

Family Centre Consultation call log:

Call Date	Call Time	Issue	Information given
03/01/2024	09:46	Caller would like to book into face to face consultation unsure how to do this	Given both fcsessionbooking@southend.gov.uk email address and family centre phone number made aware that family centres are shut today for staff training to call tomorrow.
03/01/2024	11:30	Caller has been trying to call family centre several times today unable to get through would like to talk to family centre staff, unwilling to give details around what they would like to discuss.	Callers details taken and permission gained to contact family centre and arrange call back. Contact made with Nicola Marks at 11:42, Nicola is happy to contact the caller.
03/01/2024	13:11	Voicemail received from caller who would like more clarification around what is meant by community venue	Call back made to caller @ 15:10. more information given around what is meant by community venue. The caller was happy with this, Gave the caller some information about the face to face consultation that will be taking place and the email address to book in for the face to face consultation.
03/01/2024	15:26	Caller would like information on how to book in for the face to face consultations that are taking place	Email address and phone number for the family centre given, caller made aware that then family centres are closed today for staff training to call tomorrow once reopened.
04/01/2024	09:33	Caller would like to express their displeasure about the idea of the family centre consultation and the potential reduction in family centre services, caller states they will not be able to attend a consultation event but would like to express their opinions.	Caller was thanked for their call, and for taking time to voice their opinion, details were given to the caller regarding the family centre questionnaire and they were encouraged to complete one these if possible. The link for the online survey was given and the locations of the paper questionnaires within the community was also given.
04/01/2024	14:47	Caller would like information on how to book in for the face to face consultations that are taking place	Email address and phone number for the family centre given. Caller was reassured that they can use of these methods to book their space at an event.
05/01/2024	10:56	Caller would like more information about whether	Caller was assured that the family centre consultation is still going

		the family centre consultation is still going forward, as they state they have read in a local newspaper that the family centres will now not be closed	forward. Options 1 and 2 were discussed with the caller. Discussed that there will be changes to the running of the family centres.
05/01/2024	12:02	Caller would like to know how to book in for a face to face consultation	Email address and phone number for the family centre given. Caller was reassured that they can use of these methods to book their space at an event.
05/01/2024	13:17	Caller would like to know if both herself and her parents are allowed to complete a questionnaire as her parents look after her child and use the family centre.	Caller was reassured that anyone who uses the family centre is welcome to complete a questionnaire if they would like to.
05/01/2024	13:30	Caller would like more clarification around the plan for the family centres, stated they were confused after reading a local news article. Caller would like to know if family centres are going to remain open.	Caller was assured that the family centre consultation is still going forward. Options 1 and 2 were discussed with the caller. Discussed that there will be changes to the running of the family centres. The caller was given details for the face to face consultations, they did not want to book at this time but were given the family centre phone number in case they change their mind. They were also directed to the online survey.
05/01/2024	16:00	Caller would like to know if the online survey and paper surveys are the same and why they are both being used.	Confirmed to the caller that they are both the same, explained that we would like the consultation to be as inclusive as possible, to give as many people as possible the opportunity to express their opinions.