

# Sure Start

*Making a Difference*

Newsletter 25

Autumn 2011



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### MANAGER'S REPORT

We are now into the autumn programme which runs until December 2011. Due to additional funding we have expanded Incredible Years. Twelve staff from Health, Community Learning, Children & Young People's Team and Early Years Teams were trained to deliver Incredible Years and now several courses are running across West Lothian. Incredible Years is having great results for families.

### EARLY YEARS CHANGES

Following the (early) retirement of Willie Hunter – Livingston Family Centre, Early Years services are being adjusted. The Outreach Team now comes under Sure Start's management, joining with two of our Family Support Workers. This offers exciting opportunities for work with families, including antenatal support to people not keen on groups. Other staff should begin to work (even) more collaboratively across teams and units.

### GOODBYE

This year we've said goodbye to Julie Taylor, Development Worker, who has sadly left due to ill health. We wish her well and thank her for an amazing contribution to Sure Start over 5 years service.

Her work included Peer Educators gaining Volunteering Awards, "Instructions not Included", and Volunteer Manager of the Year in 2009

### NEW FACES

Jill Galbraith has joined us as a student Social Worker this term. She will be doing a lot of observing staff and meeting people.

### CONGRATULATIONS

Donna Williams has been awarded her SVQ 3 in Social Care. Well deserved and well earned!



### EARLY YEARS SEMINAR

**14th November 2011**

*Recognising Neglect & Emotional Abuse*

We will be holding an afternoon seminar on the above date on the topics of Neglect and Emotional Abuse.

**Allyson Turnbull** will be speaking about research into a framework for evidencing Emotional Abuse.

**Cheryl Burgess** will be talking about the Action for Children report into neglect which she co-wrote with Brigid Daniel.

**Venue: Howden Park Centre**

**Time: 1.30pm - 4.30pm**

## ON THE MOVE (AGAIN)

We always knew our stay in Lomond House would be temporary – we are due to move to Strathbrock at the beginning of 2012. Please watch our website or the council website to keep up to date. Email addresses and website will remain the same. Phone numbers will be allocated and we will let you know as soon as we can.

## ANNUAL FEEDBACK

### Survey Results

Our customer surveys were carried out between January and April this year. Results as usual were positive, with one exception.

### Customer Service Survey (99 Replies)



### What is the best way to contact you?:

Email?	34
Mobile?	25
Home phone?	19
Text?	16
Web?	13
Letter?	7
Home Visit?	1

### Customer Satisfaction Survey (18 replies)

Gave a range of results, with over half feeling some questions did not apply. The one comment was:

*"Please simplify questionnaire"*. This is a widely used questionnaire, not designed by us or for our service. We will do our best to change our version

Of those who replied to each question, scores for **timing; access; location; service delivery; information; staff attitudes** were all high (88%-100%)  
**Phone & web access** were 77% & 75%

### You Said:

**25% of you did not rate our website as good or excellent**

### We Did:

We have reviewed and updated our website since the survey and hope it is now more helpful.

### You Said:

**Midwives asked us if we could move our address box on our referral leaflet to make it easier for them to**

### We Did:

We have moved the address box to fit easily into the window of an envelope. We've circulated this new form to all midwives.

When we studied our 2009/2010 Young Mums2b cohort, we found that we did not know about partners, so we have added this to the referral form as well. This means we can offer support to partners more quickly if they wish it.

You Said:

Only 73% in our survey said you knew how to complain about our service

We will:

- Make sure that this is better publicised.
- You may use the Council's "**Comments, Complaints, Compliments**" form online on the council website:  
<http://www.westlothian.gov.uk>
- Alternatively you can email us direct at [surestart@westlothian.gov.uk](mailto:surestart@westlothian.gov.uk) which is also listed on our website or phone our office and speak to the Manager - Paula Huddart.

**INFORMATION SESSIONS**

Friday 18<sup>th</sup> November 2011

Wednesday 14<sup>th</sup> December 2011

Friday 13<sup>th</sup> January 2012 (Venue TBC)

These sessions are for new staff in West Lothian and provide information about our services and are held in the Sure Start Office. Sessions start at 9am and last approx 1 hour.

**Contact Us**

Sure  Start

2nd Floor, Suite 9  
Lomond House  
Beveridge Square  
Livingston  
EH54 6QF



01506 774440

[surestart@westlothian.gov.uk](mailto:surestart@westlothian.gov.uk)

- Paula Huddart - Manager
- Karen Love - Senior Social Worker
- Sarah Arroll - Social Worker
- Kate Malcolm - EY Development Worker
- Denise Black - EY Development Worker
- Mhairi Hall - EY Development Worker
- Susan Duffy - EY Development Worker
- Ros Witcombe - EY Development Worker
- Toni Martin - EY Development Worker
- Andy Brough - EY Development Worker
- Moira Dods - Careers Advisor
- Donna Williams - EY Outreach Worker
- Maureen Gamble - EY Outreach Worker
- Karen Johnston - EY Outreach Worker
- Lorna Fox - EY Outreach Worker
- Mary Hewit - EY Outreach Worker
- Maria Henry - EY Outreach Worker
- Liz Dougal - EY Outreach Worker
- Jen McKinnon - Clerical Assistant
- Megan McGhee - Clerical Assistant

**Stop Press**

Armada Jumping Jacks

Parents raised **£875.05**

for equipment & toys at

their Race Night. A big

"Thank You" to everybody

for your support!

[www.wlcsurestart.org.uk](http://www.wlcsurestart.org.uk)

