

# Inspection report for Broomwood and Timperley Children's Centre

Local authority	Trafford Council
Inspection number	365761
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Reporting inspector	Christine McIlwaine

Centre governance	The Local Authority
Centre leader	Lesley Connelly
Date of previous inspection	Not previously inspected
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Linked school if applicable	Broomwood Primary School
Linked early years and childcare, if applicable	Not applicable

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 the centre manager, staff members, steering group members, and a range of providers, partner agencies, users and local authority officers linked to the centre. They observed the centre's work, and looked at a range of relevant documentation.

## Information about the centre

Broomwood and Timperley Children's Centre is a phase two children's centre which was designated in 2007 and has been delivering universal services since June 2009 under the governance of Trafford Local Authority. The centre is based in a small refurbished section of a purpose-built extension to Broomwood Primary School.

Service delivery is through a range of providers on and off site, for example, at the local library or in schools, and delivered by centre staff or partners, such as health services. The local childminding network meets at the centre for peer support and guidance on the Early Years Foundation Stage.

There are approximately 1,600 children in the reach area of which 80% live in a reasonably prosperous area where worklessness is low and home ownership is high. The remainder live in a more deprived area with 37.3% of eight to four year-olds living in workless households.

Four hundred and ninety children are registered at the centre and 408 children have accessed services during the last year. A number of children in the reach area enter the Early Years Foundation Stage with levels of development typically below those expected of their age. The vast majority of families are of White British heritage with

less than around 9% of families representing a range of minority-ethnic backgrounds.

Governance of the centre is supported by an advisory board made up of partner agencies and parent representatives. The centre is run by the local authority. Broomwood and Timperley Children's Centre has started to work with neighbouring children's centres in a cluster model to provide joint services to families in the 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

Broomwood and Timperley Children's Centre is a good centre with some outstanding features. Outcomes for users are good and improving through increasingly effective targeting and planning. Partnership working with other agencies is outstanding with well-integrated and cohesive services. Relationships between agencies are professionally conducted with effective transfer of information between key partners ensuring that the needs of users are well met. Support and guidance for users are good. Staff deploy a range of strategies, supported by the local authority, striving to improve outcomes for families in the reach area. Support for children and families with complex needs is particularly good.

Children's centre users say they feel very safe, secure and well cared for. Safeguarding arrangements are outstanding with well-planned and delivered procedures to recognize and prevent harm. A good range of activities helps children to develop their skills and improves attainment levels to help them make a good start at school. Adults benefit from appropriate courses tailored to their needs, including programmes leading to qualifications to help them achieve economic success. However, there is scope for the centre to gain more evidence on the success of this work by following up adults who have participated in the programmes. The centre also develops adults well through the use of a structured parent and carer volunteer programme and through supporting their interactions with children. Delivery of activities is flexible to accommodate changing needs.

The centre promotes the inclusion of children and families very effectively. The local authority provides good support in the form of initiatives to target under-represented families such as those from minority-ethnic backgrounds. However, it is too soon to see the impact of this work. There are increasing opportunities for parents and users to express their views and parents are actively involved in decision making with good representation on the parent forum and the advisory board. The centre is making increasingly good use of data and feedback to measure the impact of its activities.

Leadership and management are strong with good support from the local authority in the form of supervision and borough-wide initiatives, such as the volunteer toolkit, aimed at developing skills in a structured way. Team working is good and the centre is constantly adapting the use of resources, including staff, to improve its core offer and to share good practice. Analysis of users' needs is accurate and the centre clearly recognizes how it can improve its self-evaluation and provision. These factors give the centre a good capacity to improve. The advisory board works well to monitor practical actions in centre planning but the use of more specific and measurable targets is underdeveloped.

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

### **Recommendations for further improvement**

- Continue, with the support of the council, to develop ways of evaluating the impact of the services provided.
- Develop the work of the advisory board so that they are able to provide more challenge to the centre by setting more specific and realistic targets for improvement.
- Follow up adult learners more closely to evaluate the impact of referrals to adult and community education on their future prospects for economic well-being.

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

<b>2</b>
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Outcomes for users are good. Data collected by the centre indicate that outcomes are measurably improving. Obesity levels in Reception Year have decreased by two percentage points over the last three years and are now lower than the national average and than many comparable areas in the North West. Breast-feeding rates in Trafford borough have declined over the last year. The centre's breast-feeding continuation rate has remained the same but is slightly above the national average at 52%. Outcomes are not as positive for smoking cessation and centre staff are working with the onsite primary school to remedy this but the impact of this work cannot yet be seen.

Users enjoy attending the centre and many do so for a number of different activities including good opportunities for physical play. Fathers become involved in play, for example, in building dens and playing with balls. Users also enjoy the sessions of

Rhyme Time run in the local library and these are well attended and evaluated. A dummy exchange scheme is well used and is successful in encouraging significant numbers of users to exchange dummies for cups. Parents at 'stay and play' groups state that the promotion of healthy snacks at break times has made them rethink what they eat at home.

Users are quick to praise the centre staff. They state that they have developed an increased understanding of the emotional and social needs of their children through the guidance and support they receive. The well-being and mental health of users is improved and referrals to partner agencies also help to promote social and emotional development for both children and adults. Parents who suffer isolation or depression report improvements in their day-to-day life and look forward to attending the centre. Two mothers stated 'We live for Fridays because we're coming here.' The emotional health of children is developed well. Parents of children with complex needs are particularly well-supported, which benefits children, increasing their self-esteem and lowering incidences of depression for parents. The children's centre is a major participant in regular community partnership fun days, particularly in providing healthy eating advice, which is of great benefit to parents and carers.

The centre is outstanding at promoting the safety of users through very effective planning and interagency working. New initiatives in joint working with colleagues in social care are very effectively pre-empting higher-level intervention and child protection concerns. The Common Assessment Framework (CAF) is used well to identify and coordinate early support for families in need. Prompt access to a wide range of services to benefit users is available through effective partnership working. Centre staff respond very swiftly and effectively to concerns highlighted in self-referrals, visiting parents in times of crisis in their own homes without delay.

Careful risk assessment underpins all activities on- and off-site. Arrangements to check and monitor all staff, including volunteers, are very thorough at the level of Trafford Council and are managed particularly well at centre level. All children behave in a safe manner and enjoy exploring the good quality indoor and outdoor resources. Accommodation is secure and staff, both on- and off-site, at the library and in the school premises, are vigilant but welcoming. Users say that they feel safe and secure in the centre.

Effective early intervention by speech and language therapists is having a positive impact on children's communication skills. Children attending a Chatterbox course show a 75% improvement in language skills. Parents increasingly read with children in sessions. Activities for children are planned to follow their interests and children are fully engaged over several sessions of well-planned learning. Children are well prepared for school. The useful and stimulating activities in sessions such as 'stay and play' and the input of the centre's early years consultant has helped to raise the Early Years Foundation Stage profile points scores of children, many of whom started below the local authority averages. The attainment gap between the lowest achieving and the rest has narrowed over the last two years by seven percentage points and ongoing assessments indicate similar improvements for current children.

Parents improve their personal skills, benefitting from increasing self-confidence and self-esteem. One parent has been supported to develop her skills and now chairs the advisory board. Parents report improved relationships with their children and more structure in their days. Older children in families also benefit from these improved relationships, increased sociability and the improvements in confidence in parenting skills. Adults complete a wide range of suitable and flexibly delivered courses to improve their literacy, numeracy and employment skills. However, the centre does not have a clear view of the eventual outcomes for these users. The centre and local partners, such as Gforce, work well together to provide information, advice and guidance on preparing for work as well as job search opportunities.

*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>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**

Broomwood and Timperley Children's Centre works well with partners in assessing the needs of users in the area. Health partners attend regular meetings with centre staff and the good implementation of the CAF process ensures that teams can quickly provide appropriate support for families in need. The centre knows its reach area well including the particular challenges in a concentrated area near to the centre. Community partners are effectively used to share appropriate information and make referrals to or from the centre. Outreach work is effective in targeting areas following evaluation of participation rates. For example, the centre is working to attract more lone parents and continues to increase the number of men using the services.

The range of services at different venues meets the needs of users well. User surveys show good levels of response and satisfaction with services. Local authority-wide services are well planned and continually respond effectively to changing priorities and financial restraints so that users continue to benefit from the centre's

offer. Partners say that the centre is 'a strong powerful influence on families on the estate; [the staff] really care about the people they're working with, they really go the extra mile and are pro-active and think outside the box'. The centre is increasing participation rates from more deprived areas.

Users are very well supported by multi-disciplinary teams and good partnership working. One user commented that, 'I know from first hand experience that there are vulnerable people who have used the service and benefitted from it.' Family support is well coordinated and delivered. Breast-feeding mothers are very well supported; some continue for over six months to two years. Volunteers are well supported through a recent local authority initiative and guidance publication, although it is not yet possible to measure the impact of this.

*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**

Operational management at the centre is good with a very enthusiastic and cohesive team. The local authority provides good support and effective lines of accountability with regular, ongoing challenge through careful monitoring of the children's centre action plan. The authority strives to provide good quality data to the centre and increasingly this is focused on relevant aspects such as postcodes or types of users. Target-setting is good at authority level and improving at centre level. The centre is developing the use of impact measures to evaluate its own performance and much work has already been successfully completed. Staff are effectively and efficiently deployed throughout the local authority and the centre is increasingly sharing staff, expertise and resources with other providers to ensure good value for money. Staff teams are well supported and developed through a range of training opportunities. Good practice is shared freely to good effect, through formal and informal means and administrative staff also share good practice on purchasing and procurement. The composition of the advisory board is broad including local community partners and parents. The board offers a good level of challenge on day-to-day operational aspects of the centre's work. However, longer-term targets lack specific focus and make monitoring of progress difficult. The centre recognises this and has plans to support the board through further training activities.

Equality is promoted well. Users and staff at the centre treat each other with respect

and displays promote an understanding of diversity. The centre analyses data to target under-represented groups, including postcode and gender data. Project work at local authority level supports the initiatives to include more minority groups. Children with complex needs are supported very well, as are their families.

Safeguarding is outstanding. Procedures are very secure, well thought out and delivered. Multi-agency working provides increasing referrals where appropriate but higher levels of early intervention are now leading to more targeted support for families and children in need. Self-referral is dealt with swiftly and efficiently. Record keeping is very good. The centre is secure with good assessment of risk on- and off-site.

The self-evaluation is largely accurate but is over-descriptive and in parts lacking clear impact measures. Users have plenty of opportunities to shape services through feedback with easy to complete forms. The centre is already working towards improving the evaluation of the impact of activities and is increasingly using data and user feedback to tailor services even more effectively. Action plans show clear evidence of continuing improvement.

Partnerships are outstanding. The centre is a valuable and well-regarded community asset engaging well with the local community. All partners meet regularly and support each other well through the Broomwood partnership. Community cohesion is improved through joint ventures providing regular and frequent activity days for residents in the area that are very well attended and highly regarded. Partners work extremely well together to ensure that users have access to necessary services either provided by them or commissioned as appropriate.

*These are the grades for leadership and management*

<b>The extent to which governance, accountability, professional supervision and day to day management arrangements are clear and understood</b>	<b>2</b>
<b>The 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>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**

None

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

## **Summary for centre users**

We inspected the Broomwood and Timperley Children's Centre on 24 25 February 2011 and we judged the centre as good overall with some areas being judged as outstanding.

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 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 made your views very clear to us and we appreciated your openness and honesty.

We are pleased to tell you that your centre is working very hard to support you and your families. Your centre does some things particularly well, such as the way you are encouraged to keep safe. The team at the centre work well together to make things better for you and to encourage you to learn how to have healthy lifestyles. You told us that you and your children are well cared for and that staff offer you good levels of support and encouragement, and we agree with you. You told us that you trust the centre to look after you and your children well, and we were pleased to see that they do this very well. Some of you also told us how you have made friends by coming to the centre's activities and how you have been helped to become better parents. 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. Some of you

are attending adult education classes and gaining qualifications. We have asked the centre to measure how effective these are on your behalf.

We saw your children behaving very well, thoroughly enjoying their play and learning in the good quality activities they were engaged in. You told us that you have been helped to understand about play and how children learn by attending the 'stay and play' activities and parenting sessions. We were pleased to hear that these activities help you support your children's learning at home and that it has made a difference to your children's confidence and social skills.

We were very pleased to see how well the centre staff work with others to provide good care and support to you. The parent-support advisors work well with others to provide training for you, such as healthy eating sessions, which you told us you enjoyed greatly. We also saw that the healthy snacks at activities are having a positive effect on children as they regularly choose to eat fruit.

It was clear to us that staff at the centre are working extremely hard to make the centre as good as it can be. They are well supported by the local authority in this work. They regularly consider how best to improve services for you and your children and are very aware of the need consider how well they are doing at all times. We also asked them to develop this work and make sure that they are having the impact they want. They work very well with partners in your community and are a valued resource for all the people who live in the area.

We know that many of you have good ideas about how the centre can make things even better and some of you are involved in helping to make decisions about what activities should be offered and where, through the parents forum. Some of you also attend the advisory board, which provides good challenge to the centre on its practical day-to-day activities. We have asked the centre to help you extend this work to provide more thought to the longer-term plans and actions that need to be taken.

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 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).