

West Lothian Council Social Policy Children and Families

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 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.