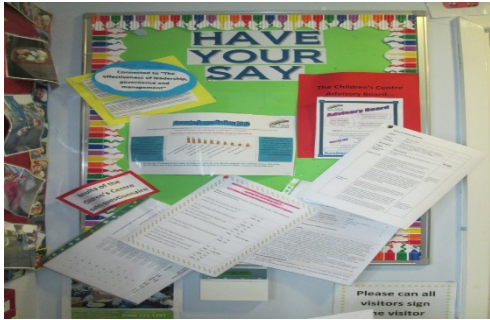





Approach	How parents / carers have a voice and influence	What works well	Challenges faced
<p>The centre offers an inclusive, welcoming and friendly environment for all parents/carers and their children aged 0-5yrs.</p> <p>The service have a centre which is open 5 days per-week Mon-Fri- generally between the hours’ of 8.30am – 5pm. The centre does offer some services depending on the need, on an evening and on a Saturday morning, these are organised services for example training and a dads group on a Saturday morning.</p> <p>The services are developed generally around regular consultation and what the community are asking for – so can vary from universal group’s or sessions like play and stay sessions, baby massage courses, PBB and much much more.... The centre also delivers more targeted support like parenting programmes and educational courses.</p> <p>The Family Outreach workers also provide one to one support for Families in the reach area, in the community and in the family home, tailored to support individual needs.</p> <p>The centre promotes all its services via the Family Information Service website, also via leaflets, posters in local venues, the parent’s forum face-book account and most importantly via face-to face meetings in the community. Our largest advocates are parents who offer information to other parents in the community.</p> <p>The Children’s Centre is also part of the Early Start Team and work alongside the Health- Visitors and Community Nursery Nurses.</p>	<p>To provide the services as wrote above the parent’s voice is crucial within this process. We use various approaches to engage with families, here are a few examples;</p> <p>Consultation – this can be a generic consultation sheet or pertinent to one service (this could be a new service which the centre is looking at developing e.g. we did a consultation with grandparents to ascertain whether they would like a grandparents group at the children’s centre). Consultation can also come through verbal discussions within the centre or in the family homes, we would encourage parents/carers to complete or assist them to write these ideas in the comments box-which is located in the centres entrance area. The “have your say, we did” board is also located in the entrance area- which is updated on a regular basis. The parents voices within family homes can also be seen very clearly within the family files – where the families views, thoughts and opinions are clearly documented.</p> <p>Through rigorous session planning and evaluation- the parents voices are evident- feedback, consultation, observation supports the evaluation and then furthermore the planning for future sessions.</p> <p>The Centre support a parents forum called Foxcubs- Foxcubs meet every half-term and support the centre with events/fundraising/consultation/idea sharing and much much more.....</p> <p>The Advisory Board is run by a parent chair and is the Governance Board for the Children’s Centre- ensuring parent’s voices are represented and a member of the parents forum also sits on the Advisory Board to feed back also the views of other parents in the community.</p> <p>The centre also others an accredited volunteers programme – which is offered to parents/carers in the community who wish to volunteer within the community or children’s centre.</p>	<p>All the above have been a real success for many years at the children’s centre. The centre and its team are friendly and very supportive- ensuring that all attend feel they have a voice and feel valued for their contributions no matter how big or small.</p>    	<p>The challenges are very minimal, however sometimes staff and budget constraints can mean that not all ideas can be explored to their full potential, however the centre work very hard with parents to find solutions to this and work very closely with the governance board and parents forum to work around some of these challenges.</p>