

Whitdale Early Years Centre

Whitdale Family Centre



Team Plan
2009/2010

TEAM PLAN

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INTRODUCTION

Within this document, Whitdale Early Years Centre (Family Centre) fifth edition of our team plan, (This report spans an 18 month period from October 2007 to April 2009 in order to bring us in line with West Lothian Council end of year reporting mechanisms). I can confidently report that we have continued to make positive progress to further develop the flexible and creative way in which we deliver services to our customers.

The team with a certain air of self assurance and an open mind embraced a full review of social policy's Early Years Services (Two Family Centres and Surestart). Staff alongside customers individually and collectively engaged fully in the consultation process that layed bare our practice at all levels.

Staff commitment has remained intact whilst completely tested at times. Morale has been up and down, impacted upon by the general feeling of change and a higher degree of justification for ones actions with an increased level of accountability. A clear consequence in the changing world of how service delivery is reported on, being here to stay.

Collaborative working with seamless practice continues to be high on our agends as we continue to strive to improve Early Years Services, and eradicate stigmatisation for our customers – the very vulnerable children and families we work with.

The team plan sets out the major tasks which should be achieved in the coming year and also records the main achievements for 2007/2009.

This team service plan will assist staff to deliver quality Early Years Services to vulnerable and disadvantaged children 0- 8years and their families living in West Lothian 2009/2010.

KEY FUNCTIONS OF THE UNIT

The ethos of Whitdale Early Years Centre (Family Centre) is shaped on the premise that each individual has an important role to play regardless of status. The promotion of self worth and equal opportunities are strived for across the board of both staff members and customers alike. This is evidenced in the identification and execution of imaginative care plans, reflective of need, which in turn often leads to training and experiential opportunities for staff. Thus involving knowledge and skill with a progressive needs met service being provided. The centres aims and objectives are:

-

- **To provide an environment which enables each individual child to fulfill its developmental potential.**
 - ◆ utilise playroom/community resources/home environment
 - ◆ early years curriculum
 - ◆ stimulating, safe welcoming environment
 - ◆ integration/provide equality
 - ◆ child-centred approach
 - ◆ assessment of need
 - ◆ liaison/multi-disciplinary approach
 - ◆ staff development/training

- **To work in partnership with parents/carers in the process of identifying and striving to meet their child and family's needs (minimum intervention)**
 - ◆ assessment
 - ◆ care plan – nurture groups/groupwork programmes/outreach
 - ◆ planning meetings/reviews
 - ◆ open access
 - ◆ interagency/networking
 - ◆ staff development/training

- **To promote and continue to develop the Family Centre service as a resource for the community and other resources.**
 - ◆ Public Relations
 - ◆ Networking
 - ◆ Partnership
 - ◆ Planning
 - ◆ Review
 - ◆ Evaluate
 - ◆ Staff development/training

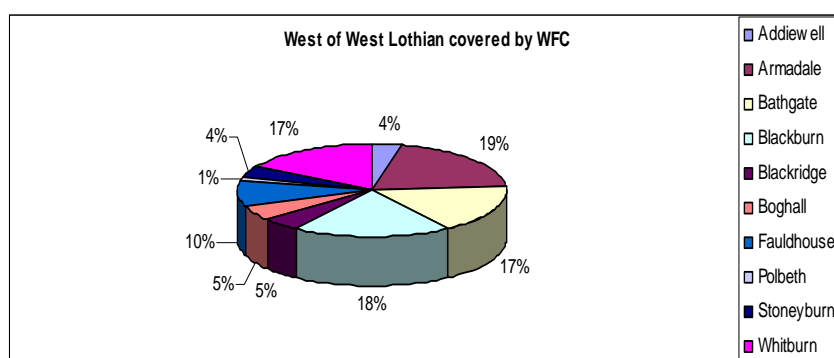
SERVICE ORGANISATION

Capacity 20 Full time placements daily. Including Additional Needs Placements.

Opening Hours 8.30am - 4.20pm Monday - Thursday
8.30am - 3.30pm Friday

Placement Times We cover a large geographical area with one mini bus. Placement times are therefore often dictated to by our bus runs.

Catchment Areas Addiewell, Bathgate, Blackburn, Blackridge, Breich, , Fauldhouse, Greenrigg, Longridge, Seafield, Stoneyburn, Westfield, Whitburn, East Whitburn



Number of referrals made to Early Years Services Group from the West of West Lothian amount to 80 with the single highest rate from Armadale.

Transport One mini bus on permanent loan from the councils transport section.
One pool car shared with Livingston Family Centre on rotational basis. Available Tuesday/Wednesday and every alternative Monday.
Essential/Casual car use

Core Service

0 – 24 mths (Babyroom)

Provides 9 WTE nurture group placements for the children Monday – Friday alongside parent/carer groupwork programmes, plus sessional outreach as per individual care plans. Also accommodates individual family sessions outwith nurture/groupwork times.

24 mths – 5 years (Play room)

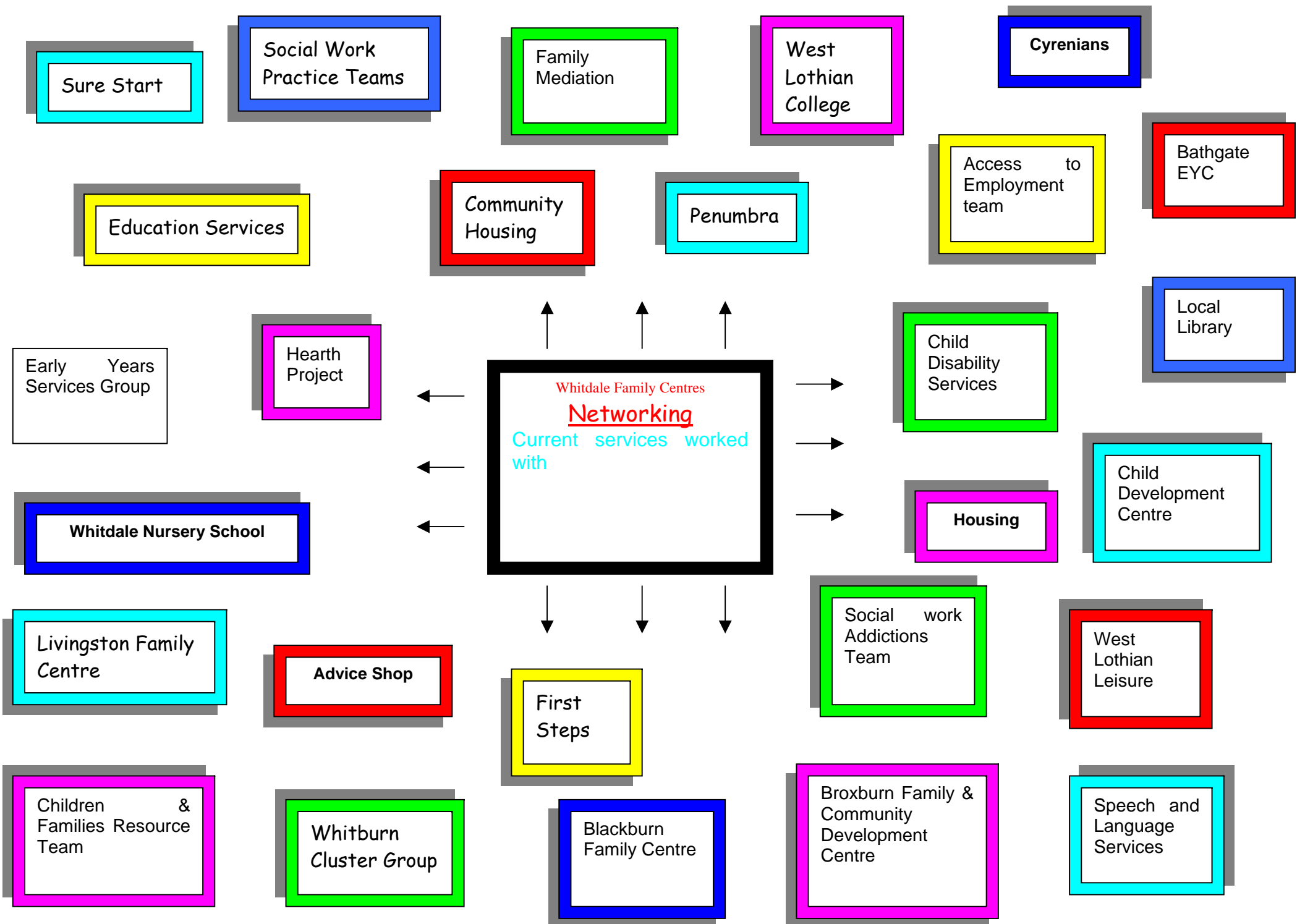
Provides 10 WTE nurture group placements for the children Monday – Friday alongside parent/carer groupwork programmes, plus sessional outreach as per individual care plans. Also accommodates individual family sessions outwith nurture/groupwork times.

Additional Needs

Provides 1WTE 1-1 placement daily supported by special care nursery officer based in either babyroom, playroom or outreach basis as per individual care plan.

Support Services

Linking, network and partnership with other professionals is essential in providing an all round individual package of care to our client group Whitdale Early Years Centre (Family Centre) works closely with many services from within Social Policy, Education, Health and the voluntary sector.



WHITDALE EARLY YEARS
GROUP WORK PROGRAMME

JANUARY – JUNE 08

Monday	Tuesday	Wednesday	Thursday	Friday
Family Centre Parent Programme Co Run: - Family Centre Surestart Health Education	Swimming Group (Funding applied for) - Family Centre & West Lothian Leisure YM2B Facilitator - Surestart	Mellow Parenting Co Run :- Surestart Family Centre Career Advisor Facilitator - Surestart	PEEP Facilitator – Nursery SALT (Speech Programme)	Baby Massage Facilitator – Family Centre
PEEP (1 – 2 year olds) Co Run:- Nursery Family Centre	PEEP (1 - 2 year olds) Facilitator – Nursery	Mellow Parenting “What about Me”/”Getting through the Day” Co Run: - Family Centre Health Visitor	PEEP (Baby) Co Run:- Nursery Family Centre Health Visitor	

JULY – AUGUST 08

Monday	Tuesday	Wednesday	Thursday	Friday
Pre School Summer Programme Facilitator – Family Centre	Pre School Summer Programme Facilitator–Family Centre	Sibling Summer Programme Facilitator– Family Centre	SALT (Speech Programme)	
Pre School Summer Programme Facilitator – Family Centre	Pre School Summer Programme Facilitator–Family Centre	Sibling Summer Programme Facilitator– Family Centre		

SEPTEMBER – DECEMBER 08

Monday	Tuesday	Wednesday	Thursday	Friday
	YM2B Facilitator – Surestart	Baby Massage/Dabble Dayz Facilitator : - Family Centre	PEEP SALT	
PEEP (1 – 2 years) co run – Nursery Family Centre	PEEP (1 – 2 years) Facilitator - Nursery	“What about Me” Co-run - Family Centre Health Visitor	PEEP (Baby) Co run – Nursery Family Centre Health Visitor	

Whitdale Early Years Centre (Family Centre) Groups

On going by Day of Week.

Programme January – June 2009

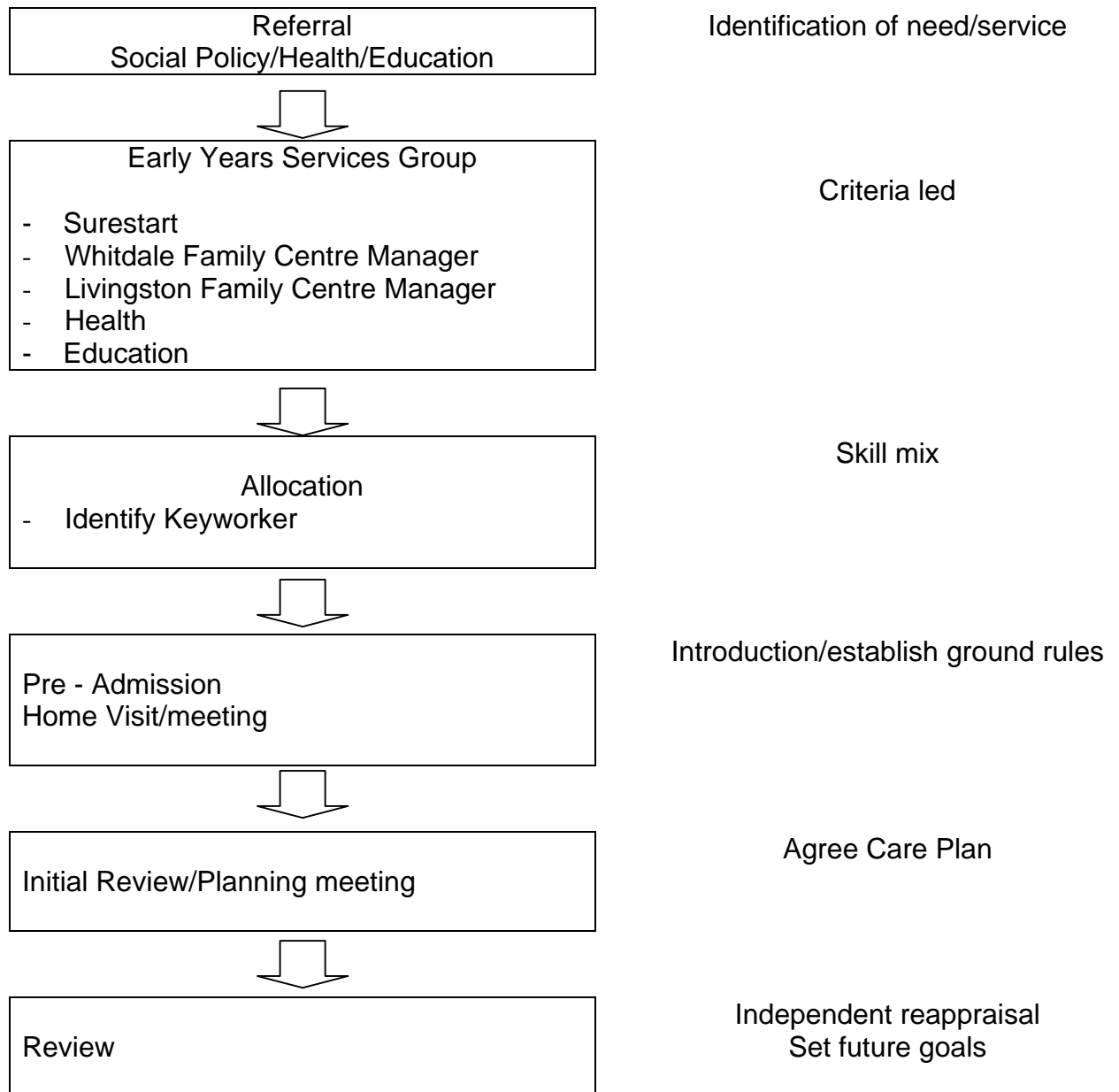
<u>Monday</u>				<u>Wednesday</u>			
Peep – 4 years (on going)	Whitdale Primary School	WNS	9.00 – 10.00	Mellow Parenting (starts 11.2.09)	WEYC – Group Room/WFC Playrooms	Surestart/WFC/FC Outreach Team	9.30 – 2.00
Peep – 1–2 yrs (ongoing)	Whitdale Family Centre - Babyroom	WFC/WNS	2.15 – 3.15	Let's Splash Together (starts 8.4.09)	Whitburn Swimming Pool	WFC/Excite	10.30 - 12.30
Walking Group	Community	WFC/HWDS	10.00 – 11.00	Get Cooking (starts 29.4.09)	Bathgate Early Years Centre	Tutor/WFC	10.30-12.30
<u>Tuesday</u>				<u>Thursday</u>			
Peep 2- 3 yrs (ongoing)	WEYC Staff Room	WNS/Wraparound	9.30-10.30	Communication Group (starts 5.3.09)	WFC Playroom	SALT/WFC	AM
What about Me (starts 24.2.09)	WEYC Group Room/WFC Babyroom/Playroom	WFC	9.30 – 12.30	Stop 'n' Chat (starts 5.3.09)	WEYC Parent's Room	SALT	11.00 – 11.30
Getting Through the Day (starts 21.4.09)	WEYC Group Room/Babyroom/Playroom	WFC	9.30-12.30	*Career Advisor (on going)	WEYC Parent's Room	Surestart	AM
What about Uz (starts 16.6.09)	WEYC Group Room/Babyroom/Playroom	WFC	9.30-12.30	PEEP Babies	WEYC Parent's Room	WNS/Health	1.15-2.15
YM2B (Under 20 yrs) (on going)	WEYC – Group Room	Surestart	11.30 – 1.30	Positive Steps (starts 30.4.09)	WEYC Grouproom	Surestart/WFC	10.00- 12noon
				<u>Friday</u>			
				Let's Play Together (starts 27.3.09)	WEYC Group Room/WFC Babyroom/Playroom	WFC	9.30 – 12.30
				Lets Get Crafty (starts 5.6.09)	WFC Playrooms	WFC	9.30 – 12.30

* Day may vary please check with WEYC

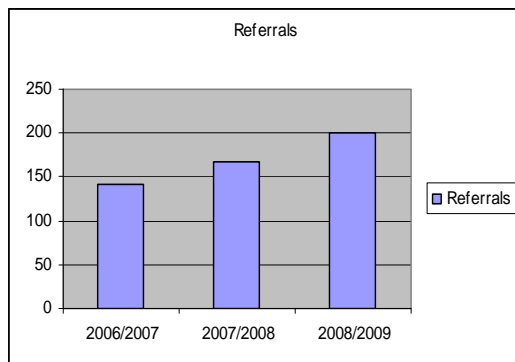


Service Access

All customers in receipt of a service from Whitdale Family Centre are referred through the Early Years Services Group which meets weekly on a Thursday afternoon in Lomond House, Livingston.



Number of Referrals



Referrals to the group have risen by 70.5% over the past three year period. A year on year growth has witnessed an increase from 141 referrals in 2006/2007 to 200 in 2008/2009.

Quotes from Customer Feedback

- *“ Very straightforward, able to book appointment at short notice”*
- *“ It was running late”*
- *“ Made to feel very welcome”*
- *“ Very helpful discussion – positive approach to families needs”*
- *“ Felt the group listened and clearly thought about the most appropriate service to offer”*

SERVICE COMMITMENT

We provide quality care and support services to early years children and their families by offering group care placements. Individual packages of outreach support and a wide range of parenting programmes. These are provided by our Family Centres in Whitburn and Livingston and by the Sure Start Team.

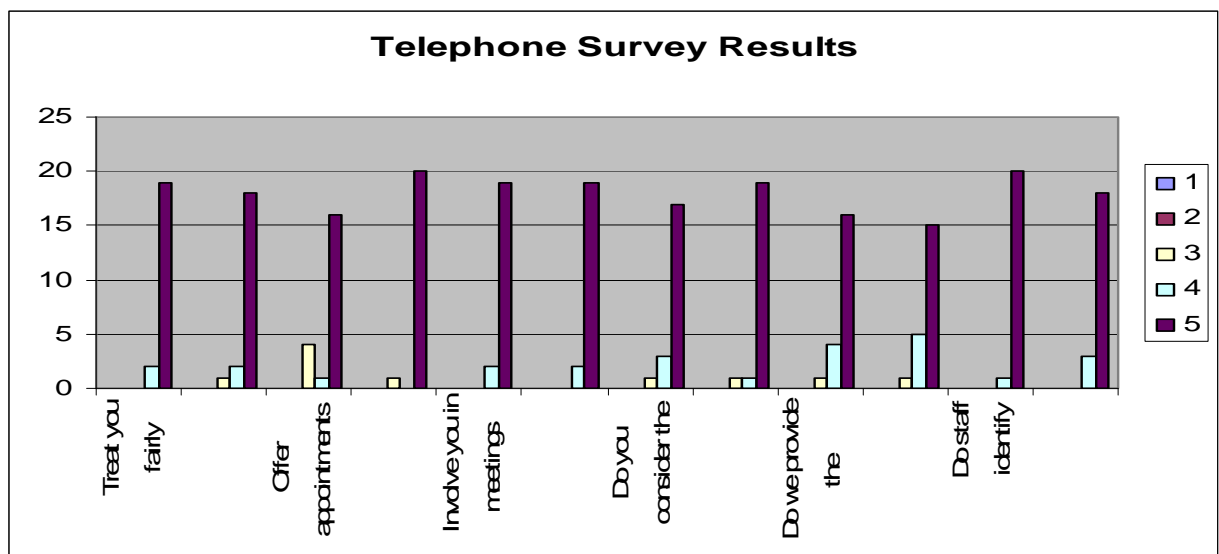
To this end we are committed to working in partnership with our colleagues in Health and Education Services to:

- Provide a safe, stimulating environment in which children can realise and fulfil their individual potential.
- Further develop early years services which recognise the worth of each individual, acknowledging diversity and promoting equality at all times.
- Provide continuously improving services which are responsive to service users changing needs.

SERVICE STANDARDS

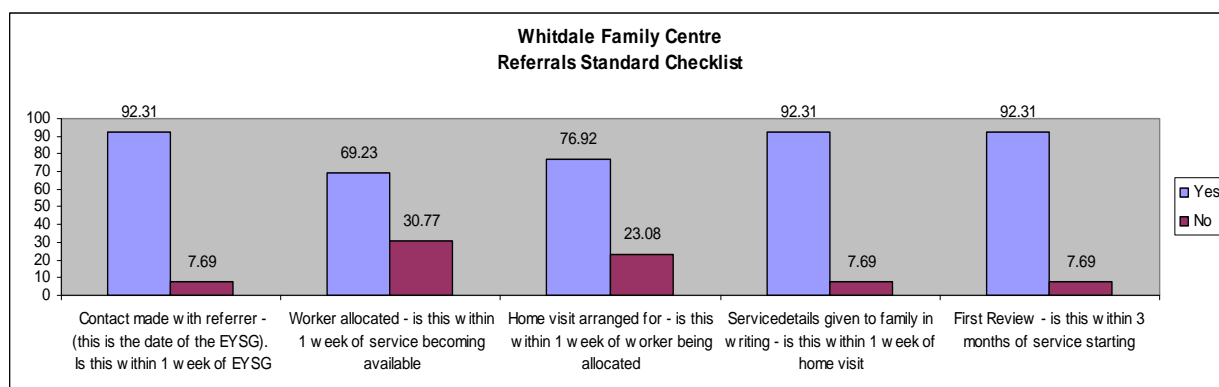
Whitdale Family Centre staff will

- Treat you fairly, with courtesy and respect
- Respond promptly to all enquiries
- Offer appointments at times and places that are suitable to you, where possible
- Consult with you, publish the results annually and use these to improve services
- Respect, confidentiality as far as possible without compromising the welfare of children
- Respond to complaints within a day and resolve complaints within 5 days
- Ensure that all staff are appropriately qualified or trained for their job



When a child is referred for a service from us, we will

- Acknowledge receipt of referrals within one week and advise the referrer when a place is expected to be available
- Allocate a named keyworker who will be the contact person within one week of a place becoming available
- Arrange to meet with parents/carers to agree an initial care plan within one week of a worker being nominated
- Confirm details of the service being offered, in writing, within one week of the above meeting
- Hold a service review within 3 months and at not more than 6-monthly intervals thereafter
- Involve parents/carers in all planning meetings and reviews
- Consult with parents/carers about plans for ending the service
- Ask for suggestions on how we can improve our service
- 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 2008 we fared well in meeting our overall standards.

To address the areas with a lower percentage we have analysed what prevented us meeting these and will now monitor progress with these more closely to reduce the likelihood of a dip in performance in the future.

Overall we are:-

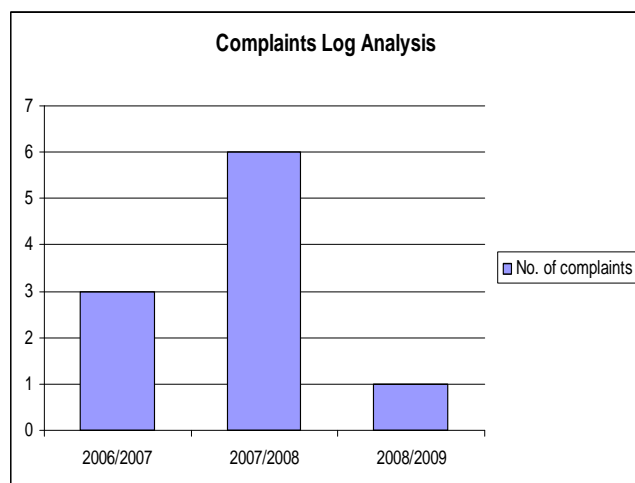
Proud of responding efficiently to engaging customers with our service.

Pleased with the commitment of staff to provide a speedy service on receipt of referral request.

COMPLAINTS

West Lothian Council has an official complaints procedure which clients may follow if they are dissatisfied with any aspect of our service. It is clearly very important that the Family Centre should run smoothly and that parents and staff work together in a spirit of co-operation/partnership in the children's best interests. In the event of complaints from either parents/carers or staff every effort will be made to respond quickly and appropriately and the following procedure will be followed:

- If a parent/carer feels that they have a complaint he/she should in the first instance either speak to their keyworker or senior.
- Where a complaint is made to the keyworker, the senior should be informed immediately.
- The senior/unit manager will respond to any complaint within one working day. She will talk with parents/carers and staff to overcome the problem.
- Complaints will be recorded and dated in the Complaints/Compliment Book.
- After a complaint has been resolved the final outcome will be written in the Complaints Book. Any recommendations for changes in procedure will be made and noted against the complaints policy.
- It is clearly understood that parents/carers have the right to take the complaint up formally through the Council's complaints procedure after talking to the Family Centre staff if they feel that they have not received a satisfactory response to their complaint. Parents also have the right to contact the Scottish Commission for Regulation of Care.
- The Unit Manager will deal with complaints by a member of staff immediately.
- All complaints will be dealt with confidentially.



All complaints were acknowledged and or dealt with within an agreed timescale, in most if not all cases in same working day. In all cases verbal discussion took place between necessary parties this was either directly between Nursery Officer in their keyworker role with client or within planning meetings/reviews which involved senior. This resulted in addressing and identifying need and staff were able to make appropriate changes to individual care plans to implement and ensure needs were met and standards upheld.

MAJOR ACHIEVEMENTS IN 2008/2009

KEY TASKS	TARGET	
1. Develop Outside Play Area		
Family Centre staff to promote aspect from primarily on under three perspective.	Extend area to include safe enclosed play opportunities specifically for under three year olds. Design area in consultation with service users.	Achieved
2. Transition Pro Forma		
Family Centre to develop as a working document a transition form that will pass with the individual child onto Nursery school.	To be worked as an integral part of our core service, meshing the child's Family Centre playroom experience with their early years education profile.	Achieved
3. Groupwork Programme		
Family Centre staff to build on current level of groupwork opportunity afforded to service users.	In addition to offering stand alone groupwork programme Family Centre to introduce adult based group work sessions as integral part of their child's groupcare package.	Achieved
4. Evaluate Balance of Service Delivery		
Family Centre to revise most efficient and effective way to deliver specialist service for best outcome to our customers.	Back to basics by evaluating Groupcare/ Outreach/Groupwork strategies and how best to progress and deliver these.	Ongoing- Early Years Review Recommendation to be actioned
5. C-Me		
Embrace C-Me data base	Staff to use as on integral part of service delivery, enhancing communication and linking us constructively with Social Work, Health, Education and Police Services	Ongoing

Resources

Statistical summary in respect of service activity of referrals made for Whitdale Family Centre resource made to Early Years Service Group.

WFC Service	Apr 05 – Mar 06	Apr 06 – Mar 07	Apr 08 – Mar 09
Requested	49	45	40
Offered	29	26	37
Waiting List	9	11	2

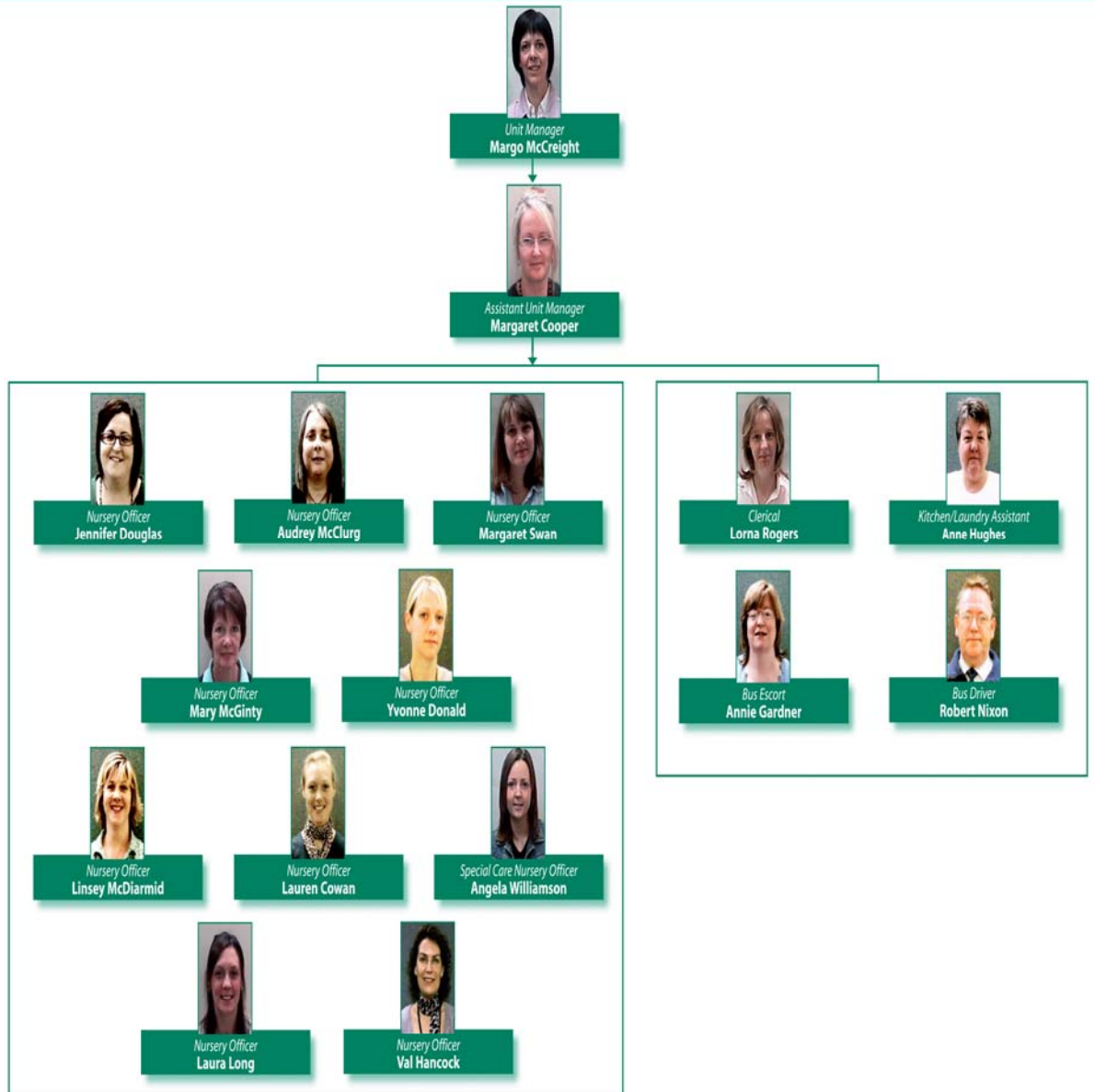
Statistical summary in respect of service activity of referrals made for Family Centre Outreach Team to Early Years Services Group

Family Centre Outreach Team	Apr 05-Mar 06	Apr 06 – Mar 07	Apr 08-Mar 09
Requested	10	13	35
Offered	32	25	34
Waiting List	00	01	

Statistical summary in respect of number of reports submitted by Whitdale Family Centre

	Apr 05 – Mar 06	Apr 06 – Mar 07	Apr 08 – Mar 09
Children's Hearing	07	08	20
CPCC	21	24	13
LAC	06	09	5
F.C. Reviews	37	35	39
F.C. Closure Reviews	17	10	4
Total	88	87	81

Whitdale Family Centre Organisational Chart



Resources for 2008/2009

Staff Resources * Human

Name	Designation	Hours worked per week	Relevant Qualifications
Margo McCreight	Unit Manager	30.15	NNEB, Certificate in Child Protection, Post Graduate Certificate in Early Education, in work Place Assessment Award
Margaret Cooper	Assistant Unit Manager	30.00	NNEB, HNC in Social Care, K100, First Aid Certificate, Managers Passport Level, Modules in counselling skills (COSCA)
Mary McGinty	Nursery Officer	36.00	NNEB Certificate in Welfare Studies HNC – Social Care/SVQ Level III Modules 1 and 11 in Counselling Skills (COSCA), Singalong First Aid Certificate
Audrey McClurg	Nursery Officer	36.00	NNEB Post Graduate certificate- In Early Education Baby Massage PEEP Mellow Parenting First Aid Certificate
Jennifer Douglas	Nursery Officer	36.00	NNEB Baby Massage Mellow Parenting First Aid Certificate
Laura Long	Nursery Officer	18.00 (job share)	NNEB First Aid Certificate
Margaret Swan	Nursery Officer	18.00	NNEB First Aid Certificate
Angela Williamson	Special Care Nursery Officer	36.00	HNC - Child Care Education First Aid Certificate HNC in Social Care SVQ Level III
Yvonne Donald	Nursery Officer	18.00 (job share)	HNC - Child Care Education HND Childhood Studies PEEP First Aid Certificate
Linsay McDermid	Nursery Officer	18.00 (job share)	NNEB
Val Hancock	Nursery Officer	18.00 (job share)	HNC – Child Care Education
Pamela Gavin	Temporary Nursery Officer		HNC – Child Care Education
Lorna Rogers	Clerical Assistant	20	O Grade English O Grade Secretarial Studies Scotvec Module - Introduction to Word Processing
Annie Gardner	Temporary Bus Escort	10.00	
Anne Hughes	Kitchen/Laundry Assistant	18.00	Elementary Food Hygiene

PROPERTY

- **Building**

Purpose built located in Whitburn adjacent to Whitdale Primary School for the function of an Early Years Centre comprising a 60 am/40pm Education Nursery School, with wraparound care, Family Centre playrooms x 2 Served Kitchen Laundry Room; Parent's room; meeting room; group room; staff room; spacious front hall; Office areas x3 including reception desk; shared outdoor garden/play area, shared indoor/outdoor play area.

FINANCE

The overall cost centre budget of £350,220 sits within margin.

Talks have taken place with Social Policy and Education management in relation to setting a joint budget under certain headings for Whitdale Early Years centre to meet joint expenditure.

The resource to have responsibility for utility and house keeping budgets devolved to Education Business Manager is far from ideal as the policy on how we deliver service to our different client groups is diverse. The Family Centre therefore is still required to order certain items for example dishwasher fluids and paper hankies as these items would appear unique to our need. Further in depth discussion to include centre based managers necessary to resolve solutions on a day to day management level.

An annual in-house Family Centre budget meeting advising staff of what monies are available under headings pertinent to their direct client work continues to prove insightful. Staff at all levels are striving to communicate more effectively on prioritising expenditure.

Continued commitment to fund raising events is intact with a clear recognition that this is a must if we are to continue providing on going experiences for the children/families in our care. It is all too clear that the £200 allocated under Education supplies heading falls drastically short in our ability to readily replenish materials. No budget facility presently to support group work programmes, all makes for creativity, however, in the longer term given change to how our service is delivered is an area that needs carefully looked at and addressed accordingly.

Monies applied for and granted by the Early Years Childcare and Play Capital fund have been put to good use developing the outdoor play area for under 3 years olds (£7000) and improving the babyroom/Playroom resources including IT Equipment (£10000).

Creativity and a thrifty eye has provided us with a garden suitable for under 3 year olds to be proud of extending the physical area we now have to work with customers whilst promoting the benefit of outdoor activity. Alongside this the introduction of a smart board to the 2 – 3 year olds is advantageous in their early learning experience prior to progressing onto education nursery.

A costing exercise was carried out in relation to employing a bus escort to carry out task as opposed to the practice of a Nursery Officer fore filling role as part of their everyday duties.

The comparison was staggering in relation that the Centre could almost half the monies spent given hourly rate differences if we were to employ a person solely for the task. Whilst freeing up a Nursery Officer to be deployed to their own task.

Given other financial savings within staffing budget it was agreed to a pilot scheme of employing a temporary bus escort enabling specialisation and continuity for customers whilst broadening the service delivery that 20 hours Nursery Officer time could be focused on.

This pilot was initially agreed for 1 year march 06- February 07. Evaluation gave confirmation that this initiative was worthwhile on many levels. Outcome being that permission to extend temporary contract is ongoing.

The expansion of Early Years Centre's within our catchment area is evident. Addiewell was completed in Autumn 08 with Armadale identified for the next new build. Like Bathgate there is a clear potential to have local based Family Centre services, however, it has not proved possible to extend a group care based service delivery to more locations within current staffing levels and transport arrangements.

It is envisaged that the Early Years Review of Services will be a catalyst to the progression of such developments.

STAFF TRAINING & DEVELOPMENT

Staff attend a range of mandatory training events which are available to all in Social Policy. The Personal Development Plans for individual staff also enable areas of special interest/development to be identified and followed up through learning opportunities. A 2 hour monthly staff development slot focuses the team to explore common topics, expanding learning and productivity.

Staff experienced the opportunity in engaging in a wide range of topics to enhance their learning and to keep them abreast of new developments within the field of Early Years and their work within Social Policy.

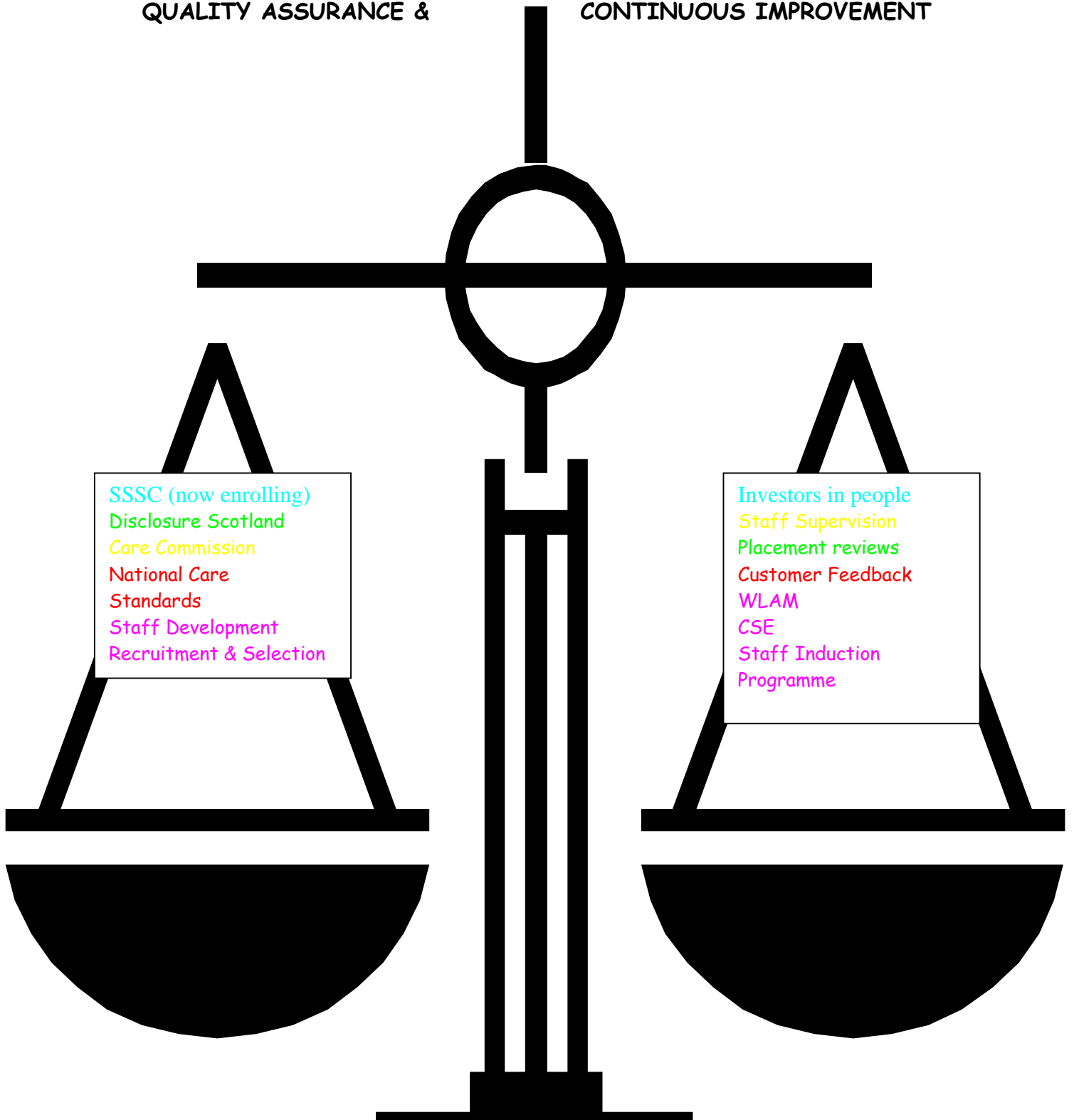
Alongside this 1 Nursery Officer is undertaking HNC in Social Care and the Unit Clerical engaged in HNC in Business and IT information. These courses took place within West Lothian College.

QUALITY ASSURANCE & CONTINUOUS IMPROVEMENT

- 1.** From initial contact parent/carer will be actively involved in the identification and execution of clear manageable care plans reflective of current family need.
- 2.** Regular planning meetings and reviews will be held to progress care plans.
- 3.** Clients file is viewed as a working document and maintained in line with open access policy.
- 4.** Written reports will be submitted timely for the purpose of Case Conference; Children Looked After Review; Children's Hearing.
- 5.** Commitment by staff to attend meetings pertinent to the children in our care.
- 6.** Involve users in consultation process when reviewing resources/practice in order to provide a service appropriate to need and changing trends i.e. end of placement/pilot scheme questionnaires; Focus meetings.
- 7.** Awareness/understanding of complaints procedure and customers right to access.
- 8.** Staff working groups to progress tasks/practice issues.
- 9.** Commitment to Investors in people (IIP) - meaningful induction for staff. On going opportunities for training relevant to role/duties in line with Personal Development Plans (PDP).
- 10.** Regular Full staff and individual team meetings will be held and minuted.

QUALITY ASSURANCE &

CONTINUOUS IMPROVEMENT



SSSC (now enrolling)
Disclosure Scotland
Care Commission
National Care
Standards
Staff Development
Recruitment & Selection

Investors in people
Staff Supervision
Placement reviews
Customer Feedback
WLAM
CSE
Staff Induction
Programme

These processes combine to ensure that we provide a service to children & their Families, which is:

- ❖ Open to scrutiny
- ❖ Committed to Staff Development
- ❖ Focused on quality assurance & Continuous improvement

KEY DEVELOPMENTS

Key Objectives	Tasks/Targets/ Outcome	Performance	Responsibility	Timescale
1. Web Site				
Family Centre to set up and maintain technology site. Increasing mode of communication with all customers.	Publish information	<ul style="list-style-type: none"> • Extend communication • Destigmatise service through transparency • Increase the public/customer general knowledge of Whitdale Family Centre business • Extend partner agencies knowledge and scope of our service delivery 	Unit Manager/ Assistant Unit Manager/ Nursery Officers/Unit Clerical	Autumn 2009
2. Early Years Services Review				
Execute future plan to further develop. Family Centre Service following intensive consultation with customers at all levels.	Deliver an identified outcomes, promoting a Service and Customer that is fully inclusive. Customer led	<ul style="list-style-type: none"> • Match adult groupwork programmes with children's nurture group experiences promoting a joined up approach for our customers. • Execute future transport developments. • Meet staffs changing training needs in line with required skill base to carryout tasks. 	Unit Manager/ Assistant Unit Manager/ Nursery Officers	Spring 2009 Autumn 2009 Spring 2010

3. Improve Quality of Care and Support				Time Scale
Ensure all customers have their needs clearly identified and met as appropriate.	<p>Build on current effective communication to enhance the execution of good quality service delivery.</p> <p>- Promote diversity of Centre based groupwork programmes, raising awareness, choice and ownership for customers.</p> <p>Improve quality of evaluation, audit and analysis of service delivery to customers to help inform greater quality of planning.</p>	<p>- Increase level of texting.</p> <p>- Record familiar voice on Centre answer machine.</p> <p>- Roll out support network, Introduce open days x 2 per year to include local community customers and their extended family (particularly grand-parents and friends)</p> <p>- Circulate groupwork programmes to colleagues (customers) in social policy/health/ education to assist them further in making informed choices about support packages for customers co-worked with or on referral for our service.</p> <p>Display future Groupwork programmes on customers notice board raising awareness and choice of different experiences on offer.</p> <p>- Post on Centre web site.</p> <p>- Customers views and suggestion to be actively sought for all elements of our service delivery.</p> <p>- End of group evaluations to be undertaken as routine.</p> <p>- Regular analysis and outcomes to be printed and made available providing customers with</p>	<p>Unit Manager/ Assistant Unit Manager</p> <p>Nursery Officers/Seniors</p> <p>Group facilitators</p> <p>Unit Manager/ Assistant Unit Manager</p>	<p>Summer 2009</p> <p>Autumn 2009</p> <p>Summer 2009</p>

		instant feedback.		
4. Improve Quality of Environment				
Ensure available resources reflect customers diversity and equality.	<ul style="list-style-type: none"> - Promote customer to contribute fully in shaping the service delivery they are in receipt of within a safe, secure environment. - All risk assessments carried out should be recorded in a format easy to understand, action and review. 	<ul style="list-style-type: none"> - Diary 3 dates per year to hold consultation meetings with customers. - Introduce pro forma for completion with all customers. 	<p>Unit Manager</p> <p>Unit Manager</p>	<p>Autumn 2009</p> <p>Autumn 2009</p>
5. Joint Health Improvement Plan				
To promote a strategic whole centre approach to empower customers to improve health and well being.	To continue to deliver the health promotion strategy for all customers.	<ul style="list-style-type: none"> - Deliver a health event week. - Promote health campaigns. - Raise awareness of healthy living. 	Unit Manager/ Nursery Head Teacher	Autumn 2009

EXECUTIVE SUMMARY

On deliberation the past 18 months have not been without its many challenges. This said it was from a strong position that Whitdale Family Centre entered into the overall Early Years Services Review last autumn. Comfortable to explore practice options as it has been our continued philosophy, evidenced in past team plans to extend and imaginatively deliver services for and to our customers at all levels. Particularly supporting both the child and their care giver in a way that improves choices and engages individuals in a direction that is meaningful and beneficial to improving their life choices and longer term goals. Primarily assisting children to experience a good level of parenting essential to their well being and on going development.

Research highlights that time and money spent in the early years is in fact a long term investment.

It is with this clearly in mind that Whitdale Family Centre embraces the next chapter of our journey to remain a transparent viable, robust and unique Early Years Service under CHCP Social Policy umbrella, particularly in these hard times of a financial recession.

MARGO MCCREIGHT
UNIT MANAGER



Whitdale Early Years Centre

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