

# Parenting Fund: Delivery of Services Workshop

## What is the workshop about?

You may have already established that there is a need for your work, but are the services you deliver the right ones for your clients? By listening to your clients and other stakeholders you can provide your clients with the type of services that best meet their needs.

## What aspects will be covered?

The half day workshop will include:

- Involving service users and other stakeholders in your organisation - including in the design, evaluation and delivery of services
- Feedback - why, how and what to do with it when you get it
- Dealing with complaints
- Smarter working

## What will I get out of the workshop?

Workshop participants will leave the day with tools for better engagement with service users and stakeholders and ideas for improving the efficiency of the services they deliver. Workshop participants will also be more informed to consider the type of tailored support they would like to receive from the Parenting Fund in the future.

**Please note that this workshop is aimed at project leaders and project workers who engage with service users and other stakeholders on a regular basis.**

## Registration and queries

The Delivery of Services workshop dates are:

- Friday 29 January 2010 in Truro, Cornwall
- Monday 8 February 2010 in London
- Tuesday 9 March 2010 in Stoke on Trent

The workshop will run from 10am until 12.30pm.

To register for a place please email your name, organisation name and contact details to:  
**parentingfund@uk.pwc.com**

Please feel free to call the Parenting Fund helpline with any queries you may have: 020 7213 4349