

# Inspection report for Woodville Sure Start Children's Centre

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<b>Local authority</b>	Derbyshire
<b>Inspection number</b>	384230
<b>Inspection dates</b>	22–23 February 2012
<b>Reporting inspector</b>	Qaisra Shahraz

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<b>Date of previous inspection</b>	Not applicable
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<b>Linked school if applicable</b>	Not applicable
<b>Linked early years and childcare, if applicable</b>	Woodville Day Nursery

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## Introduction

The inspection addresses the centre's contribution to:

- facilitating access to early childhood services by parents, prospective parents and young children
- maximising the benefit of those services to parents, prospective parents and young children
- improving the well-being of young children.

The report is made to the local authority and a copy is sent to the children's centre. The local authority may send the report to such persons it considers appropriate and must arrange for an action plan to be produced in relation to the findings in this report.

This inspection was carried out by one additional inspector and an early -years inspector.

The inspectors held meetings with the centre coordinator and staff, chair of the advisory board, representatives from a wide range of partners, local authority members and users of the centre. They observed the centre's work, and looked at a range of relevant documentation.

## Information about the centre

Woodville is a phase one centre, offering all elements of its core purpose including integrated childcare, Early Years Foundation Stage, health, family support, outreach and links to Jobcentre Plus and a childminder network. The majority of families come from the Goseley, Cathedrals, Woodville and Woodville Woodlands wards. There are 536 families within the reach area registered with the children's centre; 480 of these families accessed services during the last year. There are 1091 children under the age of 5 in the reach area. Of these children, 11% reside in an area ranked in the top 20% of the most deprived areas in the country and 22% live in households where no one is working or is in receipt of some form of benefits. Of those registered in the previous year, 85 were lone parents, 31 were children from the Black minority ethnic groups, 8 were children with some form of learning or physical disabilities and 11 were teenage parents.

Children's skills on entry to early years provision are generally well below those expected for their age in communication, language and literacy, and in their personal and social development. The centre manager is also responsible for managing Coton-in-the-Elms Children's Centre. The service has undergone a period of change with the setting up of the multi-agency team structure. Governance is provided by the local authority, and the advisory board has representation from many agencies.

## Inspection judgements

**Grades: 1 is outstanding, 2 is good, 3 is satisfactory, and 4 is inadequate**

### Overall effectiveness

**The effectiveness of the children's centre in meeting the needs of and improving outcomes for families**

**2**

### Capacity for sustained improvement

**The centre's capacity for sustained improvement, including the quality of its leadership and management**

**2**

## Main findings

Woodville Children's Centre and its staff provide a warm, welcoming, caring and supportive environment for all its users. One parent described it as: 'A great centre. It's free and gets you out of the home.' It makes a good contribution to improving the health of families and the educational achievements of children and adults. The centre has been successful in promoting healthy lifestyles and in the take-up of breastfeeding. However, outcomes relating to smoking cessation are proving harder to improve for the centre, despite its efforts.

Outcomes for the Early Years Foundation Stage and childcare provision are improving. Children make good progress given their low starting points. Similarly, parents and carers speak highly of the gains in their lives, their increased self-esteem and personal development. A number of parents and carers successfully make positive contributions to the running of the centre and form positive relationships with others including with their children. Users' views are welcomed and used to inform decision-making.

The quality of provision is good overall. The centre is highly responsive and provides learning sessions tailored to meeting the needs of the most disadvantaged families within its reach area. After taking part in a wide range of purposeful learning activities and courses that are enjoyable, users speak highly of the new knowledge and skills they have gained especially as parents. Many have successfully gained qualifications in literacy and numeracy, thus widening their opportunities for employment. All centre staff, multi-agency team and the local authority have an in-depth understanding of the issues facing the families, including about domestic abuse. The level and quality of support provided by the centre staff is very good, both transforming and making a positive difference to the lives of many vulnerable families, lone parents or those undergoing a crisis.

The centre is led and managed well, with good governance, accountability, vision, target setting, performance monitoring and effective teamwork. Good use is made of strong links with multi-agency partners, of data, including for health outcomes, as well as responses from users and the advisory board to shape services and plan

future activities. Resources and activities are excellent, particularly the sensory room used for children with disabilities. The highly skilled and ambitious manager, centre staff and their partners in health and social care are pro-active and work hard to support vulnerable families both in the centre and out in the community.

The promotion of equality and diversity is good. All the displayed information has a strong focus upon the promotion of equality and celebration of diversity. The centre's self-evaluation systems and the business plan are well focused on local and national targets. Participation rates of users across the range of services have increased over the last year. However, the centre recognises that, despite its efforts to publicise its services, some vulnerable families or lone parents are missing out on provision that could improve their lives.

The accuracy of self-evaluation, effective and efficient use of resources, including staffing level, improving outcomes and increasing engagement with users demonstrate the centre's good capacity for sustained improvement.

## **What does the centre need to do to improve further?**

### **Recommendations for further improvement**

- Improve health outcomes for smoking cessation through more personal advice and guidance for users and non-smoking peer support.
- Increase the strategies to identify local needs and engage with the most vulnerable families in the reach community, as well as fathers and lone parents.

## **How good are outcomes for families?**

<b>2</b>
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The centre is good at promoting health outcomes through its messages of healthy eating in 'Healthy harvest fruit and vegetables' project and weaning tips from health visitors to parents. Overall, the health outcomes have been improving. For instance, the obesity rate for young children in the Woodville area is 5.5% compared with the national average of 9.4%. Similarly, the initiation rates for breastfeeding for last year had arisen to 79.2% compared to the national average of 74.5%. This success is due to different strategies being used including: the twenty-four hour helpline for mothers; the use of 'Breastfeeding Peer Counsellor'; an award scheme that the centre is taking part in; and, a small guide book for fathers on how to support their breastfeeding partners. However, the centre recognises that it has not been so successful with smoking cessation outcomes despite its concerted efforts in raising awareness about the dangers of smoking.

Adults and children experience a high level of enjoyment in taking part in activities that enhance their knowledge and also increase their self-esteem and personal

development. New skills are learnt by parents, notably in parenting. Outcomes for children in the Early Years Foundation Stage and childcare provision are good. Parents are very happy with their children's progress. Local schools' headteachers report improved attitudes from children who have attended activities within the centre. The scores in language and in socialisation at the end of Reception Year are improving. There is good narrowing of the achievement gap for the children attending in the link schools, up to 20%. For the local Woodville Infant school the gap had narrowed further, currently at 23.9%.

The centre provides a safe, secure and a welcoming environment. The centre's partnership with social services to ensure the safety of children is strong. Centre staff have a good understanding of and make effective use of the Common Assessment Framework to ensure that those children most at risk receive well targeted support at an early stage. Similarly, ensuring the emotional well-being of parents is a high priority for the centre, particularly for those who have children with disabilities or learning difficulties, or those families who may be involved with statutory child protection agencies. Detailed records are kept for those children on a child protection plan.

Adults have good access to adult and community learning and many family learning programmes which have enhanced their employability skills and improved their relationships, the behaviour of their children and the quality of family life. For instance, one parent commented on her improved parenting skills and her ability to tackle tantrums in public places, saying, 'I can go anywhere now and know also how to deal with my son's difficult behaviour'. Many users, especially those isolated at home, appreciated the opportunity to make new friends. Other users recruited as volunteers help with centre activities, including as breastfeeding peer counsellors.

Last year 75 users gained qualifications in a variety of learning programmes at the local college in 'Skills for Life', vocational and non-vocational subjects. There is a high level of achievement on literacy and numeracy programmes as well as in childcare and working with computers. Many adult users are currently following routes to gaining qualification or employment.

These are the grades for the outcomes for families

<b>The extent to which children, including those from target groups, are physically, mentally and emotionally healthy and families have healthy lifestyles</b>	<b>2</b>
<b>The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them</b>	<b>2</b>
<b>The extent to which all children and parents, including those from target groups, enjoy and achieve educationally and in their personal and social development</b>	<b>2</b>
<b>The extent to which children engage in positive behaviour and develop positive relationships and parents, including those from target groups, contribute to decision-making and governance of the centre</b>	<b>2</b>

**The extent to which children are developing skills for the future and parents, including those from target groups, are developing economic stability and independence including access to training and employment**

**2**

## **How good is the provision?**

**2**

Woodville Centre's provision has continued to develop despite the changes, recent restructure and with three members of staff on maternity leave. Participation rates across the range of services have increased over the last year, including for fathers and lone parents, 55% and 54% respectively of the overall population of these target groups. However, the centre recognises that despite its efforts to publicise its services, some vulnerable families might be missing out on provision that could improve their lives. Hence, one of its key targets for the development plan is to increase overall participation rates to 80% for all target groups.

There are many opportunities for parents and children to play, learn, and develop new skills together, as well as benefiting from tips from the health workers about baby development. Users appreciate how the centre, 'offers so much.' The oversubscribed and popular 'Little Acorns Toddler' sessions enable parents and children to play together, and for parents to discuss their child's progress with staff as well as taking ideas to use at home. Similarly children, including those with disabilities, gain much from the wide range of activities and resources, including from the widely used excellent sensory room.

Apart from the children's sessions, the centre offers a wide range of family learning programmes for adults, which have improved their relationships, the behaviour of their children and the quality of family life. One parent told the inspectors that she had 'learnt a lot... on how to deal with behaviour.' Users' needs are thoroughly and sensitively assessed and relevant support provided, enabling them to access appropriate learning opportunities. All centre staff, partner agencies and the local authority have an in depth understanding of the issues facing the families.

Most users benefit from the good advice and guidance offered by staff and their partners, helping them with matters relating to benefits, healthy eating, safety in the home and funding issues as well as routes into employment. One young male user said that now he had a 'chance to go back to work'. The level and quality of support provided by the centre staff are very good, both transforming and making a positive difference to the lives of many families, as one grateful parent said, 'The centre looks after you for a very long time.'

Staff and their partners are very good in supporting all vulnerable families, including those with children with disabilities or those experiencing a crisis. One single mother told the inspectors how the wide ranging quality support and guidance she received from the centre and social services improved her situation and helped her to cope better. She particularly benefited from the emotional support being offered by the 'fabulous' staff, who in her words, 'offer you a great shoulder to cry on when things get tough'. Other users too, feel well supported on a personal level. One user who

has undergone a period of post natal depression was grateful to the centre for her 'getting out of the home.'

These are the grades for the quality of provision

<b>The extent to which the range of services, activities and opportunities meet the needs of families, including those in target groups</b>	<b>2</b>
<b>The extent to which the centre promotes purposeful learning, development and enjoyment for all families, including those in target groups</b>	<b>2</b>
<b>The quality of care, guidance and support offered to families, including those in target groups</b>	<b>2</b>

## **How effective are the leadership and management?**

**2**

The leadership and management of the centre are good. The advisory board and the local authority are proactive and provide good support and high levels of skills, knowledge and guidance in relation to the development of the service and improvement plans. The centre manager, the senior leadership and advisory board members are a good team and demonstrate a clear vision and very strong commitment to support and make a real difference to their local community.

The planning of provision and self-evaluation process is robust. The centre's business plan is well focused on local and national targets, including health outcomes. The efficient collection of data and its rigorous analysis are used well to shape the centre's services and meet the needs of users. Results clearly show improved indicators for users and a narrowing of the gap for the more vulnerable children and families. For instance 89% of young children from Woodville Infant school had achieved the score of 78+ points in the Early Years Foundation Stage Profile.

Effective partnerships, most notably with schools, local childcare providers, health services, social care and community and learning partnership have benefited families. There is a strong ethos of working together across all the partner agencies who welcome the opportunity to making a direct contribution to improving and in some cases transforming the lives of families. Users' views, both formal and informal, as well as evaluations of all learning activities and centre sessions are encouraged and welcomed and used well to inform centre decision making. One parent has become a member of the advisory board and shares the views of other parents at the meetings.

Resources are excellent. One user spoke highly of the: 'Fantastic resources inside and outside. They have always got something different every week'. In particular, the sensory room and the toy library are outstanding; both parents and children enjoy using them very much. Users are encouraged to gain qualifications which contribute to their personal development. The efficient and effective use of resources, accommodation and partnerships contribute to the centre providing excellent value for money.



Safeguarding is actively promoted through the informative posters on display. The safeguarding procedures are robust and meet with statutory requirements. Staff and partners are knowledgeable about key safeguarding procedures and they all have appropriate levels of training. Risk assessments are good. One user appreciated how the staff, 'act quickly' and are 'All eyes and ears for children's protection.' The Common Assessment Framework records are thorough and used well to support vulnerable families with their needs. For the victims of domestic abuse or the families with disabled young children, evidence suggests the safeguarding support makes the difference between improving life chances and an inability to cope.

The centre provides a welcoming and inclusive environment for all users. Inclusion and meeting the needs of the most vulnerable families and children with disabilities is a key priority for the centre. Although most users are White British, the centre is well committed to actively promoting diversity by celebrating different world festivals and cultures, for instance, a picture of a Muslim feast during the month of Ramadan was effectively used as part of its displays on healthy eating. Similarly, the wall displays used posters with positive images of people from Asia and Africa. The 'Welcome' and 'Good bye' posters showed not only many children and adults from different minority ethnic groups but also people of all ages, including wheelchair users.

These are the grades for leadership and management

<b>The extent to which governance, accountability, professional supervision and day-to-day management arrangements are clear and understood</b>	<b>2</b>
<b>The effectiveness of evaluation and its use in setting ambitious targets which secure improvement in outcomes</b>	<b>2</b>
<b>The extent to which resources are used and managed efficiently and effectively to meet the needs of families, including those in target groups</b>	<b>1</b>
<b>The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties</b>	<b>2</b>
<b>The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults</b>	<b>2</b>
<b>The extent to which partnerships with other agencies ensure the integrated delivery of the range of services provided by the centre to meet its core purpose</b>	<b>2</b>
<b>The extent to which the centre supports and encourages families in the reach area to engage with services and uses their views to develop the range of provision</b>	<b>2</b>

## Any other information used to inform the judgements made

## during this inspection

None

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *Complaining about inspections*, which is available from our website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk). If you would like us to send you a copy of the guidance, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

## Summary for centre users

We inspected the Woodville Sure Start Children's Centre on 22–23 February 2012. We judged the centre as good overall.

We are very glad that more of you are coming to the centre and using its services. We have learnt a lot from you all, in particular how you appreciate the centre's work and how it has transformed both yours and your families' lives. We could see how much you enjoy coming to the centre and appreciate the good learning opportunities and services that the Centre provides for you including the family trips. The activities the centre offers you are very well matched to your needs.

Centre outcomes are good. All of you whom we spoke to said that you have gained new knowledge and developed skills, including about parenting. The centre has been very successful in making you aware about healthy lifestyles and cooking healthy meals for your family. Some of you have taken up breastfeeding successfully.

You told us how you have also been helped to achieve qualifications including in literacy and mathematics, with the writing of your curriculum vitae and applying for jobs. Some of you have successfully become volunteers. We are very glad that your children too, have developed good communication and social skills as well as being encouraged to read books. You appreciate very much how the centre provides you with good opportunities to form new friendships and this helps especially those of you who feel isolated or underwent post-natal depression. You view the centre as a safe, warm and welcoming environment with 'high rated staff who always have a smile on their faces', as one of you stated.

We think that the centre offers you very good support, particularly for those of you having to cope with immense personal difficulties, such as domestic violence or behaviour problems with their children. You appreciate how the staff are active in 'reporting and supporting,' you through such a crisis as one single mother told us during the inspection. Most of you have benefited from either support with childcare, or information, or buying safety equipment.

The centre also gives you good advice and guidance on courses you can take, manage your children's tantrums, advice on breastfeeding and helps you to keep your family safe. The centre is led and managed well. The senior management team know what they have to do, in order, to offer you the appropriate services and activities to meet your needs. You spoke highly of the centre's team, saying how

very friendly and approachable they were at all times. The 'fantastic' team as one of you described them, including the health professionals and other partners who offer their services, work very hard to support you. The centre manager is ambitious, good at running the centre, well qualified and effectively supervises and supports the work of her team of workers.

The centre offers outstanding resources, which you and your children use and benefit from. We found the superbly-equipped sensory room, the toy library, the crèche and training area with its excellent resources including the outdoor play areas really pleasing. We also loved the wonderful wall displays about your children's work and in particular the celebration of other cultures and languages.

Some of you have benefited by becoming volunteers at the centre, including helping other mothers to breastfeed. To engage you further in the life of the centre, the staff actively encourage you to contribute your views which are then used to develop the centre. We have asked the centre to continue to improve health outcomes for you and your family, particularly, to get some of you smokers to give up smoking. We have also requested that the centre continues to engage more families who need a lot of help, so that they too, can benefit from its services and activities, especially single parents.

We would like to thank everyone who came to speak with us or wrote us a long letter telling us about the centre and how much you love using it.

The full report is available from your centre or on our website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk).