



Sure Start

Issue No 18
Springtime

www.wlcsurestart.org.uk

HAPPY SPRINGTIME FROM SURE START

CARE COMMISSION

We had a recent inspection of our crèches by the Care Commission who suggested a few improvements which we are already working on. If you have any complaints about the crèche, or you wish to read their report (probably after June) their website is www.carecommission.com

The local office is
Care Commission
Stuart House
Eskmill
Musselburgh
EH21 7PB
Tel 0131 653 4100

And the national office is

Care Commission HQ
Compass Drive
11 Riverside Drive
Dundee
DD1 4NY
01382 207100

Sure Start Information Sessions

- ☺ Friday 19th June 09
- ☺ Wednesday 22nd July 09
- ☺ Friday 21st August

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.

ANNUAL REPORT 07-08

We have published a summary of our annual report. This is available on the website, as well as the full report. We have also mailed it out to partners.

If you want a paper copy please let us know.

Sure Start Annual Report 07/08 Summary
www.wlcsurestart.org.uk

We aim to give very young children (from pre-birth to 3 years) the best possible start in life by working closely with parents, grandparents and carers. We also work with other agencies. We will do this 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

Age of Adults Offered Service (422)

12-16 yrs:	8%
17-21 yrs:	63%
Over 22:	28%

Activity Statistics
 Open/closed this year: 652
 Referrals this year: 465
 Active referrals (at 31.3.08): 504

Groups

Usually 35 groups per week
29 groups at 31.3.08 (Easter Holidays)
Activity Based: 7
Young Mums 2B: 2
Young Mums +: 6
Dads 2B: 2
Dads Club / Group: 2
Parenting: 5
Others: 5

An Activity group - "drop-in"

Facts & Figures

In 2007-08 we dealt with about 800 people: most people attending groups. About two-thirds of parents at referred groups are under 22 years old.

Evaluations

Overall parents are very positive about our services

A MOVE ACROSS TOWN

People in Armadale will know that the community centre is closed for the next 9-10 months as it is being refurbished.

Meantime the Sure Start "Jumping Jacks" group has had to be split into two groups. It now runs on Monday's 1145-130 and Thursday's 12-2pm in St Anthony's Hall Armadale.

Do still come along and meet friends!
Contact Karen Cunningham

In this issue

- Care Commission Information Sessions
- Annual Report 07-08
- Jumping Jacks
- Positive Steps Group
- Partner Survey
- Conference 2009
- Customer Results Survey
- Care Accolades
- Parents Forum
- Peer Education
- Customer Outcome Survey

POSITIVE STEPS

We have a new Positive Steps group which started on 30th April in Deans Early Years Centre. We would like to hear from anyone, with post-natal depression, who might benefit from this group. The group will run again in September. Following on from comments from the last group we want to hear what information partners / husbands would find useful as well

PARTNER SURVEY

This year's survey had one area we did less well in, communication.

You Said "Sometimes you're slow to respond"

We Suggest There are other ways of being in touch with us when our office phone is busy.

CONTACT US

Website www.wlcsurestart.org.uk
Email surestart@westlothian.gov.uk
Fax 01506 775839

Telephones
Office 01506 775836
Paula Huddart 01506 775841
Karen Love 01506 774092

We did not get a lot of responses to our partner survey so we will try to improve this.

CONFERENCE 2009

WEDNESDAY 11TH NOVEMBER 2009
"NEW RESEARCH, NEW IDEAS?"

CUSTOMER SERVICE SURVEY RESULTS

We changed our survey and our method of collecting information in 2008. 90 parents responded.

	2007	2008
Treated Fairly and with Respect	90%	99%
Respond Promptly and Politely	98%	96%
Convenient Appointments	100%	98%
Consultation relevant	83%	94%
Information Provided Easy to Understand	88%	87%

Best Way to be in Touch

Office	3%	House Phone	37%	Mobile Phone	37%	Text	14%
Website	11%	Email	33%	Letter	19%	Home visit	10%

Dads said – they also wanted to stay in the same venue. **We Did** - They now continue to meet in Deans and Bathgate

You Said - can we repeat parenting groups annually as a refresher

We Did - in 08/09 year ran a Mellow Parenting follow on group and Getting Through The Day 2 as a follow on from previous groups. We are running the same parenting programmes with improvements suggested by parents and staff.

You Said -We could improve communication and publicity in the community

We Did -In 2008 we revamped our main leaflet, with the help of staff and parents. We also now publish our group list in Newsletters and the Cutting Edge Bulletin for Councillors. We keep websites updated, mail out our list to partner agencies and have added more partners to our mailing list. We are planning an article in the West Lothian Council newspaper, The Bulletin, which is delivered to every home.

Often our feedback says "more please" Last year we ran 35 groups per week: now it is 40. We do this by working in partnership with others and parents running their own groups with our support e.g. the Dads Club is now run by Dads.

Five of our young mothers are participating in the publicity on NHS Lothian Midwifery Stakeholders Day. Two of them were also filmed for the Antenatal Exercise DVD which will be shown to pregnant mothers across the Lothians.

CARE ACCOLADES

The Sure Start team was nominated by manager Paula Huddart for Care Accolades Awards, including Best Team. We made it through the initial stages but have not got into the final. "Never mind" says Paula "It's still the best team around"

PEER EDUCATION

The Peer Education programme "Instructions Not Included" is now in a third school. This time, we find it has been useful to hold the group sessions outside of school, so we may do this again. We are also about to train new Peer Educators, and the parent trainers have just been appointed – Well done Stephen and Tracy!

PARENTS FORUM

Although our evaluations and feedback is usually very good, we thought it would be useful to have a Parents' Forum. We have many parents active in Sure Start – as volunteers, crèche workers, peer educators and peer trainers.

This is a chance to have a closer relationship - for parents to comment more on our work, policies and structure. We're looking forward to the 1st meeting on 4th June.

Contact Julie Taylor

Our **Customer Outcomes Survey** reported even better results for families than 2008

Asked if Sure Start helps you feel	2008	2009
Safe	92%	100%
Valued	84%	96%
Responsible	72%	88%
Cared for	84%	94%
Achieving more	76%	92%
Part of community	80%	88%
In supportive friends	80%	92%
Healthier	68%	84%
More Active	76%	82%