

# Inspection report for Kingsway Goole Children's Centre

Local authority	East Riding of Yorkshire
Inspection number	362510
Inspection dates	16–17 November 2010
Reporting inspector	Liz Godman

Centre governance	Local Authority
Centre leader	Kate Shaw
Date of previous inspection	Not previously inspected
Centre address	Kingsway Primary School Fountayne Street Goole East Riding of Yorkshire DN14 5HQ
Telephone number	01405 761287
Fax number	01405 768556
Email address	kate.shaw@eastriding.gov.uk

Linked school if applicable	Kingsway Primary School
Linked early years and childcare, if applicable	EY302849 Kingsway Day Nursery

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 one early years inspector.

The inspectors held meetings with representatives of the local authority, the centre leader and with members of staff and partner professionals from other agencies. A discussion was held with the chair of the advisory board and with parents and carers. Inspectors observed the centre's work, and looked at a range of relevant documentation.

## Information about the centre

Kingsway Children's Centre received its designation on 26 May 2005. The centre provides a core offer of family support, health services, parental involvement, early years provision and links with Jobcentre Plus, schools and services. The centre is located on the site of Kingsway Primary School. This school was inspected in the same week as the children's centre. The school report can be viewed at [www.ofsted.gov.uk](http://www.ofsted.gov.uk). The linked early years and childcare setting on the site is Kingsway Day Nursery and it is located in the same building as the children's centre. The day nursery is governed by the school's governing body and was included in the school's inspection. The children's centre also links closely as part of a cluster with the other children's centres in Goole and provides outreach activities at Snaith Sports Centre and a number of other venues.

Governance of the centre is provided by the local authority in conjunction with an advisory board, shared with the two other children's centres in Goole. This group includes representatives from statutory and voluntary organisations and parents and carers. Until August 2010, the three centres in the cluster were led by one coordinator. However, following the reorganisation and restructuring of early childhood services within the local authority, the centre now has a designated leader based at the centre. The centre leader took up her post in September 2010. There are plans to extend the centre's building, with work scheduled to commence in December 2010.

Most children enter early education with knowledge and skills that are below expectations for their age. The centre serves a community which experiences high levels of social and economic disadvantage. Levels of worklessness are high, as is the number of families in receipt of benefits. Most families live in social housing close to the children's centre, although some houses are privately rented or privately owned. The majority of families are of White British heritage. A growing number of families from minority ethnic groups, particularly of Eastern European heritage, also live within the centre's reach area.

## 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 Kingsway Children's Centre provides good services to young children and their families.

Parents and carers appreciate its help in improving their lives and those of their children. Users express high levels of satisfaction with the centre's services. One user commented, 'I found being a new mum very hard and lonely' but referral to the centre 'was a turning point'. Parents value support for weaning problems and enjoy preparing nutritious and inexpensive meals. Parents and children also enjoy physical activities, including the 'Little Stars' and 'Family Swim' programmes. The Early Years Foundation Stage profile scores of children at the end of the Reception Year show the centre's good effect on children's skills in communication, language and literacy and personal, social and emotional development. Children develop skills for the future well and are prepared effectively for school. Adults also make good gains in their personal development and skills and progress well on the centre's courses and programmes. Young parents make particularly good progress on accredited courses in literacy, numeracy and information and communication technology.

Users feel listened to and appreciate the mutual support. However, parents and carers are not fully aware of the new arrangements for the centre's governance and the opportunities for them to contribute to its development through the parents' forum. In addition, systematic canvassing of the centre users' views is not extensively developed. As a result, opportunities are missed to further increase

engagement with the centre and to develop provision to meet the needs of the local community more closely. The centre agrees that there is more work to do to enable parents and children to have a stronger voice.

The centre's staff provide effective models in promoting play and language development. Occasionally, opportunities are missed to use this to deepen users' understanding of play and child development and to develop ideas for activities for use at home. The centre staff and partner agencies are highly committed to providing effective care, guidance and support. As a result, families do feel supported at times of crisis, describing the centre as 'excellent' and 'helping you to start life as a mother in the right direction'.

The centre is well led and managed. Its leaders' high expectations are shared amongst the strong team of family support workers and community nursery nurses. Staff understand their roles and things run smoothly on a day-to-day basis. The centre's accurate self-evaluation and clear targets give it good capacity to make further improvements. However, the centre's analysis of the impact of its provision is less sharp. This is because data is not available for individual centres to show their effect, for example, on health and safety outcomes.

The centre promotes equality well and there is good access for those with special educational needs and/or disabilities. Centre staff liaise closely with other services. This, and their detailed record keeping, helps support families in the greatest need. The support to include families recently arrived from Poland is very practical and covers how to enrol at a health centre and how to access emergency services. Safeguarding is given a high priority. Users feel safe in the centre and in their homes. All the required safeguarding checks are completed and good policies and risk assessments further assure users' safety.

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

### **Recommendations for further improvement**

- In conjunction with partners, make better use of information with regard to outcomes for adult users and children in order to develop further the services provided by the centre.
- Building on current arrangements, extend consultation with parents and children to further increase engagement with the centre and to develop provision to meet the needs of the community immediately adjacent to the centre more closely.
- Further use the good practice within the centre to provide a model for parents and other users so that they gain a deeper understanding of the value of play and of how children develop, in order that they can build on this learning at home.

## How good are outcomes for users?

2

Parents say the ante-natal courses are very helpful. They also speak positively of the centre's help in initiating and sustaining breastfeeding, describing the centre as a 'lifeline to new mums'. Adults are learning about healthy eating on the 'Let's Cook' courses. However, there is not yet an opportunity to progress from basic cookery courses to more advanced cookery or to courses on food hygiene. Parents learn about children's emotional development, through baby massage and time to have fun and play with their children. A parent said in her evaluation of a session, 'There are lots of toys, interesting games and friendly mums and staff'. The centre recognises there is more to do to help users lead healthier lives, for example, by ceasing to smoke.

Children attending the sessions are confident and behave and play well. Staff are highly aware of children at risk and the centre is effective in preventing difficulties from escalating. Parents feel there is always someone to go to for help. Adult users are aware of safe practice and appreciate the courses on improving parenting skills, first aid and promoting their children's safety. They also value the safety checks from the family support workers and the safety equipment provided where it is needed. However, because the service is means-tested or upon request, there are families who may benefit from the service, but who currently do not access it.

One parent commented 'I have never looked back' indicating the centre's role in improving her confidence and self-esteem. She added that the centre has increased her daughter's confidence to go and play and said 'I cannot praise them enough'. Course completion rates for young parents are good as is their progress onto further education and training. The centre recognises that there is scope to develop the accredited and non-accredited courses for other users.

Parents are eager to take on responsibilities, for example, in organising a Christmas party and in being 'parent buddies' to help others who may find it hard to come to the centre. They say that the centre has 'made a big difference' to them, helping them to make new friends and reducing their isolation. One said that the centre would do anything to help and without it, 'I don't know where I'd be'. Parents also recognise that their individual evaluations are used to tailor provision to meet their needs.

Support from the Jobcentre Plus adviser is effective in leading to further training for those who use the service. One parent who used the centre's help is currently studying for a degree in social care. Parents appreciate the help of the family support workers with benefits and debts and in accompanying them to appointments. As they gain in confidence they start to be more independent. Families' well-being is also improved by affordable trips to picnics or to the seaside. Staff members make good progress in developing their own skills and some have progressed from being a centre user to volunteering and then to undertaking paid work in a crèche.

*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>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>2</b>

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

**2**

The centre's warm and open style builds the trust and confidence of its users. There are effective programmes tailored to meet the needs of particular groups. These programmes are popular and are well attended. The centre leader is aware of the needs of other groups in the reach area and has good plans to canvas their views and to further develop provision to meet their needs.

All the sessions for parents and their children run by the community nursery nurses are evaluated and the findings are used to plan the next steps. Evaluations by staff and parents show children's good progress against the areas of learning for the Early Years Foundation Stage. Parents' observations indicate the positive benefits to communication of the 'Talk time' sessions and parents take the opportunity to observe their child's development. For example, one parent wrote, 'He drank from a beaker for the first time – amazing'. A childminder commented about photographs taken at a session, 'I could use them as evidence in my children's learning journeys'.

The centre provides good outreach services through its staff and through partnerships with other organisations, including Homestart. This is proving effective in gradually coaxing parents to join sessions as they become more confident. The centre also works well with adult learning providers to run courses in family learning, where activities to make 'story sacks' have proved particularly popular.

Effective courses, including the 'Family Nurturing Programme' provide good support for parents in managing their children's behaviour. Good support from the family support workers contributes to this effective care, guidance and support. However, links with the school's parent support advisers are not consistent. This sometimes results in possible breaks in continuity of care and support for some families.

Similarly coordination is not assured of the care provided between the centre, childminders and the day nursery. The centre provides good and accessible information and guidance in relation to preventative and supportive services. This includes leaflets on domestic violence and sexual health, as well as clear displays of job vacancies.

*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>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 centre's governance arrangements have been revised recently, arising from restructuring within the local authority. As a result, they have not had time to become fully embedded, nor has everyone gained an understanding of the changes and of their impact. However, the changes have been managed without major disruption to services for the centre's users. The local authority is providing good support for the centre leader during her induction. The work of the advisory board is also at an early stage of development and its chair is new to this role. Parents are represented on the advisory board and on the parents' forum, but these cover the three children's centres in Goole. As a result, opportunities are missed for some parents to participate actively in the centre's governance and to give their views.

The centre leader and her staff have a good understanding of the centre's strengths and priorities for improvement. There are clear plans and sharp targets to inform developments. Users contribute to evaluation using post-it notes and a comments box. They also talk freely to staff and the centre leader about activities they enjoy. The leader has made a good start in gaining a wider view of users' needs by going out and engaging those who may not know about the centre. Strategies used include leafleting in shops, play areas and the benefit office.

The centre makes good use of limited resources to meet the needs of children and families in the greatest need. This results in improvement in outcomes and gives good value for money. Staff are deployed well to ensure high quality provision and the centre is well maintained to provide a safe, clean and attractive environment, suitable to meet children's and adults' needs. The centre leader has good plans to further develop partnerships to increase access to other facilities, including those in the town's schools.

The centre celebrates diversity positively through good relationships and recognition of a range of cultures in celebrations, displays, toys and resources. Safeguarding training is wide-ranging and encompasses awareness of domestic violence, substance misuse and mental health. There are clear protocols for sharing information between agencies. This, along with good links with social care services, helps to safeguard children.

Staff and the centre's partners share a strong commitment to meeting families' needs. This includes work with health visitors, the Jobcentre Plus adviser and adult education tutors as well as voluntary organisations. Other partners, for example, the neighbouring primary school, are eager to develop stronger links in order to build on the good outcomes, for example, in relation to children's personal and language development.

*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>3</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>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 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>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>2</b>

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

None

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## Summary for centre users

We inspected the Kingsway Children's Centre on 16-17 November 2010. We judged the centre as good overall.

You told us how the centre has improved your lives and those of your children. You told us that you are happy with what the centre has done for you. One of you said that you found being a new mum very hard and lonely but when you got to know about the centre it was a turning point. You also told us about the good help with weaning and preparing healthy and cheap meals. A number of you told us about 'Little Stars' and 'Family Swim' and how enjoyable these are. We found that the children who have been to the centre do well in their language and personal development by the time they reach the end of the Reception Year in school. The centre is helping your children to develop skills which will help them in the future. You also told us, and we agree, that you do well in becoming more confident and in learning on the centre's courses and programmes. Those of you who are young parents do particularly well on the level 1 and 2 literacy, numeracy and ICT courses.

You told us that the centre staff listen to what you have to say and that you appreciate the chance to make new friends who help each other. Those of you we met though, did not really know about how you could make a difference through the advisory board and the parents' forum. The centre agrees with us that it has more work to do to help you and your children have a stronger say as to what you would like at your centre. We think the centre could also do more to find out what the people who do not use the centre would like, so that it can meet everyone's needs.

We found the staff are good models in helping you to support your children's language and play. The new centre leader has some exciting ideas to help use this to give you more ideas about how you can help at home. We have asked her to go ahead and put these in place. Some of you told us that at times of crisis the centre has given you excellent support and that the centre is 'helping you to start life as a mother in the right direction'.

The centre is well led and managed. The new leader wants the best for you and your families and this is shared by the strong team of family support workers and community nursery nurses. All the staff know what they have to do and so things work well on a daily basis. The centre knows its strengths and weaknesses well. Sometimes though, it does not have all the information it needs to decide what works best to improve your health and safety. We have asked the centre to gather more information so that it can do this.

The centre gives good support for families with special educational needs and/or disabilities and its staff work closely with other services, keeping a careful check on how things are going. We think the help the centre gives to its Polish families is good and very practical. This is helping the Polish mums do some of the things that we may take for granted, like making an appointment to see a doctor or ringing for an ambulance or a fire engine. The centre gives high priority to helping you and your families stay safe. This helps you to feel safe in the centre and at home. The staff make all the necessary checks to keep you and your families safe while you are at the centre.

Thank you for helping us with the inspection and we wish you and your families all the best for the future.

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