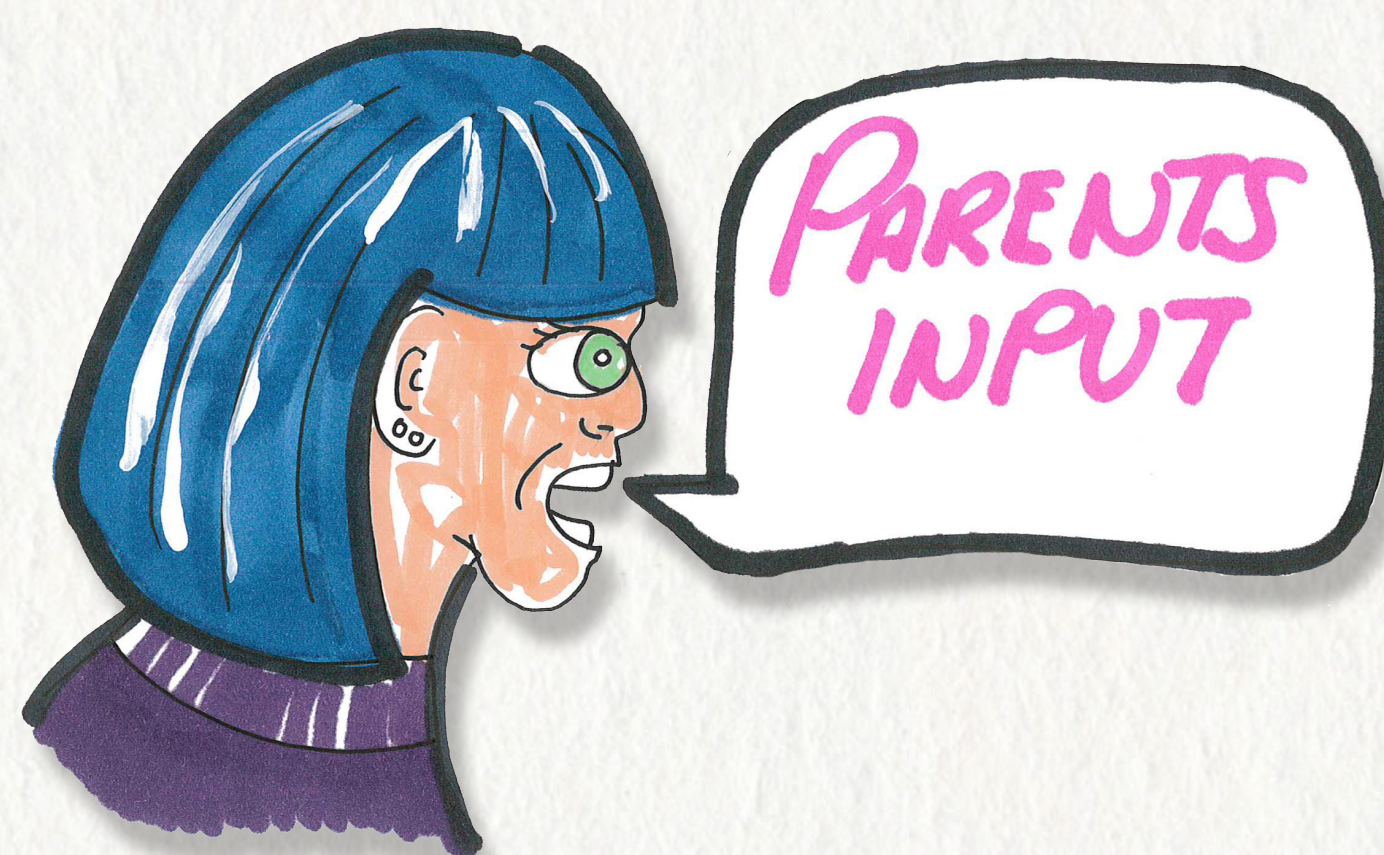


A BETTER START SOUTHEND SERVICE DESIGN

Who's the ?
Expert
2019 CONFERENCE

Parents have an input into the design, implementation and review of a new initiative/programme/project.

They work closely with professionals and organisations, like when the new breastfeeding projects were rolled out.



The needs of the community are placed at the heart of Service Design.

Involving key stakeholders and beneficiaries around the same table with an equal voice means everyone is heard. Our Parent Forums, Panels and Groups ensure this.

Ensure financial sustainability for initiatives/projects post the ABSS era.

New initiatives are being implemented by ABSS for any tenders delivering programmes. Parent Champions are involved in these discussions, through the Finance and Risk groups.

Make programmes simple and accessible to all.

Implementation of simple yet effective projects like Fathers Reading Every Day (FRED) and HENRY.



SUPER SERVICE DESIGN



Removing barriers that would otherwise hinder community engagement.

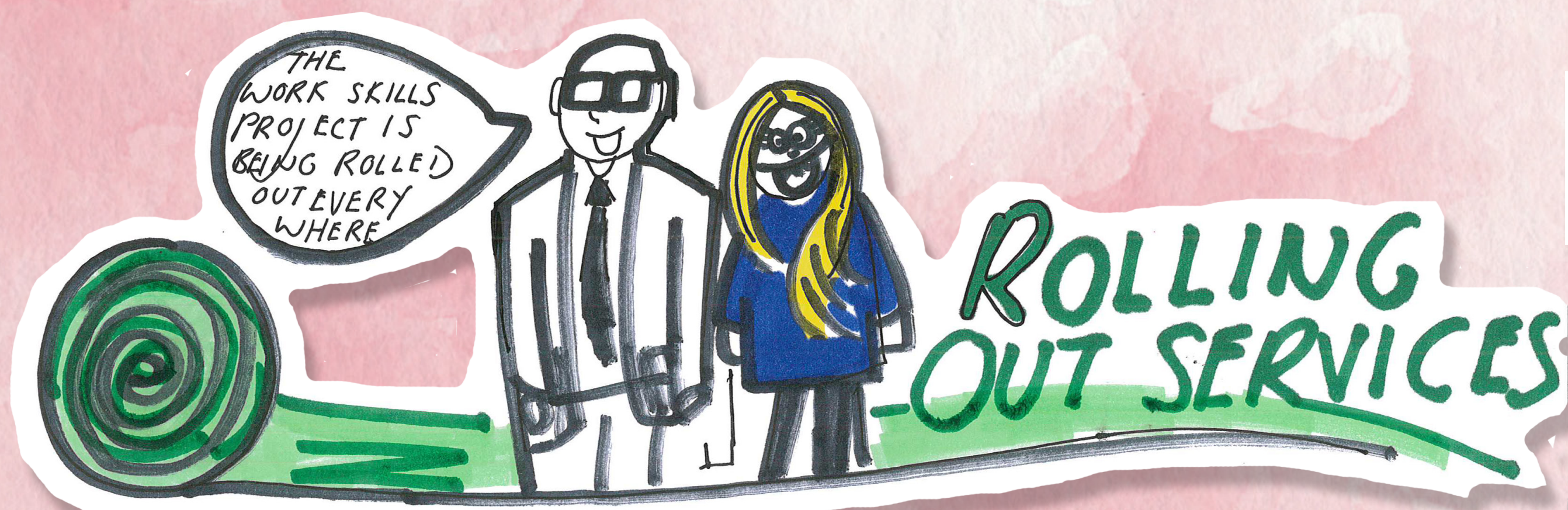
Like making crèche facilities available or delivering programmes where the child/children can attend with the parent(s), as with our dedicated Parent Hub.

Work within an established framework, where there is no legal requirement, promote and observe best practices.

Parents are trained and informed through the Parent Champion Training course and agreements and policies are tightly followed.

Co-working with other agencies to bring the programmes to life.

We work closely with our partners to design the best community projects, like working with The Children Centres to deliver programmes and promote future projects.



Projects which have a positive impact are rolled out to the wider community and used as a model for future projects.

We use a 'Test and Learn' model to see what works in the real world. If it does, we roll it out to benefit more people in the community. A great example is the ABSS Work Skills project.