

Tuebrook & West Derby Children's Centre

Lower Breck Road, Liverpool, Merseyside, L6 4BX

Inspection date

23–24 July

Overall effectiveness	This inspection:	Outstanding	1
	Previous inspection:	Not previously inspected	
Access to services by young children and families		Outstanding	1
The quality of practice and services		Outstanding	1
The effectiveness of leadership, governance and management		Outstanding	1

Summary of key findings for children and families

This is an outstanding centre.

- The exceptional leadership provided by the centre manager has seamlessly brought together staff from two children's centres to create a dynamic and extremely effective team. Their excellent work is highly appreciated by parents.
- An outstanding partnership with health professionals that includes excellent sharing of information facilitates early contact with prospective parents. This results in most families in the area engaging with the centre, including the overwhelming majority of families in target groups.
- The centre works relentlessly to encourage all local families, including those who may be hard to contact, to access its services. As a result, the centre is particularly successful in engaging families in the most need of support. It knows its local community exceptionally well and every opportunity is taken to seek parents' views. Therefore, provision is carefully tailored to meet local needs and the centre plays a pivotal role in the local community.
- The quality and range of activities and services provided by the centre is impressive. There is a very good balance between activities that are open to all and the provision of more specialised services. The high quality accommodation and the immaculate resources are well matched to families' needs. Vibrant displays are used exceptionally well to guide and inform parents.
- The centre has a huge impact on the health, safety, general well-being and achievement of children and their families. It is particularly successful at supporting families of children who have special educational needs and/or disabilities, in reaching out to teenage parents, improving children's communication and language skills and helping parents to improve their children's health.
- Parents have ample opportunities to develop their self-confidence through volunteering and attending a wide range of courses. Opportunities for parents to develop their skills in literacy, numeracy and information communication technology (ICT) are not as extensive and there are well developed plans for improvement in place. Adults' achievements in the centre are checked but they do not always have a more long term view of adults' accomplishments.
- Leaders and managers together with the advisory board are constantly reviewing the quality and impact of services and driving forward improvement at a rapid rate.

Information about this inspection

The inspection of this children's centre was carried out under Part 3A of the Childcare Act 2006 as amended by the Apprenticeships, Skills, Children and Learning Act 2009.

This inspection was carried out by three additional inspectors.

The inspectors held meetings with the head of centre. They also spoke to other staff who work in the centre, staff from the childcare provision at both sites and a representative from the local authority as well as eight members of the advisory board. Conversations took place with staff from partner agencies including a range of health professionals and staff from social care, the adult education team and local charities and initiatives. There were also discussions with volunteers and over 30 parents at different times during the inspection.

The inspectors visited activities delivered at both sites as well as activities provided in the local sports centre.

They observed the centre's work, and looked at a range of relevant documentation.

Inspection team

Susan Walsh	Additional Inspector, Lead Inspector
Ken Fisher	Additional Inspector
Andrew Clark	Additional Inspector

Full report

Information about the centre

A reconfiguration of Liverpool Children Centres took place in 2012, and in the November, Tuebrook and West Derby Children Centre became one single phase two centre operating across two sites. The centre is managed by one manager, with teams working from both sites delivering universal and targeted services plus family support and outreach to families. The centre is directly managed by the local authority through an advisory board.

There is childcare provided at both sites. This provision is inspected separately and the reports are available on the Ofsted website: www.Ofsted.gov.uk. Tuebrook contains some of the most disadvantaged areas of the country whereas West Derby is more advantaged. Of the families in the reach 46% live in households in receipt of workless benefits. Most of the families are of White British heritage but the number of families from minority ethnic communities is increasing especially in the Tuebrook area. These families often come from Chinese, Eastern European and Black African backgrounds; some are refugees and asylum seekers. Much of the property in Tuebrook is private rented accommodation and families may only stay in the area for a short while. Most children enter early years provision with skills that are below those expected for their age. The centre has identified particular target groups as being; families living in the most disadvantaged parts of the area served by the centre, young parents and lone parents, children with special educational needs and/or disabilities and families not accessing services.

What does the centre needs to do to improve further?

- Enhance the good work to develop parents' personal skills, education and employability by:
 - swiftly implementing plans to improve access to courses that further develop parents' skills in literacy, numeracy and information and communication technology
 - building on the tracking information that is available to create a more detailed record of adults' achievement over time.

Inspection judgements

Access to services by young children and families

Outstanding

- Access to early childhood services is outstanding because the centre works extremely well with its partner agencies and strategies for encouraging all families, including those in target groups, to use its services are highly successful.
- The local authority sets challenging targets for participation rates and these are frequently exceeded. For example, over the past three years 100% of young parents in the area have been regularly helped and supported by the centre and participation rates in the most disadvantaged areas are exceptionally high.
- A key feature to securing the very high registration and participation rates, especially for target families, has been the way information is shared between partner agencies. Well established information sharing protocols with health partners means that the centre is aware of all prospective parents. The centre promptly contacts them and identifies their needs and concerns.
- Outstanding outreach work, including the work of the 'Enhanced Midwife' ensures that children who may be vulnerable because of their circumstances are kept safe and secure. Staff leave no stone unturned in their efforts to ensure that all parents in the area with children under five, including those who might be reluctant to access services, make regular use of the outstanding provision that is available to them.
- Assessment at age two is used very well to identify children who are in danger of falling behind and carefully tailored help is put in place. Families' uptake of free entitlement to early education is extremely high. This has a positive impact on outcomes for children, leading to improvements in their personal and social development, and their acquisition of language skills.

The quality of practice and services**Outstanding**

- The wide range of high quality activities are extremely well attended. Together with the more targeted sessions and very effective outreach work they are highly successful in improving the quality of life and reducing inequalities for all members of local families, including young parents, lone parents, fathers and grandparents.
- There has been a very robust focus on improving health outcomes. As a result, the centre is now very successful at helping mothers to initiate and maintain breastfeeding. There has been a substantial reduction in the number of children who are obese at the age of five. This is because parents have a much greater awareness of healthy lifestyles.
- Very successful partnerships have supported significant improvements for children attending early years provision in the local area. For example, there has been a focus on improving boy's achievement. This has led to improved use of the outdoors to support learning and the promotion of activities and resources that encourage boys to read and write.
- Another very successful partnership which has helped to improve children's communication skills is with the speech and language therapy service. Local providers of childcare and early education have worked extensively with the centre and the service to identify children whose language development may be delayed. Activities such as 'Babbling Babies' and 'Chatterboxes' are helping children to quickly catch up.
- Children with significant delays in their development that might need more specialist help are swiftly identified. The quality of support that is provided for parents of children with disabilities and special educational needs is exceptional. Parents say that staff have changed their children's lives.
- Excellent outreach work together with parenting classes and other courses, such as 'Family Matters' have not only helped parents to manage their children's behaviour but also to improve their own levels of confidence.
- The centre has significantly improved the range and quality of opportunities for adults to take the first steps on their journey towards improving their skills and the likelihood of gaining employment. Staff have gained expertise and are now delivering courses that successfully enhance parents' personal skills. They are also effectively promoting volunteering as a route for gaining employment.
- The centre is aware that opportunities for parents to improve their literacy, numeracy and skills in ICT are not as extensive as opportunities for increasing their levels of self esteem. Leaders have worked with the local authority and partners in adult education to develop a broader range of courses that are to be introduced in the near future. While leaders check the progress made by adults who attend courses run by the centre they have less information about the courses that parents go on to attend at local colleges.

The effectiveness of leadership, governance and management**Outstanding**

- The amalgamation of the two centres has been expertly managed and has brought about considerable improvements to access, provision and outcomes. This reflects the way partners, staff and parents work very well together to achieve the best provision possible for local families.
- The highly skilled staff have been encouraged to develop their own areas of expertise. They have been pivotal in providing outstanding support and guidance for families. They describe the centre leader as 'inspirational' and are extremely well motivated.
- The local authority, advisory board, centre manager and staff, together with parents regularly and rigorously review the quality and impact of the centre's work, including resources and services. The performance management of staff is carefully matched to improvement planning. Any relative weaknesses are quickly addressed and developments are driven forward at a very brisk rate.
- Much is done to promote equality of opportunity. For example, a specific group has been developed that supports parents who may have just arrived in the area and many parents attend courses that help them to communicate effectively in English. The celebration of diversity promotes excellent relationships between users from very different backgrounds.
- The centre is meticulous in its approach to safeguarding children. The Common Assessment

Framework is used exceptionally well to share information between agencies and to make sure concerns about children do not escalate. Much is done to address issues such as domestic violence. In addition, the centre has very regular contact with looked after children, their carers and children who have been identified as being in need or who are subject to a child protection plan.

- Governance is exceptionally strong. Members of the management committee understand data very well and can judge the performance of the centre accurately. They have a tremendous depth of knowledge regarding the work of the centre because professional partners, parents and representatives of the local community are equally involved. They use this knowledge extremely well to provide a high level of challenge and they have focused successfully on reducing inequalities for children and families.

What inspection judgements mean

Grade	Judgement	Description
Grade 1	Outstanding	Practice consistently reflects the highest aspirations for children and their families and as a result inequalities are reducing rapidly and gaps are closing.
Grade 2	Good	Practice enables most children and their families to access good quality services that improve children's wellbeing and achieve the stated outcomes for families.
Grade 3	Requires improvement	Performance is not as good as it might reasonably be expected to be in one or more key areas.
Grade 4	Inadequate	The needs of children and families in its area are not being met and/or the leaders and managers are not providing sufficient challenge to bring about improvement to the quality of services.

Children's centre details

Unique reference number	23362
Local authority	Liverpool
Inspection number	421522
Managed by	The local authority
Approximate number of children under five in the reach area	1,704
Centre leader	Wendy McNiven
Date of previous inspection	Not applicable
Telephone number	0151 233 3830
Email address	wendy.mcniven@liverpool.gov.uk

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