation are facing the same problems. The St Johns programme is one way that cross cultural respect can be fostered both ways.

CC: We try to build up their capacities and resilience. We promote community cohesion within the Chinese community and between communities.



Q: Can this type of conference occur in different parts of the country?

NM: There is definitely potential for that in Northern Ireland.

Q: What about the needs of different faith groups?

NM introduced Shirley Maginley whose work within NSPCC involves engaging with faith communities. Shirley talked about the *Respect to Protect* project and the work that is being done by the NSPCC Black and Minority Ethnic Link Officers with faith organisations. Faith groups play an important role in the ethnic minority communities and the NSPCC has plans to host a forum with faith leaders to discuss key issues around safeguarding BME children.

Summary

Christopher Cloke concluded with the following:

- How can we ensure that child safety issues get taken up?
- How can we ensure there is adequate funding and support for projects?
- The particular vulnerability of refugees and asylum seekers needs to be addressed.
- Harnessing the resilience and creativity of young people.
- The role of NSPCC in progressing the agenda.



Workshop 1 - Barriers in Service Provision experienced by Chinese families

Facilitators: Susan Mo, Alfred Chung and May Chung

Some of the difficulties/barriers to providing services to children include:

- Children being used as interpreters for the family – who sometimes have unrealistic expectations of the child as being the member of the family educated locally/speaking English, for example, children are sometimes expected to understand official letters or make phone calls.
- There is a lack of trained interpreters in the necessary range of languages, eg Cantonese, Mandarin. A lot of people are unaware they can ask for an interpreter. Where interpreters are available, the service needs to be publicised better and clients need to know that is safe and confidential.
- Services not promoted in the Chinese communities, eg Connexions.
- Services not accessible/flexible, eg parents who work in the evening cannot attend parents' evenings.
- Parenting programmes sometimes are not culturally appropriate – values are very Western.



Some other issues:

- Services for children need to start by addressing parents' concerns and values - informing parents of what children are learning and why; engaging with parents at times and in ways they find useful.
- Young people receiving sex education – parents may be unaware so can result in conflict.
- Young people wanting to find an identity – sometimes turning away from Chinese culture and language – they need opportunities to discover these at their own pace – often they “are more interested than they think they are”.
- Stereotyping of Chinese people as “hard working”, “respectful of elders” or “don't cause trouble”.

- Some of the parental expectations differ from Western culture and children are being taught to question and think independently. This sometimes can cause possible conflict.
- There is a need to look for good practice. For example, in N.I. all front-line staff are trained to translate. They should not expect volunteers to do this as it's demanding. Bi-lingual workers are a good thing but they are hard to find. They could perhaps attract them with extra pay.
- There is a need to use community groups to contact people – but these groups cannot substitute for statutory services which should be more approachable. Outreach services are very important.
- The Chinese community is scattered in many areas. Often families are outside the neighbourhood a service is funded to help. Families should be able to contact any service. They may prefer to contact one out of their area – because of personal recommendation.

Recommendations:

- Better language resources so children are not used as interpreters.
- Identify and replicate good practice.
- Ensure better coverage, i.e. address isolated families - do not just focus on urban Chinese communities.
- Adapt parenting programmes to address cultural issues and help parents find out more about children's and young people's issues.
- Influence policy makers at a national level - i.e. use National Service Framework and Every Child Matters.

Workshop 2 - Cultural sensitivity when supporting Chinese parents

Facilitators: Circle Chan, Phoebe Wong and Frances Wong

The workshop started with a presentation by Circle.

It is important to understand the migration history of Chinese people to the UK. When many Chinese people arrived in this country, it has not been as refugees, but to work, focusing on their business. On arriving in the UK, Chinese people have left many things behind, including support from their families. They are faced with a new language and a new life. This can result in feeling unsafe, such that the adults try and protect their children, by telling them not to go out, for example.



As well as their migration, it is important to focus on the family's history. Circle stated that a "chain" runs through the Chinese family, from great grandparents, through grandparents, parents, eldest son and second son to eldest daughter and second daughter. It is expected that respect and obedience goes up the chain, while advice and protection come down. This chain is deeply embedded within cultural values, but young Chinese people living in the UK are questioning this. This led into a discussion of family conflicts within the Chinese community.

Cultural differences can grow between parents and their children in communication. How are issues addressed?

Young people may say things directly, for example, but their parents may feel this is disrespectful. Parents can struggle to bridge the communication gaps with young people and not know where to turn to for support. Without ways of resolving the conflicts, young people sometimes move away, but in doing so can be very vulnerable, as they are cut off from families and do not know how to access services. A case example was given, where two teenagers were kicked out of both their family homes, when a condom was discovered by parents. The parents had not known where to turn for support.

A lot of parenting materials are from the UK or USA and are from within those perspectives. A new model is needed, learning from Western ideas, but also taking into account factors specific to the Chinese community, such as their migration history. Young people often do not have the information about their family's history. Without this, it can be difficult for them to understand why certain things are so important to their parents. A mediation role is required, that not only helps young people understand their history, but helps them to educate their parents about their experiences of the society in which they are growing up.

Some Chinese families are isolated from mainstream society

It is as if they are living in a cocoon. It can be hard in such circumstances for families to know what services exist, but also to realise that they have an entitlement to services. There have been some recent initiatives to make information about services more accessible. These include: in January 2005, the first bilingual website for the Chinese community has been available on how to use the National Health service in the UK: www.healthinchinese.com and the Chinese National healthy Living Centre has a weekly slot on TVB, the European Chinese TV channel.

There can be particular difficulties for girls and young women

In part these can stem from expectations about following significant males within their families, such as their father or husband. Many Chinese women will feel that they have few options for support from outside their community and as such, may feel more powerless in attempting to change their situations. There is a long history to such difficulties, including that in China and Hong Kong, girls did not receive formal education.

Role play on intergenerational communication conflict

There was then a role play, conducted by Phoebe and Frances Wong, of conflict between mother and daughter, which illustrated a lot of the issues above. The role play was very powerful and led to an interesting discussion, in which the following points were made:

- Problems between parents and teenagers are completely normal and not limited to the Chinese community. The main issue is the quality of the relationship and the investment of time in it. Clearly, long working hours can cut across this, but parents need to show their concern for their children's welfare as well as for their work. More research is needed into family relationships in Chinese families living in the UK.
- Young people often need more background information about their family's history. Such information can be helpful for their understanding of their parents' perspective and experience. This can be teased out through a mediation role with families, allowing family members to share experiences and perceptions. Chinese families are more likely to access such a service if: the professional has a knowledge of Chinese as well as UK cultures and language issues are addressed such that the service is offered on a bi-lingual basis if necessary.
- Currently, given the barriers to families taking up services, a Chinese family is unlikely to ask for help. As a result, problems will not be known about until they have reached crisis point. This will remain the case until barriers are addressed and in particular, through the active promotion of outreach services to the Chinese community.

- ◆ We touched on the process of change. It was suggested that change could be very slow in the Chinese community. By contrast, it was suggested that there could be dangers in accepting cultural stereotypes and not challenging the constraints arising from these.

Recommendations

- ◆ Promote accessibility of services to Chinese families by: more outreach and bi-lingual service providers.
- ◆ More research into needs and experiences of Chinese families living in the UK.



Workshop facilitators: Phoebe Wong, Frances Wong, and Circle Chan



Workshop 3 - Addressing the different needs of Chinese children and young people

Facilitators: Sarah Ng and Belinda Shiu



A general question was presented to the group by workshop leaders: How much do we understand about children/young people? Then the group was presented with a scenario of a Chinese young person approaching a service provider for help. In response, a list of possible things that inhibit our understanding of the young person were given:

- Language may be a problem
- Judgement of young person because of pre-conceived ideas
- Identify individual needs as opposed to focussing on those of an entire community
- Respecting the individual and treating them as an individual without reference to their group membership
- Cultural conflict between Chinese and Western ideals.

At the end of the first phase of this discussion, the group leaders wanted to show that Chinese people come from many different backgrounds: Vietnamese; Chinese; Hong Kong; British Born Chinese. There were clearly some similarities in terms of barriers to accessing services.

The group leaders then revealed that the scenario presented at the start of the workshop was actually a British born, English speaking, young person of Chinese descent. The young person, himself then spoke and revealed his own point of view about what it was like approaching services for assistance. He spoke of how language was a barrier to preventing many Chinese speaking young people from using mainstream services, also information about what is available is very sketchy and vague.

It was suggested that more outreach work is needed with Chinese and other communities. As service providers, we need to raise awareness but also need to protect children. Sharing information is often difficult without causing offence to communities. There are certain cultural taboos such as asking for help means it is shameful, and any problems need to be kept hidden from others within their community that may behave judgementally towards them.

One key area of need was to give adequate parenting information for those difficult periods when raising children. Since 'culture' is hard to define and cultures change and evolve, the nature of the information would have to evolve also. A solution to the problem of effective communication is to identify a person with a strong voice. This would have to be someone who is respected by the community and could advocate change and challenge cultural taboos. The main cultural taboo to change is that it should not be a stigma to ask for help.

Child protection agencies need to network with other organisations, both at home and

abroad. They need to identify a common ground and inform people about what is legal and what is not legal, since many communities are unaware of the law. People who cannot speak the language find it difficult to learn about the law.

Child protection agencies frequently suffer from small budgets and resources to deal with presenting issues. Despite this, organisations need to educate themselves, about presenting problems from different communities since mainstream organisations are sometimes 'out of reach' to the individual, more local organisations may be more appealing to approach.

We have individual needs even when we are members of a wider community. However, we all need to know that safeguarding is important to every child and every child is entitled to this.

A problem with outreach work is that some communities are often 'invisible', also there aren't large enough communities, since there are only a handful of cases in each area. In sum, since there isn't high demand for service, there is no provision, despite there being an 'invisible' need.

Chinese families can be very protective and will not let their children go unsupervised. Culturally, Chinese families mainly approve of school activities. Anything beyond this would need more encouragement in terms of participation. A solution is to use this as a source of intervention with the Chinese community by developing structured activities in school that are designed to help their child's development. These activities can include many of the areas of preventative work

Finally, it was identified by the group that we need commitment from the parents and perhaps it may be more effective to target parents directly since they hold all the power in their child's lives.

Safeguarding is a whole community package, not just about children. A common ground is needed to open up communication, break cultural taboos and integrate people into a child friendly community.

Plenary Session



May Chung and Alfred Chung

What have we learnt?

We have seen a variety of best practice examples for working with Chinese children and young people. The social and education programmes we have heard about have demonstrated a culture of involvement and participation in which children's achievements are recognised; and the diversity within the Chinese community is celebrated.

Overcoming the language barrier was seen as the biggest hurdle for the Chinese community.

Other barriers include: access to translated information, lack of sensitivity to cultural needs, services not situated in the right place, access to professional translators, low priority given to addressing the needs of Chinese children by service providers.

Chinese families may also have had some negative experiences of using services. This will inevitably affect their confidence as they will assume that those providing a service will not understand them. Service providers must put strategies in place that will ensure Chinese families have adequate access to their services. But they must also recognise the difficulties Chinese families face and be prepared to try new and more creative ways of reaching Chinese groups. If a "one service fits all framework" is adopted, it will predictably continue to fail the Chinese population living in the UK. Mainstream and voluntary sector organisations must be more pro-active in ensuring Chinese families are capable of overcoming their greatest fear, which is being misunderstood.

In Northern Ireland, the Barnardo's research "Children are our Future", showed that the majority of Chinese families were reluctant to seek help for fear of losing their children. Participants believed that research from other BME communities supports this.

There is a need for further research which will inform care professionals and help them to provide better services for Chinese families. Such research may also provide solutions, making sure achievable strategies are in place that effectively tackles the barriers faced by Chinese groups.

This is the first time the NSPCC and other Chinese professionals have come together to discuss and promote the welfare needs of Chinese children and young people. The NSPCC wants to end cruelty to all children and believes that every child should be loved, valued and able to fulfil their full potential.

To ensure this becomes a reality, those working with Chinese children must have an adequate level of competence in delivering services which takes into account and respects the cultural diversity of the Chinese population. Chinese children and young people must receive services they need and decisions should not be made on the basis of cultural stereotypes.

Professionals and cross-cultural practice:

Professionals working within the Chinese population face a variety of challenges. As well as the problem of professionals dismissing the significance of cultural factors, many professionals inappropriately rely on cultural assumptions to explain behaviour. Racial and cultural stereotyping of Chinese families can lead to inappropriate interventions as well as a failure to protect Chinese children. The fear of being accused of racism is also a factor for all professionals who work in a cross-cultural environment.

All social care training must address these issues in a way that enhances confidence and competence and does not dis-empower or 'freeze' workers from taking action. Developing partnerships with the Chinese voluntary sector can enhance and improve the capacity to deliver services to the Chinese population.

The Conference recommended the following:

- The Chinese community must begin to raise the profile and promote the welfare of Chinese children and young people living in the UK.
- All organisations that provide services should develop partnerships with local Chinese voluntary sector organisations.
- All social care professionals should seek to increase their knowledge and skills for effectively working with the Chinese community.
- Local and central government, large voluntary and maintained sector organisations should commission research that will provide up-to-date and reliable information that will address the service needs of the Chinese community.
- Service care agencies to provide access to professional interpreters when needed. (Chinese children must not be used as interpreters for the family).
- Chinese professionals should make efforts to influence policies that promote the welfare of Chinese children and young people.
- Social care providers to find effective ways of engaging and ensuring that the voice of Chinese children and young people are heard.



Conference Planning Group

In alphabetical order

Circle Chan-Steele	Chinese National Healthy Living Centre
Alfred Chung	Wai Yin Chinese Women Society
May Chung	Chinese National Healthy Living Centre
Joan McGovern	Barnardo's Tuar Ceatha Services
Shirley Maginley	NSPCC
Norbert Marjolin	NSPCC
Susan Mo	Women Action in Today's Society
Sarah Ng	Sheffield Chinese Community Centre
Maria Poon	Leicester Chinese Community Centre
Belinda Shiu	Sheffield Chinese Community Centre
Margaret Tse	Coventry and Warwickshire Chinese Community Association

Appendices

Appendix 1

Programme

- 9.30 Registration and Coffee**
- 10.00 Health and Safety
Welcome and Set the Scene**
Chairpersons: May Chung, Chinese National Healthy Living Centre,
and Phoebe Wong, Youth Worker
- 10.15 Opening Address**
Lady Shu Pao Lim MBE
- 10.30 Barnardo's Research**
Joan McGovern, Service Manager, Barnardo's Tuar Ceatha Services
- 10.45 Chinese Women Support and Development**
Susan Mo, Development Worker, Women Action in Today's Society
- 11.00 Coffee and tea break**
- 11.15 Youth Participation**
Alfred Chung, Youth Project Worker, Wai Yin Chinese Women Society
- 11.30 Chinese Youth Participation Project**
Belinda Shiu, Project Co-ordinator, Sheffield Chinese Community Centre
- 11.45 Panel Discussion**
- 12.00 Networking and Exhibition**
- 12.30 Lunch**
- 1.30 Performers**
- 1.45 Workshops**
- 3.00 Coffee and tea break**
- 3.15 Plenary Session**
- 3.30 Conference Evaluation**
- 3.45 Close of Conference**

Appendix 2

Evaluation Comments

“The most useful aspect for me was drawing attention to the need to address the welfare needs of young people who identify themselves as Chinese British – and to stress the responsibilities which come with this identity – to both the Chinese community and the wider community. This is the most positive model I have encountered.”

“It was useful to find out about different community groups within the Chinese community and the differences that they face.”

“The conference provided an opportunity to network with workers who provide service to the Chinese community. Share information. It helps to be aware of what services are available for the Chinese community.”

“The conference and the workshop I attended gave me a good insight into the Chinese community. It will definitely help me to do my job properly when dealing with Chinese adults and pupils.”

“The workshop was a good way to share information and experiences through the case studies presented.”

“Everything was organised to allow maximum participation.”

“A very good conference and everything was well organised.”

“I am very pleased to attend the conference today and to learn more about people who are doing the jobs for the Chinese community. We are all in the same boat. Well done!”

Appendix 3

Speakers' Biography

Shu Pao Lim MBE

Shu Pao Lim was the first Chinese Specialist Community Worker in UK in 1978. She was the founder of The Camden Chinese Community Centre which is 22 years old and The Great Wall Society which is the only Chinese Sheltered Home for the Chinese in London and is over 10 years old. At present Shu Pao is working hard to set up An Extra Care Home for the Frail Elderly Chinese in London. She is one of the Steering Group member of the London Chinese Community Network. She is a member of Older People's Reference Group championing Services for Older people. Its aim is to ensure that the voice of older people is heard at all levels of government, helping them to deliver improved services and achieve the National Service Framework for Older People. Shu Pao is a member of Help the Aged and Age Concern. She is also a member of the Expert Advisory Group of Healthcare Commission.

Circle Chan

Circle Steele has worked in the Chinese community for 12 years. She was the Youth Development Officer at Wai Yin and the research co-ordinator and author of the Chinese Community Drug Misuse Needs Assessment (2001), funded by the Department of Health. In 1998, she was a co-author and researcher of a report by the Black Drug Worker Forum North West (BDWF) on Drug Service Delivery to Black Community in Greater Manchester. Since July 2002 she has work in the Northern region as project development officer for the Chinese National Healthy Living Centre. As part of the job she has conducted many talks to health and community agencies and enabled the creations of a regional partnership infrastructure. Circle holds certificates in Management, Family Counselling and a BA (Hons), in Youth and Community work.

Alfred Chung

Alfred Chung has worked for the Wai Yin Youth Project as Project Worker since 1999 and has taken part in a wide dimension of work concerning young people. In 2001, he was part of the research team which reported on the Chinese Community Drug Misuse Needs Assessment within Greater Manchester. He also assisted the youth project to develop better services and opportunities in order to meeting the needs of the Chinese young people in Greater Manchester area. Alfred is one of the founders of St. John Ambulance Wai Yin Division, which trains Chinese young people in First Aid skills and helps them to serve other communities in Manchester.

May Chung

May has been working for the Chinese National Healthy Living Centre as the Midlands Regional Health Project Development Officer since December 2001. In the last three years, May has worked to develop and implement many health projects for the Chinese community in the Midlands regions. In addition, May has been involved in national and local conferences as a workshop facilitator looking at issues such as parenting and language support services. May has a degree in Social Policy and a Master in Marketing. Before joining the voluntary sector May has worked in commercial organisations in the UK and abroad.

Chris Cloke

Christopher Cloke is Head of Child Protection Awareness and Advocacy with the NSPCC where he has worked for over ten years. Prior to that he held a number of positions in the voluntary sector, including Age Concern England, London Voluntary Service Council, and the Runnymede Trust. Responsibilities at the NSPCC include the development of awareness campaigns and initiatives, liaison with professionals from different disciplines, publishing, and the provision of information on the work of the NSPCC. He has worked closely on the NSPCC FULL STOP Campaign. From 1994-96, Chris was seconded from the NSPCC to run the National Commission of Inquiry into the Prevention of Child Abuse, under the chairmanship of Lord Williams of Mostyn QC. He is a Vice President of the Community Practitioners and Health Visitors Association. He has written particularly on child protection related matters and is the editor of a series of books published by John Wiley.

Joan McGovern

Joan qualified as a social worker in 1978. She has spent her extensive career in the statutory and voluntary sectors with a primary focus on child protection and early year services. She has extensive practice and management experience in the delivery of services to disadvantaged communities and ethnic minority groups. Joan also has a keen professional interest in the issues relating to domestic violence and provides training on these issues. Joan is currently a Children services Manager for Barnardo's Northern Ireland.

Susan Mo

For many years Susan has been serving different sections of the Chinese Community, helping them to access services to education, welfare and legal issues, mental health problems and employment. She also worked as an advocacy and advice worker with the Social Services in Manchester before settling in Birmingham three years ago. Susan now works for WAITS (Women Acting in Today's Society), an Educational Charity Trust in Birmingham that works with women from disadvantaged and ethnic backgrounds. She is a Support and Development Worker providing support to Chinese women and children who are victims of domestic abuse. At WAITS, Susan has helped Chinese women survivors set up and run a Saturday school for children who have come from families affected by domestic violence. She also produced a CD-ROM called "Stop, Look, Go!" and developed a Website for Chinese victims of abuse in UK.

Norbert Marjolin

Graduating from Brunell University in 1981, Norbert holds a Youth and Community degree and a diploma in Youth Counselling. He has worked for six local authorities and became a Youth Officer addressing the needs of black and minority ethnic young people across London. In 1998, he was the Director of Camden Racial Equality Council and since 2000 he has been the National Project Manager - services to black and minority ethnic children and families at the NSPCC. Norbert's current role at the NSPCC is to develop policy, procedures and practice standards in relation to BME children and their families both within the NSPCC and for external agencies.

Sarah Ng

Sarah comes from a business and finance background. She first became involved in the community sector in 1995 as a Researcher for a Sheffield Chinese Community Research Project. She later moved onto working for the National Chinese Mental Health Survey run by the London Chinese Health Resource Centre – now known as the “Chinese National Healthy Living Centre”. Sarah later became the Centre Manager of the organisation and was involved in all areas of health development for the Chinese Community. Family commitment took her back to her home town Sheffield, where she now works as the Centre Manager of Sheffield Chinese Community Centre. Sheffield Chinese Community Centre provides a wide range of services and activities for the community and runs four main projects: Children’s Play Project, Health Project, Mental Health Project, and Youth Project. It also runs other core activities and services including: Welfare and Advice, Elderly Activities, Luncheon, Education and Training, Recreation, Events and Festivals.

Belinda Shiu

Belinda has worked for the Youth Project at the Sheffield Chinese Community Centre since 1998 and has been the Project Leader since she was in post. She developed the Youth Project from information delivery, support and referral services to a wider range of services, which provide volunteering opportunities and different levels of creative and challenging activities or training for youth participation. She has been taken key responsibility for developing and sustaining the services of the Youth Project and increased the awareness of positive learning through participation of children and young people. Belinda currently manages a team of sessional workers, youth group leaders and volunteers to support the development, planning and running of the Project. Prior to the Youth Project, Belinda worked as the Community Health Educator in Rotherham.

Phoebe Wong

Phoebe Wong is second generation British Born Chinese and a qualified youth worker. She has also been a volunteer worker in the Chinese community since the age of 16 when she realised the great need for capacity building in the Chinese community. She has worked with the Chinese Young Women’s Group in Northern Ireland studying self-assertiveness skills and tries to improve relationships among the local youth by carrying out cross-community work. She also gives talks about inter-generational conflict issues after experiencing first-hand the effects it has on young people. Phoebe is featured on a CD-Rom produced by the Runnymede Trust on the “This is where I live” project and has also helped to produced a CD-Rom to speak out against discrimination and prejudice.

Appendix 4

Partner Organisations

Barnardo's Tuar Ceatha Services

613 Lisborn Road, Belfast BT9 7GT, Tel: 028 9066 8766

Email: joan.mcGovern@barnardos.org.uk Website: www.barnardos.org.uk.

Barnardo's is one of the largest child care charities in the UK. They provide services for the most vulnerable children and young people - helping them to transform their lives and fulfil their potential.

Chinese National Healthy Living Centre (Manchester)

c/o CHIC, 6-8 Houldsworth Street, Manchester M1 1EJ, Tel: 0161 236 1793

Email: general@cnhlc.org.uk Website: www.cnhlc.org.uk

The Chinese National Healthy Living Centre was set up to develop and co-ordinate new ways to meet the health needs of the most disadvantaged and socially excluded group of the Chinese community living in England through a network of three regional centres in London, Midlands and the North.

Coventry and Warwickshire Chinese Community Association

23 Queens Road, Coventry CV1 3EG, Tel: 02476 230930

Leicester Chinese Community Centre

170A Belgrave Gate, Leicester LE1 3XL, Tel: 0116 251 7583.

Email: leicesterchinesecommunitycentre@hotmail.com

Leicester Chinese Community Centre is the only Chinese Centre in Leicestershire. It acts as a bridge between the Chinese community and the local authority to help achieve better communications.

Sheffield Chinese Community Centre

157-159 London Road, Sheffield, S2 4LH, Tel: 0114 250 7594,

Email: cypproject@hotmail.com

The Sheffield Chinese Community Centre was set up in 1995. It provides a wide range of services and activities for the Chinese population in Sheffield. The centre runs two main projects - Health Project and the Chinese Youth and Participation Project.

Wai Yin Chinese Women Society

ESF Project Worker, 1st Floor, 61 Mosley Street, Manchester M2 3HZ

Tel: 0161-2375908, Fax: 0161-2283096, Email: Alfred_chung@waiyin.org.uk

The Wai Yin Chinese Women Society has been providing services to assist the North West's Chinese population for 14 years and represents one of the largest Chinese Community centres in the UK. Activities are designed to meet the needs of all sectors of the Chinese community aged 0-99.

Women Action in Today's Society (W.A.I.T.S.)

Gala House, 3 Raglan Road, Edgbaston, Birmingham B5 7RA

Tel/Fax 0121 440 1443, Email: Marcia@waitsaction.org

W.A.I.T.S. was established in 1992 as an Educational Charity. It provides the first steps for women from a wide range of educational, social and ethnic backgrounds in Birmingham and the West Midlands, to challenge and work with local and mainstream decision makers and institution, through the development of community based groups.

Appendix 5

DELEGATE LIST

NAME	ORGANISATION
Janet Boden	Chinese Healthy Living Centre
Yimin Cheng	Leeds Chinese Community Association
Vanessa Cheung	Wai Yin Chinese Women Society
May Chung	Chinese National Healthy Living Centre.
Chi Kin Wong	Wai Yin Chinese Women Society
Alfred Chung	Wai Yin Chinese Women Society
Emy Chung	Coventry & Warwickshire Chinese Comm. Assoc.
Fiona Colquhoun	NSPCC
Richard Cotmore	NSPCC
Gloria DaRocha	Barnardo's
Orla Devine	Wah Hep Chinese Community Association
Yuk Fan Tsui	Leicester Chinese Community Centre
Perry Fung	Islington Chinese Association
Ruth Gardner	NSPCC
Stine Harstad	NSPCC
Shazia Irfan	Leicester Social Care.
Lisa Jacks	Spere Health Centre
Lai Tsang	Chinese Health Centre
Yvonne Law	Wai Yin Chinese Women Society
Hannah Lemming	NSPCC
Wendy Lo	Wai Yin Chinese Women Society
Dien Luu	Chinese Mental Health Association
Niall Macqualey	BASW
Shirley Maginley	NSPCC
Khalid Mahmood	School Development Support Agency
Norbert Marjolin	NSPCC
Sheila Matthews	Leicester Social Services
Joan McGovern	Barnardo's
Emma McKay	NSPCC
Lydia Meryll	Manchester Met. Unit
Susan Mo	WAITS
Sarah Ng	Sheffield Chinese Community Cent
Shelley Perera	CAFCASS

Maria Poon	Leicester Chinese Community Centre
Rabia Raza	Leicester Social Care.
Belinda Shiu	Sheffield Chinese Community Centre
Circle Steele	Chinese National Healthy Living Centre
Charlotte Thompson	Spere Health Centre
Samantha Tran	Wai Yin Chinese Women Society
Margaret Tse	Coventry & Warwickshire Chinese Comm. Assoc.
Claire Wai Lan Clark	Nugent Care
Nicky Wan	Chinese Youth Participation Project
Sue Webley	NSPCC
Cheow-Lay Wee	DfES
Paul Whalley	NSPCC
Frances Wong	Barnardo's
Phoebe Wong	Youth worker
Rory Worthington	CAFCASS
Paul Yam	Wah Hep Chinese Community Association
Florence Yau	Leicester Chinese Community Centre



The National Society for the Prevention of Cruelty to Children (NSPCC) is the UK's leading charity specialising in child protection and the prevention of cruelty to children.

The NSPCC's purpose is to end cruelty to children. Its vision is of a society where all children are loved, valued and able to fulfil their potential.

We seek to achieve cultural, social and political change - influencing legislation, policy, practice, attitudes and behaviours for the benefit of children and young people.

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