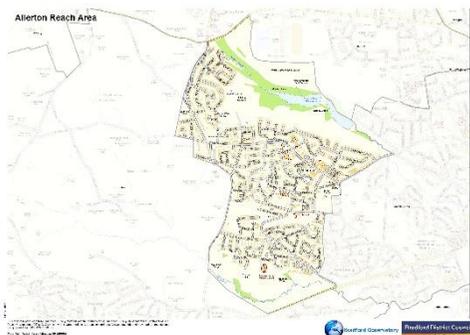


## Allerton Children's Centre 14<sup>th</sup> June 2016



13 parents attended the Better Together session at Allerton.

In one workshop, we asked parents what is working well and what needs to be improved in the new cluster.

In the second workshop we asked how can we develop ways to foster good relationships between different communities.

This is a summary of what parents said, what actions we hoped to take in response to parents' comments, and what we actually did.

You said:	Our response:	What we actually did:
<p><i>The workers will do anything for you, even though the budget has been reduced, they still give 110%. They are friendly and flexible, and make you feel better about yourself. The relationship I have with the Family Support Worker is really important to me.</i></p> <p><i>The centre feels like home. It can help you deal with lots of different issues, and it helps you in different ways.</i></p> <p><i>I am able to deal with problems better, and relax more.</i></p>	<p>We will continue to give 110%!</p>	<p>Throughout 2015 – 2016 we continued to strive to provide the best service we could offer, and to be responsive to our parents' needs.</p>
<p><i>As a new parent, I was told about the children's centre by my health visitor. I then had a visit from Kelly, and I came to the centre and have made new friends and relationships. I come to everything!</i></p>	<p>We will continue to visit new parents, and encourage them to come to the centre.</p>	<p>Our outreach programme with home visits at 4 months, 6 months and 18 months meant that we were able to visit the majority of families living in our cluster reach areas.</p>
<p><i>I only came to the centre because someone I knew came with me. I wouldn't come on my own.</i></p>	<p>We will think about how we can set up a buddy programme, or use the parent champion model, for parents who would like support to come to the centre.</p>	<p>The Community Engagement Workers can provide support for parents to access the centre. Where appropriate volunteers can now also provide support.</p>

You said:	Our response:	What we actually did:
<i>The children's centre is very hidden (at the back of the school). People don't know it is here, or confuse it with Child's Play. Need to promote it better (for example leaflets in book bags, parents could help to leaflet on the playground). Would be good to put a sign up on the YI window, on the main road (the one that is there now is too small and doesn't show you where to go). Need to have signs in different languages.</i>	We will look at signage and promotion so more people know about the centre.	We are working more closely with the school and with Child's Play to make sure they promote the centre better.  We are in the process of designing a banner to go on the front fence.
<i>Would be good to have a Baby Clinic at the centre, so that new parents come.</i>	We will liaise with the Health Visitors to see if this can be arranged.	It has not been possible to arrange a baby clinic at Allerton.
<i>There are always new activities in the crèche like glitter in the water, but we would like more outdoor play, and more nature walks. We would like an overnight sleepover like the dads did, or in the park.</i>	We will look at how we can develop our use of outdoors, and look at some more adventurous activities for next year.	We have provided more trips out during Stay and Play.
<i>The parental wellbeing course was amazing. We would also like more courses that help you to get a job, like first aid and food hygiene that you can add to your CV. Last year we had a graduation party which was really good.</i>	We will continue to run adult education courses in 2016 – 2017, and where possible put on accredited or work related courses. We will also support parents to go to other providers, as we can only run one course at a time.	Courses planned for 2016 – 2017 include Families First Aid, Family Budgeting, Functional English, PERS Beauty Products Course and Discover your Potential.
<i>The advice sessions, and Barry, are really good. It would be good to have a crèche while it's on.</i>	We will look at this when we are arranging the programme for next year.	We have not been able to provide a crèche during the advice sessions as the number of children likely to need a crèche space would be very small.
<i>Not all parents know about the volunteer programme. The centre could also signpost parents to other volunteering opportunities like Home Start or BRI.</i>	We will put up posters about volunteering opportunities, and make sure that staff talk to centre users about how they can get involved.	Volunteer posters are now up in all centres.
<i>We would like an exercise class, like Buggycise. Parents could organise it, and meet at the centre.</i>	This is a really good idea, and we will try to build it into the programme for next year.	Exercise for parents will form part of our parent led activities, starting in Summer 2017.
<i>Staff tell you about all the nursery providers in the area, but it would be good to have a map on the wall so you can see where they are. We chose our children's nursery based on what's near, what's convenient and where feels comfortable.</i>	We will make a map, so parents can see what is in their local area.	

You said:	Our response:	What we actually did:
<i>Equality is about nurturing all parents, treating everyone the same, making sure that people have an equal chance in life and the same opportunities. It's about respecting different cultures, different sexualities, different backgrounds, different languages, different ages, different ethnicities and people with additional needs. Staff should have training around families with same sex parents, and there should be posters celebrating gay families.</i>	We will continue to ensure that our staff promote this ethos.	A staff training day in December 2016 focused on diversity.  In 2017 the cluster was awarded the Equalities Award in recognition of the work that the whole team does to ensure services are accessible and welcoming.
<i>To foster good relationships between different communities, the centre needs to provide opportunities for people to interact, such as family days or swimming.</i>	We will build this into our programme.	We now have a Family Saturday twice a year in each centre. Our dads' activities such as the Iron Man Challenge also bring families from across the cluster together.
<i>Need to provide more volunteering opportunities for dads, which could lead to employment.</i>	We will ask Hafeez and Qaiser, our Dads Workers, to look into this.	Volunteer dads will be involved in the Men in the Early Years Conference that will take place in July 2017.
<i>The centre should share the responsibility for fostering good relationships by using the skills that parents have.</i>	We will talk to staff about how we can do this.	We are providing more volunteer opportunities. We have also supported a number of parents to work for the cluster in casual or temporary posts.
<i>Parents with additional needs should be supported to feel welcome at the centre.</i>	We need to find out how many parents with additional needs we have, and then look to see if they are accessing the centre. If not, we will go out and ask them why.	