

Lidget Green 7th October 2016



The Better Together session at Lidget Green was held on Tuesday 7th October 2016.

23 parents attended, along with a representative from the Media Museum, a representative from Men Standing Up and a local Health Visitor.

Following an introduction from Anne-Marie Merifield (Executive Headteacher at St Edmund's), there were two workshops focussing on what parents value about outreach, and how we can ensure that services are accessible to all.

We will complete the "What we actually did" section at the end of the year.

You said:	Our response:	What we actually did:
<ul style="list-style-type: none"> • <i>Outreach is good for lone parents who don't go out.</i> • <i>It's a good way for parents to know about the children's centre and what they offer.</i> • <i>At outreach visits we give good advice for families.</i> • <i>We give information about how to look after children.</i> • <i>We give information about safety in the home.</i> • <i>Outreach is good because parents on their own have someone to talk to.</i> • <i>It's a good way to let parents know about new courses.</i> • <i>Outreach helps you to get to know someone personally from the children's centre.</i> • <i>Outreach helps to put a face to a name.</i> 	<p>We will:</p> <p>Ensure that staff keep parents informed about new services by regularly dropping off information.</p> <p>Keep on with the rigorous outreach programme to ensure we are reaching as many families as possible.</p> <p>Keep staff changes to a minimum so that personal relationships can be developed.</p> <p>Ensure staff get out and about in the community.</p>	<p>We will complete the "What we actually did" section at the end of the year.</p>
<p>However:</p> <ul style="list-style-type: none"> • <i>Some parents do not want a visit.</i> • <i>Some parents have already got the information from a previous visit.</i> 	<p>We will:</p> <p>Ensure that if parents do not want to be contacted staff to inform a manager so that they can be taken off the outreach lists.</p>	

You said:	Our response:	What we actually did:
<ul style="list-style-type: none"> Some services don't take place at St Edmund's (eg adviser) Public transport not good and the reach area is big 	<p>Staff to take new information on all visits.</p> <p>Staff to work with partners to deliver services as locally as possible.</p> <p>Look at possibility of leaflet with Clayton services on.</p> <p>Provide more services in the home such as Play in the Home and Bookstart Corner for families that are unable to access services at centre.</p>	
<p>How can we ensure that services are accessible to all?</p> <ul style="list-style-type: none"> Keep services local Strengthen links with other agencies so they advertise our services as well 	<p>We will:</p> <p>Look at delivering some services in partnership in Clayton area</p> <p>Ask the outreach team to develop strong links with partners in the area.</p>	
<p>Think about how we support gay and transgender families.</p>	<p>Look at our website, leaflets – what pictures and language we use.</p> <p>Find a way to celebrate gay and transgender events.</p>	
<p>Challenge views of staff and parents</p>	<p>Look at incorporating this into staff review days.</p> <p>Have team discussions about issues faced by different communities.</p>	
<p>Make links with agencies that support transgender communities.</p>	<p>Invite speakers from different agencies who work with the transgender community.</p>	
<p>Make things normal for children from different family make up.</p>	<p>Have positive images across the cluster of gay families/different families.</p> <p>Not use the phrase "Mother and Toddler"</p>	
<p>Language is really important.</p>	<p>Ensure we continue with recruiting volunteers with language skills.</p> <p>Continue to employ staff who speak the languages within the community.</p> <p>Make sure we have access to EU speaking staff.</p>	