

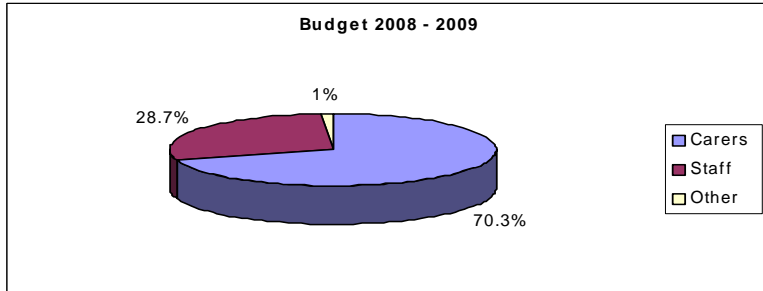
How much do we spend?

The Resource Team Budget for 2008 – 2009 is £1,853,175

£1,302,602 (70.3%) pays for carer fees, training, equipment and expenses

£532,495 (28.7%) pays for staff salaries, allowances and training

£18,078 (1%) pays for other costs



Customers with special requirements

Information is available in Braille, tape, large print and community languages. Please contact the interpretation and translation service on **01506 775000**

هذه المعلومات متوفرة بلغة برييل وعلى شريط ويخط كبير وبلغات الجالية.
الرجاء الإتصال 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। টেলি: **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) ਨੈਕਰੀਨ ਦੇ ਪੜ੍ਹਣ ਲਈ ਸਿੱਖੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਸਿੱਖਾਂ ਵਰਗੇ ਸਿੱਟਰਪ੍ਰੋਫੈਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ : **01506 775000**

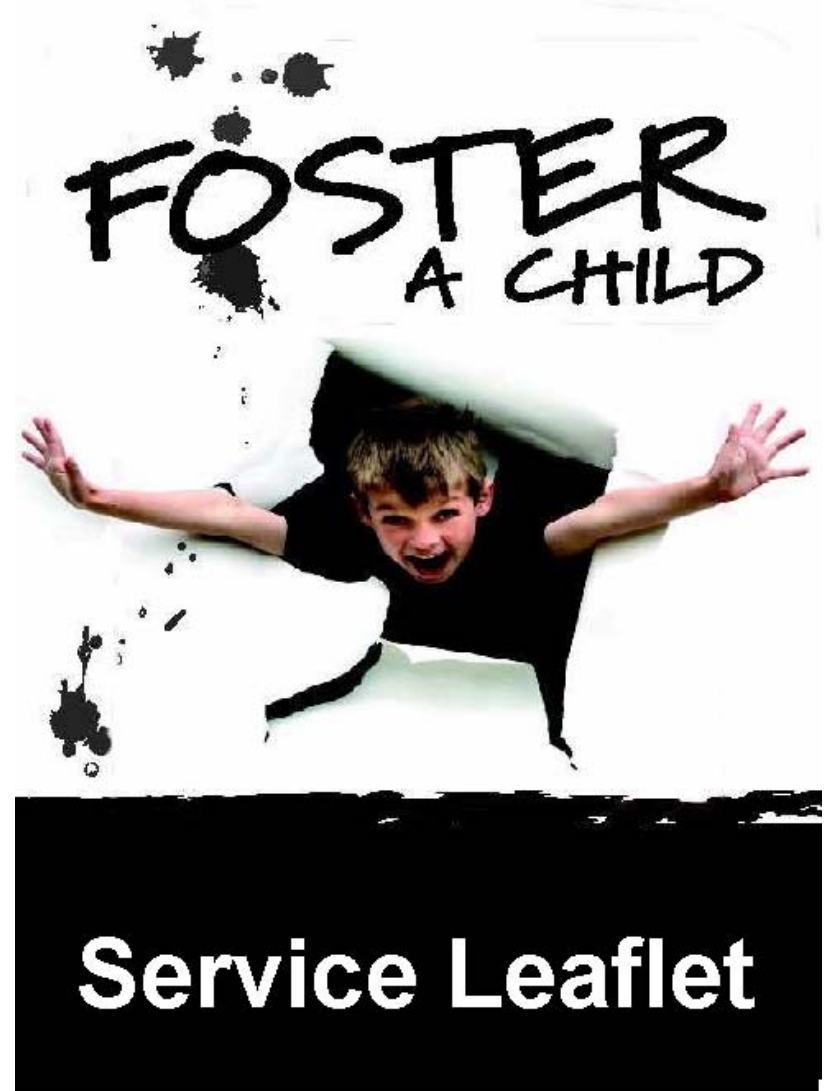
یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طاعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔
براہ مہربانی انٹریپرائز اینڈ ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر **01506 775000** پر رابطہ قائم کریں۔

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

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.

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Children & Families Resource Team



What services do we provide?

We recruit, train and support carers to meet the needs of children and families in West Lothian.

There is no charge for our services.

Foster Care	Full time care in carers' own home.
Respite Care	Short breaks to support child's main placement/home.
Share the Care	Respite Care for children with special needs or disabilities.
Day Care	Day time support to preschool children.
Outreach	Befriending – One to one work with children. Family support – Work with parents/children in family home. Daytime Care – Provided for children and young people in carers' home.
Permanency	Secure permanent care plans for children through adoption or long term fostering.

We assess and support specific child care arrangements and prepare court reports for adoption and other permanent care plans.

Relative Fostering
Step-Parent Adoption

Non – Agency Carers
Residence Order Reports

What are our Service Standards?

Our Service Commitment and Service Standards are published in a separate leaflet, available from reception please ask for a copy. We review our performance against these standards on an annual basis and publicise the results in our office and on our website. We will share our successes and address any areas where we have performed less well we will also let you know what we are doing to avoid further dips in the future.

We welcome your comments, suggestions and feedback about our services at any time – complaints and compliments are valued equally. By sharing views on a regular basis we can all contribute to the development of a service which better serves the children and families in our community.

A copy of our Complaints Procedure is available on request.

In addition to the West Lothian Council Complaints Procedure you can make a complaint to the Care Commission at...

Care Commission Stuart House Eskmills
Musselburgh East Lothian EH21 7PB Tel:
0131 653 4100 Website:
www.carecommission.com

How to contact us

Team Manager, Lomond House, Beveridge
Square, Livingston, EH54 6QF

Tel: 01506 775959
Fax: 01506 775926

www.wlcreources.org.uk email:
fostercare@westlothian.gov.uk