

Princeville 15th March 2016



11 parents attended our Better Together session at Princeville Children's Centre on 15th March, along with a representative from the Fire Service who talked about fire safety, and a representative from a school.

Following an introduction from Kulbir Bura (Cluster Leader), there were 2 workshops focussing on parents' experience of the centre, and what changes they have seen since moving into the new cluster. Both groups reported back very similar good experiences and issues that need further consideration.

You said:	Our response:	What we actually did:
<i>Children's centres should be welcoming, with staff on reception ready to welcome parents. Some parents weren't called back when they left a message. Need a door bell. Need cluster number poster at door so parents can call if centre is closed.</i>	<p>Make sure there is someone on reception for at least half the week.</p> <p>Make sure all messages are replied to.</p> <p>Put a poster up at the door with the cluster phone number.</p> <p>We will look into getting a doorbell at Princeville.</p>	<p>Reception staff has been increased to 7 sessions a week. Staff have been reminded to respond to emails.</p> <p>Cluster contact details are more visible, especially from outside of the centre.</p> <p>We don't yet have a doorbell at Princeville.</p>
<i>The relationship between <u>all</u> staff and parents is really important. Staff should be supportive and able to listen.</i>	<p>Remind staff about the importance of relationships with parents.</p>	<p>This is reinforced in all staff training.</p>
<i>Staff need to make sure that no parents are excluded, for example through language barriers.</i>	<p>Make sure everyone is aware of bilingual staff. Make publicity materials available in other languages.</p>	<p>Timetable and other information now available in Urdu and in Slovakian.</p>
<i>We really like coming to Princeville. We especially like the Nurturing Programme which boosted our self-esteem and felt like home! Our children were happy in the crèche, and we could talk safely about personal things.</i>	<p>Continue to run courses for parents.</p>	<p>The staff team at Princeville have continued to provide high quality services for families. The Nurturing Programme takes place as part of our cycle of courses for parents, which also includes HENRY and Welcome to the World.</p>

You said:	Our response:	What we actually did:
<i>We think that Supported Daycare is really good.</i>	The Local Authority has continued the supported daycare funding into the summer term. We shall make sure that we use the funding for families that will benefit from a supported daycare place.	We have continued to make full use of the Supported Daycare Funding, and provided monitoring information to the Local Authority to evidence its impact.
<i>We think having more home visits is a good thing.</i>	Continue our outreach programme.	The Outreach Programme is now a firmly embedded part of the services that we offer.
<i>The advice sessions are good, but some parents don't know about them.</i>	Promote the advice sessions more through Facebook, make a poster to advertise the sessions.	Advice sessions are consistently fully booked, and parents are more aware that they are available.
<i>We would like to have a chance for parents to get together for a Chill and Chat type session. We don't need any staff, but it would be useful to have a crèche. Maybe run it when there are low crèche numbers for another course. We could bring tea/coffee.</i>	Ask the staff team to trial a Chill and Chat session during the summer term.	We intend to introduce parent led activities as part of the Sharing Together programme.
<i>The Stay and Play room layout is very good, and the staff are friendly. Stay and Play should be a safe environment where children are given choices, and staff interact with parents and children. Staff should encourage parents to play with their children. We would like to see more male workers in crèche.</i>	We will continue to develop the quality of our Stay and Play and crèche provision. Our male workers will set up a rota for attending Stay and Play across the cluster.	We now have a rota for our Dads Workers to attend Stay and Play sessions in all centres.
<i>It is too cold to play outside, and children go outside with wet clothes after they have been playing in the water.</i>	Staff will make sure that children are wearing the right clothes for water play, and for outdoors. We will also talk more to parents about the benefits of outdoor play.	
<i>Sessions need to be advertised better – for example not everyone knew about the Better Together session and we would like more information about crèches and stay and play.</i> <i>Texts are working well for people already attending centre.</i> <i>Facebook page could be advertised better, why not tell people who are</i>	We will use Facebook to remind parents of events coming up. We will promote our Facebook page more widely, through a poster in every centre and showing the page to parents on courses.	Facebook page is being used more widely, with many more likes.

You said:	Our response:	What we actually did:
<p><i>attending courses about it and ask them to like the page there and then.</i></p> <p><i>Need to leaflet playground and at school gate.</i></p>	<p>We will ask staff to give out leaflets at schools at least once each half term.</p>	<p>Staff have made much better links with local schools.</p>
<p><i>We like the 0 – 8 holiday Stay and Play, but there needs to be more variety in the activities offered. We would like more trips in the holidays.</i></p>	<p>The Easter holiday programme includes a trip to St Ives, and specific activities for 0 – 8s (Easter egg hunt and messy play).</p>	<p>Holiday activities are now themed to provide a variety of experiences for children attending. We ran a full programme of trips outside of the District during the summer holidays, but take up was patchy and it was decided that we should focus on local trips (City Park, media Museum etc).</p>
<p><i>Family support is good, but we miss when staff were more easily available to talk confidentially to parents who needed advice, often there is no one here, or staff have other things to do.</i></p>	<p>Ask staff to prioritise finding time and a confidential space for parents to talk when they need to.</p>	<p>This was addressed during staff training.</p>
<p><i>The school gate isn't always open.</i></p>	<p>We will talk to school about this.</p>	<p>We have tried to ensure that the school is fully aware of our opening times.</p>