

Customer Comments

These Service Standards were reviewed and re-launched in February 2007. The first set of standards are for all Children & Families services and the second set applies specifically to the Children & Families Resource Team. We plan to review these standards annually.

We have set challenging performance targets for each of our standards and we shall publicise results each year in our Service Plan and website to let you know how we are performing in relation to our targets.

We welcome feedback from all service users, potential service users, partner agencies and staff within the council. Please let us know if you feel we are not performing in accordance with our standards

Information is available in Braille, tape, large print and community languages. Please contact the interpretation and translation service on **0131 242 8181**

Text phones offer the opportunity for people with hearing impairment to access the council. The text phone number is **01506 651115**. A loop system is also available in all offices.

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الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনাকে ব্রইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষায় পৌঁছেতে পারে। অনুগ্রহ করে ইন্টারপ্রেটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলিঃ 0131 242 8181

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：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਨਿਕੂਨੀਨ ਦੇ ਪੜ੍ਹਣ ਵਾਲੀ ਸਿੱਖੀ, ਟੇਪ, ਵੱਡੇ ਫੁੱਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਸਿੱਖਾ ਅਰੋਹੀ ਇੰਟਰਪ੍ਰੀਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸੇਵਾਵਾਂ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ : 0131 242 8181

یہ معلومات بریل (اندرجوں کے رسم الخط)، ٹیپ، بڑے حروف کی قیامت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔
براہ مہربانی انٹرنیٹنگ اینڈ ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر 0131 242 8181 پر رابطہ قائم کریں۔

Contact us:

Tel. 01506 775959

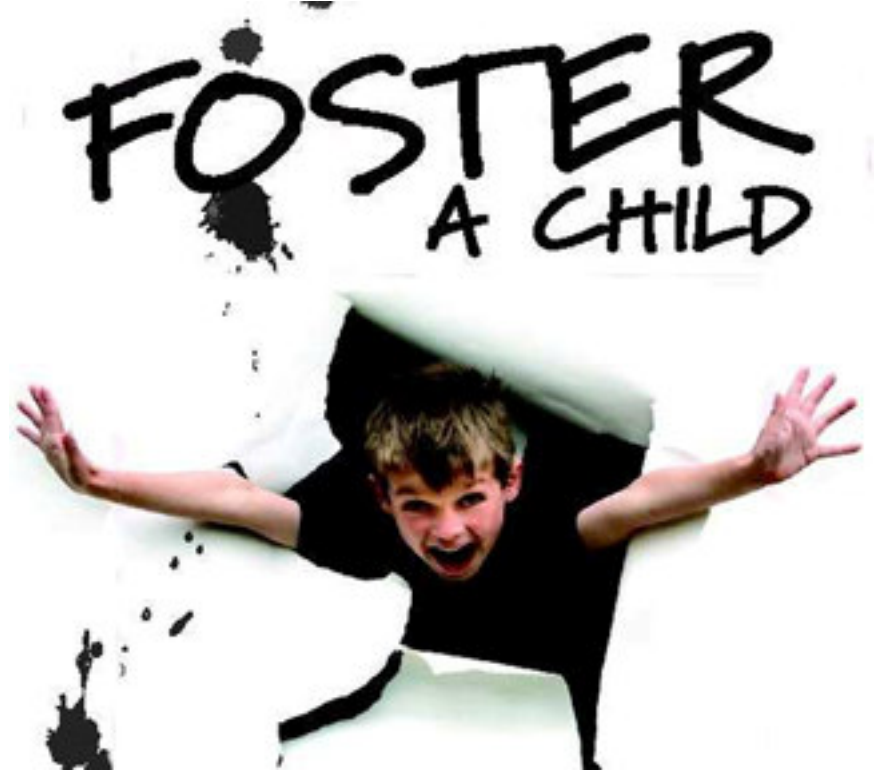
Fax. 01506 775926

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Children & Families Resource Team



Service Standards

West Lothian Council Social Policy Service Children and Families

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 and 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 have or are affected by disability.

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

All staff within Children & Families will:

- Treat all service users fairly, with courtesy and respect;
- Respond promptly to all enquiries;
- Offer appointments at times and places that are suitable to users, where possible;
- Consult service users, publish the results annually and act on these to improve services;
- Respect confidentiality without compromising the welfare of children and young people;
- Respond to complaints within 1 day and resolve complaints within 5 days;
- Ensure that all staff are appropriately qualified or trained for their jobs

West Lothian Council Social Policy Service Children and Families Resource Team

Service Commitment

The Children & Families Resource Team is responsible for the recruitment, assessment, training and support of carers for children and young people. Our services include foster care, adoption and permanence, respite care for children with disabilities, and outreach support. We also provide assessment and support services for kinship care arrangements, and reports for the courts in relation to legally securing family care.

We are committed to supporting carer families in ensuring that National Care Standards are met by upholding principles of dignity, privacy, choice, safety, diversity and equality to maximise the potential of each child and young person. We are committed to working with partner agencies to provide continuously improving services which are responsive to service users' changing needs.

Service Standards

In addition to adhering to the Children & Families service standards, we will:

In all cases:

- Respond to service requests within one week;
- Offer visits within two weeks of receiving a request;
- Allocate a qualified social worker to every carer applicant;
- Review all carers annually;

Additionally, for all council carers, we will:

- Send out information packs to potential new carers within one working day;
- Complete carer assessments within six months of allocating a social worker;
- Deliver "Skills To Foster" training to all new carers prior to them being approved;
- Provide all mandatory training for carers within two years of registration;
- Carry out at least one unannounced visit per year;
- Comply with National Care Standards for Fostering and Adoption