

ASSESSMENT CRITERIA AND GRADING SCALE FOR FAMILY CENTRE PLAYING AND MEETING PLACES

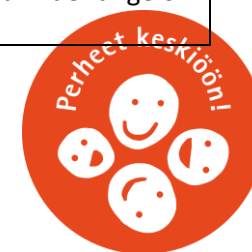
ASSESSMENT CRITERION	1 Inadequate	2 Fair	3 Good	4 Excellent
I STRUCTURE AND MANAGEMENT OF PLAYING AND MEETING PLACE ACTIVITIES				
1. Integration into services of the Family Centre	There is little cooperation between actors of the Meeting Place and Family Centre services.	The Meeting Place receives individual services from the Family Centre occasionally.	There are regular meetings between actors of the Family Centre and service providers and some things are done together.	The Meeting Place is operational and a recorded part of the Family Centre, with responsibilities and resources allocated as agreed.
2. Planning joint goals and objectives	The activities are planned one year at a time with a focus on the planner's goals.	Actors are aware of each other's goals and plans which are taken into account when planning their own activities.	Actors plan their goals and activities so that they complement those of other actors.	The activities are based on joint goals and long-term planning.
3. Management of daily activities	Some of the goals of the activities are known. There is room for improvement in the division of responsibilities and exchange of information. Managers rarely encourage and inspire employees.	Most of the goals of the activities are known. The division of roles and responsibilities is agreed upon annually. Employees have access to information about matters relating to the workplace upon request. Managers encourage and inspire actors occasionally.	The goals of the activities are often discussed. The division of roles and responsibilities is always agreed upon when duties of the Meeting Place change. The atmosphere promotes discussions. Actors are often encouraged and inspired.	Daily management is very goal-oriented, the division of roles and responsibilities is clear and information is exchanged quickly. The management atmosphere is empowering and encouraging.
4. Coordination of local activities	Meeting Places work independently but are aware of other actors.	Local actors are very familiar with the goals of each other's activities.	Local actors coordinate their responsibilities and duties, which are scheduled in a joint activity calendar.	A person/unit has been assigned to oversee the coordination of the Meeting Place's activities. The activities are based on agreements and jointly



				agreed cooperation practices.
5. Knowledge of families in the local area	Actors of the Meeting Place have information about families with children in the local area.	Information about families with children in the local area is occasionally used in the planning of the Meeting Place's activities.	Information about families with children in the local area is often used in the direction of activities.	The activities are based on diverse information analysed by the actors (questionnaires, outreach programmes, assessments, statistics, etc.).
6. Assessment	Assessment is based on occasional self-assessments and selected pieces of feedback collected from visitors.	Activities are followed through key indicators and visitor feedback is collected about all activities.	Information gained through assessments is used in the planning of activities.	Children, adolescents and families are involved in the assessments.
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II PLAYING AND MEETING PLACE ACTIVITIES				
7. Interactions	Actors spend a lot of time together or performing tasks that do not involve interacting with visitors.	Every visitor is respectfully welcomed. For the most part, actors spend time with one family.	Actors interact with all families.	Actors have the sensitivity to address families' concerns and good news and to act accordingly.
8. Interaction between actors	Actors talk with visitors but not much with each other.	Actors communicate actively with each other.	Actors genuinely encourage and support each other.	Excellent interaction between the actors can be seen in the welcoming atmosphere of the Meeting Place.
9. Interaction between families	Children, adolescents and families do not interact	Children and adolescents do things together while parents	Children, adolescents and families involved in the activities interact, chat and	Families help one another. Interaction between families is natural and based



	with others much but mostly keep to themselves.	occasionally chat with other parents.	talk about their experiences with each other actively.	on mutual respect. New visitors are included in the activities.
10. Provision of activities	The Meeting Place offers activities that are open to all as well as unguided get-togethers.	The Meeting Place offers events and themed discussions.	The Meeting Place offers regular and guided activities, including peer support groups.	The Meeting Place offers individual and group discussion sessions, peer support, guidance and help for families seeking additional support.
11. Knowledge of individual families' situations	Staff members are not aware of the living situation of participating families and there are no discussions about the families' situations or need for help.	Staff members discuss the situation and needs of families who often visit the Meeting Place, but there is no information about those who do not participate in the activities.	Staff members have discussed the situations and needs of families together to determine what kind of families they should reach out to and how.	Staff members are aware of families' living and life situations and, when necessary, they help individual children or families to get support on a case-by-case basis (home visits, making services available at the Meeting Place). Systematic attempts are made to reach those who do not participate in the activities.
12. Reaching out to diverse target groups	Visitors are similar in terms of age, gender and life situation.	Visitors have different life situations and family structures.	Actors work actively to identify diverse families in different life situations and their needs.	Actors are provided with training to strengthen their skills to work with diverse target groups. The Meeting Place offers a wide range of activities.



13. Guidance and counselling	Different actors have their fliers on notice boards.	Actors know where professional help is available.	Where necessary, actors can offer external guidance and counselling.	Families are referred to other services that provide professional additional help or these services can be contacted at the Meeting Place.
14. Guided peer activities	There are no separate peer activities.	Peer activities are occasionally organised for families.	Guided peer activities are a part of the Meeting Place's generally available activities.	Families are involved in the planning and organising of peer activities.
15. Actual participation	Families present their ideas spontaneously and give feedback on the occasion of visits and activities.	Actors have agreed to regularly ask families, children and adolescents about their hopes and views.	Families, children and adolescents plan, organise and assess activities regularly.	Visitors/adults/adolescents are active e.g. as experts of experiences or community-related organisations.
16. Involvement of children and adolescents in activities	Actors tend to not have enough time for children and adolescents.	Actors spend time with children and adolescents occasionally.	Actors are familiar with children and adolescents who visit often and greet them by their names.	Children and adolescents participate in the planning and organisation of activities.
17. Diversity-promoting culture	Diversity has not been separately addressed in the planning and organising of activities.	Actors discuss matters related to diversity, such as tolerance, equality, inequality and accessibility.	Issues relating to equality are recognised in the activities and actors strive to address them and take them into account in planning.	The Meeting Place has an active operational model for identifying and preventing exclusion. Actors are aware of the importance of human rights in their work. The atmosphere is open and tolerant.
18. Communications	There is no separately defined communications methods, content or target	Basic communications principles have been agreed upon. Weekly communication	Communications is based on plan and reach all Finnish speaking families with	Communications are systematic and targeted at all families with children.



	groups. Digital channels are not used much. There is a website, but it is updated seldom/slowly.	is only done via one channel, such as Facebook.	children fairly well. Social media is used to communicate news via several channels.	Ethnic and linguistic minorities have been taken into account. Website is up to date and interactive.
19. Professional development	No special training is provided apart from orientation and the training required from the actors.	Training is provided for the actors occasionally.	Training is provided for the actors regularly a few times a year.	Training is provided for the actors regularly, including training specifically requested by the actors themselves. There are opportunities to participate in external training events.
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III PLAYING AND MEETING PLACE RESOURCES				
20. Accessibility, practicality and safety of the premises	There are problems with the accessibility of the premises. The overall appearance of the premises is a little bleak. The premises are poorly suitable for children and/or adolescents.	The premises are almost entirely accessible. There is a separate playroom with toys for children. There is a separate room or corner for adolescents.	The premises are accessible, cosy, versatile and adjustable both for adults and children. The premises are developed together with the visitors.	The premises have been designed together with the visitors to meet the needs of different children, adolescents and families and there is versatile equipment on the premises.
21. Location and accessibility	The premises are not located in an area with a large number of families with children, or they are difficult to access using public transport.	The premises are located near neighbourhoods with a large number of families with children. However, there is a lot of traffic in the area, the footpaths are poor and street lighting is insufficient.	The premises are located in a fairly convenient location for families with children and can be reasonably easily accessed on foot, by bicycle or public transport.	The premises are located near neighbourhoods and services for families with children and they are served by good public transport facilities and well-maintained footpaths.



22. Opening times and self-service use of the premises	Limited opening hours a few days a week or in the mornings.	Open from Monday to Friday but not in the evenings.	Open from Monday to Friday and some evenings. Clubs may hire the premises for their activities.	Open from Monday to Friday and several evenings. Activities sometimes also on weekends. Peer groups may use the premises for meetings.
23. Sustainability and recycling	Waste is sorted at the Meeting Place, but limited to the visitors' motivation to recycle.	Visitors are involved in sorting waste – in the kitchen, for example – but actors have to constantly remind them to do so.	Waste sorting is a given for both actors and visitors of the Meeting Place. Families are given the opportunity to trade items amongst each other.	Recyclability of waste is taken into consideration already when making purchases. Items and materials to be disposed of are recycled.
24. Financial resources and operating capacity	Very little resources, tight margins, no new purchases, activities or employees.	Enough funds to cover necessary purchases. Few staff resources.	Reasonably good resources. New purchases can be made within certain limits and there are also some funds for activities. There is a balance between staff resources and the number of activities.	There are good and sufficient resources for the recruitment of an adequate number of staff members, making new purchases and organising new activities.
25. Organisation of volunteer activities	There are small-scale volunteer activities.	There are diverse volunteer activities which are based on the volunteers' own initiatives.	Activities and recruitment are goal-oriented and systematic with sufficient orientation and clearly defined roles.	Recruiting, supporting and motivating volunteers is coordinated and guided by clear policies.

