

Inspection report for Rosehill Children's Centre

Local authority	Derby
Inspection number	366915
Inspection dates	16–17 March 2011
Reporting inspector	Tim Bristow HMI

Centre governance	The local authority
Centre leader	Donna Brooks
Date of previous inspection	Not previously inspected
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Linked school if applicable	Not applicable
Linked early years and childcare, if applicable	Sure Start Rosehill EY275813

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 an early year's inspector.

The inspectors held meetings with representatives from the local authority, centre staff, representatives from the advisory board, representatives from services that work in partnership with the centre and users of the centre.

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

Information about the centre

This is a phase one children's centre providing the core offer to the Normanton and Arboretum wards in Derby. These wards are within the 30% most deprived areas in the country. The centre provides Early Years Foundation Stage provision in the Sure Start Rosehill Nursery (known locally as The Big Nursery). The centre provides a range of services designed to support families and young children. The centre is managed by a programme manager who also manages two other centres in the region and is accountable to Derby City Council for the delivery of services within the centre. There is also an advisory board that represents users and service partners.

The majority of the population are from minority ethnic groups. Larger groups are from South Asia and the Caribbean. One characteristic of the reach area of the centre is the many families that move in and out continually. In recent years there has been an increase in families from Eastern Europe, in particular a Roma Slovakian group, and those seeking asylum. There are higher numbers of children with child protection plans than in the rest of the city. This number is rising as a result of the number of families that move into the area whose circumstances make their children vulnerable. The reach area has higher rates of unemployment than in the rest of Derby. The proportion of children accessing early years provision is lower than in the rest of Derby. The majority of children enter Early Years Foundation Stage settings

with skills that are much lower than those 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

1

Capacity for sustained improvement

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

1

Main findings

The outcomes for users are outstanding overall. This results from users benefiting from an extensive range of excellent services that have been very carefully personalised to meet the needs of individuals and families. As one user reported, representing the views of all spoken to, ‘I do not know where I would have been without this centre, the staff are fantastic’.

Excellent procedures, services and partnerships to ensure the health and safety of many families have led to very impressive improvements to their well-being. For example, very effective work in partnership with the local health services has led to a rise in the rate of breastfeeding that is higher than other wards locally. Safeguarding has the highest priority. For example, nearly all children on the child protection register have experienced great improvements to their well-being because of the excellence of the outreach work and the very rigorous and swift risk assessment of need.

The centre has been effective in ensuring that children make good progress, within the nursery, through the many early education programmes to support children of different ages and also through its links with other providers in the local area.

The centre is at the heart of the community. Users really appreciate the many opportunities they have to influence and shape the services so that they meet their needs. Users have been very well-equipped to run their own self help groups. For example, the Arabesque women’s group has been thriving for a number of years and currently provides excellent support for 30 women from many countries.

Users who want to embark on adult training are well supported by the centre. One of the main barriers for these users is language. Strong links with Jobcentre Plus and other local providers has resulted in large numbers of users improving their language skills each year. As a result of this, there is a steady flow of users gaining

employment, voluntary work and further training.

The provision is outstanding because an excellent team of very well-trained workers match their thorough understanding of the community and its families extremely accurately to the services they offer and the partners with whom they work. Consequently, other agencies and partners have the greatest respect for the work of the centre. For example, health workers and the Jobcentre Plus worker report that, as a result of their work at the centre, they are enabled to be much more effective with clients, particularly those whose circumstances make them vulnerable. This is because of the ready availability of other services and the high levels of trust that users have in the centre.

The equality of opportunity for users is outstanding. The centre is highly effective at ensuring that no group that needs its support is neglected. For example, all the families in the reach area who have children with special educational needs and/or disabilities benefit from the centre's highly effective work in preparing them for school. This is greatly appreciated by parents. As one reported, 'Staff always help in any way they possibly can'.

The leadership of the Centre Manager and her team is outstanding. They very successfully demonstrate a passion and relentless determination to improve the life chances of the local community which has responded by placing great trust in the work of the centre. There are very effective procedures to evaluate need and monitor the impact of all services and activities routinely so that they are constantly being improved. They have a very detailed understanding of the impact of their services on users individually and for different groups. The local authority, in partnership with the centre has established extremely robust procedures to hold staff to account for their work. The advisory board is instrumental in ensuring that the work of the centre is very clearly focused on the needs of the community. Consequently, the centre demonstrates an outstanding capacity to sustain improvement. Occasionally, the centre misses the opportunity to evaluate the impact of its services on the whole community. As a result of this, they also miss opportunities to celebrate the great success of their work on the lives of users.

What does the centre need to do to improve further?

Recommendations for further improvement

- Ensure that the centre takes all opportunities to evaluate the impact of its services on the whole community so that it is better able to celebrate its success.

How good are outcomes for users?

1

The health of users is being improved greatly in many ways. For example, very early intervention by the bi-lingual language coordinator results in all children with speech

delay being very well supported so that by the time they enter school the problem is solved.

One group in particular that is benefitting from improved health is the higher than average number of children with anaemia as a result of poor diet. In partnership with the health services, this group has been accurately identified and the appropriate services provided. Families are now much better at providing a healthy diet for their children. For example, cooking groups and working in the community garden is teaching parents how to identify and cook food that will increase the level of iron in the diet.

Services to improve the health of babies and parenting skills are excellent. One highly impressive feature of this is that all families new to the area, or who are expecting a baby, are visited by the family support workers to assess need following a referral from the health visitors. As a result of this early intervention, families receive excellent support to ensure a safe and healthy environment for their children.

Children whose circumstances make them vulnerable or who are looked after are extremely well supported. Common Assessment Framework and child protection procedures are very rigorous and effective. The family support workers are at the heart of this support and are expert at tailoring services to ensure the health, safety and financial stability of families so that firm foundations are established for future economic well-being.

Parents have received excellent support to break down barriers of isolation that they experience. As one volunteer reported: 'I felt isolated and depressed at home, but I was encouraged to come to the centre and it has changed my life. I now feel able to give something back to society'.

Nearly all children in the nursery and those who access the other services demonstrate behaviour that is good or better. Parents are well equipped to manage their children's behaviour as a result of the impact of the popular behaviour management courses that are regularly available and extremely well attended. The centre also expertly targets parents that may need additional support through observation of users in the home or during its activities.

Headteachers spoken to report that the work of the centre is effective at improving children's readiness for school. For example, through the services offered to improve language acquisition and to develop social skills. School assessment information shows that this is enabling good progress to be made.

One very strong feature of the contribution of users is the responsibility they are willing to take to lead activities or to suggest improvements or topics they would find helpful. For example, a father who attends the 'Father and Tots' group reported very enthusiastically on the very positive impact of this group on his parenting skills and on his ability to take the responsibility to look after children on the regular visits they take part in. This has resulted in him considering embarking on a career in childcare.

Despite the barriers experienced by the Roma Slovakia community due to their recent arrival to the area and language difficulties, they are trying to make a contribution to the community. They are taking the responsibility for ensuring that the behaviour of their youth groups does not cause upset to others in the community. This is as a result of the great trust they have for the work of the centre's community development team of which they speak extremely highly.

The centre's work has good impact on users' economic well-being overall. Courses to develop functional English are effective and many users then move on to higher level qualifications in readiness for work. The centre effectively facilitates voluntary work in the centre and community and has many examples of the volunteers moving into paid employment as a result of this work. The partnership with Jobcentre Plus is particularly successful at encouraging single parents to gain employment. For example, 25 have embarked on paid work in the last year as a result of this service.

These are the grades for the outcomes for users

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

How good is the provision?

1

Each of the teams that work within the centre demonstrates great expertise at identifying need. They then work extremely effectively with each other to ensure that families then benefit from the most appropriate services and support. A particularly good example of this is the identification of the needs of the Roma Slovakia community. All the centre teams and external partners are now involved in providing tailored services that are extremely well targeted to meet this group's particular need.

Centre staff are highly sophisticated at sensitively establishing the priorities of each cultural group within the community and partners benefit greatly from their advice. For example, one of the health services had identified the need to promote sexual health amongst the youth of one particular minority ethnic group. They were advised by centre staff that in order to do this effectively they needed first to gain the trust

of parents and carers by showing them the materials and advice on offer. As the health worker reported, this enabled the initiative to be successful and without this advice it would have failed.

The level of engagement of the very large majority of users in this complex community is impressive. The importance of home visiting to take the services to the families has been instrumental to the centre's success in engaging hard to reach families by breaking down barriers of language and isolation. As one parent reported, 'The centre staff work around us, rather than us around them'.

The last inspection of the nursery judged the provision to learn and develop as good. This continues to strengthen. For example, the areas for improvement identified have been effectively developed. All users report how much they enjoy their engagement with centre activities. For example, parents and carers attending the Butterfly group really appreciate the support and opportunity to meet with others experiencing similar problems to themselves. The play and learn team are becoming increasingly effective at promoting and sharing their great expertise with other providers, for example in response to the request of a local headteacher they have improved the school's pre-school provision considerably.

While the centre does celebrate the success of users, for example parents and carers that gain accreditation for early education, occasionally opportunities to do so are missed. For example, not enough attention is given to celebrating their success in enabling adults to gain employment, voluntary work or training so that a few more are encouraged to do so.

All users receive a very warm welcome from the well-trained reception staff. Users recognise the centre as a place of great safety. The centre has very successfully established itself as the first place to come if users need help and advice. Users report how much they enjoy socialising with the friends they have met at the centre. There are some very sensible and practical measures in place to support families such as the advice on form filling for adults who speak little English.

These are the grades for the quality of provision

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

How effective are the leadership and management?

1

The Centre Manager, with the support of the local authority has established a highly skilled team of centre leaders and workers that cover the whole breadth of skills needed. Accountability, through performance management procedures in the centre and the monitoring of the services by the local authority and advisory board are extremely rigorous. Supervision is based on an excellent model where staff and leaders have to analyse carefully the impact of all activities and their work on different users.

Excellent use is made of evaluations of activities and services, responses from users and case studies to shape services. This guarantees outstanding value for money because services are so accurately targeted to users needs. Evaluation information is used extremely consistently. If the need for an improvement is identified it is always followed up by the necessary adjustment to provision. Very occasionally the centre does not sufficiently evaluate the high quality impact of its work on the whole community. For example, the centre very accurately identified from local statistical information that fewer children accessed nursery places than could, because of a shortage of provision in some settings. They worked in partnership with a local school to targeted children and provide an additional service which they carefully monitor. This is now very successful and well attended, but the centre has not yet evaluated the impact of this initiative on reducing the numbers who do not attend nursery in the community as a whole.

Safeguarding practice and protocols for making referrals, sharing relevant information and helping families in time of crisis are exemplary. Currently, procedures for health and safety and vetting the suitability of staff are very rigorous. Staff are well trained in the safeguarding procedures for users.

Excellent partnership work with services and settings results in the very effective work with all children with special educational needs and/or disabilities. The team that supports these children are relentless in their determination to provide the best service for them and their families. The centre goes far beyond what is expected to ensure that all users possible are included in the services on offer. For example, the support received by asylum seekers to ensure their equality of access to services and safety are exemplary. The contribution this centre has made to community cohesion is outstanding. Users from all cultural backgrounds were observed mixing seamlessly within the centre. Its work to combat discrimination by breaking down barriers of isolation for different groups and forging links is rightly respected by the local community.

This centre is an excellent model of practice. It has extremely successfully established itself in the heart of the community by developing partnerships with agencies and other local community and faith groups to thoroughly engage its users.

These are the grades for leadership and management

The extent to which governance, accountability, professional supervision and day to day management arrangements are clear and understood	1
The extent to which ambitious targets drive improvement, provision is integrated and there are high expectations for users and the wider community	1
The extent to which resources are used and managed efficiently and effectively to meet the needs of users and the wider community	1
The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties	1
The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults	1
The extent to which evaluation is used to shape and improve services and activities	1
The extent to which partnerships with other agencies ensure the integrated delivery of the range of services the centre has been commissioned to provide	1
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	1

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

Inspectors looked at the previous Sure Start Rosehill Nursery inspection report. The Nursery was last inspected in August 2009 and its overall effectiveness was judged to be good.

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

Summary for centre users

We inspected the Rosehill Children's Centre on 16–17 March 2011. We judged the centre as outstanding overall.

This centre is at the heart of the community. The very strong centre leadership of the Centre Manager and her dedicated team have provided you with a wide range of excellent services that are carefully tailored to meet your particular needs.

All of you that use the centre are now very much better at staying safe and healthy and providing for your families. Many of you are working very hard to improve your skills, such as improving your English, because of the encouragement of the centre. Your children that use the centre services and its nursery are also well catered for. This means that they settle well into the local schools and make much better progress than they would if they had not benefitted from the centres services. It was great to see fathers becoming involved in childcare and the activities in the centre. Inspectors think that with the centre's encouragement, many of you now make an excellent contribution to the centre services and the life of the community. It was very pleasing to speak to so many confident adults who took a pride in their achievements. These ranged from being more able to deal with children's behaviour to leading community groups.

You told us that the centre is a very safe and welcoming place. Inspectors agree with this view and think that staff work extremely well to ensure the health and safety of all who use the centre. The centre is also excellent at helping children in need to be safe by working very closely with other agencies such as the health service and social Care.

The care, guidance and support that you and your children receive are excellent. This is because the staff are very successful at helping all of you to decide how to improve your lives and then making sure that you access the right services to do this. You told us that you appreciated that there is always someone to help or offer advice. Those of you who have felt isolated and alone with your problems have made friends as a result of the centre's work.

The centre is governed very well by the local authority. The advisory board is also very good at championing the needs of the community to ensure that services are just right for it.

The Centre Manager and other senior staff understand the needs of families extremely well and they carefully check regularly that their workers are doing an excellent job. They show that they are determined to improve your lives even more. They have certainly an impressive track record so inspectors have no doubt that the excellent work will continue. Occasionally they miss the opportunity to check how well their services improve the whole community so that they can better demonstrate the success of their work. We have asked the centre leaders to improve this aspect of their work.

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