

Thornton 5th July 2016



Our last Better Together session of 2015 – 2016 was held at Thornton Children’s Centre on Tuesday 5th July.

7 parents attended, along with, a local private day nursery manager and a local health visitor.

Following an introduction from Kulbir Bura (Children's Centre Services Leader), we asked parents two questions – “What’s working well?” and “What could be better?”

You said:	Our response:	What we actually did:
<i>Children love coming here. The two Stay and Play sessions are working well.</i>	We will continue to provide high quality services at the children’s centre in Thornton.	Increased the number of parents accessing Thornton Children’s Centre and the number of parents we have seen during outreach.
<i>The sessions give first time mums a chance to meet others.</i>	We will make sure that all mums continue to be welcome at our sessions, and that we make sure we introduce new mums to people who have been coming for a while.	Ensured that first time mums continued to attend sessions and meet new parents.
<i>Mums feel welcomed, supported not judged.</i>	We will continue to work in a way that values parents and recognises the role that they play in their children’s lives.	Carried out regular evaluation in which feedback from parents remains positive.
<i>One mum is going to sessions at Thornton, Crossley Hall and Allerton.</i>	We will continue to promote all 7 centres to families in each of our reach areas.	All leaflets include the timetables for all 7 of our centres. Publicity materials emphasise that parents are welcome to attend any of our centres.
<i>Good to meet the local childcare and nursery providers.</i>	We will develop these links and make sure that we invite them to future events.	Local nursery is part of our Stakeholder Forum group. Family Saturdays have been introduced for working parents. These sessions are promoted through our local childcare providers.
<i>It’s good to do messy play at the centre as it’s not easy at home.</i>	We hope that we offer activities that are trickier to do at home, as well as giving parents ideas for activities that they can do.	The programme at Thornton has continued to offer a range of more messy, creative activities.

You said:	Our response:	What we actually did:
<i>CAB session at Denholme is useful – not needed at Thornton as there is a session at the Medical Centre.</i>	The advice session will continue to run at Denholme.	Numbers of parents attending the advice session at Denholme dropped. Advice appointments are now available at Allerton Children's Centre.
<i>Effective communication for stay at home mums valued – HV Debbie's role in this acknowledged. Consistent people appreciated.</i>	We will continue with our outreach programme of visits to families at 4 months, 6 months and 18 months to ensure that we make contact with stay at home mums, and encourage them to come to our sessions.	The outreach programme continued successfully.
<i>We would like a parents Facebook or What's App page, set up as a closed group. Lots of photos are taken, and parents don't always see them. Could there be a photo album for pictures at each centre on the closed Facebook page?</i>	We will support Rachel (one of the mums) to set this up. The HVs will then tell new mums about it.	Facebook group set up.
<i>Lots of families in Denholme are missing out – many rely on public transport and the bus is only every half hour. More houses are being built and there will be more demand.</i>	We will look at ways that we can extend our offer into Denholme, but are very limited by budget and staff capacity.	Have established links with Denholme Primary School, and are now promoting the Denholme Shared Church Stay and Play session.
<i>We don't know what the Integrated Care Pathway is – need clarification of what universal services are.</i>	We will put information on our website about the Integrated Care Pathway, which is currently being reviewed.	The website has been updated.
<i>We would like a HENRY course.</i>	We will look into this for next year.	We are not able to run courses for parents such as HENRY due to space limitations. Parents are very welcome to attend courses at other centres.
<i>Could the centre support parents to organise something for themselves after the Nurturing Course.</i>	We will support parents to organise their own support group.	This hasn't yet happened.
<i>We would like a pick up in Thornton for the trips.</i>	Where possible, we will make sure this happens.	We are no longer able to provide our own transport for trips, and are instead organising local outings to which all parents are invited.
<i>We need more information about volunteers.</i>	We will make sure that we have a poster and application forms available at the centre.	Posters now on display.
<i>Promote services more through the school.</i>	We will make our timetable available in school, and ask them to put key dates into their newsletter.	Links made with school.