

SURE START WEST LoTHIAN
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West Lothian Council
Social Policy
Children & Families Service

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.

Service Standards

We will:

- respond to referrals within ten working days
- provide a high quality service as judged by our customers
- provide the information you need in ways which are easy to understand and meet your needs and preferences
- ensure our staff behave professionally in all aspects of their dealings with you
- work with you to achieve the best outcomes for children

In our crèches, we also aim to meet standards of care set by the Care Commission Scotland.

If you have any comments or complaints about our service, please contact us:

By phone: 01506 774470

By email: surestart@westlothian.gov.uk

Or the Care Commission

By phone: 0131 653 4100 (Local office) 01382 207100 (HQ)

By email: enquiries@carecommission.com

By letter: Care Commission (South East Region)
Stuart House
Station Road, Eskmills
Musselburgh EH21 7PB