

Sure Start

West Lothian

Annual Report

1st April 2008- 31st March 2009



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Introduction

Another busy year! The main news of 2008 was the publication of the Early Years Framework, which sets out Scottish Government aims for developments in support to very young children and their families. This year's Annual Report describes our work and how it fits in with Scottish Government aims, outcomes and policies in the Early Year Framework, as well as those of West Lothian Council. We also refer to Health Scotland targets that we aim to contribute to in partnership with colleagues in the Community Health & Care Partnership and NHS Lothian.

The main highlights of the year were

- Our annual conference (again!) with much-valued contributions by parents
- Positive Steps (perinatal mental health) becoming a regular Sure Start group
- 'Instructions Not Included' starting in another 2 schools
- More parents trained as Peer Educators
- The first Care Commission Inspection of our crèche work
- A Dads' Club wish to form a management committee and support others
- and the comprehensive Early Years Review of services.

We were delighted to have the opening of Addiewell Early Years Centre, which gives us a new purpose-built venue in the south-west of the area. We have also started new groups in Bridgend and Blackridge as need was identified in each community.

In April-June 2008 we were running 36 groups a week, and we are heading towards another bumper term in 2009. Throughout autumn and winter, there were 27-30 groups at any one time, mainly due to periods of staff sickness.

Attendance at Young Mums 2B increased from 53% to 58% which is particularly good compared to the national figures for the under 20s attending antenatal classes of 22% (Growing Up Scotland 2007).

During the year there were no staff departures, which allowed existing staff to cover some work for sick colleagues, and to run the service as efficiently as we could. We welcomed Sarah Arroll as a part-time social worker while John Rogers moved half-time to assist the Children and Young People Team with parenting courses.

Sure Start works towards these Scottish Government outcomes:

- ◆ our children have the best start in life and are ready to succeed;
- ◆ our young people are successful learners, confident individuals, effective contributors and responsible citizens; and
- ◆ we have improved the life chances for children, young people and families at risk.

This report begins with a description of how we do this, and how our work this year fits with the Scottish Government's Early Years Framework.

Summary of Sure Start West Lothian 2008-09 Using 'The Early Years Framework' **A COHERENT APPROACH**

Sure Start West Lothian's vision for babies and very young children is to enable them to have a good start in life (antenatal to 3 years).

We aim to do this by working closely with families – parents, grandparents and carers - and communities to offer a positive start. We aim to do this by working in partnership with other agencies, especially the universal services for this age group - child health and education - within the West Lothian Community Health and Care Partnership.

We aim to do our work by providing a service which will:

- Improve children's social and emotional development, their health and their ability to learn
- Strengthen families and communities by building on parents' existing skills, experience and knowledge.

These aims underpin our daily work, are written in our leaflets and online in our website.

We contribute to the local Children's Services Plan and the drive in West Lothian to fulfil the Scottish Government's plans for 'Getting it Right for Every Child' (GIRFEC). This means we work towards each child being

Safe Nurtured Healthy Active Included
Achieving Respected and Responsible

In the Social Policy Management plan for 2009/10, Sure Start's targets are confirmed again as working with 800 children, with our staff group of 15.5 (whole time equivalent).

The objective of our work is to

'Promote the personal growth and development of children aged 0-3 through the provision of services to parents and children in a universal way targeting those most at risk of social exclusion.'

The West Lothian Council Corporate Planning Priorities we work towards are

'Giving children the best possible start in life'
and *'Improving opportunities for young people'*

By working in partnership with others, as well as linking to the Council's strategic plans and the Government aims for children, we aim to provide our service within a coherent approach.

HELPING CHILDREN FAMILIES AND COMMUNITIES TO SECURE OUTCOMES FOR THEMSELVES

Sure Start offers group and individual support in a variety of locations across West Lothian. In 2008/09 we continued to develop ways for parents to contribute to their community.

- As indicated in our introduction, we have set up two additional groups in Bridgend and Blackridge in response to needs identified within a community. All of our groups respond to what parents would find helpful in the structure and content of the group, and which is then available to other parents.
- Peer Educators are parents who wish to pass on their experience of being a young parent, to other young people. At 31st March 09 we were recruiting for a further group of peer educators, and more peer educators were registering for their Millennium Awards in volunteering.
- The Dads' Clubs had an adapted 'Mellow Parenting' called ' Mellow Dads' which resulted in Looked After Children returning home and children coming off the Child Protection Register.
- One Dads' Club group is planning to set up a management committee and have identified another community where they feel that fathers could be offered group support.
- Individual family support work is based on families setting goals for themselves, which are reviewed regularly. Of the 13 families who finished work with us this year, 9 had made satisfactory progress in their own terms.
- Parenting courses have again supported 90 parents to learn more about being a parent and practice new skills. All parents who completed the course reported improved confidence in parenting and/or improved self-esteem.



BREAKING CYCLES OF POVERTY, INEQUALITY AND POOR OUTCOMES IN AND THROUGH EARLY YEARS

Sure Start offers group support, parenting courses and adult guidance in communities identified as having particular need.

- Adult guidance staff have supported 78 individuals and parents in 22 groups to consider their choices in training, volunteering and employment. Each year we have parents who move on to further education or work with their support.
- Our crèche scheme continues to recruit Play Support Workers mainly from parents who wish to gain experience in play work, and be employed on a casual basis. This allows them to choose when and how many hours they work. Our adult guidance staff offer further support about short training courses relating to crèche work, building a CV and future training or career options. In doing this work, the 18 crèche staff are supporting other parents to attend groups and parenting courses. This year 6 new staff joined the crèche and 5 parents moved on to other employment or training after a period of casual employment in our crèche bank.
- The childminding scheme allows young women to return to school if they wish to continue their education after the birth of their baby. In 2008/09 three young women were supported in this way.
- Our work with fathers continues to break down the inequalities faced by men who contribute to the care of their children. The Dads2B and Young Dads2B courses are still unique in Scotland, running in partnership with NHS Lothian parenting services. It runs twice a day so that working fathers, or fathers on evening shifts, can attend this 4-week course. Feedback is consistently positive with fathers saying that they feel more ready to be involved in the care of their child.
- The Dads' Clubs still run by Sure Start are providing support to several men referred by social work practice teams: the Mellow Dads course run this year resulted in improvements in parenting, and improved outcomes for children who were Looked After or on the Child Protection Register.

FOCUS ON ENGAGEMENT AND EMPOWERMENT OF CHILDREN, FAMILIES AND COMMUNITIES

Sure Start West Lothian works within local communities and in collaboration with people working or living in each community.

- In places like the Daisy Drop-in in Craigshill and Mayfield House in Armadale, we are part of a partnership with the community.
- In order to make engagement easy, Sure Start groups are held in most communities in West Lothian, and staff offer transport to people living in other areas. For example, there are two Young Mums2B groups running throughout the year, one in the east and one in the west. One is usually in the Daisy Drop-in or Craigshill area of Livingston and one in Whitdale Family Centre, Whitburn or the Chill Out Zone in Bathgate. Young women who do not live in the immediate area are collected each week and supported to engage with the service. The engagement rate for YM2B groups rose this year from 53% to 58%.
- Groups like Young Mums+ are encouraged to engage with their local community, and Armadale and Craigshill parents take part as a Sure Start group in their local Gala Days. Parents often join the local community centre where the group meets, and/or the local library.
- Empowerment of parents is a major focus for Sure Start, with parental choice of programmes, setting individual goals, and opportunities for volunteering (Peer Education) or casual employment (Play Support Workers). In addition we have two volunteer drivers who have supported us during 2008/09.



USING THE STRENGTH OF UNIVERSAL SERVICES TO DELIVER PREVENTION AND EARLY INTERVENTION

Partnership working is key to the delivery of services in Sure Start, and to all our work with families. Our main partners are the universal services for our age group, health and early education. The West Lothian Community Health and Care Partnership provides the framework for good joint working.

We can follow a parent's journey in partnership working, from midwifery referrals of very young parents, and groups for Dads2B delivered with parentcraft and midwifery staff in St John's Hospital, to education contributions to groupwork about the transition into nursery school. Other partnerships with careers services and the voluntary sector promote parents moving into or back to employment, volunteering or training.

Specific examples include:

- Partnership with fathers' groups across Lothian, National Childbirth Trust and University of Edinburgh in setting up a Scottish 'Fathers Network'.
- Collaboration with the Scottish Childminding Association (SCMA) in providing places for children, and with funding support from the Early Years and Childcare Partnership.
- Funding from Access2employment for computers for parents in Bathgate Early Years Centre and Whitdale Family Centre. The Dads Club in BEYC are busy designing a website for fathers.
- Early in 2008/09, we joined up with the Children and Young People Team to deliver a pilot Mellow Parenting in a primary school. This led to the half-time secondment of our social worker into their team to develop this further.
- Later in 2008/09 Sure Start staff, including our student at the time, and Topp Mumz in Craigshill piloted a programme when their children were moving into nursery school. A local headteacher contributed a session on homework and the Children and Young People Team led a discussion on managing anger.
- The West Lothian Volunteer Centre supports our Peer Educators who volunteer with us, registering them for their Millennium Awards and supporting our staff. In 2008 we were very proud to have 8 peer educators gain 100 hours' certificates, 2 achieved 200 hours and our development worker was named West Lothian's Volunteer Manager of the Year.

PUTTING QUALITY AT THE HEART OF SERVICE DELIVERY

The programmes of Sure Start run consistently using feedback and engagement from parents. This year, the Care Commission visit prompted us to consider evaluating the experience of children in the crèche and we will consider how best to do this with very young children.

- We are part of West Lothian Council's Social Policy service, in Specialist Services, and have contributed to the achievement of the council's Chartermark.
- Customer service is important to us and we review our standards and results regularly.
- In 2009 we entered the Scottish Care Accolades awards, and our submissions were successful in getting through to the second round.
- The Mellow Parenting programme in Armadale primary school was posted on the Learning Teaching Scotland website as an example of good practice.
- The University of Edinburgh is supporting the start of a Fathers' Network as it recognises the value of this work. Staff from across the Lothians have constituted a management committee.
- We benchmark with similar services in Midlothian, Perth, Falkirk and Dundee in order to ensure that we are setting high standards of service development.
- Approaches by University of Edinburgh and NHS Lothian about piloting a perinatal anxiety programme, and piloting a new Incredible Years Toddler (0-4) pack, have both been made based on our reputation for innovative high quality work.
- The Care Commission inspection of our service gave us a 'good' rating for management but less good results for our premises and support of our crèche staff. This has led a range of improvements, through an improvement plan, and we aim to improve all of these ratings in our next inspection. The inspector did recognise the limitations of the premises available in some of the communities we work in, commenting that the parents valued the group and the children were happy in the crèche.
- Our annual outcomes survey showed improved reported outcomes for families in making them feel safe, valued, cared for, responsible and respected, included, achieving, healthy, and active.

SERVICES THAT MEET THE NEEDS OF CHILDREN AND FAMILIES

Our individual support to families, and childminding service, aim to meet the needs of families in a way that suits them best. Family Support Workers visit families in their own home and childminders offer care of children to kinship carers and young mothers who decide to stay on at school.

The choice of venues, group programmes and specialists in the team allows parents to choose which groups meet their needs at any given time. Parents can move through ante-natal, postnatal, parenting groups and community activity groups. Thereafter they can move on to volunteering in peer education or as a driver, casual crèche work or other career planning.

- Childminding support to families, often kinship carers, is organised at joint meetings with parents, Sure Start staff and the childminder. Transport is offered by the childminder if required, and flexibility of hours can be built in if the family's needs change. The package is reviewed regularly with all parties present.
- Family Support work is similarly negotiated and agreed with families and reviewed regularly. Beginnings and endings are mutually agreed, as is the focus of the intervention.
- Childminding support for young women still at school is negotiated with the young woman and her family, the childminder and the school, to fit with the requirements of her timetable.
- Across the area, a range of activities is available within communities. By running up to 35 groups a week, many parents will find a choice of activity groups, where they can stay and play with their children, or supported groups with a crèche for their child and discussions or activities for the parents.
- In addition, parenting courses run during each term in different areas depending on the location of most parents hoping to join in. Other parents are offered transport if they need it. Parents can request a place on a parenting group of their choice via our website, our email address, by phone, including texts, or by letter.
- As part of the Early Years services in Social Policy, we took part in a review of services in 2008, which confirmed our ways of working in the community. We are also now working even more closely with colleagues in the Family Centres to meet the needs of families.
- Parent feedback confirms that they value our range of services

IMPROVING OUTCOMES AND CHILDREN'S QUALITY OF LIFE THROUGH PLAY

Sure Start's universal groups in local communities serve to promote play between parents and children, and promote the child's development through play. Our crèches aim to give children a positive experience of play while their parents are learning or relaxing in their group.

- At any one time, around 10 drop-in, universal, activity groups run per week across West Lothian. One family support worker and one development worker organise most of these groups, with the additional Play Support Workers if the numbers require it. Several of the groups have set up parent management groups who apply for funding for toys and other play equipment, supporting their own community.
- In 2008/09, following a discussion with Midlothian Sure Start, we changed the title of our crèche staff to 'Play Support Workers' in order to reflect better the active role we expect of them in a crèche. Following our inspection in February 2009 we are putting in place more supports for these staff to help them to develop their skills. These workers support up to 12 groups, and parenting courses, per week.
- In partnership with Scottish Pre-school Playgroup Association, we fund an SPPA member of staff to develop parent and toddler groups across West Lothian. In 2008/09 we re-examined the work of this post and aim to develop this role in 2009.
- Parenting courses focus on improving parenting involvement in play: Mellow Parenting has a children's group focussing on play; Positive Steps has periods of play with parents within the programme, and a series of play sessions at the end or at reunion.
- Many of our mainstream groups have sessions of messy play with parents, encourage outdoor play when venue and weather permit, visiting local parks, and /or summer play sessions.



SIMPLIFYING AND STREAMLINING DELIVERY

The West Lothian Community Health and Care Partnership provides the framework for good joint working. Consistent with 'For Scotland's Children' (2001) and 'Getting it Right for Every Child' (2005), West Lothian operates screening groups and joint referral meetings. Sharing of information is electronic.

- Sure Start referrals for individual work mainly come through the 'one-door' weekly meeting of the Early Years Services Group: a multi-agency screening group for requests for social work early years services (see pages 22- 23). Most referrals come from Health visitors and Social workers: appointments and reports are distributed by secure email, managed by the Sure Start office staff. In 2008/09, Sure Start offered services to 70 families referred in this way: 40 were offered Family Support Workers or group support, and 30 childminding.
- All staff use the electronic information system (SWIFT) which ensures that information is recorded for other social work staff to see. The 'C-me' electronic system for children at risk, ensures that information is shared with health and education. The shared assessment system (Professional Concerns report/ Initial Assessment Plan) is the agreed format in West Lothian for sharing professional concerns between these universal services, and reduces the need for families to provide details to each agency. Chronologies can also be built up through these shared systems, which again ensures that no agency is working in isolation, and reduces the need for families to repeat their histories to various professionals.
- Referrals for Young Mums 2B (YM2B) come from Midwifery services some of whom have difficulty with computer access. We distribute leaflets with tear-off slips for the relevant information to be completed. These slips provide a quick and simple procedure for partners. From 2008, Sure Start makes contact with each young woman by letter, advising that we will visit each young person at the 16-week stage of her pregnancy. This followed agreement with midwives that visits earlier were inappropriate in case of miscarriage.
- The management of Sure Start within Early Years services, which is part of Specialist Services, is promoting closer working relationships between the family centres, Sure Start and the Children & Young People team who work in schools.

MORE EFFECTIVE PARTNERSHIPS

Here and in the annual reports of previous years, we have listed partnerships which are wide and varied. We work across the Community Health and Care Partnership services, educational establishments, voluntary organisations and other Sure Start services in Lothian.

- The planning framework for children's services includes the multi-agency Children's Services Management Group and its sub-groups of early years, primary school age, secondary school age. The child mental health and wellbeing management group and child protection committee, both multi-agency, also feed into this shared planning process and to the Children's Services Plan 'For West Lothian's Children'.
- We have been pleased to be working with 3 different parts of University of Edinburgh this year to research initiatives in peri-natal mental health, work with fathers and a new parenting course pilot. Our previous relationship with University of Dundee in assisting with evaluation tools has resulted in a robust questionnaire based on the GIRFEC aims, still in use. This will help us to build up an evidence base for our work.
- We have contributed to the 'Life Stages Model' locality planning process for early years priority areas, again in multi-agency forums to ensure improved local 'joined-up' services and community involvement.
- We have provided placements for students from university of Stirling and the Open University in 2008/09 and feedback on the student placement experiences has been complimentary to Sure Start. These also provide the team with a link to good up to date practice.
- By providing training to other agencies and running an early years conference each year, we maintain our knowledge base and provide the opportunities for partners to learn with us, contribute to our learning and improve our shared practice.
- The Early Years Review of 2008 provided partners with the opportunity to comment on services and suggest improvements, as does our partners' survey.

Statistics for 2008/09

The year in figures

Total offered a service between 1st April 08 and 31st March 2009: **1322**

Trend information

The total is made up of	08/09	07/08
Parents and children referred/worked with during the year	821	652
Fathers attending the Dads2B course at St John's	262	172
Parents and children attending our local activity groups	239	250
Total	1322	1074

Antenatal

	07/08	08/09		07/08	08/09
YM2B East			All YM2B		
Referred	64	40	Attending	117	90
Attended	34	27	Dads2B	62 (53%)	52 (58%)
YM2B West			Total A/N	172	262
Referred	53	50		289	352
Attended	28	25			

Postnatal

	92	87	
YM+	11	10	
MumsRUz	26	48	attending
Dads Club	90	90	attending
Parenting	103	78	individuals
Careers	20	25	groups
	12	17	drop-ins
Total P/N	354	355	

Each parent supported has at least one child due or under 3 years

Parents and children:
Activity groups 250 **239** attending

Number of groups at 31st March 09: **26** - 10 supported by crèche.
Maximum groups each week in the year: **36**

Group types in 2008 (31st March was in Easter break and not typical)

April – June 08:	35 groups	October- December: 29
Activity groups	8	7
YM2B	2	2
YM+	6	7
TOPP/MumRuz	4	1
Dads2B	2	2
Dads Clubs	3	3
Baby massage/weaning	2	2
Parenting courses	6	3
Parent support follow-on	1	1
Peer Ed /Crèche course	1 (Peer Ed)	1 (CC)
Supported by crèche	23 groups	16 groups

Early Years Family Support Workers: 43 families supported over year
Childminding (both schemes): 42 families supported over year

FINANCE 2008-09

The Sure Start budget

The whole budget funds the Sure Start team and a range of other initiatives and services in West Lothian. It was £671,311 in 2008/09. We also receive part-funding from Education for childminding.

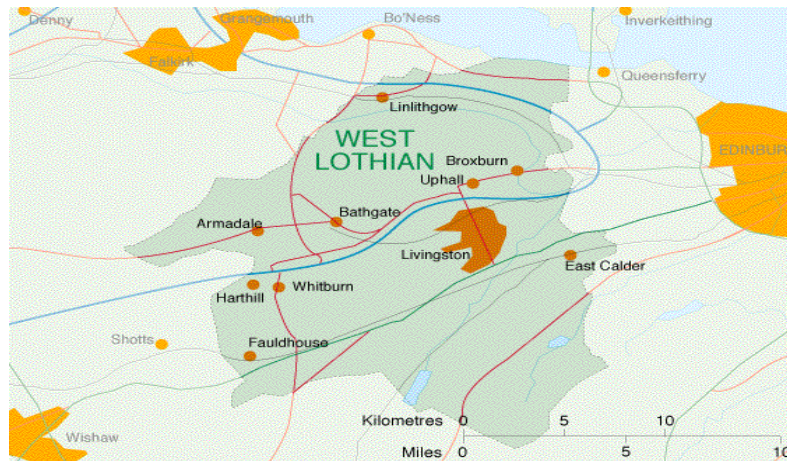
The **Sure Start team** costs:

Staffing	£407,987
Rent and premises	£29 985
Transport	£36 139
Supplies	£26 686
Payments to childminders	£30 319
Total	£531,116

We supported 1322 people (more than last year)

This works out at £7.72 per person per week, which is less than last year.

Our services are free, including our annual conference, except some of the play activity groups who charge 50p per week for play materials



We work across West Lothian and aim to cover as many communities as we can. This means that we offer transport to some groups and all parenting courses if parents and children need it. Staff costs include mileage and the minibus is part of transport costs.

The wider Sure Start budget funds:

	Payments in 2008/09
Bookstart	£20,000
First Steps Nursery (special needs)	£20,780
HomeStart	£63,026
Scottish Child Minding Association (SCMA)	£30,984
Scottish Pre-school Playgroup Association (SPPA)	£20,324
[Education now pay for the SPPA playgroup post]	
Total	£155, 204

STAFFING

In 2008/09 we had few staff changes although we were affected by long-term sickness which affected our ability to maintain groups in some communities.

We employed Sarah Arroll from 14th January 09 to fill 18 hours left by John Rogers on his secondment part-time to the Children and Young People Team, where he is developing more parenting programmes for parents of school-aged children.

Our student Roddy Downie left in summer 2008 and in February 2009 we were joined by Ger McKendrick, another internal Open University student social worker. So far Ger is settling in well and brings good skills in group work to the team.

Achievements and awards

Julie Taylor, Early Years Development Worker, was voted West Lothian's Volunteer Manager of the Year and our clerical assistant, Carolanne McGinty was Highly Commended in the Young Volunteer of the Year category for her work in Victim Support. Both were presented with their awards at the Volunteer Centre ceremony in November 2008 at the Hilcroft Hotel in Whitburn. Well done!

Our eight Peer Educators were also awarded Millennium Volunteer Awards of 50 hours. Sisters Marie and Clare Andreetti gained 200 hours MV Awards and were presented with their certificates at a ceremony in Da Vinci's Livingston by a representative of the Youth Parliament: their certificates were signed by the First Minister, Alec Salmond.

Kate Malcolm gained her Food & Nutrition Certificate and Nancy Cameron achieved her Trainers Award in Video Interaction Guidance (VIG). Mhairi Hall completed her COSCA level 3 in counselling.

Some of the young parents who completed the Introduction to Creche Work Course also took part in the 'Driving Ahead' course, which helps to open up more job options.

The team were entered into the Care Accolades Awards in February 2009 and got through the first round. The categories were for 'Best team in Scotland' and 'Involving Our Community' for Peer Education and work with Dads.

Sure Start's positive contribution to children in West Lothian was noted by the HMIE Child Protection Inspection of child protection services in 2008.

Outside of work, Val McKay became a published author with her book about local history.

Creche Bank

Since 2004 we have run an introductory crèche course for parents who wish to experience childcare work, or return to employment or learning.

This way, we ensure childcare for children while parents attend groups, especially parenting courses. The service was first registered with the Care Commission in November 2007 due to the volume of our work. Normally a crèche for 2 hours does not need to be registered but as we run several at any one time, the Care Commission said this required registration.

We changed the name of our crèche workers to **Play Support Workers** after a discussion with our benchmarking partners, Midlothian Sure Start and visits to their centres, to emphasise the staff role and the importance of play.

During 2008/09 we had a total of 21 Play Support Workers on the crèche bank: up to 18 at any one time. About half are recruited from Sure Start parents. We offer these staff further short courses through the Early Years and Childcare Partnership Voluntary Organisations training calendar, which comes out twice a year. Short courses taken up by our crèche staff include food hygiene, child protection, 'fun ideas' and seasonal play ideas.

We also had 3 students over the year, who helped out at crèches occasionally. Five staff left to take up other employment including care/classroom assistants.

The Care Commission request that we carry out a '**snapshot**' of children attending: we had 48 attending in one week in November 08. Between 23 and 16 parents' groups were supported by a crèche each week and in our Outcomes Survey parents told us they enjoyed the break that this allows.

Since August 08, we carry out **crèche evaluations** each term, asking parents' opinions about the venue, the organisation and the staff. In 2008/09 we had 12 evaluation forms returned, one completed by staff after verbal comments. *[See also compliments, comments and complaints p20]*

All 11 forms completed by parents were positive: compliments were about children enjoying the crèche, and that *'staff are happy and welcoming'*.

They rated

- the quality of the crèche as satisfactory (11);
- staff as fair, respectful and approachable (11);
- the crèche as well organised (11);
- the room suitable (11)

and no improvements were suggested.

In March 2009 we had our first **Care Commission inspection** of this service, which led to a number of improvements in our training, information for parents, evaluation forms, provision of materials and record-keeping. Our service grading ranged from weak (environment) to good (management). We are aware that we often have to use venues not ideal for crèches, in order to run a parents group in some more remote communities.

We are aiming for improved grades in 2009/10.

Participation of parents in our service

[Descriptions of engagement and outcomes in each group report]

Sure Start is part of Social Policy in West Lothian Council, the first UK council to be awarded a whole-council Customer Service Excellence Award. We aim to engage with parents all the time in ensuring that we offer relevant, up to date and useful services. Parents are involved in commenting on and planning our services in a number of ways:

- Most parents in contact with us help us to decide what we do together.
- Childminding and family support are planned together and reviewed regularly.
- Groups usually decide on their programme from a range of choices.
- Groups and parenting programmes are offered regularly and parents choose which one suits them best.
- Parents in groups are consulted each week and each term about programme planning and usefulness of sessions.
- Group evaluations are carried out formally at the end of each term or parenting course.
- Evaluations of the crèche are done each term, on a short form.
- Every parent should receive an information pack containing office contact details and the West Lothian Council 'Points of View' leaflet on starting work with us, which encourages comments to be made.
- Staff ensure that parents have office details as well as staff phone numbers.
- Over 100 parents now contact us by email and receive our newsletter.
- Parents can contact us via the team email address and our website.
- We have parents who have trained as volunteer Peer Educators, becoming a valued part of the team.
- We recruit Play Support Workers for the crèche bank mainly from parents, and we value this perspective in their crèche work.
- We carry out annual customer service and customer outcome surveys.
- The team meets weekly to hear how the service is working. Parents' comments are brought by staff, and ideas taken up from these meetings.
- The manager makes visits to groups and crèches during the year.
- We are setting up a Parents' Forum in 2009 to improve direct consultation and communication.

Meeting our Standards

West Lothian Council, including Social Policy, has customer service standards about answering the phone, responding to enquiries and complaints.

We have our own target of continuous improvement on each year's performance.

We reviewed standards and targets at a team meeting this year: they are still valid.

Performance targets for YM2B

	Target: Actual
X Response to referrals within one week (phone/letter)	90%: 84%*
✓ All referred women offered an initial visit at a convenient place	90%: 98%
✓ All to be visited after birth with advice on follow-on groups	90%: 100%*
✓ All referred women offered introductory visit by named worker for appropriate group	90%: 100%
✓ Breastfeeding promotion –to attempt breastfeeding (known)	50%: 14/29
✓ Smoking cessation advice offered – all attending	75%: 100%
✓ Improved levels of confidence in/prepared for birth	75%: 6/6
Improved knowledge	9/11*

*In 08/09 only 84% of referred YMs2B in one area were contacted within 7 days and 16% were not. We put in a new system to improve this, not yet in place a year.

*Not all women keep in touch after the birth of the baby. All in contact were visited, phoned or texted about follow-on groups.

*Earlier questionnaires asked about knowledge, not confidence/ preparedness.

We have again measured smoking cessation advice after last year's gap.

The target of 50% breastfeeding remains above the population rate for mothers under 20, which is 40%. (Growing Up in Scotland, 2007).

Individual family support:

	Target: Actual
✓ Arrange to meet with parents/carers at a convenient location to agree tasks and set plan	100% 100%
✓ Confirm details in writing of the agreed service being offered	95% 100%
✓ Review plan within 3 months and at 6 monthly intervals [excludes child protection registered, who are reviewed at core group]	95% 100%
✓ Consult with parents/carers about plans for ending the service	100% 100%
✓ Involve parents/carers in all planning meetings and reviews	100% 100%

Service Standards:

Customer Service Survey, summer 2008, 90 parents responded

In March 09 we asked different questions along with our Outcomes Survey.

	2008	(2007)	<i>March 09</i>
Treated fairly and with respect	99%	(90%)	<i>100%</i>
Respond promptly	96%	(98%)	
Staff polite	100%		
Convenient appointments	98%	(100%)	
Consultation relevant	94%	(83%)	
Information easy to understand	87%	(88%)	
Information complete	85%		
Staff helpful	100%		
Contact you as planned			<i>82%</i>
Got support you needed			<i>92%</i>
Your information respected			<i>94%</i>

Results from evaluation surveys in 2008/9 were positive and improving.
 These results were published in our Spring 09 newsletter, online and emailed.

Outcomes Survey: March 2009, 52 parents responded

Asked if Sure Start helps you feel:

	2009	(2008)	change
Safe	100%	(92%)	+8%
Valued	96%	(84%)	+12%
Responsible	88%	(72%)	+16%
Cared for	94%	(84%)	+10%
Achieving more	92%	(76%)	+ 16%
Part of community	88%	(80%)	+8%
Supportive friends	92%	(80%)	+12%
Healthier	84%	(68%)	+16%
More active	82%	(76%)	+6%

In 2008-09 we had feedback from the summer programmes in the Daisy Drop-in, to which we contribute.

**33 responses were received, all positive.
 10 said the programme could not be improved.**

- 'My boys had a fab time – wouldn't have got away otherwise, Thank You!'
- (it) 'has made the summer holidays easier to cope with'
- 'Met lots of different families'
- 'Enjoyed getting out the house' (2)
- 'It's good to see all the kids together and meet new people'
- 'Great help from all the workers'
- 'Really good council team of workers'



Partner survey

Only 8 partners completed our survey, all finding our service helpful. They liked our support, partnership working, conferences, joint planning, groups, childminding, family workers, helpful supportive staff, especially our administrator.
You said: suggestions for improvement: nil (5); postnatal drop-in; age range
We did: we increased our postnatal groups this year. We cannot change age range.

Complaints: Our complaints this year were all dealt with within a week, as required

Compliments, Comments and Complaints

[Descriptions of outcomes are in each group report]

In 2008/09 we had 25 compliments, 4 comments and 3 complaints recorded in our log book.

The **compliments** are excellent feedback on progress made by some families and our role in supporting them.

For example:

'I enjoyed the group very much as it gave me the confidence to get back out there and get on with my life ... I now foster and am part of my local community council'
(parent)

'the support I received was brilliant and I have changed my life dramatically'
(parent)

'thank you so much. (It) helped me solve my problem' **(parent)**

'I would like to .. acknowledge your hard work and thank you for your time and commitment at this important time' **(Scottish Government)**

'Many thanks for your support. I don't think we could have coped without you'
(Parent of teenage mother)

One **comment** was by a four year old girl who said she preferred her father's group as she got to play with her dad, unlike her mother's group where she did not see her mother. We realised that some of the older children could be asked to offer comments and have started a child comment sheet following this. Her preference was also passed on to staff.

None of the **complaints** were upheld on investigation but two required more clarity with parents. All were dealt with within a week.

Creche comments forms were started in January 2009 and 12 were completed between Jan and March 2009.

- All 11 completed by parents commented on the crèche being satisfactory; staff being fair, respectful and approachable; the crèche well-organised; and the room suitable.
- One member of staff used a form to advise that some parents felt that babies were being allowed to cry too long, but she did not uphold this complaint on investigation.

We are now designing a form which staff can use for feedback from older children in the crèche.



Office Activity

The main function of the office is to act as a hub for enquiries from the public, our partners and other council services. The phone is especially busy in the mornings, and we get many enquiries via the website into our office inbox. It is also the place for the ordering and distribution of supplies – many and varied items for babies and parents, office, crèche and group work.

Early Years Services Group

The office was busy with referrals all year. There were 167 appointments made through the Sure Start office, some for more than one child in a family.

Some Health Visitors are now using 'C-me', the shared electronic system, which allows for easy and more timely distribution of information.

Play Support Workers

The office processes all paperwork for the staff who work in our crèches, as well as organising the crèche support for each group.

The office also ensures supplies of fruit for the crèches, supplies of cleaning materials for toys as well as tea and coffee for parents' groups.

We changed the creche uniform to tabards (aprons) after seeing that the T-shirts were not suitable in winter.

At end March 2009 we were supporting 10 of our 26 groups and courses with crèches, some with 4 Play Support Workers. In 2008/09 the staff figures are:

Left in 08/09	5
Employed at 31.3.09	18
New in 08/09	6

In a bid to improve availability, we set up contracts for 2 PSWs, who started in 16 hr posts (Oct 08). This year we recruited more Play Support Workers but we still run short at peak times, as there are more groups running.

Website statistics

Visits 22, 231 over 12 months
Average 1,852 per month
Group lists updated each term

Newsletter

The newsletter goes out 3-4 times a year and this year an increasing number went to parents by email, which we feel is more effective than a notice board:

Issue 16	Autumn 08	46 Parents
Issue 17	Jan 09	121 Parents

Early Years Services Group

Extract from the Annual Report 2008 – 2009

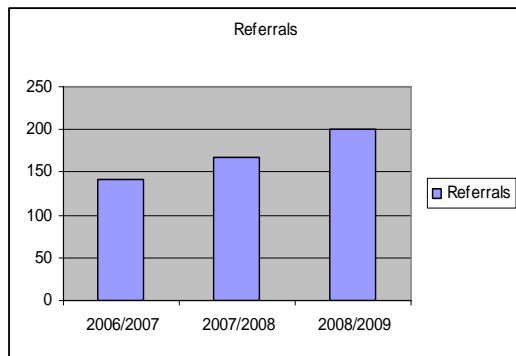
The Early Years Services Group has been in place since June 2002. Its introduction as a one-stop referral point for the co-ordination and consistent prioritisation of social work early years services has earned its place as a model of good partnership working.

The group membership consist of

- Whitdale Family Centre Manager – Chair
- Livingston Family Centre Manager
- Sure Start Senior Social Worker
- A Health Visitor (on a rotation basis served by WL Health Centres)
- A Nursery Head Teacher (during term time)

Meetings are held weekly in Lomond House.

REFERRALS

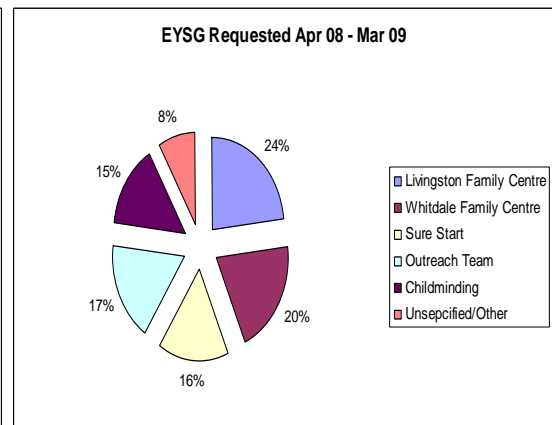
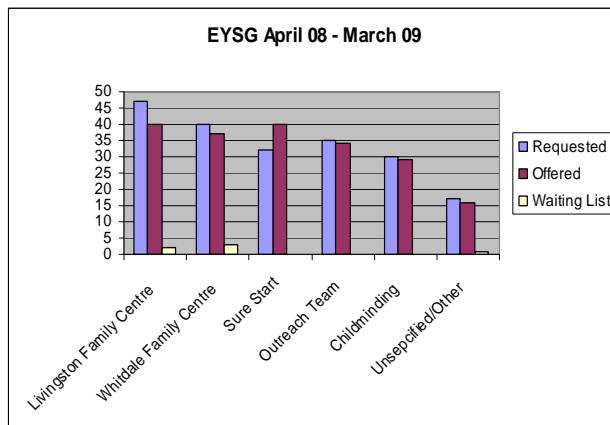


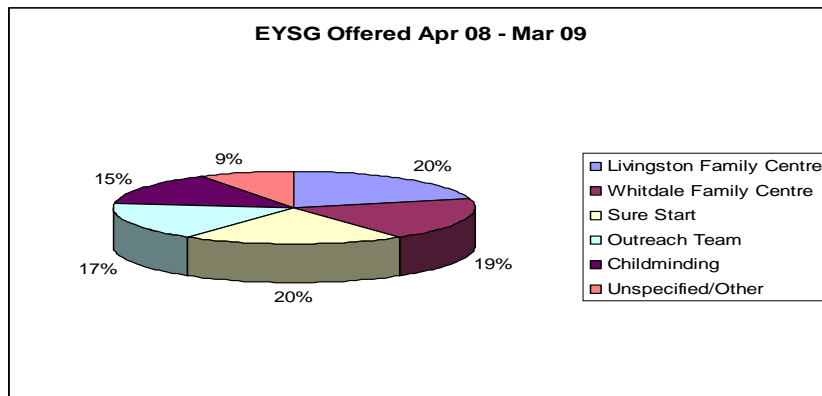
Referrals to the group have risen by 70.5% over the past three year period. A year on year growth has witnessed an increase from 141 referrals in 2006/2007 to 200 in 2008/2009.

Of the 200 requests for service, 197 were offered on the day representing an immediate response rate of 97%. This is an improvement, in contrast to previous years where a larger number of children –

18 in 2007/2008 - waited longer periods of time.

The provision of childminding service (mainly to support relative carers and parental poor health) has significantly risen with a clear strategy that respite support ought not to be provided by the Family Centres. Regular reviews keep a tight rein on the appropriateness of placements and prevents the use of such a service going into drift.





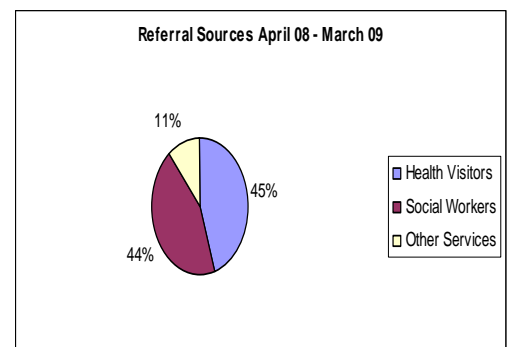
Four requests for service received no resource with referrers sign-posted on to:

- West Lothian College Childcare Scheme
- West Lothian Children & Families Resource Team for share the care
- Circle

One was advised, given the number of agencies involved, to look at current workers increasing involvement during vulnerable time.

Source of referrals

By a very slight margin the highest number of referrals came from Health Visitors, 45% although Social Workers 44% were more evidently at the table to secure appropriate services to help support care plans particularly where Child Protection concerns required parenting assessments to be carried out. The remaining 11% of the total referrals were made by Hospital Services, Speech and Language Therapist, Housing. A clear rise in the number of invites for a rep from within the Early Years Service Group membership to attend Pre-Birth Case Conferences enabled referral information to be presented on behalf of Core Group Plan without allocated social worker having to attend in person.



Referrals

As with previous years the reasons for referral were overwhelmingly due to parental difficulties. Parents whose ability to parent their children gave some cause for concern and who were assessed as being in need of additional guidance and support to effectively meet their children's needs totalled 87 with a request for 28 parenting assessments to be undertaken. Mental health difficulties, including post natal depression accounted for 39 referrals. Referrals due to drug misuse totalled 10 and there were 20 referrals where domestic violence was a known factor.

11 children were referred due to lack of care/neglect and 28 children with a significant development delay with a further 11 children experiencing behavioural difficulties. 23 children were on the Child protection Register and 71 had Social Work involvement.

Margo McCreight, Chairperson

Conference November 2008

Parental addictions – a cocktail of concerns?

Parental addictions – a cocktail of concerns?

This year's conference was held in Livingston Football Club and was attended by 96 people from a variety of professions and settings.

The programme focussed on working with parents who misuse drugs and /or alcohol and two of our Peer Educator parents opened the day with a moving talk about their experiences. Two other parents helped to deliver a parenting workshop.

Dr Marina Barnard, Centre for Drug Misuse Research, Glasgow contributed the main address: 'Practitioner Responses to Parental Drug Misuse'.

We had speakers from Alcohol Focus, Scotland who described the new pilot in Blackburn of the 'Rory' book for children in primary school and the Scottish Violence Reduction Unit who showed a film 'David's story' illustrating the importance of very early intervention to prevent cycles of violent crime.

There were also local contributions from the Social Work Addictions Team; and Sharron Oxley and colleague from Criminal Justice, Drugs Testing and Treatment Orders Team, who delivered interesting talks about their work.

As usual the conference included exhibitions of West Lothian services and workshops by Sure Start West Lothian staff on the team's work.

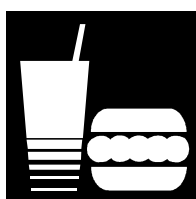
The 54 evaluations were all positive about the speakers and workshops, in particular the contribution by the parents running the Peer Education workshop and contributing to the one on 'Getting Through the Day'.

One said *'it gets better each year'*.
Another said *'it has again motivated me'*.

Following last year's request for warm food we requested soup, but the catering organisation again came in for criticism, with suggestions of more food next time.

Other comments included requests for easier sound and sight lines next time; directions and a map; shorter breaks; more spacious venue.

As usual many people enjoyed the opportunity to meet with colleagues.



LOCALITY GROUPS

Baby Massage 2008/2009

Polbeth Health Clinic

Baby massage sessions have been offered 3 times since April 2008. These sessions are offered in conjunction with the health visitor there who compiles the list of parents with babies of a suitable age - between 6 weeks and 14 weeks. They then contacted the families and offer the sessions, which have been very popular.

Parents came from both Polbeth and West Calder for these sessions as this is the catchment area for this G.P. practice.

Attendance has been 6/7 parents at each session, with one of the groups having consistently 8 parents who came regularly over the 5 weeks. Sometimes babies may have been sleeping or just fed so it varied from week to week, just how many of them did the massage at the session.

Feedback

All feedback from the parents has been positive, citing improved sleeping after massage at home, time for themselves and their baby without feeling guilty, and soothing tummy upsets.

All feedback suggests that parents continue to offer Baby Massage at home.

Murieston Health Centre

Two sessions of baby massage were offered at Murieston Health Clinic following a request for this support from the health visitor there. The member of staff who normally did this was on long term sick leave and they had a large waiting list.

Participants were subsequently contacted by the health visitor, with 8 parents attending the first set of sessions, with only 1 drop out. The second session only had 4 parents take up the offer and was subsequently cancelled due to lack of regular attendance.



Baby Massage
Thursday 1pm – 3.00pm

March to April 2009 for five weeks

Craigsfarm, Craigshill

Numbers referred for the year - 10

Numbers at 1 April 08 - 0

Numbers at 31st March 09 - 5

Referred by

Health Visitor 10 (1 Polish speaker who attended with interpreter)

Attendance

Completed course 5

Did not complete course 5

Did not attend any sessions 4

Referred onto

Daisy Drop In 1

Ages of those attending

Adult – N/K

Children – 6 weeks to 6 months

Activities

These included

All Baby Massage strokes and relaxation

Evaluation

Everyone said they had not used massage in the past would do in future. All commented on their baby sleeping better and the parents felt more relaxed.

Addiewell Friday Drop-In @ Addiewell Early Years Centre.

Fridays 11.00am – 12.15pm.
Parents and Child play session.

This group started in Dec. 2008 and was partly set up, following a suggestion from some Nursery parents, to offer a resource they could use after collecting their child and before school age children come out, 1hr later. This group was also opened to other families with 0-3yr olds. Initially run by Livingston Family Centre staff then by Sure Start staff at end of January 09.

Parents were approached by workers who knew them and also via flyers around village and in Nursery and Health Clinic. In March 09 there are also 3 families from Stoneburn, who saw flyers when in Addiewell at other resources.

Attendance varies from 3-10, with an average of 5 families. The age range of the children is from 4mths to 3yrs.

Content

Information taken along has included sun safety, healthy eating, behaviour and boundary setting, library services and oral health. This prompted several spontaneous discussions, allowing information sharing between the parents. The Oral health team visited one morning for those at groups that day, and anyone in the wider community with 0-3yr. Some nursery parents were also around that morning so benefited from this resource when collecting their children.

Feedback

Parents attending say they are very pleased to have such a good resource locally for Early Years and really enjoy coming along. They enjoy meeting other parents, some who live near each other but not spoken to one another previously. As confidences have grown parents have also asked questions about childcare and there had very good impromptu discussions, offering support to one another, as the children play.

Parents have commented on how much they think the children enjoy the sessions as they get very excited when told where they are going. They have also noted that their children can anticipate and wait patiently for things better now, as routines and turn-taking became familiar to them during the group. As this resource is a well-equipped playroom it offers a wide variety of activities at every session.

Future planning

Several parents have expressed an interest in behaviour management techniques and depending on days and time, would be happy to have an extra group with crèche support to allow this to be explored further. This will be looked at jointly with Livingston Family Centre, who run a similar group there on Tuesdays.

A pilot group, on Thursday mornings, over 5 weeks has just been completed, offering specific topics to parents while the children are cared for in the playroom. As families were specifically targeted for this, it is hoped that their familiarity with staff and the premises will encourage them to come along to the Friday group too.

Some parents have been keen to have time extended a little to include a snack time so this is to be considered after summer holidays, provided attendance is good. It is proposed that the group would then run from 10.45 to 12.15pm with snack of fruit and water offered.

Sticky Tots @ Craigsfarm, Craigshill

Wednesdays 10.00am –11.30am

Parent and child play session

This is a parent and child activity group, currently attended by 12-14 families each week. The age range of the children is currently 6mths – 3yrs, some having come along from just a couple of months old. Many families at Sticky Tots are attending with their second child, having come with their first child, who has now gone on to Nursery.

Content

In March 2009 the group had sessions of African Gumbo dancing. This was met with a mixed response. Some parents thought it wasn't suitable for such young children as they had not always joined in well. Other parents felt that their child had picked it up and stamped about at home whenever music came on. Most of the parents said that they had enjoyed themselves and felt that it would go down better in an adult only class. The facilitator took on their comments well and then introduced new experiences like parachute and drums to engage the children better.

Feedback

Parents' comments are very positive about Sticky Tots, saying how much they like it as a community resource for themselves, to meet other parents, as well as a place to try out new activities with their child. Art/craft booklets are often given out so that activities tried can be repeated at home too. There is a café on site which is well used by the parents to have lunch together from time to time, after the group.

New users

Two fathers visited the group this year but neither attended often. Both were given information and contact options for Dads' groups within Sure Start. One is Polish and we checked that he had access to a local resource in Craigshill offering an interpretation service. He had already met them and was attending English classes.

Future plans

A Cantonese family recently joined the group, facilitated by a worker from the Daisy Drop In, and used the services of an interpreter to help get information about local resources over the summer, including Sticky Tots. The family do not speak English so a lot of sign language is used to help explain what play activity is happening next. For any speakers we will get interpreters in and information translated.

There is an information table beside the register and we have flyers, cards etc. with relevant information for the parents i.e. health, sun/home safety, benefit help, local events. The group have not taken up the option of a parent course but there are often discussions within the group, with parents asking advice or sharing experiences in an impromptu manner, which seems to work well for them.

Recently three mothers came back to the group who used to come with an older sibling, but had not felt it possible to come with a small baby and a toddler at Nursery too. The group have asked that we continue over the summer months, allowing these older siblings to join us.

Kreative Kids@Polbeth Health Clinic

Tuesdays 10.30am – 12.00pm
Parents and children together

This group is mainly run by the parents and grandparents who attend. Sure Start helps facilitate play over several weeks but when we cannot attend the parents do it themselves, choosing and setting out activities as needed.

Attendance

Up to summer 2008, there was a regular attendance of about 6 families: however, two have now moved on to playgroup and another family due to move to Nursery School after the summer. Three new families have recently joined the group so attendance will remain the same.

Ages range between 6 months and 3 years, with most at present 18mths/2yrs.

Content and feedback

In October 2008, 4 parents came along to a mini Getting Through the Day at the same time as the usual group. They requested additional input on behaviour management and it was agreed that a short course now was better than putting this off until following year.

Two crèche workers joined the rest of the group to look after the children of those attending and this worked well, with parents who were using the group as normal saying how much they had enjoyed the extra workers being there, helping to facilitate activities and song time.

In spring 2009 we had some sessions with a Yoga Bug instructor and feedback was very positive. Parents of the younger children acknowledged that they felt their child didn't always follow directions well but clearly enjoyed the songs and movements. Parents of the over 2s felt it was a great age to start Yoga Bugs and had been amazed at how well their child joined in.

As this group is parent led, they have organised their own rota for providing a snack for the children, exchanging phone contacts in case cover is needed. Originally this was only a fruit snack but after several "treat" weeks for Birthdays, the habit of having a sweet bite included has stayed. This is an issue frequently addressed by Sure Start - to try to turn around - so at present, by the parents choice, they only get a sweet bite if they finish their fruit first!

Parents and grandparents all mix well and are very welcoming of any new family coming in. They say that they really value having a place where their child can come and mix with other children, especially as a few of them have no siblings at home to play with. The parents also enjoy their time to chat with each other and share local news. This is done while the children play and they are very pro-active at supervising this play and getting involved in all activities.

Future plans

This year may bring about a change of venue for Kreative Kids as the health team move into new premises along in West Calder, in July. The group will remain here meanwhile and are certainly keen to continue, even if moved to West Calder later in the year.

WEANING GROUPS 08-09

Howden Health Centre

Sure Start attended the post-natal depression groups held at Howden and contributed on 4 occasions from April 2008. We offered a weaning talk and facilitated discussion arising from it. Parents were invited to the group by their health visitor.

Most groups had an average of 5/6 mothers there, with one group of nine. Most mothers had their babies with them, who were all only a few months old. The format was a general discussion supported by leaflets, flyers etc with the health visitor usually present too, to help discussions.

Polbeth Health Centre

There were three weaning sessions at Polbeth in 2008-09. Sessions spanned 3 weeks and incorporated the opportunity to cook the food demonstrated.

Usually these sessions followed Baby Massage sessions. The health visitor advises parents directly of these groups, matching up the age of the babies with the relevance of the topics. The babies, from 5 months onwards, came with the parents and socialised on soft covers in the centre of the group while discussions went on. Over the 3 groups, 21 parents came along to these sessions.

Feedback

Parents have been very positive, acknowledging increased confidence to try home-cooked foods once sessions are completed. Where funding allowed, families also got a hand blender at the end of the 3 weeks to use at home for their baby. Information shared included cooking methods, storing foods, hygiene, suitable drinks and packets and jars. Several parents said they found the information very useful; they felt better informed about choices they have for their baby regarding foods.

Several parents were keen to have a "call back" at about 10mths/1yr as it was acknowledged this is often the age when fussy eating can develop. This is to be discussed with the health visitor later in 2009.

In September 2008 we ran 2 weaning sessions with Young Mums at Bathgate Early Years Centre, arranged by the worker there. Parents participated well in general discussions about weaning/snacks appropriate to the age of their child and were willing to encourage their child to try tastes on offer. Verbal feedback while there, was generally positive, but one was very reluctant to try anything new, either for herself or her child. Attendance was 5/6 parents each week.

Healthy snacks/smoothies at Dads' Clubs

There were two sessions at the Dads' Clubs in order to promote healthy snacks and the uses of fruit and veg in April and then in June 2008.

The worker for this group invited this session in, in consultation with the Dads. Fathers and children participated in these sessions together having the experience of making up the snacks by themselves, while using information provided, to encourage this at home too.

Evaluation was done by staff at the group: verbal comments throughout the session suggested that the Dads enjoyed doing it and the children had fun, getting to make and eat as we chatted. Attendance was 6/7 fathers each week.

As this group was about to embark on summer outings it was hoped that packed lunches might be healthier following the options suggested at these sessions.

Short Term Activity Groups

Tiger Tots Exercise Group – Dedridge

Parents and children together

This group was started as a joint venture with Sure Start and a physical exercise instructor running sessions together.

Dedridge Good Neighbour Network, having been approached by Sure Start for help, have supplied the funding for this instructor, usually via Lottery Funding or other resources they have. The group is now covered by a Yoga Bugs instructor, paid for by this Network.

In August 2008 the group was handed over to the community to run themselves, with only the occasional visit by Sure Start just to keep in touch and therefore be on hand should other Early Years supports become necessary. Dedridge Good Neighbour Network continue to support this group by liaising with Yoga Bugs directly, to provide the on-going instruction they have enjoyed in the past.

This group had a regular attendance of 10-12 families over this period, with numbers periodically increasing to over 15 at times. Families were advised of the group mainly via their health visitor, but as time went on, also by word of mouth. The children were between 9mths and 3yrs with a few parents also bringing along a newborn baby with an older sibling.

Feedback

The parents have said that they believe their children really enjoy the sessions and they can see the benefits, such as turn taking, anticipation and socialising confidently as the weeks go on.

Breich Parent and Toddler Group

Parents and children together

Sure Start offered brief support to this new group for a short while in autumn 2008. We were asked by the community worker to back up the support she was offering. She was advising parents about starting a new group, possibly forming a committee etc, having been approached by one of the parents for guidance.

Only four parents were interested in this however but not to set up a committee, preferring to have a time to come to with their under 3's for a play session. The local Community Hall was used, equipment borrowed or shared and Sure Start offered 4 sessions of demonstrating and supporting activity ideas, e.g. song time. The group ran well with the 4 families for several months.

The community worker has since advised me that the group folded as some moved on to Nursery and others lost interest.

PARENT SUPPORT

Young Mums 2B

YM2B (Whitburn) Annual Report 08/09

Working in partnership with Alice Henderson, Community Midwife, Whitburn

Venue Whitdale Early Years Centre

Time Tuesdays 11.30am –1.30pm

Transport and lunch provided

Numbers for the year

Referred through the year 50

Referred by

Midwives	38	Blackburn Homeless Unit	3
School	2	Friend/Family	1
Self	2	Social Work	1
COZ	1	Youth Homeless/Housing	1
Youth Justice	1		

Ages of those referred

14 years	1	19 years	10
15 years	4	20 years	5
16 years	8	21 years	1
17 years	8	Over 21 years	5
18 years	8		

Attendance

Regularly	22	Did not take up service	16
Occasionally	3	Miscarried	2
Moved out of area	1		
Unable to contact	6		

(attempts to contact failed e.g. letters, home visit, telephone calls, text messages)

Ages of those who attended

14 years	1	19 years	3
15 years	3	20 years	2
16 years	6	21 and over	4
17 years	4		
18 years	2		

Activities /Topics covered in 12 week rolling programme:

Labour and birth	Breast feeding
Pain Relief	Benefits and Budgeting
Labour Ward Tour	Baby Bathing
Baby massage	Craft sessions
Coming home/Health Visitors Role	Oral health
Smoking Cessation	Development and stages of Pregnancy
Scenarios	Sexual Health and Contraception
Realities of becoming a Parent	Healthy Eating
Self Esteem	Careers
Relaxation	

Evaluation

Main comments from girls were that they enjoyed meeting new people who were in the same situation as themselves and learning more about pregnancy, birth and becoming a mum.

"Helped me get to grips with physical, emotional and psychological aspects of having a baby".

"I felt very prepared"

No one thought that there was anything that had been missed from the programme and all would recommend the group to a friend.

"Is a good experience and helps you understand about having a new born"

Improvements made to group in year 2008/09

Introduced using Chill Out Zone (COZ) as a venue for two of the twelve sessions in the programme, to introduce girls to COZ and make them aware of the community facilities available to them such as counselling, sexual health, contraception, c-card outlet and support groups.

Outcomes

Of those who attended group 19 given birth 6 still to give birth

HEAT targets

Attempted breastfeeding 7 (37%)

Bottle Fed 7 (37%)

Method of feeding not known 5 (24% - staff unable to contact)

No figures for smoking

Mothers

Return to school 1 (August 09)

Return to college/university 0

Move on to YM+ 8



YM2B (Craigshill) Annual Report 08/09

Working in partnership with Marion Campbell, Community Midwife, Carmondean
Venue Daisy Drop In /CDC Beatlie School
Time Fridays 11.30am –1.30pm
 Transport and lunch provided

Numbers for the year

Referred through the year 40

Referred by

Midwives	27	Careers Scotland	3
Self	6	Others	2
Friend/family	1	Youth Homeless/Housing	1

Ages of those referred

14 years	1	19 years	9
15 years	3	20 years	0
16 years	3	21 years	2
17 years	13	Over 21 years	1
18 years	8		

Attendance

Regularly	19	Moved out of area	0
Occasionally	8	Miscarried	0
Did not take up service	3	Unable to contact	10

(attempts to contact failed e.g. letters, home visit, telephone calls, text messages)

Ages of those attended

14 years–	1	19 years	7
15 years	1	20 years	0
16 years	3	21 and over	1
17 years	9		
18 years	5		

Activities / Topics covered in 12 week rolling programme.

Labour and birth	Breast feeding
Benefits and budgeting	Equipment
Baby massage	Bathing
Coming home/coping with crying	Stress and exercise
Oral health	Smoking Cessation
Child Development/ how baby learns	Craft/pamper

Evaluation

Main overall theme is that women like the opportunity to meet other young women in the same position as themselves. Quite a few missed the weekly contact after the baby was born.

The second theme was about birth: *"it was not as bad/painful/difficult as expected"*

Improvements made to group in year 2008/09

Group said: The venue was unpopular as it was not big enough and not private enough.

We did: Venue has moved.

Group said: Sandwiches not always popular.

We did: 'Make your own lunch' introduced, which also promotes healthy eating.

Outcomes

Of those who attended group 20 given birth 7 still to give birth

HEAT (NHS) targets

Attempted breast feeding 7 (35%)

Bottle Fed 8 (40%)

Method of feeding not known 5 (25% - staff unable to contact)

No figures for smoking

Mothers

Return to school 1

Return to college/university 2

Move on to YM+ 4

Two pregnant women and one with her new baby took part in making an antenatal exercise video organised by Michelle Davidson.

Six mother and babies also posed for photos to be used by St John's for publicity purposes.

One mother has been referred for Peer Education.

Publicity photo - YM2B with Michelle Davidson, NHS Lothian Parenting Co-ordinator, and local midwifery staff.



SERVICES FOR DADS ANNUAL REPORT 08-09

NUMBER OF COURSES/GROUPS

Young Dads 2B (Yd2b)	1	Dads2B	2
Dads Clubs	3	Video Interaction Guidance (VIG)	2
Individuals	11		
Baby Massage	1 (rolling programme)		



Antenatal Yd2b & dads2b

Parent Education Room (next to Labour Suite) St John's Hospital
Mondays, 11.30 – 1.30 & 8.00 – 10.00pm

NUMBERS FOR THE YEAR FOR YD2B

Start of year	16
Referred through the year	29
End of year	29

NUMBERS FOR THE YEAR FOR DADS2B

Start of the year	172	
Referred through the year	233	
End of year	233	Total antenatal 262

REFERRED BY

Midwives, social workers, youth justice & criminal justice teams, sure start, self

ATTENDANCE

All men & young men completed the 4 week course

AGES OF THOSE ATTENDING

Youngest man on yd2b this year was 15
Men of all ages on dads2b

DESCRIPTION OF SERVICE

Four week antenatal course for men and young men covering

- labour
- birth
- babycare (handling, dressing, nappy changing, bathing)
- introduction to baby massage

Two dads also come along to talk about their experiences of labour, birth and parenting

Two young dads come along on the Yd2b course

EVALUATION AND COMMENTS

"fantastic course, liked the content and informal discussions, helped build confidence and knowledge"

"I found this course outstanding and feel I know more and feel confident on what's to come"

"its put in a way that is accessible to men"

"all topics in course have been invaluable as a first time parent"

"didn't know anything beforehand – now feel that I am better prepared"

"I feel the course has been very informative in what to expect about becoming a new dad"

"an opportunity to ask questions, no matter how silly"

"helped me understand more of what my partner will go through during and after labour"

***"excellent! Great info on preparing me for fatherhood!
Great to meet like-minded guys!"***

"more confident with how to handle/deal with newborn"

PLANS FOR 2009/2010

In partnership with the National Childbirth Trust (NCT) we are developing yd2b & dads2b into a dads2b toolkit which will enable midwives/ workers working with men and young men to develop their own yd2b and dads2b courses. It will also provide up to date information and research on working with men and young men antenatally as well as on pregnancy, labour and birth

TARGETS/PERFORMANCE

- All referrals were contacted within 1 week of initial contact to myself or Michelle by phone call or email

OUTCOMES

- Meetings regularly with Michelle Davidson to discuss the course and any changes to be made
- We also consult regularly with the two dads who come along to do the dads talks on how they feel the course is developing
- We continuously take into account the course evaluations

**Yd2b & dads2b courses are run as a partnership between
West Lothian Council – Sure Start & NHS Lothian**

DADS CLUBS

**Tuesdays, 9.30 – 11.30, Family Centre, Deans primary school, Livingston
Wednesday & Thursdays, 9.30 – 11.30, Early Years Centre, Bathgate**

NUMBERS FOR THE YEAR

Start of year – 16

Referred through year – 63

End of year – 48

REFERRED BY

Health visitors, social workers, youth justice & criminal justice teams, Sure Start, self

ATTENDANCE

3 quarters of dads referred attend regularly with 1 quarter only attending occasionally

REFERRED ON TO

Sure Start – careers advisors, play support worker training
ABE

AGES OF THOSE ATTENDING

16 – 65

ACTIVITIES

Messy play, arts & crafts, music & movement, Yogabugs (yoga for very young children). Some sessions include video of play and feedback in discussion over coffee, led by the Sure Start social worker who leads on parenting courses.

Project

Development of Dads Club & dads2b websites took place during the year and involved consulting regularly with the dads in the dads clubs, funding of £1000 was received from West Lothian Council's art services

EVALUATION & CHANGES MADE IN 08/09

The activities within the dads clubs continue to be a popular way for dads to have a great time, great fun as well as supporting them in their interactions with their children.

Yogabugs continues to be popular with the dads and children as well.

Dads said

- In consultation with dads in February 2009, the dads wanted more time with their children and more time to do the activities. They liked the parenting support offered whilst they were doing the activity rather than afterwards.
- Many did not like the use of video and felt intimidated when being fed back information on their children: some felt that there was negative information being discussed about their children.

We did

- We changed the programme around to include more time with their children and less time within the parents' room.

Dads said

- Many of the stay at home/full time dads like to have some time apart from their children as it gives them time to spend and socialise with other dads and talk about things other than their children all the time.

We did

- We started a new group within Bathgate Early Years Centre. After dropping off their child in the crèche the dads spend the rest of the time within the parents room where they can discuss anything they want to.
- We have also utilised 2 laptops from within the centre and this has enabled the dads to produce ideas for the Dads Club website as well as to prepare letters and CVs for employment or to attend training courses.

This group has proved to be very popular with over 10 dads attending every week. So much so that from this group 5 of the dads wished to start their own Dads Club. Discussions took place during March on how to develop this as well as the dads writing their own constitution and opening up a bank account.

TARGET/PERFORMANCE

- All referrals were contacted within 1 week either by phone call or email

Outcomes

Most referrals for the main Dads Club continue to be from social workers and most of these are child protection cases: most children come off the register within 6 months and dads continue to make use of the group after this.

Three dads from the Dads Club wish to undertake play support worker training

A Dads Club wish to start their own dads club in a community where they have identified a need [see above]. They hope to start 2 groups in Boghall in April 09.

PLANS FOR 2009/2010

1. After consulting with all young dads to be and young dads involved in Sure Start services, the outcome was that the young dads wished to have their own specific services, in development with the young dad we are starting the young dads programme from August 2009, this will entail yd2b, yd+ and Mellow Young Dads
2. The websites will be redeveloped into one website for all services for dads and the web address will be www.wlcdads.info, it will go live at the beginning of August 09
3. Dads Club from August will now split into 4 groups:
 - Tuesdays – baby massage at Bathgate early years centre
 - Wednesdays – messy play/art activities at the family centre, Deans Primary School
 - Thursdays am – chat 'n' chill at the dads internet café at Bathgate Early Years Centre
 - Thursdays pm – Yogabugs at Addiewell Early Years Centre
 - + Support the dads to develop the Dads Club in Boghall

Young Mums+ Groups

YM+East Calder

Community Centre
Mondays 11.00am – 12.30pm
Mothers and children together

Attendance

The group had regularly 5/6 parents up to the summer of 2008; attendance then was sporadic. After individual contact, it was felt the group should be suspended as there had been 4 weeks in September with no one attending despite text reminders. Parents cited other commitments: returning to work part-time, college work, family demands. The group was suspended in December due to lack of attenders.

After discussion with Health Visitor, Morag Parks, who supports the group, it was re-started in February 2009, as she had contact with several new Young Mums who were interested. The group day was changed from Fridays to Mondays, as a worker from the health team could also facilitate then. Billy, a community nurse, is a regular co-facilitator at the group and is already known by a lot of the parents from clinics.

Attendance has been promising this time with 5-8 parents coming along fairly regularly, having been approached directly by their health visitor. Some of these are also attenders from last year, who come occasionally when not working or during their own holidays. The children currently range from 5mths up to 3yrs.

Content

The parents this time again chose to have children with them so no crèche required. Some sessions have had an extra worker to help facilitate the parents listening to a guest speaker. Topics this time have included weaning, home safety, oral health, careers advice, pampering, Bookstart plus a variety of arts/craft with the children and parents together. As Billy is usually there, a lot of spontaneous health queries are brought up and discussed, which other parents join in.

Feedback

Parents have said that they enjoy coming along to the group, meeting other Mums, chatting and watching the children play together. They have been unsure about future topics or group direction but have said they found information sessions provided very helpful.

Several parents value the group for the social opportunity for their child, as well as themselves. They say they gradually see more confidence in their child as they become familiar with the rest of the group. As we meet in a large hall, the older ones can enjoy physical play while the babies are on soft flooring with their Mums.

A snack of fruit and water is offered now following discussion with parents: it was agreed to try a snack time to minimise sticky /salty alternatives and promote healthy options. Those who attended since this change seem to have taken to this format well and the children enjoy and anticipate snack time.

Future plans

It is hoped that, in time, the parents themselves will take more of an active part in planning their group input. At present they have said they enjoy the social aspect of the group anyway and attendance has mainly been good.

Bathgate Young Mums

Mondays 1-2.30pm
Bathgate Early Years Centre

Creche provided. Transport provided for 1 parent and child

Numbers for the Year

Number attending at 1 st April 08	13 parents	15 children
Number referred through the year	21 parents	24 children
Number attending at 31 st March 09	13 parents	16 children

Referred By

Health Visitor	Other Sure Start worker
Domestic abuse service	Open Door
Social worker	Friend

Ages of those attending

Parents	17- 24yrs
Children	3wks –3yrs

Activities/ topics covered in the last year

Speech therapist Miranda Munro has attended the group once a month throughout the year. These topics were covered:

How children communicate	Following your child's lead
Types of buggies that can affect development	Language development
The language wheel	Benefits of books
The magic of music	Different communication styles

We also had one session a month of Street Dance through the year.

Other activities covered were:

Weaning [Sure Start staff]	Pampering [Sure Start staff]
Bookstart	Careers session
Parent and child play sessions	Messy play sessions
Yoga	Morning at Bannatyne's Gym
Craft sessions for the parents	Family music day at the Regal Theatre

Evaluation and comments

The Speech therapy input was evaluated separately but all the mums said that they had found it either useful or very useful and would like to attend further sessions. Some of the comments were:

" I enjoyed talking about my child's development and getting hints and tips"

" I enjoyed being able to take handouts home for family members to read through"

Improvements made (for speech therapy)

Parents said: Things that they would have liked were

'For the speech therapist to spent time in the crèche with the children.'

We did: This has been taken forward and we are planning to run sessions with parents and children that the speech therapist will attend.

Group evaluation and comments

All mums valued having some time to themselves and socialising with other mums.

'Let's me know I am not alone '

'A bit of time for me'

All the parents felt that their views and ideas for the group were valued and considered. They also took part in the planning of the programmes. They enjoyed all the activities that we had in the year. Most of them said that they enjoyed the messy play, as it was not something that they would do themselves at home.

One commented that she had enjoyed the Bannatyne's morning as it gave her the opportunity to network with other Sure Start groups.

A few parents felt that their child had become more confident through attending the group:

'Gives my child a chance to play with other children'

'My child really enjoys the singing at the end'

Parents felt that their children have learned to share and also communicate better with other children.

Changes made in the last year

We now have parent and child singing at the end of the group every week. The children really enjoy this but some of the parents struggle with this and need to be encouraged.

Outcomes

2 parents went on to do Peer education training.

1 of the parents that did the Peer education training has started a course at West Lothian College.



YM+ Group Broxburn

Thursday 1pm – 2.30pm
Broxburn Family Centre and Uphall Community Centre

Crèche provided. Transport provided for 2 parents

Numbers for the year

Numbers at 1 April 08	7
Referred through the year	5
Group ended February 09	2

Referred by

Health visitor Broxburn	1	Social Work	2
Health visitor Linlithgow	2	Self	2
Livingston Family Centre	1	Friend	1

Attendance

Regular attended	10		
Attended occasionally	2	Attended once	1

Referred onto

Mellow Parenting	2	Bathgate YM Group	3
Rock Trust	1		

Ages of those attending

Adults	16 – 22 years	Children	6 months – 2 years
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Activities

While the group was held at Broxburn Family Centre, a crèche was provided by FC staff and activities provided for the parents.

These included:

Yoga	West Lothian Drug & Alcohol Service (advice)	
Messy play	Bookstart	Getting Through The Day (parenting course)

Over the summer holidays Broxburn FC were unable to accommodate the group as a holiday club runs then. We moved to Uphall Community Centre and provided a Sure Start crèche in August. A series of trips ran over the summer; transport and costs met by Sure Start.

After the holidays new parents started and others moved on to college and work. Self-esteem and relationships were identified as topics before parenting work began.

In partnership with Lynn Dunsyre from COZ an 8-week programme was devised covering:

Sex education	Relationships	
Self esteem	Assertiveness	Photo session

After the 8-week programme

Mums said: the parents asked to do some more work on anger management and more self-esteem

We did: this continued for another four weeks.

Evaluation

Positive comments: all commented on the usefulness of discussing domestic abuse and being able to talk in a non-judgemental environment.

Mums said: The parents asked for the course to continue and suggested topics.

We did: This was done.

Mums said: The parents asked that we move venue to make travelling easier.

We did: This was done.

Improvements for 2009/10

This was a time limited course, which lasted 3 months, after which there was not felt to be a need for YM Group. Parents were referred on to other supports.

Targets and Performance

The main aim of this group was to increase self-esteem among the young women and give them an opportunity to explore their relationships. This was met with the 4 who completed the course.

The three who did not complete all said that outside influences in their life at that stage prevented them from attending.

Outcomes

Parents said in feedback that their children had learned

'playing and sharing with others' 'to eat and the table and play with others'

Two were referred to Mellow Parenting and one completed the course successfully.

One is continuing to work with the Rock Trust and has also completed GTTD course. One is no longer involved with Sure Start: she is getting married and returning to work.

One is no longer engaging with services: Social Work input and concern has increased greatly.

Craigshill YM+



YM+ Group Craigshill

Wednesday 1pm – 2.30pm
Beatlie School Campus, Craigshill

Crèche provided: transport provided for 2 parents by May McMillan (Craigshill Outreach Worker). Travelling expenses paid to one parent

Numbers for the year

Numbers referred	8	Numbers at 31 st March 09	12
Numbers at 1 April 08	8	Number of Children at March 09	15

Referred by

Health visitor Craigshill	1	Daisy Drop In	1
Health Centre Nursery Nurse	3	Self	2
Friend	1		

Attendance

Regular attended	9	Attended occasionally	2	Attended once	1
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Referred onto

GTTD	3	Get Cooking	3		
T.O.P.P. Mums	2	Weaning Group	2	Baby Massage	2

Ages of those attending

Adults	16 – 22 years	Children	1 month – 4 years
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Activities included sessions on

Yoga & dance tasters and massage	WLDAS (drug and alcohol advice)
Play and development programme	Well Woman programme
Healthy Lifestyles, cooking and exercise	Behaviour management
Relationships and Domestic violence	

In the summer, all the parents participated in the Daisy Drop In summer trips and the Gala Day. This enabled them to meet the wider community and older parents. This led to three parents becoming more involved with the Daisy Drop in Development group and Craigshill management group.

Outings were also arranged: at Christmas to a local pantomime and Easter to a local farm. In April 08 a group attended the Baby Show at the SECC , Glasgow.

- This year 6 parents developed a 'T.O.P.P. Mums' transition course after identifying their need for supporting their child in the transition into nursery school. The first course ran in January with 8 out of 10 completing.**
- In partnership with Lynn Dunsyre from COZ, an 8-week programme was devised with topics including:**

Sex education	Relationships	Pamper session
Self esteem	Assertiveness	

Evaluation

Positive comments: all topics covered (maybe due setting their own agenda).

Negative comments: mostly about group size or external workers not turning up.

Comments include

"This is a safe place to talk about things."

"Good to look at this (domestic violence) here because you always know someone it effects and you don't know when it might effect you."

"I am now eating better and using all my vouchers (Start Right) for fruit and veg."

"We are registered with a dentist and I am trying to get over my fear to help my child have better teeth than me."

"I have successfully breast fed this baby longer than I was able to last time."

"My wee one asks to come here every day, he loves it and I get to meet other mums."

"Having Lynn (COZ) has been great. I only drink flavoured water now and we eat mini pita with salad."

"It's been good trying different foods. I am eating things I never would before. I have now got used to health stuff."

Changes made

Mums said: *"Why is it always us they don't come too."* (Trainer did not turn up)

We did: Try to confirm other workers attendance and pre-plan for non-attendance.

Mums said *"It's harder to talk when lots of people are here - it gets really noisy."*

We did: Splitting the group lessened the pressure: some did other activities (T.O.P.P. mums).

Outcomes

All have some form of contraception now – the rod being most favoured.

One participant was enabled to get out of her abusive relationship and is now in her own home and working. One has enrolled in college.

Two parents also became involved in an exercise programme at the local sports centre run by YWCA and the Rock Trust.

All seem to be participating in more exercise. This seems mainly to be a lifestyle change, e.g. in walking, instead of getting a bus.

The Daisy Drop-in outcomes and parent participation are well documented.

Improvements for 2009/10

Better management of numbers; improved communication with non-attenders; incorporating a short parent and child session at the end of each group, starting with six weeks of yoga bugs.

Targets and Performance

Targets met on a weekly basis:

- Reduce social isolation; improve peer support and building skills and self-esteem, whilst providing a safe, stimulating play experience for the children.
- To enable parents to grow and develop with their children, whilst increasing knowledge and enabling informed choices.

Aim -To provide an open, safe forum to promote discussion. Not always met.

Can be improved on depending on size of group: comfortable for most but difficult for others if the group is too big.

Remedies - to ensure we are available at the end for one to one chats.

- to ask for take away info from external workers for future contact.
- to allow the topic to be revisited as need, e.g. the week after, next term.
- weekly evaluation.

YM+ Group Bridgend

Wednesday 1 – 2.30pm
Bridgend Community Centre

No transport or crèche required

Numbers for the year

Number at 1 April 08	5
Referred through year	2
Number at 31 March 09	1

Referred by Health visitor 7 Self 2

Attendance
2 occasionally
3 regularly
2 did not take up service

Ages of those attending

Adults 17 – 20 years Children 3 months – 4 years

Activities

A number of younger mothers had been identified by the health visitor as not using services in the village, namely the parent and toddler group. It was suggested that they might benefit from their own group.

The group was held in a separate room from the toddlers but on the same day at the same time, and also the same time as the health visitor held her clinic.

Starting initially with supported play sessions, the group had the option if ideas came from the parents of organising activities for them but at a different time.

The room was set out with craft and messy play activity each week as well as fruit.

Evaluation

Comments from the evaluations were positive but verbal comments were less so. The main criticism was they did not like coming when the Toddler Group was on. Only 2 or 3 parents a week tended to come but were reluctant to talk to one another, and then left separately. They also wanted more people to attend.

Improvements

Numbers fell away to just 1 attending each week, not the same one, and I took the decision to end the group and restart at a later date.

Having made more contacts in the village, and spoken to young mothers, I realised the parents would prefer something for themselves that did not focus on them being parents. I therefore contacted the Rock Trust and plan to set up jointly run group with a crèche for the children. I also decided to provide lunch as I noticed most of the parents turned up without having anything to eat.

Targets and performance

Main target was to alleviate social isolation and support the parents to move on to parent and toddlers group locally. This was not achieved.

I also hoped to build a support network within the community for the parents. This was not a success either. They bonded with me but not each other.

Improved parenting skills and giving children and parents an opportunity to have a worthwhile play experience. This did succeed in part. The parents' play skills seemed to improve while at the group.

Young Mums + (Whitburn)

Thursdays 1.00 – 2.30pm
Whitburn Community Centre

Creche worker involved in group, no transport provided.

Numbers at 1st April 2008	Adults = 7	Children = 7
Numbers at 31st March 2009	Adults = 0	Children = 0

Number of referrals for year	Adults = 6	Children = 6
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Referrals made by Health Visitors, friends and YM2b group.

Ages of those attending	Adults 16 – 22yrs	Children = Newborn – 2yrs
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Activities Covered

Introduction to DOSH: Most parents admitted to having financial problems. We arranged for DOSH to run a six week course, which helped them look at budgeting, borrowing and saving. This programme was opened to the wider community.

Messy Play with Children: Some parents said that they disliked allowing their children to play with messy things such as paint or play dough. We ran sessions to show how babies benefit from such play and to encourage them to try it at home.

Summer Programme: (No crèche available in summer holiday months).

Parent/child activities organised such as local walks, trip to the zoo, picnic in Polkemmet Country Park and messy play. Photographs were taken over the summer and parents helped their children make a scrapbook of their summer memories.

Oral Health: Some parents said they or their partners do not look after their teeth or are not registered at a dentist. Ann Logan from The Oral Health Team did sessions highlighting the importance of oral health for them and their babies.

Bounce & Tickle: Ann McEwan from Library services did a session which introduced parents to the service available to them in Whitburn and surrounding libraries, concentrating on the importance of singing and talking to your baby.

Bannatyne's: Complimentary trip to Bannatyne's Leisure, Livingston, where parents enjoyed the experience of facilities including gym, swimming pool, sauna, spa and steam room.

Health Visitor: Discussions re child health issues.

Evaluation and Comments

Parents enjoyed the social aspect of the group; they enjoyed meeting other young mothers and their babies, and did not want input from outside agencies.

Two girls started work, two returned to work, one moved out of the area.

By November 2008 some were only attending the group sporadically in ones and twos: it was felt it was no longer viable as a group with a worker and crèche worker.

Plans for 2009/10

To enable us to reach a wider audience of parents within the community and to be more inclusive of all parents with children aged 0-3 years, we intend to change the emphasis of the group to include parents of all ages with

- Crèche available in the mornings which will enable parents to access the facilities within Whitburn Community Centre such as the gym and squash courts and/or attend parenting workshops.
- We hope to use the kitchen facilities within the community centre to allow the parents to make and eat their own lunch.
- Have a parent/child activity group in the afternoon.

YM+ GROUP – ARMADALE 2008 - 2009

Thursday 1pm – 2.30pm
Armadale Church Hall, Armadale

Run jointly with Claire Anderson – Youth Action Project



Crèche provided for the group, all group members self travelled to venue.

Numbers attended at 1st April 2008 – 8

Referred through the year – 2

Number at 31st March '09 – 0 group closed

Referred by self – 8

Referred by Sure Start staff – 2

Attended regularly – 6

Attended occasionally – 3

Attended once – 1

Referred onto peer education – 4

Referred onto ABE – 1

Ages: Parents 17 – 21 years Children 6 months – 3 years

Activities - Planning and preparation for Armadale Gala Day,
Stress workshops and yoga sessions for parents and children.

Changes proposed for 2009/2010 – Start inter-generational work with older people in the community – skill sharing

Targets and performance

- Increased knowledge of community resources aimed at family
- Improved level of parental growth
- Increased level of involvement in community resources
- Increased understanding of child health
- Improved understanding of child's emotional and social development
- Improved understanding of child's educational development

Targets were achieved – evidenced in evaluation forms

Armadale YM+ group ceased to run after 13th November 2008 due to change in worker and lack of attendance at group.

Early Years Family Support Workers

There are 3 EYFSWs supporting individual families in their homes

- There were 15 cases which EYFSW were working with at the point of 1/4/08 which were carried over from the year 07-08
- During 2008-2009, 28 new referrals were received for an EYFSW service from the Early Years Services Group [see pages 22-23]
- During the period 2008-2009 26 cases were closed 9 of which were existing referrals and 17 were referrals that had been received during 2008-2009.

Referral Source

- 25 referrals received from Health visitors
- 13 referrals received from Social Workers
- 5 referrals received from other sources (including internal transfers)

Referral Area

Whitburn	1	Livingston	16	Stoneyburn	4	West Calder	1
Bathgate	4	Blackburn	5	Broxburn	5	Winchburgh	1
Linlithgow	3	East Calder	3				

Ages of children referred of existing referrals at 1st April 2008

2 children were aged 0-1 years 6 children were aged 1-2 years
4 children were aged 2-3 years 3 children were aged 3+ years

Ages of children at the time of referral, new referrals 08/09

11 children were aged 0-1 years 11 children were aged 1-2 years
4 children were aged 2-3 years 5 children were aged 3+ years

Criteria for involvement (The primary reason: many families met more than one of the stated criteria)

- 2 were referred to enable families to access mainstream services
- 10 were referred to enable families to access community resources
- 29 were referred to provide advice/support to parents/carers on children development; improving parent/child relationships; behaviour management
- 2 were referred as a result of child's development being impaired as a result of Domestic Abuse

8 of the total families (43) that were open to EYFSW during the period 2008-2009 were on the Child Protection Register.

Outcome of Involvement

- 9 were closed as they had reached a satisfactory conclusion
- 11 were closed as the family did not engage with the service
- 2 were closed due to alternative resource being required (childminding & family centre)
- 4 were closed as it felt that the service was no longer required.

Evaluations

Of the 26 cases closed during the period 2008-2009 6 referrer evaluations were returned and 3 parent evaluations were returned.

Of these 3 evaluations returned all 3 parents stated that they were involved and included in the introductory meeting and all felt that their views were taken into account - *"All my views were taken into consideration"*

All families felt that the role of the EYFSW was clearly explained to them - *"Initially at first there was a misunderstanding but after that everything was brilliant"*

What assistance did the family worker give to your family?

"To point out the bits that needed a bit work done on and just to reassure me on other things"

"She helped with looking after my sons and how to deal with them. Helped me to build confidence in myself"

"The family support worker gave support and strength to both myself and my daughter as we are dealing with the loss of husband/Daddy"

Was there anything further the EYFSW could have done?

"No"

"I think she did her best and was very helpful and good advisor"

"No the Sure start EYFW done everything she could and more. Very impressed"

All families felt that their allocated EYFSW was helpful and approachable and that they were treated with respect and courtesy.

Of the 6 referrers evaluations returned all referrers felt that the work that was being undertaken by the EYFSW was clearly outlined –

"Meeting was held between [EYFSW], Social worker and parent regularly to ensure parent was clearly aware of purpose of work"

"Once the placement settled the involvement became clearer. Initially unsettled but following a discussion this quickly resolved."

Five referrers stated on their evaluation that the work undertaken was achieved. One referrer stated that this was not completed but acknowledged that this was as a result of the family disengaging from the service.

"This was achieved and the work with the children went very well"

"Family disengaged – not possible to complete the service"

Other comments from referrers

"This was a difficult situation and work was undertaken with sensitivity to the families needs as that time by [EYFSW]. Parent expressed she needed to move on and was very appreciative of the support she received at that time"

"The work done by [EYFSW] was all very useful and administered in an appropriate and professional manner."

Linked and Specialist Childminding Service

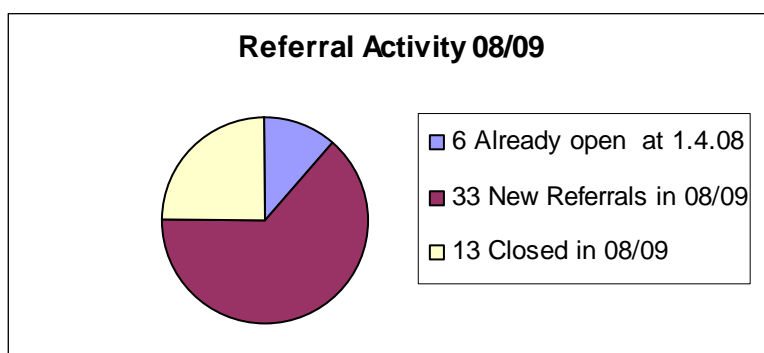
The Sure Start Childminding Service is co-ordinated by the team's Senior Social Worker in partnership with the Scottish Childminder Association (SCMA) Childminding Development Officer who assists with the recruitment of Childminders to the service. Sure Start is responsible for setting up the childminding contracts, reviewing contracts and evaluating the service. Sure Start also does the administration of the service including the payment of all childminders.

Referrals are submitted to the multi-agency Early Years Services Group (EYSG) of which Sure Start is a member. Referrals are invited from all disciplines including Social Work, Health and Education.

Linked Childminding Service

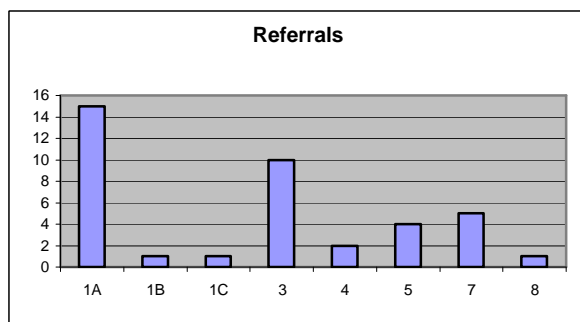
In April 2008 there were 6 contracts from the previous year and up to 31st March 2009, there were 33 further requests from the EYSG for a childminding service. During this period 13 referrals were closed.

During the period 1st April 2008- 31st March 2009, Sure Start co-ordinated 39 referrals. 26 children were still receiving a service at 31st March 2009.



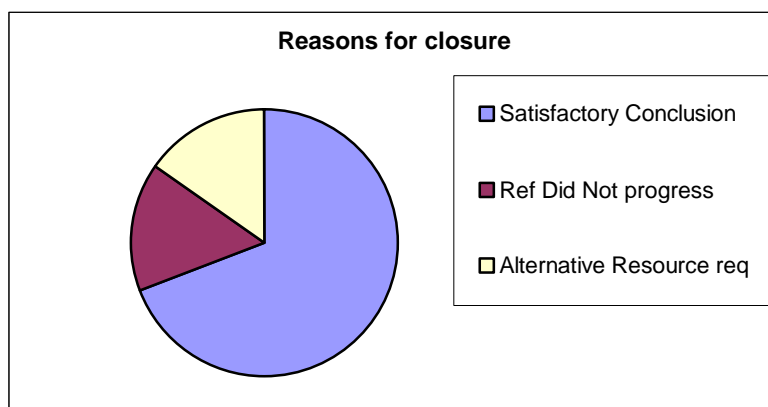
All referrals meet specific referral criteria, listed below, with numbers referred to Sure Start during this period:

- 1A** - parents/carers whose ability to care for their child and being able to promote their welfare was limited as a result of poor parental mental and physical health **(15 children)**
- 1B** - parents/carers whose ability to care for their child and being able to promote their welfare is limited as a result of their intellectual impairment **(1 child)**
- 1C** - parents/carers whose ability to care for their child is affected by substance misuse **(1)**
- 3** - respite required to support parents due to their own physical and mental health or the health of other dependent children **(10)**
- 4** - child failing to achieve their developmental milestones therefore further individual attention is required **(2)**
- 5**- relatives caring for children as a result of a statutory order **(4)**
- 7** - relatives caring for children who are not on a statutory order **(5)**
- 8** - where it is part of the care plan for a parent who requires temporary support to return to work or further education **(1)**



Of all contracts that were closed during the period April 2008-March 2009

- **9** were said to have reached a satisfactory conclusion
- **2** referrals did not progress as the service was no longer required/did not meet the expectations of the service user
- **2** were as a result of an alternative resource being required



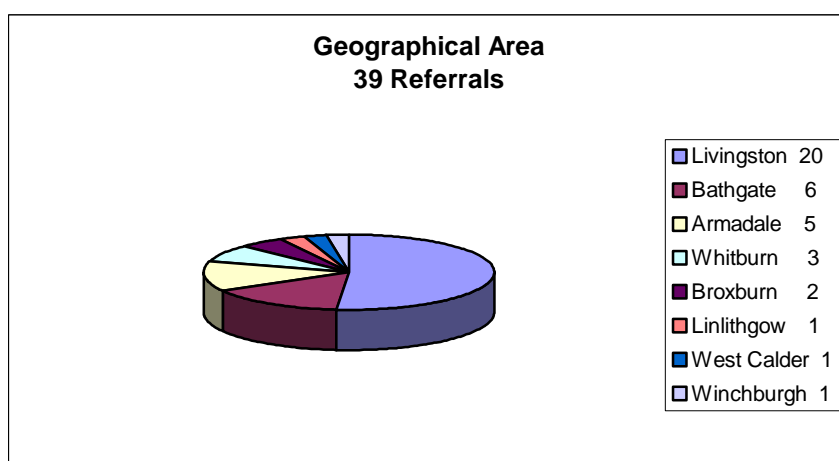
Referral Sources

Referrals for the Linked Childminding Service are made through the EYSG and are made by various services. Of the referrals that Sure Start were working with at 31st March 2009:

- **15** referrals were made by Social Work
- **14** referrals were made by Health Visitors
- **10** referrals were made by other sources, e.g. education

Sure Start covers all of West Lothian. Contracts for the period 1st April 2008-31st March 2009 were in the following areas:

20 Livingston **6** Bathgate **5** Armadale
3 Whitburn **2** Broxburn **1** Linlithgow **1** West Calder



Specialist Childminding Service

The Specialist Childminding Service operates differently, in that it is specifically set up to support young women to continue their education at school. All referrals come to the Sure Start Senior Social Worker from their allocated Early Years Development Worker who provides a variety of support to these young women and their children.

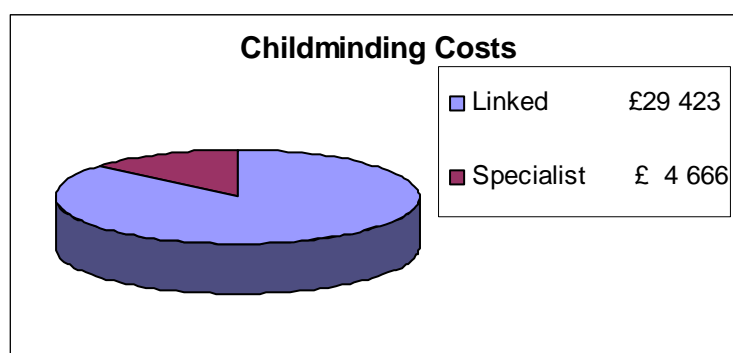
Three young women and babies have used the Specialist Childminding Service in 2008-2009. One contract was closed, as the young person was no longer at school.

Over the period there has been a poor return of evaluations from parents/carers and therefore we will look at improving this return within the next year.

Costs

In 2008-2009 the hourly rate paid to childminders was increased from £3.50 per hour to £4.25. This was as a result of the average hourly rate of childminders within West Lothian increased to £3.50. Childminders on Sure Start projects are expected to provide a service above that of a usual childminding contract, so it was agreed that Sure Start would also increase the hourly rate to reflect this specialist service.

During the period 2008-2009, the cost of both Sure Start childminding services was £34,088.76: this figure does not include administrative costs. This can be broken down into £29,423.35 for the Linked Service and £4,665.76 for the Specialist Service.



It can be expected that these will increase within the next year if demand continues to increase especially in relation to the Specialist Childminding Service.

Evaluation & Monitoring

All childminding contracts are set up with the family, referrer, childminder and Sure Start Senior Social Worker and copies of contracts are issued to all. An initial review of the service is held within 8 weeks with subsequent review date made following if it is felt that the service should continue pass this initial 8-week period. All reviews are chaired and minuted by the Sure Start Senior Social Worker and minutes are distributed to all involved. At the end of a contract evaluations are sent to the childminder, referrer and family.

Parent Evaluations 2008-2009

	Always	Sometimes	Never
1 Were the arrangement for your child made clear?	1		
2 Were these arrangements suitable for you?	1		

3	Did the placement meet your family's needs?	1		
			YES	NO
4	Were you and your child treated with respect and courtesy	1		
5	Other Comments (see below)			
<p><i>"The service provided was an enormous help to me during a difficult time and I really appreciate Sure Start's support. Both childminders were extremely helpful & flexible when required"</i></p>				

Referrer Evaluations

		Always	Sometimes	Never
1	Were the arrangement for your child made clear?	3	1	
<p><i>"Slight hiccup in terms of identified length of placement problem was dealt with speedily"</i></p>				
2	Were these arrangements suitable for you?	4		
<p><i>"Arrangements were suitable but mum chose not to engage"</i></p>				
		Very Good	Good	Poor
3a	Did the placement meet your family's needs?	2	1	
<p><i>"Can't comment as mum did not make use of the service"</i></p>				
3b	In what way did the service meet the family's needs?			
<p><i>"Provided necessary stability for children during brief period of stress"</i> <i>"The childminding service supported the children's relative carer and assisted in maintaining their care placement"</i> <i>"Provided excellent support to mum – met the child's social and developmental needs"</i></p>				
4	Please comment on the responsiveness of the service and what was most / least helpful?			
<p><i>"Very responsive problems dealt with quickly"</i> <i>"The service was provided at short notice and communication was good"</i> <i>"Excellent service – faultless"</i></p>				
5	Do you have any other comments?			
<p><i>"Thanks for your help"</i></p>				

Parenting Courses 2008-09 Annual Report

Group	Numbers	Venue times
Getting Through the Day (GTTD)	5 completed /of 15 referrals	Armadale---Jan---April 2008
GTTD	5/ of 12 referrals	Bathgate EYC---Jan---April 2008
GTTD	9/ of 12 referrals	West Calder CC---April till June 2008
Dads' Club	-----	See Dads' Club report
Mellow Parenting	7/ of 12 referrals	Whitdale FC, Jan---June 2008
Friday Support Group	10/ of 12 referrals	Lanthorn Jan---Sept 2008
GTTD 2	10/ of 15 referrals	West Calder CC---Aug---Dec 2008
Mellow Parenting (PS)	4/ of 12 referrals	Armadale PS---Sept---Dec 2008
Mellow Dads	5/ of 14 referrals	Deans PS---March to June 2009
Thursday Support Group	13/ of 17 referrals	West Calder Cc--Feb---June 2009
Totals	68 completed of 131 referrals	(52%)

Referrals for all GTTD from Schools, SW, Ch&YP, Health Visitors, Self referral
 Referrals for Mellow Parenting (Jan-June 08)—SW, Sure Start
 Referrals for Mellow Parenting (Sept 08)—all from school

Outcomes very positive shown by use of Eyeberg and Rosenberg scales in all groups.

Quote from a mother - Asked about how things have changed, one mother replied, *"I am more confident, therefore it must rub off on my daughter and make her feel more confident"*.

Another parent - *"Kids calmer, not as hyper and more manageable. [This is because I] just spend more time with them, give them individual time also. And I listen to them more, we understand each other better"*.

"I would recommend this group because it's easy to feel isolated when you're at home on your own or with children".

Developments

1. Mellow Parenting for parents whose children attend primary school. Film made with the parents and on Web—Presentation by self and mums with teachers to conference.
2. Review of Mellow Dads course
3. Review of GTTD for family work, and delivered training
4. GTTD2 developed and run successfully. Has been run again by other workers successfully. Requests for training by Family Centre Workers, Children & Young People Team workers, and others, to be delivered in 2009.

Students

Two students: one from Sept –Dec 2008, the other Feb- June 2009

Training Delivered

1. Incredible Years with Clinical Psychologist, Ion Wyness: April 2008—14 participants
2. GTTD—Delivered to 5 workers and 5 parents (one has co-led a group)—5th, 12th and 19th Nov 2008
3. GTTD—work with families for 15 participants

Delivered talk re groups in Edinburgh 28th Oct and the Midlothian Dads' Worker is using GTTD.

The social worker who co-ordinates and writes our parenting programmes is also Chair of the social worker Practitioner Forum (Changing Lives) and a member of the Fathers Network Scotland committee.

Getting Through The Day 2

This course aims to equip participants with an internal "toolbox" that they can use when stressed, fed up, angry or they are not feeling confident. In other words it is about health well-being.

It was developed to carry on the work done in the parenting, behaviour management course called "Getting Through The Day". We found parents needed a booster to keep what they learned going, and also find new ways to cope with the stresses of being a parent. It covers dealing with stress, anger management, building confidence, and looks at what parents themselves might want to be doing for themselves.

The course lasts 16 weeks, and parents who have done the course say it is too short!

All Sure Start parenting courses are supported by a crèche, organised by the Sure Start office and staffed by Play Support Workers.



GTTD Group Craigshill (Spring 08)

Tuesday 1pm – 3.00pm
April to June 2008 for 8 weeks
Craigsfarm, Craigshill

Parenting Course

Crèche provided

Numbers referred for the year - 6
Numbers at 1 April 08 - 5

Referred by

Health Visitor	3	Livingston Family Centre	1
Self	2		

Attendance

Completed course	5
Did not complete course	1

Referred onto

Daisy Drop In	5
---------------	---

Ages of those attending

Adults 17 – 40 years

Activities included

Play and Development	Family team work
Positive Relationships with your child	Co-operation and support
Communication	Behaviour Management



GTTD Group Craigshill (Autumn)

Tuesday 1pm – 3.00pm
October to December 2008 for 8 weeks
Craigsfarm, Craigshill

Parenting Course

Crèche provided

Numbers referred for the year - 10

Referred by

Health Visitor	3	YM+	3
Self	2	Daisy Drop In	2

Attendance

Completed course	7
Did not complete course	3

Referred onto

Careers Adviser	2
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Ages of those attending

Adults 17 – 35 years

Activities included

Play and Development	Family team work
Positive Relationships with your child	Co-operation and support
Communication	Behaviour Management



Positive Steps

Evaluation for **November 2008-February 2009**

Background

Positive Steps began following a pilot group which evaluated well in March 2008. This pilot group was initially co-run with staff from the NHS Peri-Natal Mental Health Service. Due to other commitments this year the group was led by Sure Start staff: an Early Years Development Worker and Senior Social Worker.

Referrals were sought mainly from Health Visitors (11). Other agencies including GP (1), Peri-natal service (1) and Social Work (2) also referred to the group. In total 15 referrals were submitted to Sure Start.

Home visits were made to each family in order to meet with the family and discuss the content of the group as well as provide the mother with the opportunity to discuss her hopes and fears for the group. At this point 5 of the 15 families said that they did not wish to attend the group. Referrers were advised.

At the start of the group there were 10 participants. After the first week 2 people said that they did not feel the group was for them and 1 never attended. Again referrers were advised. This left a group of 7, with no further drop-out after this.

The Group

The group lasted 14 weeks including a 2-week break for school holidays. The course content used excerpts from "*Treating Postnatal Depression*" Milgrom; Marin; Negri using the principles of cognitive behaviour therapy.

At the start participants were asked to complete the 'Hospital Anxiety & Depression Scale' (HADS). Five mothers had a concerning score for anxiety and 2 scored a significant concern in relation to anxiety. In relation to depression 5 scored a significant concern 1 scored borderline and 1 was concerning.

In later weeks it became clear to both facilitators that the needs of the group were not solely related to postnatal depression: many described long histories of depression. Many also described a history of difficult relationships with their parents, reflecting on the difficulties this led to in their relationships with their own children. Subsequent referrals were made for these families for individual counselling.

The group content also included four "baby & me" sessions, included to promote positive parent child relationships. It was hoped to video sessions and review with the parents. Due to one parent's poor self-image this did not occur at her request.

Outcomes

A further HADS score was undertaken on completion of the course: the results of this scale showed improvement in some; status quo in others; no group participants score increasing in severity. In 50% of participants the anxiety score remained a concern. For one, the anxiety score dropped from being concerning to within normal range. In relation to the scores for depression only one person's remained a concern: most other people's scores dropped to borderline or within normal range.

Evaluation

On completion of the course participants were also asked to complete an evaluation looking at whether the group had met its aims and objectives

I have a clearer understanding of postnatal disorder	6 Yes	1 Not sure	
I am able to achieve a balance between "mandatory and pleasurable" activities	3 Yes	4 Not Sure	
I am able to take time to relax	3 Yes	4 Not sure	
I am aware of my needs and can ask for help	4 Yes	2 Not sure	1 No
I am able to recognise negative thoughts and can challenge them	4 Yes	3 Not sure	
I am able to set realistic goals	1 Yes	4 Not Sure	2 No
I feel more able to cope with my situation	2 Yes	2 Not sure	3 No

All evaluations stated that they felt that the group provided a supportive environment where people felt comfortable to talk.

"Very supportive – a calm, caring environment – have felt comfortable talking". "
"I think the group has always felt safe to talk in and it has been very supportive. I think the facilitators have been really effective in maintaining boundaries around the group to help the group feel safe"

Most parents found 'baby and me' sessions useful: 1 said it was unhelpful.

" Yes nice to have focused time on my own with baby"
"Only attended one session(mother and baby) the song book helped and I have used this a lot".
"Found the mother and baby sessions the least useful (part of the course)"
"Yes because I feel I have bonded a lot more with my child"

There was a varied response to how people have viewed whether the course has helped with their anxiety

" Yes (however) my anxiety comes back but I know how to control this".
"Ups and downs – have stated on a process of accepting there is a problem and dealing with it".
"I feel that I am still managing a lot of difficult thoughts and feelings but its different – I've moved on in many ways and have a lot of hard work to do."

Other comments

"The group has really helped me"
"I would ask that the group lasts longer, I was disappointed that it has to end"
"I am very grateful of the support offered by Sure Start. I feel very lucky to have been offered this opportunity"
"(found it beneficial) to be listened to without being judged, thank-you so much!"

MOVING ON
“Instructions not Included”
Peer Education Project
April 2008 – March 2009



Peer Educators

Aims

- Strengthen and build upon the parents’ existing skills and improve their self-esteem and self-confidence.
- Promote the parents’ learning and transfer their knowledge in a focused and direct way.
- Support the parents to learn new skills and engage in volunteering.
- Explore further education as a future option
- Ensure parents feel valued within Sure Start

Objectives

- Deliver peer education training weekly for 10 weeks
- Involve parents in every aspect of the programme
- Support parents to work towards Millennium Volunteer Award
- Provide other agencies for the parents to work with/learn from
- Link parents into Sure Start career advisors
- Provide opportunities and support for further development
- Provide informal supervision on a fortnightly basis

Numbers of parents at the beginning of the year 2
Number of parents at the end of the year 8

2 parents continued from last year
8 parents joined the training
2 parents left peer education after the training and went onto college

Total numbers of peer educators in 2008 – 2009 were **12**

Outcomes

All 8 peer educators started and finished the training and achieved 50 hours Millennium Volunteer Award. Two peer educators gained awards of 100 hours and 200 hours

Each peer educator filled out Rosenberg Self Esteem rating at the beginning and end of the training: each person’s rating had increased by at least 4 points.

The peer educators started delivering work in Bathgate Academy. “Instructions not Included” was facilitated by Sure Start staff, a staff member from Children and Youth People Team and 2 peer educators.

'Instructions not Included'

8 young people were referred to the programme
7 young people attended and finished the programme

Topics covered in the 8 week session were;

- Introductions and getting to know you
- Self Esteem
- Sexual Health
- Alcohol and Drugs – Risk Taking behaviour
- Baby blues
- Realities of parenthood
- Careers and options
- Round up and ending

Outcomes

The full evaluation report into this pilot study was done by Vicky Scott of the Children & Young People team. It identified changes that the young people made in their attitudes and aspirations: 2 out of 3 who thought they would have children when they were aged 16-19 moved the age upwards to their 20s.

Improvements due

The report also informed staff about potential benefits of changes to venue; evaluation; age of participants; number of adults delivering the course; improved planning and shorter sessions without a break. These changes will be noted when planning the next course.

West Lothian Volunteer Manager of the Year being awarded to our member of staff Julie Taylor who leads this work.



ADULT GUIDANCE ANNUAL REPORT 08-09

Two part time professionally trained career advisers (1 Full Time Equivalent) provide an Adult Guidance/ Careers Advice to Sure Start parents as well as other parents in West Lothian who have young children of pre- school age.

This year most work has been individual interviews either by referral or through attendance at many of the Sure Start groups. A regular programme of Careers Drop-Ins has been held at several Local Authority Nurseries and Early Year Centres. An awareness raising exercise was recently carried out through outreach at Education Nursery Schools to encourage parents to seek advice about career options and goal setting for the future.

Adult Guidance Summary April 08-March 09

INDIVIDUAL INTERVIEWS	78
GROUP WORK	25 TOTAL GROUP SESSIONS
CRECHE WORK TRAINING	1 COURSE 6 SESSIONS
DROP IN SESSIONS	17
OPEN DAYS INFORMATION DISPLAYS	5
PEER EDUCATION	6

Laptops

Sure Start Careers made a successful bid for funding from Access 2 Employment for dedicated laptop computers to enable Bathgate and Whitdale Early Years Centres the chance to offer services such as training in IT. These will assist parents in their job searches and other activities, which will improve their employment prospects and help them to gain new skills while helping build motivation and self-confidence.

Peer educators

The Careers Advisers delivered both 'Interviewee' and 'Interviewer skills' to the Peer Education programme, designed to assist them with the selection of new recruits. Adult Guidance also delivered activities and exercises, to development communication skills which support parents in building self-esteem. Psychometric testing was used to identify specific personality features and the kind of jobs that people would be most suited to, enabling them to consider future study, training or a career.

Play Support Workers

Guidance has a role in developing the Play Support Workers (formerly creche workers): we deliver initial training and organise subsequent in-service training through the Voluntary Sector Training Calendar.

Liaison with the Childcare Partnership Development Worker enabled the National Progression Award in Playwork and Childcare to be offered to the workers on a part time evening basis. This qualification meets the criteria set by the Scottish Social Services Council for registration at support worker level and will help them to progress in their career.

Keeping up to date

The Careers Advisers keep up to date with changes in benefits and policies by attending quarterly conferences run by the 'Financial Inclusion Network', which deal in themed topics and highlight the organisations in the area offering services.

Parent outcomes

A tracking system has been adopted to follow the progress of parents who have been assisted over the period. The following is a selection of the feedback from those we reached.

- ✓ Two are moving on to University
- ✓ 27 have gone into Further Education.
- ✓ 11 got information on Open Learning courses: some started them and others have made applications for Full time study at F.E. colleges.
- ✓ 12 did the Sure Start Creche course; some joined the Creche Bank; others went on the A.B.E. (Adult Basic Education) crèche course which is accredited.
- ✓ Seven have gone into work: some going back to previous work whilst others have secured full or part time employment.
- ✓ Many who are looking for experience are encouraged to spend time as Volunteers, skill building, which will give them up to date references needed for future employment.

New developments

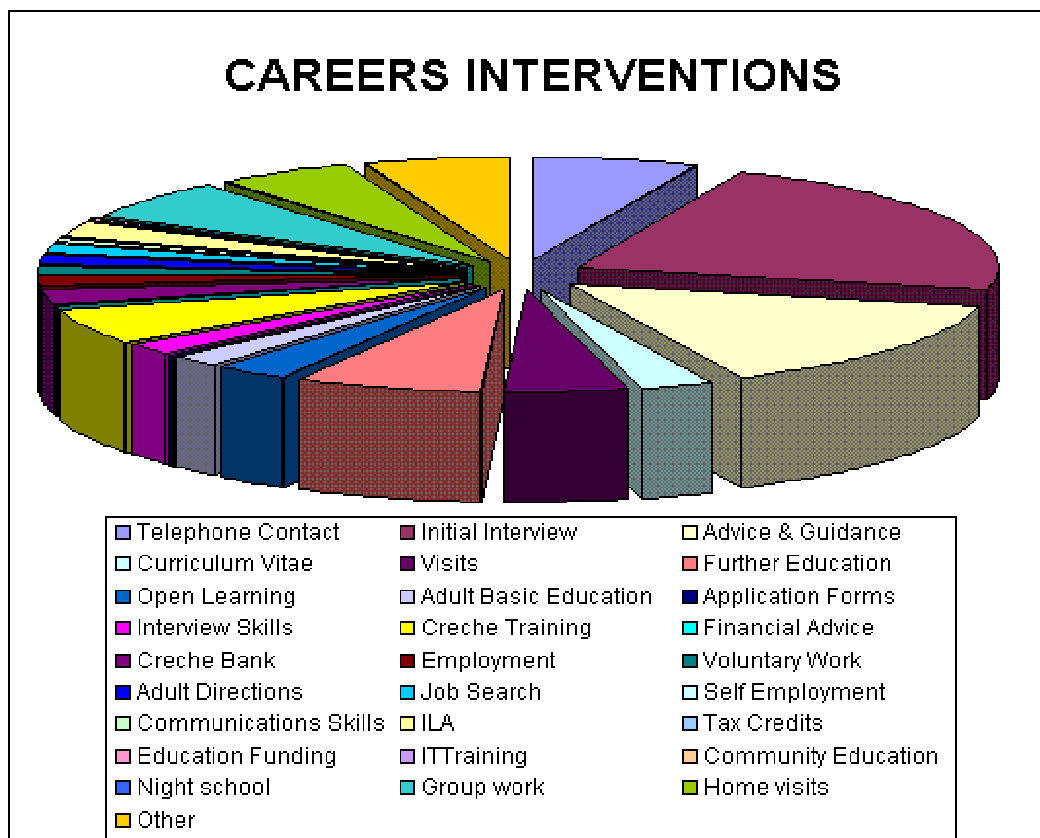
The advisers have concentrated on outreach to various new locations this year as well as ensuring that one to one time is given to every individual who requests it.

Some parents need to be accompanied to venues to give added support to see them through to the interview stage. They often need help to familiarise themselves with college as it can be daunting for them going to a large building with lots of people that they do not know.

Assistance is available with money matters e.g. lone parent benefits, child tax credits and student funding; information and advice is also provided about childcare options including wraparound care, childminding and nursery provision.

Interventions (Advice and guidance discussions)

Telephone Contact	24	Financial Advice	1
Initial Interview	83	Creche Bank	9
Advice & Guidance	55	Employment	7
Curriculum Vitae	10	Voluntary Work	5
Visits	18	Adult Directions	5
Further Education	27	Job Search	5
Open Learning	11	Self Employment	1
Adult Basic Education	7	Communications Skills	2
Application Forms	1	Individual Learning Account	10
Interview Skills	7	Tax Credits	0
Creche Training	21	Education Funding	1
Night school	0	IT Training	1
Group work	23	Community Education	0
Home visits	19		
Other	21		



PLANNING

Last Year's Plans

At the team development days of 2008/9 staff contribute to team planning for the coming months. In April 2008 we looked at the 'customer journey' through individual work and groups, and the administrative systems that surround this. In August 2008 we reviewed the Jan 08 plan.

By March 09 progress on the 2007/08 plan was as below:

1 Transport review	As a trial we did borrow the children's units' people carriers and did fewer journeys. However, the units then needed them more so this ended. We now know that these vehicles would be useful if we had the funding.
2 Work with Grandparents	We worked with Bathgate Early Years Centre to plan and pilot a group for Grandparents which has been successful and noted by the Scottish Government.
3 Improve working time management	Internal staff offered advice and support at a team meeting. We are now running more groups than ever which means more time out in the community.
4 Improve recording	We organised more training on recording and identified barriers to getting records done in good time: this included setting aside time for recording and having data cleansing periods.
5 Develop skills and extend 'toolkit' for workers	We have a Personal Development Plan for each member of staff. We continue to review and update these and work hard to meet their needs. This year's conference on parental substance misuse came from need perceived by staff.
6 Review office systems	We reviewed the 'customer journey' in our referral and transfer systems. We also identified points for evaluation of services.
7 Other office tasks	We cleared out records and information no longer required under Data Protection legislation.
8 Recruitment	We were unable to recruit through NHS colleagues to our health post which fell vacant in 2007. This is to be lost as a saving in 2009/10 budget. We recruited other staff to the team and continued to take students to improve our skills mix.
9 Getting Through the Day	Getting Through The Day Parenting Programme was reviewed and a new programme GTTD2 was devised. Training was delivered for other staff to deliver this.

Future plans For 2009/10

In January 2009 the team agreed a shared vision for Sure Start for the coming year:

'Children benefiting from the range of our services: from antenatal (for men and women) to universal services; targeting for those in need, identifying gaps in order to target; people coming through range of services to community resources then to become community resources e.g. crèche workers, peer educators, parenting course delivery by graduates; education, training and employment. Whole system supported by crèche workers and childminders, great administration and office systems. More money, more staff, more support for children!! Acknowledge some of our work is long-term support for children.'

In January 09 we drew up a detailed 24-point action plan focussing on practical tasks that needed to be done in order to achieve delivery of the above vision. Main areas:

1. Recruitment	Recruit new staff if parenting funding is awarded: maintain student input to team to improve skills mix and new learning.
2. Parent Forum	Set up a Parents' Forum to include crèche staff who were parent users of services. Promote their engagement in commenting on our services.
3. Video and camera work	More or upgrading of equipment required to ensure best use of Video Interaction Guidance (VIG) training and continued use in Mellow Parenting and Dads Clubs.
4. Continued staff development and training	Maintain Personal Development Plan system and ensure training for staff in knowledge, skills and methods.
5. Better tracking of outcomes	Parent and child outcomes are our most important measure of success. We aim to improve how we do this and spread good practice across the team.
6. Compile 'sacks'	Story sacks and play sacks to be made up for leaving with families for homework between parenting course sessions
7. Promote singing	Compile a new song book and promote singing, rhythm and rhyme at crèches
8. Review office systems	Office staff to review systems on regular basis
9. Training in 'Getting Through the Day' and GTTD2	Other staff to be trained to deliver these and run them in sequence at relevant groups.

At end March 09 we are in discussion about partnership in future work:

1. Incredible Years We have been invited by University of Edinburgh and Lothian Health to participate in a pilot of a new 0-4 yrs pack of workshops for parents. The offer comes with funding for training and staff development, a research proposal and mentoring opportunities for experienced staff. This proposal is likely to be reflected in our work in autumn 09.
2. Parenting We have been fortunate to be partners in a bid for government health funding to extend parenting work, and Sure Start will be recruiting an Early Years Development Worker to support families who find the idea of a group difficult. This work will begin in June 09 and will be thoroughly evaluated, ending in a Scottish Government conference in 2010.
3. Ante-natal anxiety Following on from our Positive Steps group, we are in discussions with Lothian Health and the University of Edinburgh to pilot an ante-natal intervention for women affected by anxiety. This will be formally researched through the Chief Scientist Office. If successful, this group may be in place later in 2009, or early 2010.
4. Work with parents coming out of prison remains an objective for the coming year. Despite discussion with Polmont Young Offenders Institution, we have not yet made progress. We aim to approach Cornton Vale Women's Prison in 2009/10. Our hope is to offer a bridge into community supports for parents.

We aim for constant improvement, for greater uptake of services and improving feedback from families with whom we are in contact.

