

LIVERPOOL CHILDREN'S CENTRES TEAM

Statement of service

Liverpool Children's Centres Team is part of Liverpool's Sure Start Early Years Service within Children's Services. The primary purpose of the team is to develop Sure Start Children's Centres across the city in line with central government child care strategy.

Each centre is a one-stop shop for families with children under five years, bringing together childcare, early education, health and family support, Job Centre Plus and services for children with special educational needs and disabilities.

In addition to Children Centre's the Sure Start team have line management responsibility for the Local Authority Day Nurseries. This service reflects the needs of the National Childcare Strategy and creates a cohesive Early Years Service alongside Children's Centre's delivering Early Education and Daycare for children aged 0 – 5 years.

Mission Statement

To develop high quality inclusive children's centres that improve life chances for young children and their families, helping to break the cycle of deprivation and delivering the Every Child Matters outcomes.

Service delivery

The team implements the city wide strategy to provide 24 Children's centres in the 30% most disadvantaged wards by March 2008. This includes management of the capital building programme for new centres and the grant funding of service provision in the centres.

The team monitors and supports the ongoing delivery of universal and targeted services for children and families through the centres. We work at a strategic level with health (Hospital trusts and Primary Care Trust) and family support services, including the voluntary sector, and with Job Centre Plus.

The team consists of:

3 children's Centre coordinators, each responsible for development and support for centres in a defined area of the city and with areas of strategic responsibility
2 administrative officers

The service is managed by the Principal Officer Sure Start.

Further information about Children's Centres is available on the city council website: www.liverpool.gov.uk.

Quality assurance

The performance of the team is monitored through the Children's Services performance management framework. Staff have regular Keeping in Touch meetings and annual personal review and development.

Continuing professional development is addressed through the performance management process.

The team follows policies and procedures which reflect the City Council's values and vision and promote equal opportunities.

The team actively consults with stakeholders as part of the regular work process supporting the development of centres and provision of services.

Service standards

- Team members will be polite and helpful, putting the customer at the heart of service delivery.
- Team members will respect confidentiality.
- Up to date information on all children's centres will be publicly available.
- We will respond to all letters within 5 working days.
- Telephone messages will be responded to within 2 working days.
- Work in partnership with other services to ensure effective sign posting and access.