

Signposting Services and Partnership Working

A parent attended a 'surviving parenthood' course at the Children's Centre and whilst there her two young children attend the crèche, which they both settled into well and enjoyed.

Following this course mum felt confident enough to start applying for part time work but was repeatedly unsuccessful and discussed her concerns and disappointment about this to a member of staff. The member of staff suggested she enrolled on a short course with Learn Direct, which operated from the same building. The member of staff offered to see if she could find out if there was any funding to support the children in the nursery whilst Mum was on the course.

Mum completed the Learn Direct course, which increased her skills and raised her confidence. As a result Mum successfully applied to a large local company for part time work. The children are continuing with their nursery places, paid for by mum and with support from Tax Credits

This is an excellent example of a member of staff recognising an opportunity to signpost a parent to access help from an outside agency that will help her improve her language and literacy skills. At the same time the member of staff continues to support the parent and helping to put in place all that is needed to secure a positive outcome. The staff member had the communication skills to be able to support the parent in a non-judgemental way and to ensure continuity for the children.