

# Sure Start 0 - 5 years



## Information Leaflet



## What is Sure Start?

### SURE START SERVICES IN THE WESTERN ISLES

Sure Start is a Government programme which aims to deliver the best start in life for every child by bringing together early education, childcare, health and family support and enabling the achievement of better outcomes for children, parents and communities.

#### **How will this be achieved?**

We will achieve our aims by working with you as parents/carers to;

- Identify helpful resources and services and to make provision which maximises opportunities for parental involvement and self and group help.
- Provide a stimulating environment, in which very young children, through play, have opportunities for physical development and the growth of skills in communication and language.
- Identify opportunities to assist the child's development through playing together.
- Promote self esteem and personal confidence.
- Provide inclusive support which is culturally appropriate.
- Provide support to targeted areas.
- Meet the needs of children & families within each Learning Community.



## SUPPORT SERVICES AVAILABLE



Flexible support may be offered by direct work with parents/careers through outreach support in family homes and community based parent groups to focus on issues such as:

- Child Development
- Promoting Child Health
- Childcare
- Behaviour Issues
- Eating or dieting issues
- Promoting appropriate play issues
- Individual needs that are identified
- Sleep problems
- Bereavement
- Parent skills
- Relationships
- Emotional Wellbeing

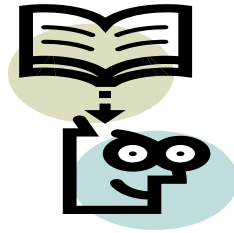
## SURE START PROJECT

As well as flexible support offered through direct work with parents/carers Sure Start can offer support through it's sponsored projects such as:

- Outreach - Individual support for children & families.
- Rionnagan - provided by NCH Scotland, Proiseact Nan Eilean Siar. Its aim is to provide appropriate play opportunities and increase socialisation for young children, while providing support to families and carers with children in the 1-3 age group.
- Parenting Programmes - designed to prevent, as well as treat behavioral and emotional problems in children.
- Bookstart - helps parents and carers introduce babies and young children to books.
- Bookstart Rhymetime - music, movement, rhyme and story sessions delivered within pre school settings to enhance language development.
- Home Support - provides informal and friendly support for families with young children.
- Play @ Home - reading material available to parents providing ideas to enhance the bonding process with your child.

Mentioned above is only a few of the Sure Start projects available. The projects are needs led and will be implemented where and when the need arises.

## Referrals



Referrals to Sure Start can be made by parents/carers themselves (self referral), or through agencies involved in working with a particular family. Referrals can come through Health, Education, Social Work, voluntary agencies etc. Agencies must obtain consent from the parents before making a referral to Sure Start.

If you are making a self referral, please contact your local Area Inclusion Manager.

Agencies wishing to refer to the Sure Start service should contact their local Sure Start Worker and fill in a lilac inter agency referral form. The interagency form should be posted to

Principle Officer for Inclusion and Early Years  
Comhairle Nan Eilean Siar  
Department of Education  
Sandwick Road  
Stornoway

### Process

Agencies referring - Please allow 3 - 5 working days to be informed of the status of your referral. If referrals are urgent professionals should contact the local Sure Start Worker in the first instance. If you are not contacted within 5 working days please contact the Principle Officer for Inclusion and Early Years at the above address.

## Criteria



After receiving referrals, a Sure Start Worker will visit the family to make a full assessment on whether the family meet the Sure Start criteria. Assessments take place over a 6 week period. The Sure Start Worker will assess and determine what support is required and this will be reviewed approximately every 3 months. Parents/carers will be provided with a copy of the assessment and recommendations.

## Child Protection Policy



It is the duty of all workers involved in working with children to protect children from abuse of any kind. If a child makes a disclosure to a member of staff, or a member of staff has reason to believe that a child is or has been at risk or harmed in anyway, then it is our duty of care to pass this information on to the appropriate authority.

The safety and wellbeing of children is paramount in the work we do, and Sure Start follows the Comhairle's policies and guidelines with regards to child protection and in the best interests of children & young people.

## **Confidentiality (access to files and the sharing of information)**

Sure Start will respect the right to confidentiality of all family's we are involved with. All information regarding parents, carers and children is treated as confidential and Sure Start will adhere to the Comhairle's policy on confidentiality. As we are part of an organisation that promotes inter agency working, there may be times where it is appropriate to discuss cases with other relevant agencies. Your consent will be obtained prior to relevant information being shared.

### **Data Protection**

This organisation adheres to the Comhairle's policy regarding data protection.

*Comhairle nan Eilean Siar, is registered for a number of purposes, including the Childcare Information Service, under the Data Protection Act. Full information about the Comhairle's Data Protection Registration and general information about Data Protection can be obtained from the Information Commissioner (Information line: 01625-545745, Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk))*



## Complaints Procedure



We will try to deal with any complaints first hand, and if there is anything regarding the service that you are unhappy with or wish to raise with ourselves please don't hesitate to contact your local Sure Start Worker or the Early Years Manager at the Childcare Partnership office (details at the end of this booklet). If you feel your complaint has been dealt with and you are unsatisfied with the outcome, or wish to make a formal complaint, the Comhairle has its own complaints procedure you should follow. This can be found by visiting <http://www.cne-siar.gov.uk/policy/complaint.htm>, or contacting the local council office. All information regarding the complaints procedure can be located by visiting the Comhairle's website.

**For more information on Sure Start please contact the following people**

Patricia White

Early Years Service Manager/Manager of Sure Start service  
Childcare Partnership Office -  
01851 822280

Fiona Macleod

Sure Start Project Worker -  
01851 705080  
(Stornoway & Broadbay)

Christine Darby

Area Inclusion Manager/Sure Start Development Worker -  
01851 710753/07786683478  
(Westside)

Debbie MacKinnon

Inclusion/Sure Start Worker -  
07748458270  
(Harris & Lochs)

James Mitchell

Area Inclusion Manager/Sure Start Development Worker -  
01870603580/07771702034  
(Uist & Barra)