

Inspection report for Cedars Children's Centre

Local authority	Wakefield
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Reporting inspector	Sue Pepper HMI

Centre governance	Local authority
Centre leader	Karen Wilkinson
Date of previous inspection	Not previously inspected
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Linked school if applicable	Not applicable
Linked early years and childcare, if applicable	EY346645 Butterfly's day Nursery and 322063 The Red Roof Children's Day Nursery at Kinsley and Fitzwilliam Community Resource Centre

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 years inspector.

The inspectors held meetings with centre staff and senior managers, health professionals, local community partners, user groups and parents and carers. They spoke to the chairperson and members of the advisory board. They observed the centre's work, and looked at a range of relevant documentation.

Information about the centre

Cedar Children's Centre was a former Sure Start local programme which was established in 2003. It was designated as a phase one centre in 2006. The centre services are delivered from the centre in Hemsworth and Cedar's community base at Kinsley. A range of supporting services, including health and adult training courses are delivered alongside partner agencies on site or through using local schools and community venues in the reach area. Parents and carers are signposted to a range of universal and specialist services.

The centre serves the area of Hemsworth, Kinsley and Fitzwilliam which are former mining communities. The majority of the population is of White British heritage with a small number of Chinese and Polish families. Recent new housing developments have introduced new families into the area. However, compared with local or national averages there are fewer owner occupied households in Hemsworth. This is a very disadvantaged area. The percentage of lone parents in the area is higher than average. A high percentage of children live in households dependent on workless benefits. Most recent figures show that 853 children under five years of age live in the reach area. Evidence indicates that 322 live in the 10% most disadvantaged areas, 378 live in the 30% most deprived areas and 153 live in the 70% most deprived areas in the country.

Local authority data indicates that the skills and knowledge with which children enter early education are below or well below those expected for their age, especially in communication, language and literacy and personal and social development. The Early Years Foundation Stage is delivered through linked early years providers, crèches and services. The centre is closely linked with two settings. Butterfly's Day Nursery is privately run and based in Hemsworth. They care for up to 45 children in the early years age group of whom no more than 21 may be under two years of age. The Red Roof Children's Day Nursery at Kinsley and Fitzwilliam Community Resource Centre is a non-profit making organisation which is part funded through adult education. They can care for up to 29 children under the age of eight of whom no more than nine may be under two years of age. The early years providers are subject to separate early years inspection arrangements. The inspection reports can be found at www.ofsted.gov.uk.

The local authority manages the centre which works closely with four other children's centres in the south east area of Wakefield. The partnership board is made up of representatives from the local community, partners and parents and carers. The centre is open from 8.30am till 5.00pm Monday to Thursday and 8.30am till 4.30pm Fridays, 50 weeks of the year. The centre is also open on occasional evenings as required to meet service users' needs.

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

Cedars Children's Centre is a good centre which provides high quality services to meet the needs of users. These services promote good outcomes for young children, their families and carers. Many users report that they enjoy the warm welcome the friendly staff at the centre always give them. Some were eager to tell the inspectors how much they value the staff and the close and trusting relationships they have built with them. Many described the staff as simply 'fantastic' or 'brilliant'.

Healthy life styles are promoted well. The café in the centre supplies healthy snacks,

delivers cooking courses and access to other services, such as the library and 'nearly new' clothes display. Parents and carers take ownership of the running of the café and the clothes exchanges, and as a result they are well used. There are good opportunities for families to become more physically active through a good range of services on offer. Some parents and carers were able to describe the positive impact of changes that they had made to their lives which are a direct result of attending services or courses at the centre. Many said 'kids love it' and 'we get great advice and support here'. Consequently, the centre is very popular and well known in the wider community.

High priority is paid to safeguarding. Very strong links have been developed with key agencies and the centre's robust policies and procedures promote good practice. Subsequently, all users that were spoken to were confident that they are safe at the centre. This is a very inclusive centre. Good attention is paid to equality and diversity in order to promote equality of access to all services. Community cohesion is promoted well. The staff's respectful approach to their most vulnerable groups which include children and adults with special educational needs and/or disabilities and the sensitive support provided for those who do not speak English as their first language is clearly evident.

Parents and carers told the inspectors that their children are always eager to get ready if they know they are going to Cedars. The child-centred learning environment is attractive to children and provides them with lots of good opportunities to enjoy exploring independently the broad range of high-quality resources and creative activities. The centre has formed particularly strong links with all the schools in the reach area. Targeted services in some schools are having a very positive effect on supporting children's smooth transition into school and the improvement of children's skills and abilities on entry.

A particular strength of the centre is the new manager who is held in high regard by parents, carers, partners and the staff team. She is an enthusiastic, competent and efficient leader whose leadership style motivates the staff team of highly-skilled workers. Two well established parents' forums run from Hemsworth and Kinsley on a regular basis. The centre fully values their contribution to decision-making and governance. The manager recognises the need to increase participation by a wider range of partners at the advisory board meetings to further promote accountability. Although the centre manager has acted as chairperson at a few advisory board meetings she is actively trying to appoint an independent chairperson to further enhance governance. This development will enable the advisory board to more effectively challenge and support the centre.

The centre staff know their reach area well due to their good local knowledge and effective analysis of data. Very good partnerships have been developed with parents and carers. Their views are regularly sought and used to good effect to shape and improve services to meet their needs. Consultation with users is very strong and accurate analysis of parents, carers and children's needs are being used effectively to provide well targeted services. As a result, several new developments are in place.

Although it was too early to judge the impact of these new services the centre's constant attention to developing services to meet users needs demonstrates a good capacity to improve. Self-evaluation of the centre is accurate and plans are in place to overcome any weakness. The service plan is detailed and clearly identifies priorities for the future but it lacks clear success targets which can easily be measured. Where the centre has clear, measurable targets improving performance is more easily evaluated.

Good partnership work with key partners maximises the effectiveness of multi-agency work. Particularly good links have been developed with social care and health partners to respond to individual family needs. Strong partnerships enhance the capacity for effective early intervention and preventative work which can stop potentially extremely difficult situations from escalating. The centre's attention to promoting emotional well-being is good. Consequently, parents and carers all expressed their unwavering appreciation of the good quality care, guidance and support they can rely on from the centre.

What does the centre need to do to improve further?

Recommendations for further improvement

- Strengthen the centre's advisory board so that it can more effectively challenge and hold the centre to account for its work.
- Improve planning to ensure the centre can track precisely the progress made towards meeting clearly defined targets by using measurable success criteria.

How good are outcomes for users?

2

Evidence from case studies, the centre's own evaluations, and interviews with health professionals and users clearly demonstrate the positive impact initiatives have on improving children's and families' health and personal well-being. The regular drop-in sessions that health colleagues run provides parents and carers with good opportunities to access information and advice on a range of health issues important to them and their family. If the drop-in sessions are busy parents and carers are happy to wait in the café where they can enjoy a healthy snack. The café provides a good opportunity to relax and socialise with others and makes a strong contribution to the emotional health and well-being of many users.

At 'Bumps and Babies' sessions parents learn when it is the right time to wean babies and how they can do it successfully. The healthy eating courses, such as 'Arabian Cook and Eat' encourage children and their families to try different foods and enjoy preparing and eating healthy meals. The provision of free ingredients enables them to make these recipes again in their own homes. In partnership with dieticians, parents and carers learn about the nutritional values of foods and how to read labels on food stuff. They learn about the importance of balanced diets and they are shown

the salt, fat and sugar content of everyday foods through shocking visual images which effectively encourage them to make healthier choices. Leaflets and posters warn parents and carers about the impact of using a dummy on the formation of children's teeth. Families are signposted to programmes, such as fluoride varnishing which can help them reduce children's dental cavities, which are high in the area.

Breastfeeding is particularly well promoted through 'Bosom buddies.' Dedicated volunteers at the centre provide excellent peer support for breastfeeding which complements the work of the 'Little Angels'. Several mothers were full of praise for the prompt and effective support and encouragement that they had received whilst breastfeeding saying 'I would have given up without the centre's help'. Despite this good work, the number of mothers initiating breastfeeding remains below the local and national average but it is gradually increasing. The uptake of immunisation in the area is high. A health colleague's view is that 'the centre enables the support of families in a way which we have never been able to before'.

The 'Baby Massage' course is popular. Some described this as 'a fantastic way of bonding with their baby in a relaxed environment'. Some found using techniques they were taught at home helped to relax their baby more before they settled them for a sleep. A few thought the skills learnt helped their baby cope more with colic. This service has resulted in more self-assured and confident parents who are more willing to attend other services and more likely to share their concerns and any health issues with the centre.

Levels of obesity in the reach area are above national average but figures indicate this has improved greatly over recent years. The current level of obesity in children at school reception age is 9.7% which is in line with district figures and a significant reduction from the 2009 figure of 13.4%. Going to the local swimming baths or joining the 'Mini Ramblers' walking makes becoming physically active more fun for many families. Parents and carers are signposted to services which can help them to cease smoking or adopt safer habits when smoking. Although high numbers of adults smoke in this reach area signposting to smoking cessation services have encouraged more smoke free homes.

Staff model safe practice well and the centre is a safe place to be. Parents and carers are supported in minimising risks in their homes to children through free home safety checks and the provision of safety equipment if it is required. Families are referred to the fire service to ensure effective fire prevention is well promoted and the dangers of smoke are fully understood. First aid training heightens parents and carers awareness of keeping children safe and what to do in an emergency. One parent said, 'I feel relieved because I now know what to do if my child starts choking'. Parents and carers who spoke with the inspectors had a good understanding of how to keep themselves and their family safe both in the home and on the road.

The 'Welcome to the World' visit of new parents and carers supports early intervention which is highly effective in preventing any difficulties they may face from escalating. The centre's reach area has some high levels of disadvantage and

deprivation and many parents and carers experience circumstances which can make them particularly vulnerable. Some families are living in extreme poverty. Cases of known domestic violence are high. When threatening situations arise children are well protected by the Common Assessment Framework (CAF) which is used effectively. There is good evidence of improved outcomes for children on child protection plans due to effective outreach work and signposting to appropriate courses and support groups. Case studies show regular contact is maintained with some families and relevant agencies are involved when needed. Support and guidance helps parents and carers to cope with difficult situations reducing risks to children. One parent said 'without this centre I would have cracked up.' Others said 'this centre has made a big difference to our lives'. Parents and carers told the inspectors that they know they can rely on the centre in times of difficulty especially in a crisis.

The centre recognises the need to promote good mental-health and emotional support which has a positive impact on parents and carers feelings of well-being. 'Stay and Play, 'Bumps and Babes' and the 'Webster Stratton' sessions focus on parenting and the emotional needs of children. They help families to learn positive ways to manage children's behaviour which has a positive impact on adults' own feelings of self-esteem and confidence. This enables more parents and carers to manage stressful and challenging situations well. Consequently, children were seen to be engrossed in their chosen activities and their behaviour was extremely good. Staff build close and trusting relationships with parents, carers and their children putting them in a strong position to identify any changes which could indicate a concern. Parents and carers told the inspectors that they feel their voice is listened to and acted upon whenever possible. A volunteer fondly described the centre as her 'second home.' Others said 'everything you need is here'. Children are also actively involved in making choices due to the inclusive ways they are involved in decision making. They are encouraged to participate in the selection of new resources through the use of picture prompts and stickers.

Observations of early years provision shows that children are successfully developing skills for the future. Children have high quality learning experiences which impact positively on their learning and development. The centre tracks carefully children's starting points and their progress in learning. Children are interested and engaged in their learning environment and they confidently try new activities. Parents', carers' and children's enjoyment is evident through their good attendance at services, nurseries and crèche sessions. As one parent said, 'I know I can leave my child here and they will be happy playing with the wide range of creative activities'. Children with special educational needs and/or disabilities make good progress and parents and carers are particularly positive about the way staff work with speech and language therapists to help them support their children's communication. Evidence from Early Years Foundation Stage profiles shows a marked increase in personal and social development and communication, language and literacy skills. Despite this success, due to low starting points, their skills when they enter schools are still mostly below national averages.

This is an area of high unemployment. Close links are established with Jobcentre Plus ensuring adult users have improved access and information about debt advice, adult training and employment opportunities.

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	2
The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them	2
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	2
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?

2

Through an extremely well-developed multi-agency approach the centre provides a good range of integrated services. Strong partnership work is based on thorough analysis of the needs of users which is central to the centres success. The centre refers a high number of children for the two year old offer to ensure they receive the experience of a stimulating early years environment to help them develop and reach their potential. Parents and carers report that the quality of individual support is very good and available for as long as it is needed. The needs of vulnerable families and all groups in the community are effectively assessed and support is well organised between agencies. Successful consultation with families to collate ideas on displays, such as comment trees, helps the service evaluate its work and results are used well to shape and target services to meet users' needs. A parent commented that 'our views are now really listened to'. A community bus, is commissioned by the centre, helps promote equality of access to all services.

The quality of the learning environment is good and resources are plentiful and of high quality. The purpose-built building is secure and rooms are all light, airy and welcoming. Displays are attractive and informative and they celebrate achievements and events well. Parents and carers have access to an extensive range of useful information and advice on a wide range of issues. Information on sex education, domestic violence and safe sex are strategically placed to ensure users can discreetly access this information. The centre has a well-equipped sensory room which can be booked in advance or used while users attend another service. Every child and parent registered with an additional need has received information regarding this service. Adults with profound disabilities now also make regular use of this resource.

Learning, development and enjoyment are promoted well. All services are delivered according to the Early Years Foundation Stage requirements. This approach facilitates children's free choice of activities through engaging them in the interesting environment. The walkways leading to specific play areas are full of mirrors, tactile boards, pictures and feely bags at child height. This encourages children to be inquisitive and enjoy learning independently. Children's views are carefully sought and acted upon. The 'Families Enjoying Everything Together' (FEET) and the 'Letters and Sounds' programmes enhance the 'Small Talk' service. These programmes have been rolled out with good effect due to the need in the area to develop children's speech and language skills. Parents and carers learn effective techniques to help develop and improve their children's language and communication skills through fun activities, such as telling stories, singing rhymes and targeted work with their children. Parents and carers are well informed of the value of early learning through play so they can continue to support their child's learning at home. One said 'I tell people all the time to come here. Children that do talk quicker and they are a lot more advanced'.

Parents and carers appreciate very strongly the wide range of services, resources and activities provided that many said their children did not have access to at home. Users have good access to 'Book Start' library services and a toy library which further promotes the regular use and enjoyment of books. Services, such as 'Active kids, and 'Wiggle and Giggle' encourage children to be more active. The centre recognises that there is more to do to ensure the range of services meets the needs of all in the reach area. Attendance at a childminding support group is variable and the centre is working on ways of improving this. Services for young people and fathers in particular are developing to ensure services meet their needs.

The centre offers courses in basic numeracy and literacy aimed at improving confidence and reducing worklessness. Together in partnership with the community centre they offer a wide range of courses which can lead to accredited qualifications and the development of new skills. Opportunities for volunteering are developing and this has led to further education and employment for some. Adult learners' needs are carefully considered to ensure they are signposted to the most appropriate sessions or courses for them. Particular attention is taken to ensure the range of courses build the confidence of parents, grandparents and carers at a pace which is appropriate to them. Parents and carers speak highly of the positive effect of learning opportunities provided by the centre have had on them and their children. Evaluations show the difference these experiences have made to users' and children's development and well-being. Individuals requesting specific guidance receive this promptly, resulting in positive outcomes. Users of the centre have access to a good range of free adult training and childcare can be provided if required. Parents and carers emphasise the important contribution of the crèche sessions run from the centre enabling them to access adult learning opportunities.

These are the grades for the quality of provision

The effectiveness of the assessment of the needs of children, parents and other users	2
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	2
The quality of care, guidance and support offered to users within the centre and the wider community	2

How effective are the leadership and management?

2

Governance and accountability arrangements are clear at all levels. There are clear links between strategic planning and service provision. The centre works hard to remove any barriers to user's engagement. The centre's positive response to user's ideas and views shows a strong commitment to work in partnership with them. Self evaluation is an integral part of the centre's day to day practice. The 'You said, We did' display board ensures users can see how the centre has responded to their views and proposals. Consequently, most users are highly satisfied. Some said, 'They are always here to help you and they have made a big difference to our lives'. The split parent forums evolved due to the dynamics of the separate communities in the reach area, however, the centre hopes to merge meetings at least bi-monthly to further promote community cohesion.

Priorities and progress are discussed regularly at the parent forum meetings and the outcomes of this are now displayed for all users to see. This change was a direct result of a request made at a forum and shows users how they can influence change by expressing their views to the partnership board. The centre is now even more dependent on effective support due to the dramatic reduction of its budget. The local authority, while supporting the children's centre agenda is aware that the centre manager should not chair the advisory board. They are exploring ways of strengthening the board's capacity to support and challenge the work of the centre and its leadership.

Partners and staff both spoke extremely positively of the difference the new centre manager has made. They have great confidence in the centre manager who they see as a strong and reflective leader constantly looking for better and more efficient ways of working. She has already strengthened some partnerships and the settled staff team said they feel well supported and valued by her. The centre staff team have clear roles and responsibilities and are highly motivated. They work particularly well together and staff morale is very high. Staff training and development is prioritised effectively through professional supervision and appraisal. All the team are committed to ensuring improvements are sustainable and they all play a role in producing and evaluating project proposals. Cedars accommodation is utilised well by

partners through the centre's careful planning. Staff monitor the number of services that users make use of to ensure they are delivering the right services at the right times and to ensure they promote good value for money.

Analysis of data, local knowledge and feedback from users is used well to target specific services to meet local need and to overcome any barriers to access. Project proposals underpin the development of services which are regularly monitored and evaluated to measure their impact and how well the desired outcome has been achieved. The manager has an excellent understanding of what further improvements are needed. However, written plans for the future have few sharp, measurable targets that are informed by the data that is available to the centre.

Equality and diversity are promoted very effectively, with well-established systems in place to identify and tackle any discrimination. The centre works hard to ensure it is a place where everyone is welcome. Centre users comment on how all the staff are 'so very friendly and help you sort out any problems'. Resources and displays positively reflect different cultures, ethnicity and disability. When the centre created dual language notices they ensured they were accurate by sensitively involving members of the Eastern European community in their development.

Attention to safeguarding is good. The centre manager is responsible for safeguarding and the local authority's comprehensive range of policies and procedures are embedded in practice and effectively shared with partners and users of the centre. Safer recruitment training underpins the recruitment and selection procedures for both staff and volunteers who undergo the same rigorous and robust clearance procedures. Health and safety is given a high priority. Risk assessments eliminate risks and help protect the well-being of both children and vulnerable adults. All staff work hard to create a climate of trust which is fundamental in enabling them to deal with any disclosures children or adults may make. Concerns about possible abuse are acted upon swiftly because the parental support workers have a good understanding of thresholds for referrals to social care services. Partnership with social care is particular strong due to the staff team building close relationships with the CAF team who were based at the centre until quite recently. In addition, the area social care manager, based at the centre, regularly contributes to decision making which ensures users receive high quality support.

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	2
The extent to which ambitious targets drive improvement, provision is integrated and there are high expectations for users and the wider community	2
The extent to which resources are used and managed efficiently and effectively to meet the needs of users and the wider community	2

The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties	2
The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults	2
The extent to which evaluation is used to shape and improve services and activities	2
The extent to which partnerships with other agencies ensure the integrated delivery of the range of services the centre has been commissioned to provide	2
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	2

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. 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 Cedars Children's Centre on the 23 and 24 June 2011. We judged the centre as good overall.

Those of you we spoke to made us most welcome and it was a pleasure to see and hear how many of you appreciate the centre and the good quality services on offer. All of you described the staff team as 'very friendly and approachable'. You demonstrated your strong commitment to the centre by your good attendance at the lunch time meeting with the inspectors.

You told us that your centre has formed good partnerships with you and other services and agencies and how it provides a safe place where families can be sure to receive a warm welcome and good-quality care, guidance and support. Many of you told us how important it is for you to get out of your homes and to meet other people. Some described how 'attending the centre can lift your mood'. We were impressed with how the centre consults with you to ensure they are providing the

right services to meet your changing needs. They are developing what they offer to particularly young parents and working hard to encourage more engagement of fathers. We could see how you regularly contribute your ideas through sharing comments with the centre and we know some of you are active members of the parent's forums. A few of you are members of the partnership board. Some of you told us, 'It is very community orientated and user friendly here, with lots to do'. You all expressed very high levels of satisfaction with the centre and your regular attendance shows how much you value the good-quality provision and resources. We have asked the centre to improve their planning so that everyone can clearly understand whether the centre achieves what it sets out to do.

Home safety schemes, leaflets, displays and first aid courses provide you with practical advice and support which can help reduce accidents in your homes or on the roads. All the key partners, such as health, social care and early years providers combine their professional knowledge and expertise with the centre staff to meet your individual needs very well. All of you we spoke to said 'this is a safe environment'. You told us that healthy eating courses have helped you understand the traffic light labels on foods stuff and visual images of the fat, salt and sugar content of foods have helped you make healthier choices. For instance, the inspectors were asked, 'Do you know how much fat is in a pork pie?' We know some of you have trained to be lead walkers on the 'Mini Ramblers' outings and some of you regularly enjoy walking in the area with your children. You told us how much you look forward to the organised trips, such as going to the fire station or further afield which helps develop a good community spirit.

We know many of you regularly attend the drop-in baby clinic. That some of you enjoy groups like the baby signing and baby yoga or 'Bumps and Babes' and 'Rhyme Time'. We know the baby massage sessions are very popular. Some of you were positive about the benefits of using massage to improve bonding with your baby and a few reported improvements with baby's sleeping or colic problems. Some said 'I still do massage now at home, it relaxes my child and myself'. We are confident that many of you are adopting much more healthy lifestyles which then lead to good outcomes.

You told us that attending 'Webster Stratton' courses had really helped your positive management of children. One parent described how this had helped with managing her own anger 'it taught me how to calm down and focus on positives rather than negatives. My own child always used to want attention and would lash out. I can manage behaviour much better now'.

The 'Stay and Play' groups in particular are well attended and have increased due to demand. You said 'Kids love it' and describe the great fun they have and how you have developed your understanding of how children learn. The centre works in close partnership with all the local schools in the reach area which helps your child's transition onto their next stage of their learning. Services like 'Small Talk' and 'Mini Musicians' are having a very positive effect on improving your children's skills and

abilities on entry to school. This is particularly evident in the development of children's social skills and speech and language.

We enjoyed meeting some of the volunteers who work at the centre and we know this work has led to further education or achieved employment for some. Good opportunities are available for you to develop your basic numeracy, literacy and first aid skills which can lead to accredited courses in these subjects or many others. Attendance on courses has helped develop your feelings of self-confidence and self-esteem and taught some of you new skills. We know you appreciate the crèche at the centre which enables you to attend courses there reassured that your children are in safe hands nearby. One parent said 'it is nice that you can do a course and you can confidently leave your kids'.

Many of you expressed a high level of satisfaction in the staff team and the positive changes the centre manager has made. We have asked the centre to ensure that the advisory board independently challenges and holds the centre to account for its work so it continually improves its success.

We would like to thank everyone who was willing to speak to us. We are very grateful for your help and wish you every success in the future.

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