



Sure Start

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Sure Start Early Years Conference

This year our conference will be in the week commencing 10th November

Watch this space and our website for more information.

Dads CD

West Lothian Dads and their children have made a CD, with help of students from Jewel & Esk College, Edinburgh

The CD has versions of nursery rhymes done to modern music styles - rock, pop, country & Western, blues, dance, jazz etc

The CD helps adults to sing and enjoy music and nursery rhymes with their young children.

The CD is called - Hip Hop Tots Body Jam and will be completed by the end of March and should be available by May.

Sure Start Groups

Remember to look at our website for an up to date list of the groups we are running

New Manager At Sure Start

Paula Huddart came from a background in Children and Families Social Work, Service Development and Mental Health Research. Paula joined the team in November.



Paula says she's "very excited about working with the team as their good work goes before them"

She feels that support to families with very young children is vital, and has proved to be the best way of improving children's chances later in life

Getting Through The Day

An external evaluation of Getting Through the Day was done by Lynne Binnie (Educational Psychologist) which showed good changes for parents.

More information will be in our Annual Report.

Children & Families 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 service users, publish the results annually and use these to improve services
- Respect confidentiality as far as possible without compromising the welfare of children and young people
- Respond to complaints within a day and resolve complaints within 5 days
- Ensure that all staff are appropriately qualified or trained for their jobs

You Said – We Did

You Said – It would help if all the crèche workers had a duplicate note book to report accidents.

We have made sure these are at every crèche.

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.



"WORKING TOGETHER - WE CAN ACHIEVE"

"Instructions not Included" is a Sure Start initiative, which supports identified young parents whom have progressed in their own skills and development to become peer educators. This initiative focuses on peer learning along with Sure Start and other agencies, to groups of young people identified as possibly being at risk of teenage pregnancy.

The peer educators attended nearly four months of training before working in Inveralmond High School. Currently they are delivering an 18-week comprehensive programme to 7 young women.

On successful evaluation we hope to run this initiative throughout West Lothian. Our aim is, to empower and include more young parents in training to become peer educators and as our logo suggests, working together in a good team builds not only skills but also trust and achievements.

"I have learnt a lot of new skills along with the skills I already have. I think it's great that I have the chance to share them with younger people."
(Marie Andreetti, Peer Educator)

"I have a lot more confidence now than I did when I started and it's good to get the chance to build on my skills"
(Clair Andreetti, Peer Educator)

"It's good that I can help young people to understand it all a bit easier"
(Steven Preston, Peer Educator)

Watch this space!!

Sure Start and ABE have demonstrated that two heads are better than one when it comes to delivery. We have been working together since May 2007 on a project that has supported a group of young mums in the Armadale and Blackridge area to write their own leaflet about parenting.

The group members had discussed how difficult they found it to understand some of the written information they had received and decided to take matters into their own hands by writing a parenting leaflet in plain English and without the mind-boggling jargon. Following a successful application to the Learning Connections' Learner Publication fund, the project snowballed and the leaflet became a book.

"I'm a mum, now what?" will be launched on March 13th. As it says on the cover 'A book about bringing up your wains, written by young mums for young mums'.



Sure Start Peer Educators

Sure Start Information Sessions

- ☉ Wednesday 19th March 2008
- ☉ Friday 16th May 2008
- ☉ Wednesday 25th June 2008

These sessions are for any new staff in West Lothian and will provide information about our services. The sessions are held in the Sure Start Office, Unit G, Kirkton Business Centre, Livingston Village, Sessions start at 9am and last 1 hour approx.