

### Templenewsam and Colton Children's Centre

Approach	How parents / carers have a voice and influence	What works well	Challenges faced
<p>Face to face contacts – groups, baby clinic, courses, drop ins</p> <p>Group email to registered parents</p> <p>Prioritising staff walking in local community rather than driving, to have visible presence and face to face conversations</p> <p>Newsletters</p>	<p>Feedback received and noted accurately via question of the week, evaluation forms, organic session planning, 6 weekly parents forum which feeds into advisory board, annual members voice event held with TNLP trust colleagues. Staff either action ideas or feedback or explain why it hasn't been possible to use. Staff then create "you said, we did" posters which are displayed/distributed.</p>	<p>All the above works well. The key for us is being open and honest, if someone has a suggestion which isn't possible, it's important to feedback and make the parent feel valued so they continue making suggestions.</p>	<p>Getting into the habit of noting ideas and suggestions and using them to shape service. Once it's in place this works, but staff need to be committed to developing the service around parents carers needs and views rather than their own.</p>