



Issue No 13
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Sure Start

Sure Start Website www.wlcsurestart.org.uk

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Mission Statement

West Lothian Council's Children and Families Social Policy Services are based in the community and provide support, advice and guidance to children, young people and their families. We are responsible for promoting the welfare and safety of children and young people in a range of services. These include early years support, early intervention and school-based support services as well as teams which deal with children about whom there are concerns, or who are affected by disability, or who are looked after by the council.

The Children and Families Service aims to contribute to making sure that all children and young people in West Lothian are safe, nurtured, active, healthy, achieving, included, respected and responsible. We will do this in partnership with children and young people, their families and carers, their communities and other relevant organisations. We aim to be open, honest and accountable, and to make best use of our resources through a competent and confident workforce.

Customer Service Standards

We aim to:

- Treat all service users fairly, with courtesy and respect
- Respond promptly to all enquiries
- Communicate clearly with all users of our services and to encourage feedback
- Offer appointments at times and places that are suitable to users, where possible
- Consult our service users on a regular basis and report on this annually
- Respect confidentiality as far as possible without compromising the welfare of children and young people
- Act on compliments, comments and complaints and use them to improve our services
- Respond to complaints within 1 day and resolve complaints within 5 days, where possible
- Ensure that all staff are appropriately qualified or trained for their jobs

Sure Start Information Sessions

- ☉ Friday, 30th March 2007
- ☉ Wednesday 30th May 2007

These sessions are held in the Sure Start Office, Unit G, Kirkton Business Centre, Livingston Village
Sessions start at 9am and last 1 hour approx.

Sure Start Service Standards

In all cases Sure Start aims to:

- ❖ Respond to all requests for service within one week and advise on availability
- ❖ Provide a named contact person to parents/referrers before a service commences
- ❖ Consult with parents and take their views into account when planning services
- ❖ Consult with colleagues from other relevant agencies when planning services
- ❖ Consult with parents on the quality of the service provision, service standards and written information
- ❖ Ask whether you consider these standards to be relevant to you and whether you believe we are meeting them with our annual customer survey – we will also ask about your satisfaction with our services. We aim to deliver at least 95% customer satisfaction overall.

In addition, where individual family support is requested we will:

- ❖ Arrange to meet with parents/carers at a convenient location to agree tasks and set plan
- ❖ Confirm details in writing of the agreed service being offered
- ❖ Review plan within 3 months and at not more than 6 monthly intervals
- ❖ Consult with parents/carers about plans for ending the service
- ❖ Involve parents/carers in all planning meetings and reviews.

Recent consultations with partners (health, education and voluntary organisations) on our revised standards – 100% agreed that the standards were relevant, meaningful and Sure Start was meeting these standards

CUSTOMER SERVICE SURVEY 2007

Responses from groups and telephone questionnaire

1. Treat fairly with courtesy and respect	100%
2. Respond promptly and politely	98%
3. Offers appointments at convenient times	100%
4. Respect confidentiality	100%
5. Feel involved in meetings about child	100%
6. Allow to contribute to meetings, reviews etc	97%
7. Consultation relevant and meaningful	83%
8. Feel consulted	100%
9. Information provided in ways easy to understand	88%
10. Reports and leaflets easy to understand	95%
11. Do staff identify themselves	91%
12. Joint working with other agencies	93%
13. Service has improved over the last 3 years	100%

14. and 15 Suggestions for improving the service and choice

Most parents said they were happy with the service. Suggestions included running more groups and repeating parenting programmes annually as refresher courses.. One parent felt that other agencies could be better at referring and promoting the groups. There were no suggestions for additional services for people with special needs.

16. Making complaints

No parent had made a complaint. Most thought they would speak to their worker in the first instance and then contact the Sure Start office if dissatisfied.

17. Contributing to the wider community.

The only comments in relation to this were that we could reach more parents through improved communication and publicity.

18. Level of satisfaction with the service

98%

