

# Inspection report for East Riding Children's Centre Bridlington

Local authority	East Riding of Yorkshire
Inspection number	362470
Inspection dates	17-18 November 2010
Reporting inspector	Lorraine Rowson-Clark HMI

Centre governance	East Riding Children's Centre, Bridlington Governing Body
Centre leader	Kay Roantree
Date of previous inspection	Not previously inspected
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Linked school if applicable	Bridlington Nursery School
Linked early years and childcare, if applicable	Sunshine Nursery and Daycare

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 of Her Majesty's Inspectors and one early years inspector.

The inspectors held meetings with the members of the governing body, the senior leadership team, a local authority officer linked to the centre, partner agencies and users of the centre's services. They observed the centre's work, and looked at sessions in operation in the children's centre and in nearby locations. They also looked at a range of documentation including the centre's development plans, evaluations, key policies and safeguarding procedures.

## Information about the centre

East Riding Children's Centre Bridlington is comprised of three strands: Bridlington Nursery School; Sunshine Day Nursery; and services developed from a former Sure Start local programme. The Nursery School, including the Sunshine Nursery, were subject to a separate inspection by Ofsted in February 2010, the report of which can be found at [www.ofsted.gov.uk](http://www.ofsted.gov.uk). The centre, which covers Bridlington old town, Bridlington North and some of the surrounding villages, provides a range of support services for children and their families in partnership with other local services. In addition to the designated site, services are delivered from several other sites across the town and in a number of neighbouring villages.

The centre serves an area of significant multiple-deprivation, with much of the town in one of the 10% most deprived areas nationally in terms of employment, income, health and education. Bridlington has a very transient population with removals in from outside the East Riding, and other families moving regularly within the town itself. Many families rely on seasonal work for a minimum wage, with employers in this sector traditionally not investing heavily in staff training. Many of these families live in houses of variable quality, with multiple occupancy and limited access to outdoor play. Families in some of the villages suffer from rural isolation caused by poor transport links and limited or no local facilities. There is also a Travellers' site

within the catchment area. The very great majority of the population in the area describe themselves as predominantly White British. Children enter the Early Years Foundation Stage with skills lower than expected for their age.

The centre provides the full core offer and a wide range of supporting services, incorporating crèche facilities, health support, adult courses and workshops. The centre is run by the centre’s governing body which is made up of representatives of parents and users and members of the local community. Strategic direction to the centre’s governing body is provided by the Early Years and Extended Services Strategic Planning Group who report to the Children’s Trust Board Executive.

## 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**

**1**

## Main findings

East Riding Children’s Centre Bridlington is a good and rapidly improving centre; some of its features are outstanding. The passion and drive of the leadership, staff, governing body and professional partners have ensured high-quality provision and services. Staff are effectively supported by management and morale is very high. Excellent partnerships result in an extremely well-integrated and cohesive service, enabling the centre to respond rapidly to urgent demands for childcare and support, thereby ensuring children are safeguarded and well cared for. Relationships between agencies are very professional and mutually respectful with highly effective transfer of information between key partners to ensure the needs of users are met.

Outcomes for users are good and improving. The centre is particularly effective in keeping users safe and protected, and in promoting their enjoyment and achievement. There are high levels of safety in the centre and at outreach venues, with a shared understanding of how to keep children and adults safe. Children actively engage in the wide range of exciting and stimulating learning opportunities available to them and they make rapid progress in their learning and development. Adults respond very well to the range of training on offer, many successfully completing qualifications to improve their employment opportunities. A small number of parents have embarked on long-term training and development and have successfully secured employment or are undertaking higher education courses to

degree level. Detailed data collection is being used by the centre to evaluate the effectiveness of its activities. However, data are not yet being used to assess fully how much difference the centre is making over time to the lives of the families within its reach area, particularly in relation to their health, well-being and employment.

The centre consistently gives the highest priority to safeguarding all children and their families and the quality of care, guidance and support provided is excellent. Inclusion of all families is central to the centre's vision with staff showing great understanding and respect for all sections of the community, valuing difference and celebrating diversity. As one parent commented, 'Everyone is made to feel welcome; no-one would be turned away.' The range of provision on offer meets the needs of users well. However, the governing body and senior leaders are not complacent and are giving careful consideration to sustainability to ensure the most vulnerable in the reach area are targeted.

There are many opportunities for parents and users to express their views. They are effectively involved in decision-making by their involvement in the active parents' forum, the Rainbow Club, and the governing body. Users are encouraged and supported in accessing local training courses, securing benefits and embarking on training for qualifications to return to work. However, efforts to encourage adults to routinely identify their own specific training needs in order to further raise families' aspirations are in the early stages of development.

Considering that outcomes are improving, together with its other strengths, including highly effective partnership working and outstanding leadership and management, the centre has excellent capacity to improve further.

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

### **Recommendations for further improvement**

- Assess the impact that the centre is having on outcomes over time for adults, as well as children, by working with the Primary Care Trust and Jobcentre Plus to collect rich data in order to target future development.
- Promote and encourage families to further raise their own aspirations by empowering adults to identify their own learning needs and access appropriate training opportunities.

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

<b>2</b>
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Across all of the five areas, outcomes are at least good and are improving strongly. This is because the centre provides a wide range of activities which are developed well in partnership with other agencies and professionals. For example, the breastfeeding programme, supported by the nearby Honeysuckle Centre, has seen breastfeeding initiation rates increase from 32% to 62% over eight years. This is

despite difficulties in obtaining birth notifications as babies are usually born outside of the Bridlington area, often in an adjacent Primary Care Trust. In addition, early tongue-tie procedures are performed locally which effectively supports the 10% of children with this condition to feed more easily and subsequently helps to prevent later difficulties with speech and language. Families benefit from the wide range of activities on offer and are developing a good awareness of adopting healthy lifestyles by learning about healthy eating and the benefits of leading an active life through the many courses on offer. Adults are supported in stopping smoking through effective signposting to the local support scheme.

The centre is particularly effective in ensuring that parents, carers and children understand how to keep themselves safe and free from harm. There is a very effective scheme for families to purchase safety equipment at low cost and very successful joint working with the fire service ensures parents are given appropriate fire safety advice. This service is extended to Travellers who are given advice and support to ensure the safety of their trailers and supports good working relationships with the travelling community. Staff model safe practices exceptionally well at all times. The centre is a very safe and welcoming place to be due to the extreme vigilance of all adults and the completion of comprehensive risk assessments of all areas by the highly experienced site manager and staff. Very effective use of the Common Assessment Framework ensures that vulnerable families are involved in preventative work to reduce the number of situations reaching crisis point. All users of the centre, including other agency staff, say they feel very safe here and all parents and carers report that children are very well cared for. Some admit that the centre is the only place where they would leave their children.

There are many excellent opportunities for parents and children to play and learn together and a range of high-quality information and advice is given on all aspects of child development. Users say that the centre has helped build their confidence and self-esteem and they have learnt a lot about childcare and child development through the many parenting classes run jointly with health visitors. All centre staff, including family support workers, school nursery staff and day care staff, have a comprehensive knowledge of the Early Years Foundation Stage and all activities are planned with children's development and learning in mind. Children are fully engaged and motivated with the activities available to them and their behaviour is good. As a result, data show a substantial increase in the number of children reaching 78 points across the assessment scales of the Early Years Foundation Stage Profile and the gap between outcomes for the most vulnerable groups and others is narrowing rapidly.

Children and families develop strong relationships within the centre and show high levels of respect, care and concern for others. There are good opportunities for parents to express their views through regular evaluations of activities, the Rainbow Club and the governing body. For those with limited communication skills the centre adopts a simple but effective scoring system enabling all users to comment and express their satisfaction levels. On all evaluations adults are also asked to suggest ways of improving activities so that the centre can improve the services on offer. As a result the centre is effectively influenced by the families in their reach area.

The centre helps to promote economic stability, for example, by supporting users in accessing local training courses, offering expert advice on budgeting and help to secure benefits, and by encouraging adults to gain qualifications to improve their employment opportunities. Some adults have successfully undertaken vocational courses and have moved on to higher education, demonstrating a positive attitude to further training and future employment. However, due to low employment opportunities in the area, some families find it hard to identify appropriate personal development in order to help break the cycle of deprivation.

*These are the grades for the outcomes for users*

<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>1</b>
<b>The extent to which all users enjoy and achieve educationally and in their personal and social development</b>	<b>1</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>2</b>

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

<b>2</b>
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The children's centre provides good quality services with outstanding care, guidance, support and promotion of purposeful learning. There is a wide range of additional services and the centre meets its core offer well. Assessment is used effectively to determine the needs of children, parents and users. Previously, assessment covered the reach area of what are now two centres. As a consequence, the centre does not yet have well-embedded detailed data regarding its own specific reach area; however, new systems now in place are collecting such data effectively. The Common Assessment Framework is well embedded and the exceptionally strong partnerships with other agencies ensure that assessments of all children, including those with special educational needs and/or disabilities, are robust. There is a strong emphasis on providing emotional support to boost users' confidence and raise their self-esteem. The Remembrance Garden at the nearby Honeysuckle Centre offers a sensitive place for parents to grieve the loss of their babies through miscarriage, stillbirth or infant death, with experienced staff available on site to offer support. As a consequence, parents' emotional health is very effectively supported during times of extreme stress.

Experienced family support advisors work hard to make contact with hard to reach

families. The centre is very aware of the difficulties and challenges faced by families within its reach area, for example, the high levels of unemployment, feelings of isolation and the difficulties faced by Travellers. As a result their needs are given careful consideration and a range of services are in place to support them, such as welcoming stay and play sessions to reduce feelings of stress and isolation. Users told inspectors that they can come to the centre anytime to talk to someone and that they feel valued and listened to by everyone they speak to. 'There's always someone here to help.' typifies their comments.

There are many examples of good quality outreach and support work, including the regular stay and play sessions, parenting classes, portage groups for parents of children with special educational needs and/or disabilities, breastfeeding support and a regular baby health clinic. A midwifery service is not based at the centre but sessions are held around the reach area and mums are supported if needed by support advisers. The centre signposts to Jobcentre Plus and Adult Education for help and support with training and employment. Staff encourage and support adults to take advantage of available training opportunities to increase their employment prospects but they are not always successful in empowering users to raise their aspirations and identify possible options for themselves.

*These are the grades for the quality of provision*

<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>1</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>1</b>

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

<b>1</b>
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Leadership and management are consistently good at all levels and are exceptional in relation to governance, ambition, safeguarding and partnership working. All staff are very passionate about the centre and are fully committed to the community it serves. Senior leaders have a clear vision, set the tone, communicate high expectations and have the drive and commitment to ensure that the centre is effective in improving the life chances of all users. Every staff member is fully committed to the centre's work and understands how they contribute to its effectiveness. For example, administrative staff are as much a part of the delivery of services as other staff and ensure a warm welcome to all on arrival.

A key strength of the centre is the extremely effective partnership arrangements which ensure that all needs are met. Staff report that relationships between staff and key agencies are excellent, morale is very high and that everyone pulls together to

improve outcomes for users. For example, at a time of extreme emergency the centre staff were observed to pull together immediately and work collaboratively with Children's Social Care to ensure children were effectively safeguarded, protected and well cared for. There is a clear management structure and the governing body has a wealth of experience and skills among its members. It is extremely effective in ensuring the centre focuses on activities that are sustainable, building upon existing provision and sharing costs and resources with other agencies where possible. Close accounting and forward thinking mean that the centre is well placed to deal with possible future financial constraints placed upon it in order to ensure its future sustainability.

The inclusion of all children and families is threaded through all of the centre's work. Staff are effective in ensuring that all children and adults, regardless of background, aptitudes or other differences, have access to the range of experiences on offer. All information displayed promotes equality and diversity and there is a varied range of resources that reflect the equality and diversity of the reach area. The centre is fully accessible for people with disabilities, and links with the Travellers' support worker and the Polish outreach worker are enabling the centre to target harder to reach groups.

The senior leadership team has a good understanding of the strengths in provision and where further improvements can be made. Self-evaluation is ongoing and largely accurate so the centre's priorities for improvement are appropriate, challenging yet realistic. Users also help to identify priorities by their active involvement in the Rainbow Club and by their representation on the governing body. Action plans are specific, sharply focused and have clear success criteria. For example, a realistic timeline was set for establishing a second centre to meet the needs of families further afield that were not accessing services at this centre. The centre has also been fully aware of the need to have more accurate data collection to support its work. In particular, data relating to health issues have been difficult to obtain as families access services from a number of Primary Care Trusts. The centre is now using the E start database, which is enabling staff to measure the success of its provision on outcomes within its reach area, although the impact over time is yet to be fully realised.

There are high-quality arrangements in place to safeguard all users. The procedures for vetting staff are extremely robust and relevant training is up to date. All staff are fully aware of their responsibilities and are highly vigilant in identifying and responding to any potential dangers that users may encounter, through the use of comprehensive risk assessments and a thorough knowledge of the detailed safeguarding procedures. Robust procedures and protocols for sharing information, together with high-quality partnership working ensure that children and families at risk and in need are prioritised effectively. Parents and users of the services spoke with extreme confidence that their children are very well protected and that they wholeheartedly trust the centre with their care.



*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>1</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>1</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>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>1</b>
<b>The extent to which evaluation is used to shape and improve services and activities</b>	<b>2</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>1</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>2</b>

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

The previous inspection report on Bridlington Nursery School, which was inspected in February 2010, was used during this inspection.

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 East Riding Children's Centre Bridlington on 17-18 November 2010 and we judged the centre as good overall.

As part of the inspection we visited a number of activities, looked at the centre's documentation, and talked with a range of children and adults including parents,

staff, community representatives and partnership workers. We were pleased to speak to so many of you and to listen to your views. We really enjoyed talking to you around the centre and in the various activity sessions you were engaged in. You expressed your views very clearly and we appreciated you telling us how things really are.

We are pleased to tell you that your centre provides good support to you and your families. Your centre does some things extremely well, such as the way everybody works together to make things better for you and the way you are encouraged to keep safe and enjoy the many learning opportunities available to you. You told us that you and your children are very well cared for and that you are supported extremely well. We agree with you. You told us that you have complete and utter trust in the centre and nursery to look after your children well and we were able to see this for ourselves. You also told us how you have made friends by coming to the centre's activities and how you have been helped to undertake training which may help you get back into employment. We were delighted to see that the centre is making a real difference to improving your lives and to hear how much more confident you feel as parents.

The centre's nursery school and day care work very hard so that your children are making very good progress in their learning. We saw your children behaving very well, thoroughly enjoying their play and learning in the many exciting activities on offer. Staff are supporting you extremely well and are helping you to increase your knowledge about play and how children learn, through the many stay and play activities and parenting sessions. We were delighted to hear that these activities help you support your children's learning at home. We also saw some of the many opportunities for you and your children to enjoy new and exciting activities together, such as the singing sessions with Opera North, and it is clear that you and your children enjoy these very much.

You told us that the staff are always there to help you and that they are always kind and caring. It was clear to us that they are working extremely hard to make the centre as good as it can be. To help them we have suggested they look more closely with their partner agencies at how the activities they provide and the work that they do are making a lasting difference to you. By doing this they will be in a stronger position to show how well they are doing and will be able to plan more worthwhile things for you.

We have also asked them to support you in finding training schemes and learning opportunities that interest you in order to help you gain the skills you may need for employment. You can help by telling the staff what activities interest you and what helps you learn.

Thank you once again for your welcome and your willingness to talk to us. We can see why the staff love working with you and we wish you every success in the future.

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