

## 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
- crèche support to some groups



## 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@spsos.org.uk](mailto:ask@spsos.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



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

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

**Sure Start**  
Suite 9, 2<sup>nd</sup> Floor  
Lomond House  
Beveridge Square  
Livingston EH54 6QF

# 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 774440



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



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

Office opening hours  
Monday – Thursday 830 - 5pm  
Friday 830 - 4pm

