

# Inspection report for Henderson Avenue Children's Centre

Local authority	North Lincolnshire
Inspection number	365792
Inspection dates	13 -14 January 2011
Reporting inspector	Jean-Marie Blakeley

Centre governance	North Lincolnshire Council
Centre leader	Sally Swainston
Date of previous inspection	Not previously inspected
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Linked school if applicable	Not applicable
Linked early years and childcare, if applicable	205680 Henderson Avenue Centre Creche EY391692 Daisy Chains

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.

This inspection was carried out by one additional inspector and an early years inspector. The inspectors held meetings with staff and senior managers from the centre, parents and carers, members of the advisory board and local authority representatives. Inspectors also met with a number of partners, including health, adult education, private training providers, child minders and welfare rights workers. They observed the centre's work, and looked at a range of relevant documentation.

## Information about the centre

Henderson Avenue Children's Centre opened in 2006, on the site of Henderson Avenue Primary school and was previously a designated Sure Start centre. Governance is by North Lincolnshire Council. The centre is a phase one children's centre, providing the full core offer of services. It is situated in the residential area of Henderson Avenue on the outskirts of Scunthorpe town centre. The centre also serves some rural areas and some services are offered via local outreach centres. Day-care at 'Daisy Chains' is provided on site by North Lincolnshire Council.

The local area includes North Lincolnshire Homes social housing stock and some private housing. The centre is within an area of high social deprivation, although the total reach area has some more affluent areas within it. The percentage of children who are living in households where no-one is working and families are dependent on benefits is above the national average. The number of single parent families is high. The majority of people living in the area are of White British heritage with a small percentage of families from minority ethnic groups. The local population is transient and there are increasing numbers of Eastern European families moving into the area.

Day care is open 10 hours a day, Monday to Friday, 52 weeks per year. The provision complies with registration requirements for the numbers of children in its care. The skills and knowledge of children that enter the day care are below that expected for their age.

## 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

The centre provides good support to children and families. Outcomes for users, quality of provision, leadership and management and capacity to improve are all good. Parents, carers and children enjoy the welcoming and friendly centre. Parents told inspectors that they feel their children are happy, safe and well looked after at the centre. They increase their understanding of how to keep their families safe and some parents describe the centre as 'a life saver'.

A key strength of the centre is its success in empowering users to be fully involved in decisions about its work. This aspect of the provision is outstanding. Strong parental representation on the advisory board means that services are shaped to meet the needs of the local community. Good support and training enables parents to develop confidence and committee skills to be effective board and parents' forum members. The parents' forum has developed the skills to apply for funding to run and manage its own projects. In response to feedback from users, the centre is increasingly adapting aspects of its provision. Good examples of this are the development of the gardening group and the Saturday morning dad's group.

Outcomes for users, including those who are most vulnerable are good. This is because services and activities are well-matched and particularly responsive to the needs and interests of users. The centre knows its local community well and families receive prompt and effective support in times of crisis. Children behave well during sessions and make good progress in developing skills from their low starting points. Children's centre staff support the day care provider to raise aspirations and improve outcomes. Many of the adults interviewed have gained confidence and skills and have good opportunities for learning. However, insufficiently developed links with Jobcentre Plus restricts opportunities to increase outcomes for users' economic well-being.

Safeguarding is good. Staff have a good understanding of child protection procedures; they are well trained and ensure that any concerns are promptly shared with relevant agencies. Effective multi-agency working and strong support are helping early intervention to protect vulnerable children. The centre actively engages

with some of the hardest to reach families and is successful in engaging with a high number of teenage parents. However, it does not fully analyse outcomes of different groups of users in order to close any identified achievement gaps.

The advisory board, centre manager and the local authority rigorously monitor and evaluate most aspects of the provision through the evaluation framework. However, attendance at advisory board meetings by some services is irregular. The local authority and advisory board challenges the centre's performance well, which helps it improve. However, there is incomplete use of data to set measurable improvement targets.

The leadership team is focused on improving areas of weaker outcomes, building on their strengths and partnerships and filling any gaps in provision. Good and improving outcomes, together with a sound understanding of strengths and areas for development, demonstrate a good capacity for sustained improvement.

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

### Recommendations for further improvement

- Fully analyse data to set measurable targets to further improve outcomes for vulnerable families.
- Develop better links with Jobcentre Plus to increase outcomes for users' economic well-being.
- With the local authority increase attendance of other services at advisory board meetings.

## How good are outcomes for users?

2
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Outcomes for vulnerable families who attend the centre or receive support through outreach and home visits are good. New and prospective parents receive good quality guidance through ante-natal and post-natal clinics, home visits and sessions focusing on preparing for birth, play and development. These services have a positive impact on the health, safety and well-being of both mothers and children. Although the number of babies that are breastfed is low, they are in line with the local authority area. Good communication and integrated working make a strong contribution to improving the safety and well-being of children. There is very effective use of the Common Assessment Framework and other processes to help to keep children safe and improve outcomes. Timely support for families with children identified as at risk is helping to ensure that difficulties do not escalate. Children in care or on child protection plans receive good support and as a result, they make steady progress. Families benefit from home safety visits. As a result, the number of children aged below five reported as having accidents has reduced.

The centre is very welcoming, enabling children to play and parents to develop their skills in a safe and secure environment. The child care provision and play and development sessions make a good contribution to children's and parent's enjoyment

and achievement. Children show how much they enjoy the sessions through their happiness and good behaviour. Positive, respectful relationships between staff, children and adult users of the centre are evident in activities. Parents' and children's views contribute to future planning and sessions and resources develop to meet their needs. An example of this is the children's contribution to the development of the outdoor play area. Parents interviewed told us how they have developed skills in managing their children's behaviour. A father said how he has gained confidence from coming to parent and child sessions 'I am now much more confident, have made good friends and look forward to coming to the centre with my child'. Although some parents have progressed to employment, the limited involvement of Jobcentre Plus restricts opportunities to get jobs.

<b>The extent to which children, including those from vulnerable 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 users 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 users contribute to decision-making and governance of the centre</b>	<b>2</b>
<b>The extent to which children are developing skills for the future and parents are developing economic stability and independence including access to training</b>	<b>3</b>

## How good is the provision?

**2**

The range of services provided by the centre is flexible and effectively meets the needs of the community. Participation is good and the centre is successful in reaching the hardest to reach vulnerable families. Outreach services are effective in engaging with families who are not already using the centre. Families in crisis frequently drop in to the centre for advice and support. Parents value the advice they receive from centre staff, health and social care professionals and the local authority's welfare rights staff.

Parents and carers make good improvements in their learning and development. The extensive displays around the centre and the presentation evening celebrate the successes of users and contribute to their enjoyment. The use of assessment of adults' needs is effective in planning learning and providing training opportunities. Families increase their parenting skills and gain knowledge of managing behaviour and keeping safe. Early identification and assessment of children with learning difficulties or families at risk enables timely intervention. Centre staff support the day care provider to model good practice, raise aspirations and outcomes for children.

Case studies clearly show that support from the centre is making a big difference to vulnerable families. Parents and carers who met with inspectors explained how their involvement in the centre had increased their self-esteem and changed their lives. 'I have bouts of depression and don't know how I would cope if I didn't have the centre' said one parent. Users particularly appreciate the support they receive to develop parenting skills. One parent said 'I was embarrassed and found it hard to enjoy being a parent because of my child's behaviour, the centre has helped us so much that I can now enjoy time with both of my children.'

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

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

**2**

The centres' ability to encourage the community to engage with services and use their views to develop the range of provision is outstanding. The advisory board members understand their responsibilities with good representation and attendance by parents. Members who met with inspectors articulated their ambitions for the centre and have a good understanding of the needs of their community. Strong partnerships with parents and carers and other services contribute to good outcomes for users. Good communication and liaison with most partners provides effective support for users. Careful planning and resource management extends and develops the services offered so that as many families as possible benefit from the centre. There is a positive impact on children's lives through close partnership with childminders and local voluntary groups. For example, the centre has obtained food parcels from a local church to help families in crisis.

The centre is at the heart of the local community and runs smoothly on a daily basis. Staff are very motivated and committed to improving their work with the most vulnerable families. They have a very clear understanding of their roles and responsibilities. High expectations, led by the example of the centre manager, means there is always someone ready to listen to parents if they have a problem. One parent said 'if they don't know the answer they always know someone who can help'.

North Lincolnshire Council provides clear strategic direction and support to the centre. The advisory board, local authority and centre manager monitor and rigorously evaluate the outcomes and effectiveness of the centre. However, some partner services do not regularly attend advisory board meetings. The centre knows its

strengths and appropriately prioritises areas for improvement. However, data are not fully utilised to set measurable targets.

Safeguarding is good. Procedures to ensure the protection of users as they move around the site are effectively implemented. Staff have a clear understanding regarding their roles in identifying and reporting concerns and do so promptly. The centre has clear systems in place for recording information related to the vetting and recruitment of staff. Policies are appropriate and regularly updated. Activities are risk assessed.

Centre staff and partnership agencies are committed to promoting the inclusion of all children and their families. Multi-lingual staff provide translation for users to help them access services. Inclusive practices are promoted for children with disabilities. However, outcomes are not evaluated in sufficient detail to identify possible gaps between outcomes for different groups of users. The centres approach to sustainable development through locality working and partnerships with other centres is good. As a result, it is increasing its activities and user participation. The services in the centre are supporting good outcomes for users. Therefore, the centre provides good value for money.

<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 extent to which ambitious targets drive improvement, provision is integrated and there are high expectations for users and the wider community</b>	<b>2</b>
<b>The extent to which resources are used and managed efficiently and effectively to meet the needs of users and the wider community</b>	<b>2</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>3</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 evaluation is used to shape and improve services and activities</b>	<b>3</b>
<b>The extent to which partnerships with other agencies ensure the integrated delivery of the range of services the centre has been commissioned to provide</b>	<b>2</b>
<b>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</b>	<b>1</b>

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

Inspectors looked at the inspection outcomes for the Henderson Avenue Early Years Foundation Stage 'Daisy Chains' Child Care inspection. It was inspected in January 2010. The report shows that children make good progress in relation to their starting points.

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## **Summary for centre users**

We inspected Henderson Avenue Children's Centre on 13-14 January 2011. We judged the centre as good overall.

Thank you very much for making us so welcome, for talking with us and contributing to the inspection of your children's centre. Those of you we spoke to told us how much you enjoy coming to the centre. You said that you feel your children are well cared for and that they are safe.

The centre provides good support to all of you that use it. You said that staff quickly respond if any families are in crisis and they offer you help that you appreciate. We found that staff have a good understanding of child protection procedures and that they are well trained. Some of you told us how the support you have received at the centre has made you better parents. The health care, family support, children's centre and childcare staff work closely together to support you.

You and your children really like the play and stay sessions and you enjoy the adult learning classes. Your children behave well and you all learn more about how to stay healthy and be safe. We found that not many mums are breastfeeding their babies.

You told us that the services and activities at the centre meet your needs and that the Parents' Forum now runs some visits and trips. You help the centre improve its services through membership on the advisory board and the parents' forum. The centre listens to you and asks you what you think of the services and activities they offer. They change how and when they do some things because of what you say. For example, you now have a gardening group and a Saturday group for dads.

North Lincolnshire Council helps the centre make sure it knows who lives in the area so that the staff can try and make sure everyone finds out about what the centre can offer them. Some staff speak other languages, which help migrant families get involved with the centre, and it is fully accessible to families and children with disabilities.



The local authority, centre manager, all the staff and yourselves are keen to further improve the centre and already know the things you need to do. Your centre could be even better if some of the other services attend the advisory board more regularly. The centre and the local authority need to find ways of getting Jobcentre Plus more involved with the centre to help more people into employment. The data you have on the success and impact of the centre could be better used to set targets that are even more challenging. Because the centre has continually been improving over the past few years and you all know what you need to do next, we are confident that it will continue to further improve.

Thank you very much for sharing your views with us. Good luck for the future.

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