



# EVALUATION OF PARENTAL INVOLVEMENT

Cheryl Pickard  
Evaluation Officer  
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# PARENTAL INVOLVEMENT

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# **1. EXECUTIVE SUMMARY**

## **1.1 Introduction**

This report explores the extent to which parents have been involved in Sure Start Bridlington South. It seeks to discover which strategies have attracted parental involvement and if that involvement has been sustained.

## **1.2 Methods**

Questionnaires were sent out to agencies involved with Sure Start Bridlington South, as well as members of the Management Board. Telephone interviews were conducted with parents and face to face interviews with staff and Programme Managers.

## **1.3 Findings**

- Both the Breastfeeding Support Workers and Community Parents schemes have been a successful method of involving parents and it is proposed that there will be a second Community Parents scheme that will run shortly.
- A drop in numbers at the Parents' Group has resulted in it being re-launched as The Rainbow Club. A random selection of different parents are invited to lunch on a bi-monthly basis. This informal discussion group is topic based and has proved very successful.
- Numbers at the Management Group have dropped from 5 parents to one and there are no parents attending currently attending the Focus Groups except for the Capital Strategy Group.

## 1.4 Recommendations and Conclusions

1. The Community Parents Scheme gave parents good opportunities to become involved during their work placements. Many of these parents have gained skills and confidence to enable them to move on towards further education and finding employment.

Feedback from staff and parents has highlighted the three main areas that need to be improved upon in a future Community Parents scheme;

- Childcare to be sourced in advance
  - Course content to be improved
  - Incentives, such as tokens, to replace payment
2. Informing Parents – Parents want to be kept regularly informed of any changes, problems as well as successes. They also prefer to know what is happening before they read it in the local paper. The role of the Publicity and Marketing Officer is central here,
  3. Regular requests in the newsletter have not resulted in potential involvement with Focus Groups or Management Group. Other ideas to try would be:
    - buddy scheme
    - offering training for Focus Groups
    - offering transport as well as crèche

## 2. INTRODUCTION

Objective 5 in the Sure Start Delivery agreement targets is to strengthen families and communities. *'To encourage all providers of children's services to take a wider view of their role in the community by involving families in building capacity in the community'*.

Involving parents is a priority for all Sure Start programmes and in Bridlington Sure Start South parents have been involved from its conception in 2002. Parents have taken part in a number of ways by attending activities, fun days and trips out. Many have also been more closely involved in the programme, participating in a wide range of activities. These are:

1. Taking part in the Community Parents Programme
2. Training and development of the Honeysucklers (Breastfeeding Support Workers)
3. Participating in attending meetings such as Parent's Group
4. Taking part in Evaluation
5. Management Group
6. Focus Groups
7. Taking part in interviewing new Sure Start staff members
8. Volunteering
9. Training in various areas

This report aims to:

- Describe in greater detail, these various opportunities for involvement
- Evaluate parental involvement from the perspective of:
  - a) Parents
  - b) Partner Agencies
  - c) Members of the Sure Start team and Management Board
- Make recommendations for the future involvement of parents

### **3. METHODOLOGY**

#### **Interviews with Parents**

In order to find out what parents' views were on their involvement with Sure Start, an letter was sent out to parents (appendix 1) inviting them to take part in interviews which could be done either face-to-face or by short telephone interview at a pre-arranged time.

Parents were asked to send a completed tear-off slip to the Sure Start freepost address and a book token was offered as an incentive.

A set of questions were drawn up (appendix 2) and a parent was invited to call in to the Sure Start offices to 'pilot' them.

65 letters were sent out but the response was disappointing, with only one parent replying (This may have been because a reply envelope was not included) A list of parents who had been involved was composed in order to 'cold' call them. Calls were initially made by the new Sure Start social worker and continued by the receptionist.

A total of 17 parents were contacted and interviewed by telephone.

Parents were asked for comments on:

- their involvement in Sure Start
- the training they had been offered or participated in.(if applicable)
- any suggestions for increasing parental involvement.

### **Case Studies of Parents**

Two case studies were requested of parents who had been involved in the Community Parents scheme. The progress of these parents since completing the scheme was reported by the Sure Start Parent Learning Co-ordinator, since they had attended several courses at East Riding College once they had completed the Community Parents programme.

### **Questionnaires for Partner Agencies**

These were sent out to agencies linked to Sure Start and asked about involvement of parents or users was in their own organisations. (appendix 3) Seven agencies were contacted (appendix 4) and five agencies responded. These agencies were KIDS, Multi Agency Family Support Services, Christ Church, Homestart and Bridlington Health Visitors

### **Interviews with Staff Members and Management Group**

Interviews were conducted either face-to-face or by email. Staff were asked how they felt about general parental involvement as well as parent representation on the Management Group.

7 staff members and 3 Management Group members gave feedback.

## 4. FINDINGS

### 4.1 REUNION LUNCH

In August 2003, parents who were involved in the early development of Sure Start were invited to a reunion lunch where they joined in an informal discussion. Four of the parents fed back how they had become involved in Sure Start *"my Health Visitor mentioned it", "saw the article in the Free Press"*.

Parents had brought lots of ideas to those early meetings and had found the early days exciting. It was felt that the service was being built *"brick by brick"* and progress sometimes appeared to be slow. Parents requested *"updates on progress and feedback"* and explanations *"if there are any difficulties"*.

## **4.2 COMMUNITY PARENTS**

The Community Parents scheme was launched in January 2003 to tie in with the opening of the Sure Start Information Shop on the Promenade in Bridlington Town Centre.

Information about the training programme was given out to all interested Sure Start parents (appendix 5,6,7) and an advertisement was placed in the local paper. (appendix 8)

The scheme offered parents the opportunity to participate in paid work within Sure Start and concurrently take part in a Personal Development Course run by East Riding College, which commenced in March 2003. At the end of the 12 week training programme the parents received a recognized qualification through NCFE (National Certificate in Further Education). 20 parents responded and 12 completed the course.

Parents were given a choice of areas in which they could do their placements.

These included:

- Consultation
- Evaluation
- Assisting at activities
- Developing new activities

## **Training for Community Parents**

The course ran for 2 hours per week on Tuesday or Thursday afternoons and lasted for 12 weeks. It led to a National Certificate in Further Education. Sure Start sourced and funded the childcare for each session, according to parent's preference (childminder or day nursery.) The college offered training in computer applications as well as literacy and numeracy skills.

Parents were split into groups to develop their areas of interest. Some parents were interested in developing a single project but others preferred to undertake a variety of placements to gain a sample of different types of work.

The core training included:

- Working together
- Making progress
- Solving Problems
- Using ICT
- Communicating
- Using numbers

It is proposed to run a second Community Parents scheme in September 2004. East Riding College will deliver a training package which is being currently developed.

## 4.2 HONEYSUCKLERS.

The Honeysucklers are a group of ten mothers who all have received training in Breastfeeding and work alongside the Sure Start Breastfeeding Advisor as Peer Support Workers to other mothers. Their role is to promote breastfeeding by befriending and supporting women who wish to breastfeed.

The Peer Supporters attend antenatal booking, follow-up clinics, some GP antenatal clinics and child health clinics with the Breastfeeding Advisor. They run the Breastfeeding Support Group and Honeysuckle Baby Café and provide home, hospital and telephone support to families.

They answer the Breastfeeding Advisor's phone in her absence, allowing a continuous helpline and support network to exist for breastfeeding support. They provide the local Maternity Unit and each Health Centre with a breastfeeding 'Resource Box' to share information, and improve consistency of approach. They also attend parentcraft classes on a regular basis.

Two peer supporters are attached to each medical practice. This enables midwives, health visitors, and G.P.s to know their own peer supporters.

They have produced a breastfeeding calendar which was sponsored by local businesses, as well as producing an information leaflet for families on breastfeeding friendly venues which they promote in the town.

## **Training for Honeysucklers**

Training for Peer Support Workers was advertised through posters, and word of mouth through health visitors and midwives. (appendix 9,10) Candidates for the course were interviewed by a panel consisting of the Breastfeeding Advisor, a Sure Start Programme Manager and a Parent. (appendix 11)

The part-time accredited 20 hour University Foundation Award was set up by the University of Hull in 2001/2002 and facilitated by a National Childbirth Trust breastfeeding counselor.

The course was designed for women who have had experienced successful breastfeeding and who wished to learn more about breastfeeding so as to enable other women to do the same. The course included basic communication skills with emphasis on listening skills as well as a wide range of information.

After recruitment and interviews, training was offered to 12 women. All the women completed the course and all found it enjoyable and a useful learning experience.

Ten of the women are still working as Breastfeeding Support Workers, one left to commence midwifery training and another chose not to take part in the project after completing her training.

### **4.3. INVOLVEMENT IN EVALUATION ACTIVITIES**

Initially some of the parents who were attending the Community Parents Programme were involved in distributing, assisting in completion (where necessary), and collection of the Baseline Survey Questionnaires in Spring 2003. (appendix 12)

Parents were invited to join the Evaluation Task Group and three of the parents have attended the bi-monthly Task Group meetings.

Two of the Community Parents have evaluated and reported on the swimming sessions as well as completed a general satisfaction survey for Sure Start

The Breastfeeding Peer Support Workers have also worked closely with the Evaluation Officer during the evaluation of the Breastfeeding project.

## **Training in Evaluation**

Acton.Shapiro, consultancy, offered an Evaluation Training Day for staff, including the Evaluation Officer. Two parents who were involved in evaluation activities in Bridlington attended this workshop, held jointly with Scarborough Sure Start.

A similar workshop was held at East Riding College as part of the Community Parents training programme. (appendix 13)

The workshops looked at:

- Different types of questions
- Interviewing techniques
- Focus/discussion groups
- Confidentiality

One of the Community Parents was particularly interested in evaluation and has worked closely with the Evaluation Officer by attending the Evaluation Task Group meetings and by visiting another Sure Start project in Hull to meet with the Monitoring and Evaluation Officer.

A further workshop on evaluation skills was held in February 2004 for both staff and parents. Two parents attended this workshop. It covered areas such as conducting interviews, writing brief reports and holding group discussions. (appendix 14)

#### **4.4 PARENTS' GROUP**

Following the appointment of the Programme Managers, the Parents' Group was originally set up well before the Sure Start draft plan was drawn up and before Government approval for the programme agreed in July 2002. A core group of parents met regularly with the Early Excellence Co-ordinator (later Nurse Practitioner) and contributed their views at the early planning stages. The group has continued to meet monthly in order to update parents on progress as well as consult with them for future ideas.

The initial Parents' Group meetings were held at Christ Church Family Centre (appendix 15) with a free lunch and child care provided. Increased numbers (12 parents plus team members) meant that a larger venue had to be found and the Parents Group was combined with a regular soft play event held at Bonkers on the Esplanade until its closure in December 2002, and the group transferred to Leisure World (appendix 16). Although this was an excellent venue, providing a large soft play area and a quiet area for meeting, it was an expensive venue to hold the meetings on a long term basis, and they were transferred to the Sure Start Rainbow Centre in September 2003. Crèche facilities were provided in a separate room.

After a 2 month break during the summer of 2003, the numbers of parents attending the group dropped to between 1 and 4 (appendix 16), so a new model of the Parents' Group was launched with a new title in January 2004.

The Rainbow Club has been developed to encourage new ideas from different parents and 30 parents are randomly chosen and invited to an informal lunch held every 2 months.

In January there were six parents who attended the first Rainbow Club meeting. The group planned the Easter Event and offered suggestions for

the development of the service after April 2004. The results of this meeting were featured in the February Sure Start Bridlington South newsletter, which made it clear to the group members that their ideas had been listened to and acted upon. (appendix 17)

The second of the bi-monthly meetings of the Rainbow Club was held in March when 8 parents attended. They discussed ideas for National Sure Start month and gave very positive feedback about the Easter Event held at Sewerby Park. Two of the parents who attended this meeting had become Sure Start members but had never attended anything before.

The June meeting was attended by six parents and the main topic for discussion was a multi-cultural event that would take place in September or October 2004. Parents suggested 'Families around the World' and the event could include music, food, dressing-up, crafts, flags and dance.

A lobster pot for the swim sessions at Leisure World and 2 and 3 ½ year pack were approved to be funded by the Community Chest and the parents were given an update on the Children's Centres and some training information.

Over the years the Parents' Group has evolved with changing membership at different stages. Some parents left Sure Start when their child reached their 4<sup>th</sup> birthday, others moved on to full time employment or became involved in further education after completing the Community Parents course.

#### **4.5 MANAGEMENT GROUP**

Parents are represented on the Management Group and the Chair is a parent who completed the Management Board Training. Information regarding these meetings is advertised in the monthly newsletter (appendix 18) and childcare is organized by Sure Start. Numbers of parents attending range from one to three parents. (appendix 19)

##### **Training for Board Meetings**

A 2-day training course for Parent Board members was run by Oasis School of Human Relations in Spring 2003. (appendix 20)

The course offered training to prepare the parents as board members and looked at parent's experience as well as ways to increase their confidence. It also focused on the roles and responsibilities of board members and particularly that of Chair.

Five parents attended this course and they all volunteered to be part of a new focus group in order to build up their confidence and practice their new found skills.

The feedback given to Oasis from all the parents who attended this course was positive.

## **4.6 FOCUS GROUPS**

Focus Groups have been set up in order for key personnel to meet on a regular basis to discuss relevant issues. Information from these groups is fed back to the Management Group.

- **Infant Feeding**
- **Healthy Environment**
- **Substance Misuse**
- **Emotional Health**
- **Play & Early Learning**
- **Special Needs**
- **Capital Strategy Group**

Although parents have been encouraged to become members of these focus groups, there are no representatives at this time with exception of the Capital Strategy Group which is attend regularly by one parents A request for parent representation has been made through the newsletter but this has brought no response. (Appendix 21)

### **Evaluation Task Group**

Two parents have regularly been involved in the Evaluation Task Group. One of these parents has been unable to attend recently as she has given birth to her third child.

#### **4.7 INTERVIEWS**

Parents are always involved in selection of all prospective staff members by being part of the interview panel. A pool of volunteers has been drawn from the Parents' Group and they are regularly invited to take part in interviews.

#### **4.8 OTHER INVOLVEMENT**

- Parents volunteer to wrap around 700 presents each year for the Christmas parties. (appendix 22)
- They also volunteer to fill envelopes on big mail-outs.
- They have been consulted on their choice of furniture for the Parents' Room. (appendix 23)
- A competition was run in September 2003 for parents to name the Sure Start Centre and choose names for the meeting rooms. The winners chose the name The Rainbow Centre with Blueberry and Sunflower for the meeting rooms. (appendix 24)
- Parents have also been involved in giving feedback to the Leisure World regarding parents' views of the water temperature and cleanliness of the changing rooms. The results of the parents' questionnaires was analysed and a staff member and two parents met with Leisure World Management to discuss these issues.

## 4.9 FEEDBACK FROM PARENTS

A total of 14 telephone interviews and 3 face to face interviews were conducted by the Sure Start Social Worker and the receptionist.

### 1. INVOLVEMENT

15 parents felt it had been easy or very easy to get involved as most were already attending sessions. 2 parents said they had not found it easy and had to 'seek out' Sure Start to get involved. One parent had difficulty finding childcare for her twin babies which caused problems in attending training.

### 2. TRAINING

5 of the parents interviewed had completed the Community Parents training, 3 parents had completed the training for the Breastfeeding Support Workers and two parents had completed the Management Board Training. Two parents have also been involved with Evaluation training.

Comments from parents regarding training were that the *'IT skills gained were helpful (triggered a further course - RSA)'*, but two of the parents felt that the college training was *'too basic and not applicable to all students'*. The breastfeeding training had *'given loads of great breastfeeding information'* and the evaluation training done by Acton.Shapiro was *'very good.'*

Parents felt that their training had given them confidence to voice their opinions in meetings, however one parent felt that *"some of the parents are very vocal and don't give me the opportunity to speak"*

#### **4. SUGGESTIONS FOR IMPROVEMENT from Parents interviewed**

- *Run another Community Parents Group with training/work experience – preferably a certified course*
- *Parent’s Group meet at Leisure World again*
- *Social Evenings / Pampered Parents Evenings (on the lines of past evenings during Parenting Week)*
- *Make it easier to find childcare, nurseries etc.*
- *Advertise in supermarkets and school notice boards*

#### **4.10 FEEDBACK FROM OTHER AGENCIES**

Sure Start has set up Service Level Agreements with Partner Agencies, in order to provide services to Sure Start children and their families. These include:

- KIDS
- HOMESTART
- HEALTH VISITORS
- CHRIST CHURCH

Each of the agencies was asked a set of questions regarding how parents are involved in their own organisations. Their response is as follows.

**The Health Visitors** - A representative was not sure if there were any parents on the Management Board. They did not provide any training or participation in staff recruitment and there were no volunteers. They felt that the organization could be influenced by parents/users taking issues to Patient Advisory Liaison Board and completing patient/client satisfaction surveys

**Home Start-** had parents on their Management Board. The parents influenced through evaluation, guiding unmet need, experience and knowledge. Home Start did not provide any training (but it was felt that it may be worth looking at in the future). Parents took part in recruitment of staff and volunteered. Home Start Management committee, staff, volunteers are all parent themselves.

**KIDS-** have parents on their Management Board and have five parents on the National KIDS Board of Trustees.

KIDS aim to have one parent on the selection panel for every interview and if possible they are involved in the short listing and preparation of interview questions. They have parents who work as volunteers and provide training.

KIDS mission for the past 30 years is to work in partnership with parents

**Christ Church** - Christ Church Community Services employ a Parent-Liaison Officer who will informally consult and involve parents in activities and decisions. Parents volunteer in Toddlers Group, Whalers and Soft Play.

Most agencies reported that Sure Start had not affected the way they involved parents. Health Visitors felt that the only way that Sure Start had affected the way parents/users were involved was by producing questionnaires.

#### 4.11 FEEDBACK FROM STAFF, PROGRAMME MANAGERS & MANAGEMENT BOARD MEMBERS

Team members and members of the Management Board & Programme Managers were asked, (either verbally or by email) how they found the involvement of parents.

It was the consensus of opinion that involving parents is the cornerstone of the Sure Start philosophy. Responses were "*their involvement is crucial*", "*we don't want them to feel excluded*", and "*I wish we could get them more involved*". It was also thought that involving parents would enable them and give them confidence, especially "*to relate to professionals*".

Having parents on the Management Board brought an equally strong response. "*It makes the Management Board more accountable*", "*it encourages the Board to be clear, explain things and not use jargon*".

Lessons were learnt from the Community Parents Pilot scheme as it drew heavily on staff time and administration. It was felt to be "*bureaucratically burdensome*". On a more positive note, the scheme was felt to have led to very positive outcomes for individual parents.

## **4.12 CASE STUDIES**

The following 2 case studies were put together by the Evaluation Officer and the Parent-Learning Co-ordinator. Information was gathered through a data base and consultation with the parents involved.

The names have been changed to preserve anonymity.

### **CASE STUDY 1.**

Maxine is a lone parent with one child. She joined the Community Parent course to gain experience in organizing and running events and to meet new people. She found the course very useful and it has increased her confidence.

As part of her work experience she researched the need for a group for under 21s by designing questionnaires and consulting with young parents. This has developed into the Young Parents Association which met weekly at a local internet café. The main thing that Maxine enjoyed about the Community Parents course was running the YPA, which gave young parents support and brought in speakers from different organizations.

She went on to complete a course in Kinesiology and gained funding from Bridlington Advance to work for the Therapy Centre as a therapy assistant. She has also completed the Basic Health and Safety at Work and Food Hygiene courses and starts more courses in the next few weeks.

She was invited by a teacher from a Bridlington school to come and speak to students about her experiences of being a young mum and now regularly gives talks to classes of thirty 15-16 year olds as well as answering any of their questions.

Maxine has overcome the difficulties attached to being dyslexic to develop her skills, gain several qualifications and grow in confidence.

## **CASE STUDY 2.**

Emma is a lone parent with two children who initially joined as a Sure Start member. She has been a volunteer, helping to wrap presents for the Christmas party, taken part in interviewing a new staff member and became a member of the Parents' Group.

She successfully applied to become a Community Parent and joined the programme in March 2003. During her training she visited Sure Start Noddle Hill at Hull, when Community Parents were invited to look round and bring back ideas for the proposed development of Sure Start Bridlington. After her initial training she focused on consultation with other parents to find if there was a need for a music and dance session for children under 4. Her work has led to this new session being run and its popularity means that there is now a waiting list for children to join the next session. She also suggested including a little map of Bridlington in the activity sheets for new members who are new to the area. A map is now included with each month's activity sheet.

Since completing the Community Parents Group, Emma has attended several other courses which include Parent-Directors Training and Child Protection Training. She has also attended the 'Naughty Not Necessarily' and 'Enjoy your Toddler' courses.

After attending the Community Parent Programme, Emma felt that she wanted to continue to study and now attends East Riding College on a 1 year CACHE level 2 Certificate in Children and Education. She is progressing extremely well and commences her level 3 in September 2004.

Emma has enjoyed her involvement with Sure Start and hopes to be involved again when she has finished her course.

#### **4.12. ROLE OF THE PUBLICITY AND MARKETING OFFICER**

The role of the Publicity and Marketing Officer was created in March 2003 in order to increase the Sure Start membership to reach the target of 897 children, to extend the accessing of Sure Start activities by harder to reach groups and to ensure all members were kept informed and consulted about the programme as it developed.

In respect of involving parents, the Publicity and Marketing Officer's tasks include:

- Producing an informative monthly newsletter
- Production of bi-monthly training news for parents
- Encouraging parents to submit articles for the newsletter
- Conducting initial home visits to new members (approx. 15-20 per month)
- Delivering welcome packs
- Consulting with parents in planning regular events and trips for Sure Start families (venues, activities etc)
- Encouraging parents to give regular feedback regarding satisfaction
- Involving parents in evaluation of activities
- Encouraging parents to come to meetings and give direct feedback to providers (e.g. Leisure World)
- Facilitating the Rainbow Club (Parents Group)
- Co-ordinating Inclusion Workshops for harder to reach groups

## 5. CONCLUSIONS

Sure Start Bridlington South seeks to involve parents at all levels and has offered both volunteering and paid work through the Breastfeeding Peer Support Workers and Community Parents. There have been opportunities for parents to attend meetings and take part in consultation as well as regular training sessions tailored to meet the needs of the parents.

The Community Parents scheme attracted parents who benefited from the training and increased their involvement by assisting at sessions, consulting with other parents, putting forward ideas, and taking part in evaluation. Many of the Community Parents have gone on to do further courses or found employment. However, the paid work experience generated too much administration and often parents felt obliged to carry on working through family difficulties.

The Peer Support Workers are still very committed and involved with the Honeysuckle Breastfeeding Project in its day to day running as well as its future development.

Sure Start has provided training opportunities for parents so they may:

- Gain skills
- Run projects
- Speak confidently in groups

- Attend meetings
- Gain confidence

All participants were initially interviewed by the Parent Learning Co-ordinator in order to establish their areas of interest as well as their expectations from the course. Half way through the course one to one interviews were held to establish if the participants' expectations were being met.

Parents' expectations from the training were very varied. They ranged from seeing it as a 'way in' to future employment; an opportunity to learn new skills; to gain confidence, and to have paid employment that fitted in with their family life.

At the end of the course East Riding College evaluated the training through evaluation sheets and students were asked if they wished to pursue any further training.

Feedback from parents was, on the whole, positive regarding their training experiences and most felt that they had gained confidence through their involvement and training, although some of the parents felt the training had been too basic.

Since the Community Parents scheme has finished many of the parents involved have found employment or moved on to further education. One mother is training to be a midwife and another is just completing a course in

childcare and education. Three of the original parents who were involved in Sure Start are now staff members.

Objective 5 - *"To encourage all providers of children's services to take a wider view of their role in the community by involving families in building capacity in the community"* Feedback from agencies linked to Sure Start highlights that they are already working to this model by involving parents.

Although in the past there had been parent representation on Focus Groups and the Management Group, this has gradually decreased and now there are very few parents who attend the Management Group. The only Focus Group that has a parent attending is the Capital Strategy Group.

The recent re-launch and re-naming of the Rainbow Club, although in its early stages, is seen as a very positive step forward and has gained increased interest. Parents have been consulted on a variety of projects and their feedback has been invaluable.

## 6. RECOMMENDATIONS

### 6.1 Objective 5 – *“Parent representation on local programme board”*

Sure Start places a great deal of importance on consultation and feedback from its parents and the recent decreased attendances at the Management Group and Focus Groups needs to be addressed.

- Offer parents not just crèche facilities but also transport to and from the meeting venues.
- Parents to be invited to come and find out more about how Sure Start operates by ‘sitting in’ at different meetings, including the Management Group.
- A ‘buddy’ scheme. A volunteer or staff member would explain meeting procedures and bring parents to meetings.
- Pilot scheme – invite parents to attend meetings for a limited time and have a feedback lunch
- Involve parents in focus groups initially – they would feedback to the Management Group

- Family evenings and pampered parents have been requested by parents – these informal events would provide a good opportunity to encourage further involvement.
- Training – committee skills to increase confidence.
- All Sure Start team members who can identify individual parents to invite them personally to attend meetings.
- Produce a leaflet highlighting what the different groups are and how parents can be involved.
- Information of focus groups etc to be included in welcome packs

**6.2** It is crucial that parents are kept up to date with changes and developments, especially on progress being made towards the proposed new Children's Centres in Bridlington. Feedback from the Reunion lunch, for parents who were involved in the initial stages of Sure Start Bridlington, was that at the start parents were very excited but progress appeared to be slow. Parents said that they would have liked more feedback and explanation of any difficulties that arose. Sure Start parents need to receive information before it is featured in the local paper.

**6.4** Difficulties faced in the first Community Parents scheme can be overcome by sourcing childcare prior to the commencement of the scheme, and offering incentives such as tokens instead of paid work.

## 10 APPENDICES

1. Covering letter to parents
2. Sample questionnaire for parents
3. Sample questionnaire for agencies
4. Covering letter to agencies
5. Community Parent Training Programme
6. Community Parents Information
7. Community Parents Job Description
8. Community Parents advertisement
9. Breastfeeding Peer Supporter Job Description
10. Breastfeeding Peer Supporters Person Specification
11. Breastfeeding Peer Supporters Interview Questions
12. Parent-Evaluator Letter
13. Parent Evaluator Training Reminders
14. Evaluation Skills Workshops Letter
15. Parents Group Poster
16. Parents' Group Attendances
17. Rainbow Club -Sure Start Newsletter
18. Management Group – Sure Start Newsletter
19. Management Group Attendances
20. Management Board Training
21. Focus Groups – Sure Start Newsletter
22. Quote from volunteer parents
23. Choosing the furniture
24. Name the new Sure Start Centre