

My Week *Lucy Williams*

Monday For two days every week, a couple of us are chained to our desks to update all the childcare information on our database, which comes to us from Ofsted. It's an arduous job, but it needs to be done accurately because parents and professionals rely on our information being correct and up to date. This is a chocolate day, and team spirit is kept up with ample supplies.

Tuesday I visit a baby clinic, where I spend a couple of hours chatting to parents and visitors. While parents are waiting to be seen, I tell them about the Family Information Service and activities they can take their babies to. If they need help with benefits and welfare, I can refer them to Sarah, my colleague who specialises in things like tax credits.

Wednesday Back in the office today. There is leisure updating to do: this



Lucy Williams is information and outreach officer at the Children's Information Centre

means I input new information about providers and venues. Our service users can search for particular activities for certain age groups in the area they need. I also spend a good deal of my time today answering calls and emails and doing research for parents.

Thursday Today I visit one of our children's centres, which provide services for children under five, in

west Berkshire. They are running a toddlers group, and I spend the morning surrounded by charging three-year-olds, attempting to dodge Play-Doh and being drawn into singing and helping out. Many of the families that use our services are regulars and know us well, but it's nice to see some new faces too.

Friday I lug a gazebo, boxes of leaflets, a display and other stuff into Reading for an outdoor event. It's quite windy and we have to watch the display constantly and make sure the leaflets don't blow away. Some of our volunteers help us talk to passers-by and play with the children, and we hand out about 200 goody bags. There are no events or outreach this weekend, so I will enjoy some quiet time with my family.

The Children's Information Centre in Berkshire provides information and projects for children and their families