

East Fife Women's Aid (EFWA) Children and Young People's Service (C&YPS) is a service which supports children and young people who have come into refuge with their mothers. This is a dedicated service for children and young people. The role of the C&YPS is to ensure that it provides a safe environment for children and young people to live healthy and happy lives free from fear, abuse and discrimination.

### **Who are we?**

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The C&YPS project workers have had many years experience in working with children and young people from birth to 18 years of age. All the service project workers are qualified to at least SQA Level 3.

### **Services we offer**

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Initial contact to the service is through the registration process. The C&YPS project workers will have been given information about the children from the EFWA project workers. We will use this information to allocate the most appropriate key worker to your child. Consideration will be given to the number of children you have, their

needs, age and stage of development. This may mean that if you have more than one child your children will have different key workers.

The C&YPS project worker will contact you to arrange a meeting to register your child, inform you of the services we offer and the policies we work within.

Some of the services we offer are:

- One-to-One support
- Group activities - youth club, crèche, youth drop-in
- Outings and activities during the school holidays
- Introduction to local services and area

### **Good practice**

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Every year we are inspected by the care commission. This ensures that an independent body checks our service provision is of good quality. On display in the C&YPS area, at our main office, is a copy of the most recent care commission report. The C&YPS is very proud of the high standard we have and strive to maintain this good record by consulting with service users,

reflecting on our own practice, maintaining our professional development, listening to children and young people, and evaluating the service.

To ensure good practice our aims are as follows:

- Safe - Children's Project Workers (CPWs) encourage children and young people to be aware of personal safety, safety in the home and safety in their community.
- Nurtured - CPWs nurture and care for the children and young people whilst they access the C&YPS. The CPWs promote a healthy lifestyle by offering healthy food and drinks, advice on health services and one-to-one support.
- Achieve to their full potential - CPWs encourage children and young people to attend educational establishments and provide a positive learning environment within EFWA settings.
- Physical activity - CPWs provide a range of activities that encourage children and young people to be physically active. CPWs ensure that they have an extensive

knowledge of services in the community that children and young persons can access.

- Respected and responsible - CPWs encourage children and young people to be involved in the decisions that affect them through participation and consultation. CPWs listen to, and respect what children and young people have to say. This encourages active citizenship.
- Inclusion - CPWs advocate for, and support children and young people to ensure they have access to high quality services breaking down barriers of discrimination and social inequalities.

### **Policy and Procedure**

The C&YPS project workers have a number of policies and procedures that they work within.

This is called compliance. The service has to comply with legislation, law and funding criteria and is registered through the care commission. This means we have to monitor our service to ensure we operate under strict guidelines, give best value in terms of the funding we receive

and offer a service that meets with good practice. The C&YPS project worker will explain the key policies that we must draw your attention to, and offer to leave the handbook of good practice with you so that, if you so choose, you can read the policies we operate under. The Scottish Executive have a vision that all children and young people are safe, nurtured, healthy, achieve their full potential, have physical activity, are respected and responsible, and feel included. The C&YPS also has this vision for children and young people. The C&YPS also supports the children by promoting the children's charter and children's rights as laid down in the UN Convention on the Rights of the Child.

### **Disabled access**

EFWA's main office has limited mobility access due to the location of the building. To support children that have severe mobility problems, eg. confined to a wheelchair, the C&YPS will make every effort, in discussion with you, to include your child in the activities and support we provide.

East Fife  
**Women's  
Aid**



**Children &  
Young Peoples  
Service**

**Information  
for Mothers**