

Inspection report for Tile Hill Children's Centre

Local authority	Coventry
Inspection number	362608
Inspection dates	11–12 November 2010
Reporting inspector	Susan Crawford HMI

Centre governance	Local Authority
Centre leader	Geraldine Mckeown
Date of previous inspection	Not previously inspected
Centre address	Jardine Crescent
	Tile Hill, Coventry,
	CV4 9PL
Telephone number	02476 78 7801
Fax number	02476 463 247
Email address	Geraldine.mckeown@coventry.gov.uk

Linked school if applicable	
Linked early years and childcare, if applicable	Mosaic Nursery EY271874

The inspection of this Sure Start Children's Centre was carried out under Part 3A of the Childcare Act 2006 as inserted by section 199 of the Apprenticeships, Skills, Children and Learning Act 2009.

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.

An inspection of the registered early years/childcare provision was carried out at the same time as the inspection of the centre under Section 3 of the Childcare Act 2006. The report of this inspection is available on our website www.ofsted.gov.uk.

This inspection was carried out by one of Her Majesty's Inspectors and an Early Years Inspector.

The inspectors held meetings with outreach workers, integrated services providers, senior managers from the local authority, health and early years professionals, parents, children's centre leaders, activity group facilitators, and members of the Advisory Board.

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

Information about the centre

Tile Hill is a phase one children's centre providing the core offer. The children's centre provides a range of integrated services that include health, family support, adult training and early years advice and guidance. The local authority holds the centre to account through strategic management. The children's centre has a well-established Partnership Advisory Board.

Statistical data for the Woodlands district indicates that the area is one of high social and economic disadvantage. The percentage of workless households and those dependent on workless benefits is one of the highest in the city. Children start nursery with attainment below expected levels for their age. The population is predominantly White British with an increasingly diverse population from minority ethnic backgrounds.

A nursery known as Mosaic operates in the centre. This is managed by the nursery manager.

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 users and the wider community

2

Capacity for sustained improvement

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

2

Main findings

Tile Hill is a well-established and effective children’s centre that users say is ‘at the heart of the community’. The leadership and management inspire trust whilst encouraging and promoting high quality services. The centre’s Partnership Advisory Board includes good representation from parents and carers who are extremely keen to be involved; the Chair of the Board is also a parent. They provide good support, guidance and advice to the centre, they challenge the leaders and hold the centre to account. However, not all partners attend regularly which impacts on the centre’s ability to set clear accurate priorities.

The outcomes for users are at least good and improving. Good multi-agency partnerships and the highly effective outreach support ensure that there are positive improvements to the well-being of children and their families through the delivery of a highly cohesive package of integrated services. For example, breastfeeding take up rates have increased, the numbers of pregnant mums who smoke has reduced.

Evaluations and the collation of data provide valuable evidence in respect of user satisfaction. However, while data collation is systematic for most partners, it is being further developed to include all partners with which the centre has a service level agreement. Currently data provided by the local authority does not identify all hard to reach groups.

Safeguarding and assessment arrangements are outstanding and showcase the extremely successful multi-agency working. Community cohesion is promoted very well through the warm welcome visitors receive on arrival and the work that the centre undertakes with key community partners, for example, the Social Housing Officer. Good equality and diversity practices and procedures are effective and support the work of the centre well. The children’s centre provides good value for money. Centre staff are confident, skilled and knowledgeable. They are effectively deployed within the centre and the effective multi-agency working reduces any duplication of work.

The quality of care, guidance and support offered to users within the centre and the

wider community is outstanding. This is supported by written evaluations and comments from parents and carers about the positive impact the work of staff is having on their lives. A parent commented 'There is always something going on at the centre that you know will benefit you and your child'. All parents who contributed their views had nothing but the highest praise for the support they have receive from the children's centre.

The centre management team is strong with a commitment to further improve services to meet the needs of the community. Good provision and outcomes, coupled with good self-evaluation demonstrates the centre's good capacity for sustained improvement.

What does the centre need to do to improve further?

Recommendations for further improvement

- Ensure the partnership board evaluates the impact of the centre's multi-agency work by;
 - ensuring the established linked partners are fully engaged with management plans and service provision
 - recording the impact of the service linked to the children centre.

- Work with the local authority to ensure that more refined and relevant data is promptly provided to ensure that all hard to reach groups are targeted.

How good are outcomes for users?

2

The emotional well-being of users is greatly improved by their engagement with the centre. Parents, such as those who have suffered from mental health problems or post-natal depression are particularly well cared for by the Mental Health Worker who has delivered training to all centre staff. This has resulted in a 25% increase in early intervention referrals. Healthy lifestyles are promoted well through successful initiatives such as 'Yummy Mummies and Tiny Tummies' where young mums developed a cookery book which involved testing and costing out nutritional recipes. The 'Together Like Me' sessions held at a local pre-school group are very well attended and provide the opportunity for parents to access a variety of services and advice from professionals. Parents and their children have been given excellent advice and take part in growing vegetables on the centre's allotment.

Users behave in ways which are safe to themselves and others. For example, there is very good advice given in the baby massage sessions. Vulnerable families, for example, those with children on the child protection register or who have children with special educational needs and/or disabilities are very well supported through procedures such as the Common Assessment Framework (CAF). Partner agencies, such as Social Care regularly use the centre for access visits because they recognise that families feel safe and secure in this environment.

Children make good progress in all aspects of their development and there are

effective strategies in place to further promote their learning particularly in respect of communication, language and literacy. All children accessing early years provision are assessed. Children who have speech and language delay receive timely interventions within the early years setting and/or via the Speech and Language therapist. There has been improvement in children’s progress in communication, language and literacy as a result of the implementation of effective strategies to support children’s learning. Assessments in the Early Years Foundation Stage show that children are making good progress and they are narrowing the gap between the lowest and higher attaining children.

The extent to which children engage in positive behaviour and develop trusting and strong relationships is excellent. Opportunities for users to contribute to decision-making and governance of the centre are good overall. Parents’ views are regularly obtained through ‘Parent Forum’ evaluations and discussions. Parents are very keen to be actively involved in the children’s centre and some are volunteers supporting various groups. There is a Community Cohesion Plan in place which has developed over the last four years, it is influential in making improvements and enables joint working at a local level. ‘Tile Hill Community Event’ is put on each year by local parents, Tile Hill Tenants Association and the centre. Dads have a consistent presence in the children’s centre; their attendance has increased by 17% this year.

Highly effective joint working between centre staff and other multi-agency groups promotes all of the necessary services that a family need. Some users’ employability is improved as a result of the good quality training courses. There are good transition arrangements in place at all levels, for example, the local school reports that the transition in to school is prepared well in advance and all assessment information is shared to give the child the best start.

The extent to which children, including those from vulnerable groups, are physically, mentally and emotionally healthy and families have healthy lifestyles	2
The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them	1
The extent to which all users enjoy and achieve educationally and in their personal and social development	2
The extent to which children engage in positive behaviour and develop positive relationships and users contribute to decision-making and governance of the centre	1
The extent to which children are developing skills for the future and parents are developing economic stability and independence including access to training	2

How good is the provision?

2

Excellent assessment arrangements are in place. They are firmly embedded and carried out by skilled and highly competent staff in collaboration and partnership with parents and carers. The exemplary use of assessments covers the whole range of need including health, safeguarding, domestic violence, isolation and mental health and ensures that children and their families receive timely interventions and support. Highly-skilled assessment of children with special educational needs and/or disabilities results in personalised interventions with good support ensuring effective inclusion. Users are involved in assessing their child's starting points and are instrumental in the initial stages of assessment. This information is then used at the 'Raise, Share and Review' meetings which are held fortnightly at the centre.

The success of home visiting and outreach working is instrumental to the achievements of the centre. Staff employed at the centre provide a wide range of good quality on-site and outreach support to children and families. They work with ease across different agencies with a clear aim of providing a seamless service to users. Partner agencies hold the centre in very high regard and talk positively of the high calibre multi-agency working arrangements. Parents and families talk proudly of the work of the centre in terms of reducing isolation and encouraging positive outcomes for families and communities. Outreach workers are experienced at breaking down barriers and working collaboratively to target users. Targeted support within the community is showing success with positive engagement with teenage parents, expectant mothers and persons who have suffered from mental health issues. Care, guidance and support are outstanding. Users from different age groups and ethnic and religious backgrounds express satisfaction with the way the centre and partners engage with them.

Breastfeeding support is well-established and is having a positive impact on the emotional health of children. Parent and child bonding is also encouraged through baby massage and baby start. The family support worker offers highly regarded support to families where there is additional stress, such as issues of mental health and domestic violence, to ensure that the parents are still meeting the children's emotional needs. The highly effective multi-agency work ensures there are effective links with safeguarding and health provision. The centre carries out its duties to support vulnerable children and families discreetly and professionally. The work of the centre is invaluable to many of the users.

There are some educational and training opportunities at the centre which users enjoy and value. However, the limited availability of crèche provision restricts users' access to some courses. Two-year-old funding provides a family support package and in some instances the respite that users need to enable them to access training. This supports families well by providing a flexible tailored service to meet their needs and impacts on all outcomes.

Users and staff of the centre reflect the community it serves. Users say that the

centre is warm and welcoming and that it is a safe and secure place where they can meet, make friends and play with their children. The centre undertook a survey known as 'You tell us survey' which specifically focused on the effectiveness of the centre in engaging with users and ensuring services are matched to needs. Parents were trained to undertake the survey on behalf of the centre. The evaluation was used to form future planning.

The effectiveness of the assessment of the needs of children, parents and other users	1
The extent to which the centre promotes purposeful learning, development and enjoyment for all users	2
The extent to which the range of services, activities and opportunities meet the needs of users and the wider community	2
The quality of care, guidance and support offered to users within the centre and the wider community	1

How effective are the leadership and management?

2

The leadership and management of the centre are good. The governance and accountability arrangements are clear and effective. The staff have clear lines of accountability and responsibility and the management of the centre is effective. Professional supervision is effective and all staff have regular one-to-one meetings with their managers. Appraisals take place every six months and there are clearly defined expectations of personal performance. There is an existing Partnership Advisory Board and Parent Forum. Users play a strong role in the governance of the centre through formal membership of the Advisory Board. Parent and user representation on the Advisory Board is good, but on occasions not all lead bodies are represented.

The centre's development plan includes key performance indicators and targeted and specific points for action. The centre manager sets clear objectives and priorities for co-ordinators and staff to ensure that the centre meets its targets and goals. Targets and priorities are well understood by staff and partner agencies and are regularly reviewed and updated. There are clear policies on promoting equality and diversity, including the promotion of inclusive practice, including children with disabilities.

The centre's safeguarding arrangements are highly commendable. All staff have been fully trained at the appropriate level in child protection procedures and they demonstrate a high level of awareness and understanding. Protocols and practices for referrals are well known and the safeguarding of children and their families is a high priority across the work of the centre. There is a common purpose among all staff who work at the centre and key partners to improve outcomes for children. The centre meets all the requirements regarding the safe recruitment of staff and records

are very well maintained. All staff employed at the children’s centre are subject to an enhanced Criminal Records Bureau (CRB) check. Excellent multi-agency partnership working arrangements securely safeguard children through Raise Share and Review meetings and the highly effective assessment processes ensure that children and families receive timely and supportive interventions, for example, through Portage. The centre makes a positive contribution to community cohesion with its focus on meeting community needs, empowerment and reducing social isolation.

There is effective use of collated data which is used to analyse and evaluate the effectiveness of the services provided and to identify any gaps in provision. However this data is not always readily available and does not always provide the necessary detail to identify all vulnerable groups.

Partnerships are of a high quality because a strong belief in collaborative working is at the heart of the centre’s ethos. All agencies speak highly of the centre and demonstrate a commitment to working together. There are a few partnerships that are less well developed than they could be, such as the one with Job Centre Plus. However, the centre has overcome this by establishing a good link with other agencies such as the local college and other employment agencies to aid users into work and higher education.

The extent to which governance, accountability, professional supervision and day to day management arrangements are clear and understood	2
The extent to which ambitious targets drive improvement, provision is integrated and there are high expectations for users and the wider community	2
The extent to which resources are used and managed efficiently and effectively to meet the needs of users and the wider community	2
The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties	2
The effectiveness of the centre’s policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults	2
The extent to which evaluation is used to shape and improve services and activities	2
The extent to which partnerships with other agencies ensure the integrated delivery of the range of services the centre has been commissioned to provide	2
The extent to which the centre supports and encourages the wider community to engage with services and uses their views to develop the range of provision	2

Any other information used to inform the judgements made during this inspection

Mosaic Nursery EY271874 was inspected at the same time as the Children's Centre.

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. If you would like us to send you a copy of the guidance, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

Summary for centre users

We inspected the Tile Hill Children's Centre on 11-12 November 2010. We judged the centre as good overall.

Your children's centre is at the heart of the community and is relied upon for the well-being of large numbers of people. The strong leadership and highly successful teamwork means families are provided with a wide range of good services tailored to meet their particular needs.

The centre is making a positive difference to children's well-being and learning. It is particularly making a significant difference in helping children to experience a safe start to childhood. Children are having good opportunities to develop their play and learning within the centre and this is helping them to prepare for their next steps into nursery. They make good progress in their learning in the Early Years Foundation Stage.

Thank you for contributing to the inspection. Your comments are invaluable to inspectors. Inspectors think that with the centre's encouragement, many people now make a positive contribution to the centre services and the life of the community. Indeed, several parents are on the Partnership Advisory Board and one parent is the chair. Parents and families were unanimous in their praise of the work of the centre and in particular the support workers. Parents were really keen to tell inspectors about how well staff supported families, helped to raise self-esteem and confidence and encouraged them to achieve. The care, guidance and support of families and children are excellent. This is largely as a result of the extremely successful close partnerships that staff forge with parents and the way they engage parents in the work they do with them. The incredible work of the staff from across the different agencies ensures that parents access the right services as quickly as possible. Several parents and carers believe that their contact with the centre has been life

changing. Professionals working in multi-agency teams have developed good working partnerships with the children's centre. They spoke with high regard about the children's centre and the work of its support staff.

The leadership and management of the centre understand the needs of the families extremely well. They have really good systems to monitor that staff are doing a good job and that the services on offer are making a positive difference to people's lives. They show that they are determined to improve the lives of users even more. Inspectors have no doubt that the good work will continue.

We have asked the centre to make some improvements by improving the extent to which some partners contribute to the work of the centre. We have also asked the local authority to provide data promptly and to give better detail so that more people in your community can be helped in respect of improving outcomes for children and users.

The full report is available from your centre or on our website www.ofsted.gov.uk