

## Our Aims

"I don't know  
what I would  
have done  
without you"

Young Mum

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



## What do we do for families:



### We run groups which provide:

- opportunities for children's development through play
- support for families to help them understand and meet the needs of their child
- opportunities to meet with other parents including Young Mums To Be (YM2B) and Young Dads To Be (YD2B)
- assistance for parents to access local services



### We offer parenting programmes in:

- behaviour management
- understanding your child's needs
- opportunities for learning and support from other parents



### We provide:

- individual support to those families who need additional support
- group sessions for those who may require a different form of support



## What do we do for parents:

### Career development advice:

We help parents think about work, education and training. We meet parents at groups, drop in sessions and one to one support.



A Mum says  
"Sure Start's cool  
Sure Start's neat  
Sure Start helps you  
get on your feet"

## How will we deliver our services:

- We aim to be open and accountable.
- We aim to answer all calls within 10 rings and respond to telephone messages left within 1 working day.
- We will respond to all request for service within a week.
- We will consult with parents and take their views into account when planning services.
- We will acknowledge and respect different family patterns and cultural diversity.
- We will treat all people fairly and with courtesy.
- Ensure quality through ongoing training and development in line with current trends, research and guidance

## Comments and Complaints Procedure

If you wish to make a comment or a complaint about the service then please contact the Manager at the address on the back page

If you have used the Council's complaints procedure, and you are still unhappy, you can pass your complaint, within a year, to the

Scottish Public Services Ombudsman,  
4 Melville Street, Edinburgh EH3 7NS  
Tel: 0800 377 7330

Email: ask@spsa.org.uk

Text phones offer the opportunity for people with a hearing impairment to access the council.

The Text Phone number is  
**18001 01506 464427**

A loop system is also available in all offices.

Information is available in Braille, on tape, in large print and community languages. Please contact the Interpretation and Translation Service on **01506 775000**.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.  
الرجاء الاتصال بخدمة الترجمة على الهاتف 01506 775000

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিফোন: 01506 775000

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：01506 775000

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਟੇਪ ਉੱਤੇ ਵੀ ਪੜ੍ਹਨ ਵਾਲੀ ਟਿੱਪਣੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮੂਹ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਸਿੱਖਣ ਵਾਲੇ ਵਿੱਦਿਆਰਥੀਆਂ ਅਤੇ ਸਮੂਹਿਕ ਮਾਨਵਿਸ਼ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ। 01506 775000

یہ معلومات بریل (تھپ) اور ٹیپ (تھپ) اور بڑے فونٹ اور کمیونٹی کے زبانوں میں دستیاب ہیں۔ براہ کرم ایف ایم ایف 01506 775000 پر رابطہ قائم کریں۔

Informacje te mogą być przełożone na język Braille'a, dostępne na taśmie magneto fonowej lub wydane dużym drukiem oraz przetłumaczone na języki mniejszości narodowych. Prosimy o kontakt z Usługami Tłumaczeniowymi pod numerem 01506 775000.

Published by West Lothian Council, West Lothian House, Livingston EH54 6QG

[www.westlothian.gov.uk](http://www.westlothian.gov.uk)

Also available on yellow paper if required, please contact **Sure Start**

Sure Start  
Unit G, Kirkton Business Centre  
Kirk Lane, Livingston  
West Lothian EG54 7AY

# Sure Start

Supporting parents and carers to make a positive start in young children's lives



**We are here to help, please contact us**



01506 775836



surestart@westlothian.gov.uk



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

### Office opening hours

Monday - Thursday 8.30am - 5.00pm  
Friday 8.30am - 4.00pm



West Lothian  
Council



West Lothian  
Community Health and Care Partnership