

# Inspection report for Newdale Campus Children's Centre

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<b>Local authority</b>	Telford & Wrekin
<b>Inspection number</b>	365706
<b>Inspection dates</b>	18-19 May 2011
<b>Reporting inspector</b>	Deborah Udakis HMI

<b>Centre governance</b>	Telford & Wrekin Council
<b>Centre leader</b>	Scott Jones
<b>Date of previous inspection</b>	Not applicable
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<b>Linked school if applicable</b>	Newdale Primary School URN 133300
<b>Linked early years and childcare, if applicable</b>	Sure starters Nursery 0-3 EY272147 Sure starters Nursery 3-5 EY262611

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## 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 years inspector.

The inspectors held meetings with senior managers and leaders, members of the advisory board, health, social care and education professionals, representatives of the local authority, adult learning services, Citizens Advice Bureau, community and outreach workers, parents and carers.

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

## Information about the centre

Newdale Campus is one of 13 children's centres in the local authority. It is a phase one centre and was designated in 2003. The centre is co-located over two sites and is part of the central Telford cluster of children's centres. The centre provides the full core offer through a range of integrated services that include health, family support, adult training, and childcare provision. The head of centre reports to the local authority who is responsible for the governance of the centre.

Statistical data for the area indicate that Newdale is not considered an area of significant social and economic disadvantage despite pockets of disadvantage in some areas. The percentage of workless households and those dependent on benefits is broadly average. Children start early years provision with skills and knowledge that are below the expected levels. The population is predominantly White British with a small population from minority ethnic backgrounds.

Newdale Primary School is located on the same site as the centre. Ofsted conducted an interim assessment of the school in January 2011. There are two nurseries located within the campus or nearby accommodation. One was inspected on 9 May 2011; the other nursery was last inspected on 25 February 2008.

## 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

This outstanding children's centre provides high-quality services which are responsive, enabling and inclusive. As a result, most outcomes for children and their families are outstanding and the provision and leadership and management are outstanding overall.

Highly qualified and reflective leaders and managers are creative and courageous in seeking to pioneer and promote professional best practice. They provide outcome-focused leadership with shared vision and purpose. This focus is shared within the highly-skilled staff team who carry out their duties with integrity and high levels of competence.

Safeguarding arrangements are very secure and extremely thorough. The senior leadership team expertly manage child protection and early intervention strategies with their teams. They take a leading role in steering the local authority's approaches to safeguarding children and adults who are vulnerable due to their circumstances. Staff's excellent use of assessment supports their work with children and families and ensures that users receive timely and sensitive support.

The centre has equality, diversity and inclusion at its heart and this is evident in all aspects of its work. It has developed its influence within the community by superb use of the Child Development Grant to reach out to families with young children who are made vulnerable by their circumstances. This has led to greater engagement of teenage parents and the significant increase in membership over the last year. The services available are inclusive and the needs of children with special educational needs and /or disabilities are met extremely well.

Partnerships with other professionals and agencies are excellent. This is key to the success of the centre and its journey from being a centre that was judged satisfactory by the local authority at the end of the annual conversation in 2010.

This, coupled with the sterling work of the centre's outreach and community workers, supports the delivery of a highly cohesive package of integrated services. The success of the work of the Citizens Advice Bureau has helped users to reduce their debts and increased the take-up of welfare entitlements.

The quality of care, guidance and support offered to users within the centre and the wider community is outstanding. This is supported by the vast amount of written evaluations and comments from parents and carers about the positive impact the work of staff is having on their lives.

The centre staff use their considerable skills and expertise to prioritise and target areas for development. However, the centre's development plan is not regularly updated to reflect the changing priorities and progress made during the year and it does not clearly explain the centre's success criteria. Positive evaluation is consistently used to measure the effectiveness of services and provision. Parents and users contribute confidently to the centre's evaluation processes and give specific feedback on the range and quality of services provided. The centre's self-evaluation document modestly underestimates its achievements in most aspects. Nevertheless, self-evaluation is inclusive and leads to improvement, although the resulting report does not clearly articulate the role of partners in the centre's accomplishments.

The existing strong infrastructure provides a platform to drive forward improvement and the capacity for improvement is outstanding. For instance, the exceptional leadership and exemplary inter-agency partnership working arrangements have resulted in significant improvements in the quality of provision and outcomes for users over the previous 12 months.

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

### **Recommendations for further improvement**

- Further enhance the centre's work by:
  - making the key strategic priorities of the centre more informative to explain the contributions of partner agencies and to clarify how the centre's success criteria is used to measure its accomplishments, and
  - ensuring the self-evaluation fully reflects the centre's achievements.

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

<b>1</b>
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Positive parenting and health promotion programmes are delivered in partnership with health partners. These sessions are routinely accessed by users considered particularly vulnerable because of their circumstance and are providing invaluable support and opportunities for parents to explore the impact of their behaviour on the

outcomes for their children. Being healthy outcomes for young children and parents are improving strongly. Most parents show that they are developing a very good understanding of how to keep themselves and their children healthy. For instance, initial breastfeeding take-up rates are significantly higher than the national average as is the percentage of children who receive immunisation. Parents who made their comments known spoke with very high regard of the quality of the sessions to promote positive health and the excellent support provided. Staff are excellent role models and provide invaluable practical support to encourage positive parenting. Users have established friendships and support networks as a result of membership of these groups and users report high levels of increased confidence as a result. One parent commented; 'It's helped us get out of the house as we were isolated before. (We have) made new friends. My child has become more independent and confident.

The arrangements to ensure the safety and well-being of children are outstanding. They are understood by all partner agencies and are highly effective. Risk assessments are skilfully completed and parents and carers receive high-quality advice on safety. Many have benefitted by accessing subsidised home-safety equipment such as fireguards and stair gates. Users report that they feel safe at the setting and that they have a strong sense of belonging.

The development of effective child protection strategies and high-quality care provided in partnership with other agencies has significantly improved the life chances of children and their families living in the area. Centre staff understand that the protection of children is a multi-agency responsibility. They work extremely well across professional boundaries to secure healthy and safe outcomes for children and families. They demonstrate a high degree of knowledge and understanding of the social factors which can lead to vulnerability. They use this knowledge to support children on child protection plans and in their use of the Common Assessment Framework, Team Around the Child, and Multi-Agency Risk Assessment Conference assessments.

Children make good progress in the Early Years Foundation Stage. There is clear evidence that the gap between the lowest achieving children and their peers has narrowed significantly for the last three years. Children have made significant gains in their progress in communication, language and literacy. This is as a result of targeted support including speech and language therapy and the use of 'Every Child a Talker' and 'Attention and listening in the early years' initiatives. Children's personal social and emotional development is also well targeted and children in the area are making great strides in their progress in this aspect.

The economic well-being of many families, and in particular those who are made vulnerable by their circumstances and those who experience isolation, is greatly improved because of their engagement with the centre's services. Several parents and carers have engaged positively in the volunteer programme. Volunteers are supported well and receive professional supervision on a regular basis. Many parents and carers access training and courses which lead to nationally accredited awards. One parent attending the 'Incredible Years' programme turned her enjoyment of

cake-making into a means of earning an additional income. Parents and carers are also developing skills as part of their career path through their positive contributions and involvement with the parents' panel and advisory board. One parent commented 'Getting more involved with (the) parents' panel and advisory board has helped me get to know more about Sure Start Children's Centres.'

*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>1</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>1</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 and employment</b>	<b>2</b>

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

<b>1</b>
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Assessments in the Early Years Foundation Stage are used skilfully to produce clear and effective learning plans. Highly effective and established relationships with private, voluntary and statutory services and regular network partnership meetings are used to share information and develop best practice. Together, they ensure that parents are engaged and contribute to the effective assessments of needs, and services are flexibly adapted to make a positive difference. The outstanding use of assessments plays a significant role in the centre's work to protect children from risk of harm. Parents and carers are empowered to make improvements to their circumstances and those of their children through the highly effective way centre staff engage them in the assessment process.

A successful bid for financial support led to the centre receiving money via the Childcare Development Grant. This enabled the outreach workers to target those families living in the community with whom the centre had previously had difficulty engaging. This resulted in greater participation rates in groups. Outreach workers went out into the community and targeted parents and carers by knocking on doors, and meeting parents and carers on the street. This resulted in a significant increase in centre membership, participation rates and a further 15 teenage parents who remain actively involved in the centre. One parent who attended the 'Playing Together' sessions commented that they had made friends in the group and that they feel part of the community. They said that their sense of belonging will help when their children start school.

The staff and leaders know the community well. Successful outreach work has been instrumental to many of the achievements of the centre. As one parent commented, 'I felt hopeless before I met the outreach worker; it made the world of difference to know someone could hear me and cared about my children.' Experienced and skilled centre staff provide a wide range of on-site and outreach support to children and families. The work they do is easily understood by the majority of parents and families and is helping to reduce isolation and supporting positive outcomes for families and the community. The care, guidance and support provided by all centre staff are outstanding. The 'Something More' programme for women who suffer from low self-esteem and confidence is facilitated by centre's outreach workers in partnership with health visitors. Participants report significant increases in confidence and self-esteem as a result of attending the workshops and this is having a positive impact on the relationships with their children.

Learning and development is given a high priority. The highly effective partnerships between the centre's community workers and adult learning providers and local colleges are strong and effective. They have a shared understanding of the learning and development needs of parents and carers following careful and thoughtful consultation with service users. Working collaboratively, they plan and fund learning opportunities at a range of settings across the area. Particularly successful and eagerly requested training includes paediatric first aid. The delivery of high-quality adult learning and activities are significantly improving parenting skills, the economic well-being of children and families and their life chances. However, participation rates are variable. Parents and carers express very high levels of satisfaction with the range and quality of learning and development opportunities provided via the centre. Further work is underway to widen the availability of services within the locality. This includes vocational and targeted training and workshops; and the provision of ante-natal services.

*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>1</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>1</b>

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

**1**

Leaders at all levels have a deeply held understanding of the outcomes they are working to produce for children and their families. They understand that achieving successful outcomes is an ongoing process and are determined in their development and delivery of high-quality provision. The advisory board and parent panel are well-established and provide excellent forums for users to be involved in decision making and governance. Advisory board members receive high-quality written guidance on their roles and responsibilities and the impact of measures taken to improve children's lives. They take an active role supporting and challenging the centre leaders and managers to drive improvements and hold them to account.

Safeguarding policies and procedures are rigorous and child protection strategies are highly effective. Staff recruitment procedures are very comprehensive and are designed to ensure all staff employed at the centre are suitable to care for children.

Outreach and community workers are highly skilled and trained in the use of the Common Assessment Framework (CAF). As a result, the CAF process is very well established and is used in a highly effective manner within the centre. The Multi Agency Risk Assessment Conference (MARAC) and Team around the child (TAC) processes are also embedded firmly in the centre's safeguarding practices.

Highly effective partnerships with the police, health and social care agencies are having a significant impact in reducing the incidents of domestic violence in the area. The 'Freedom Programme' for women affected by domestic violence is facilitated by centre staff and is available to women living in the Newdale area. The work of the centre and its partners to combat domestic violence is inspiring and has helped many women and children to improve their physical and emotional well-being.

The e-file system provides an invaluable database to safely and professionally share information about individual children and families. Confidentiality is given every priority and parents and carers are engaged as partners in the safeguarding and assessment processes. They are provided with clear and sensitive information about how personal information is shared between partner agencies.

In assessing the quality of the services provided the centre carefully explores the views of users. They have adopted a highly flexible approach to responding to suggestions and feedback. Leaders skilfully analyse evaluations and use the information to drive improvements. The centre's self-evaluation diligently includes all inspection aspects. However, some aspects of self-evaluation are not sufficiently focused on explaining the centre's achievements and the impact on service users. There is also a lack of explanation in the centre's development plan about how the centre measures its progress and the role of partners in improving outcomes for users.

The inclusion of all children and families is a critical objective of the centre's work and success. High-quality policies and procedures are used as part of the induction process to promote the understanding of the importance of inclusion for staff,

students and volunteers. An 'Equity and Excellence' audit conducted by centre leaders in March 2011 highlights the success of the advisory board and increased user attendance at groups and services. The audit indicates that the centre is improving its reach to the whole community within the area. Diversity is celebrated through a range of activities, including training, and staff challenge discrimination of any kind.

The centre provides outstanding value for money. Excellent use is made of highly valued and expensive resources through very effective professional multi-agency partnerships. They have worked collaboratively and to great effect to reduce any duplication of work, target resources and reduce costs without compromising the high quality of service provision.

*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>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>1</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>1</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>1</b>

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

Sure Starters 0-3 Nursery EY272147 was inspected on 09 May 2011. The nursery was judged good overall with aspects of outstanding practice.

Ofsted conducted an interim assessment of Newdale Primary School in January 2011. The assessment indicates that the outstanding performance at the School has been sustained.

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## Summary for centre users

We inspected the Newdale Campus centre on 18-19 May 2011. We judged the centre as outstanding overall.

Your children's centre is highly valued and is relied upon for the well-being of large numbers of people. The outstanding leadership and highly successful teamwork mean that families are provided with a range of excellent services tailored to meet their particular needs.

The centre is making a very positive difference to children's well-being and learning. In particular, it is making a significant difference to helping children to experience a safe and healthy start to childhood. Children are making good progress in their learning in the Early Years Foundation Stage and this is helping them to prepare for their next phase of their education.

Thank you for contributing to the inspection. Your comments proved invaluable to the inspectors. You were unanimous in your praise of the work of the centre and centre staff. You were really keen to tell the inspectors about how well staff have supported families, helped to raise your self-esteem and confidence and have encouraged you to achieve. The care, guidance and support of families and children are excellent. This is largely as a result of the extremely successful close partnerships that staff forge with you and the way they engage you in the work of the centre. The outstanding partnerships the centre has developed with staff from across different agencies ensures that you access high-quality services as quickly as possible. Several of you believe that your contact with the centre has been life-changing. Professionals working in multi-agency teams and voluntary organisations, who spoke to inspectors, all hold the centre and the work of its staff in very high regard and told us about the excellent partnerships between different agencies.

Leaders and managers understand the needs of the families extremely well. They take great care to monitor that staff are doing a good job and make sure that all staff receive excellent training opportunities, supervision and support. They use your feedback and their own analysis to ensure that services on offer are making a

positive difference to people's lives. They show that they are determined to improve the lives of users even more.

Inspectors have asked the centre to make some further improvements to the excellent work that is already being done. We have asked the centre to revise its self-evaluation so that it clearly explains what role partners will play in meeting the targets and to make clear how leaders will measure the success of the centre's accomplishments.

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