

Inspection report for Hoyland and Jump Sure Start Children's Centres

Local authority	Barnsley
Inspection number	367783
Inspection dates	23–24 August 2011
Reporting inspector	Sue Pepper HMI

Centre governance	Forge Community Partnership
Centre leader	Mr Neil Spencer
Date of previous inspection	Not previously inspected
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Linked school if applicable	
Linked early years and childcare, if applicable	EY313403 Little Gems Day Nursery at Jump Children Centre EY331680 Little Gems 2 at Hoyland and Jump Sure Start, Blacker Hill

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.

An inspection of the registered early years childcare provision was carried out at the same time as the inspection of the centre under Section 3 of the Childcare Act 2006. The report of this inspection is available on our website www.ofsted.gov.uk.

This inspection was carried out by one of Her Majesty's Inspectors and one early years inspector. The inspectors held meetings with the centre manager, the senior leadership team, family support and outreach workers. They also saw the early years consultant, members of the advisory board, users, key partners, representatives from the local authority and Forge Community Partnership. They observed the centre's work, and looked at a range of relevant documentation.

Information about the centre

Hoyland and Jump Sure Start Children Centres evolved from a local Sure Start programme. It was designated as a phase one centre in 2006. The centre operates from three sites. Cloughfield's Community Centre, which is the administration base, Jump Children and Adult Learning Centre, which is purpose built, and the Blackerhill Centre, which is the satellite site. The centre provides the full core offer of services with the support of partners. A range of supporting services to which parents and carers are signposted, including health and adult training courses, are provided within the reach area.

The majority of the population in the area served by the centre is of White British heritage with a small percentage from minority-ethnic groups. Recent figures show that 832 children under five years-of-age live in the reach area. The area has a mixture of private and local authority housing and families that are both advantaged and disadvantaged, socially and economically. Over half of the families' circumstances place them within the 30% most disadvantaged communities within England. There are also pockets of severe disadvantage with 19% of the population in the reach area living in workless households and in receipt of benefits. There is a high percentage of lone parents and young people who leave school

with low literacy and numeracy skills, 40% of families in the reach area hold no qualifications.

A high proportion of children enter school with skills below those generally typical for their age. The Early Years Foundation Stage is delivered through various settings and groups. The centre has close links with two childcare providers who both provide crèche facilities. Little Gems at The Jump Children Centre provides full-day care and out-of-school care for up to 32 children under five years-of-age, of which no more than nine may be under two years-of-age. Little Gems 2 at Blacker Hill provides childcare and education term-time only for up to 16 children under four years-of-age. The nurseries are subject to separate early years inspection arrangements. The inspection reports can be found at www.ofsted.gov.uk.

Forge Community Partnership is commissioned by the local authority to manage the centre. The centre has an established joint advisory board. It is made up of representatives from the local community, professional agencies and users.

The centre is open from 8am until 6pm, Monday to Friday, 51 weeks of the year. The centre is also open on occasional evenings and weekends as required to meet service users' needs.

Inspection judgements

Grades: 1 is outstanding, 2 is good, 3 is satisfactory, and 4 is inadequate
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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

Hoyland and Jump Sure Start Children's Centres are well led and managed. They serve the area well. The centre workers have good knowledge of the different communities which they serve due to their local knowledge and effective analysis of local data. Users describe the facilities as, 'fabulous, with welcoming and caring staff' and 'a valuable resource'.

Provision is good. The quality of the early years childcare and the care, guidance and support is outstanding. Outcomes for users are good overall. This includes the impact of the promotion of healthy lifestyles, which is outstanding. The active support the centre provides, particularly for healthy eating, has been recognised by the achievement of several awards which commend this excellent work. Consequently, the centre has an extremely good reputation in the area.

High priority is paid to safeguarding. Robust policies and procedures promote good practice across all areas of the centre's work. Users are confident they are safe at the centre. Staff at the centre run annual galas and events which are extremely popular with all users. They support a wide range of educational outings both within the community and much further afield. These trips promote a good sense of community and raise aspirations. Detailed risk assessments underpin the robust planning and preparation for these outings. The centre's exceptional attention to creating a range of nurturing outdoor environments for families to enjoy and the first-rate outreach work is successfully fostering considerable improvements in the well-being of users.

This is an inclusive centre. Good partnerships have been developed with parents and carers. The centre has an accurate knowledge of the reach area, such as the health of the population, due to the strong links it has established with partners. The staff in the centre have observed the aspirations of their community slowly changing. For example, some families are now prepared to travel more often, which bodes well for the future if they are to go out of the area for work. This also demonstrates the value parents and carers place on the services provided. The engagement and empowerment of groups, such as teenage and lone parents, is a real strength of the centre's work. As a result the promotion of equality and diversity is good.

Trusting relationships have been built with users. They fully appreciate the support offered to them by the staff at the centre. Many described the centre as 'brilliant'. Parents and carers know they can rely on staff to welcome them and help them with a range of issues affecting their current situations. Staff actively seek the views of all users to continually shape the services they provide to meet their needs. The centre has successfully achieved a bronze award for 'Voice and Influence', which recognises the effective strategies in place to capture users' views. All parents and carers who spoke to the inspectors said they know their views and opinions are valued and are used to shape services.

A senior leadership team is now established to support the manager and the work of the centre. The newly formed joint advisory board actively engages the participation of parents and carers. It provides support for the centre. However, it has yet to take on a more strategic role in helping the centre to drive improvement in its performance. The parents' forum has ceased to operate but firm plans are in place for it to resume.

The manager knows the strengths and areas for improvement well and self-evaluation is largely accurate. However, sometimes the priorities planned for improvement and the criteria for achieving them are not precise enough to ensure the best progress is consistently made.

Over time, services and provision have adjusted well to meet the specific needs of the communities leading to good outcomes. As a result the centre has a good capacity to improve.

What does the centre need to do to improve further?

Recommendations for further improvement

- Improve the use of measurable success criteria based on clearly defined targets to track and further improve all aspects of the centre's work.
- Develop the role of the advisory board to support the centre in driving improvement.

How good are outcomes for users?

2

The centre is highly successful in promoting healthy lifestyles for children and their families through a range of superb services and initiatives, such as 'Change4life'. Children grow, harvest and eat a wide range of crops grown in the nursery garden. They develop a good understanding of how to keep healthy and stay safe. They have exciting opportunities to develop their knowledge and understanding of the world through stimulating outdoor play and visits such as to Forest Schools. Staff model excellent practice and regularly provide fresh fruit and vegetables. Children are extremely positive about their enjoyment of fresh, healthy and nutritious food. A child stated, 'I love the lasagne here.' and was confident to refuse fast food when it was offered. Children were seen to ask for healthy snacks. Although the number of mothers breastfeeding is low, good support to encourage breastfeeding has led to some success. 'Weaning parties' help parents recognise when babies are ready to try more solid foods; they learn easy recipes and understand what foods are best. Parents and carers have the opportunity to learn how to cook healthy family meals through the courses the centre runs. As a result, although the level of obesity is still high in the area, it is quickly reducing. Staff have observed significant changes in parents' and carers' choices and their understanding of choosing and providing healthy options for their families.

There has been a focus on dental health with health partners, due to concerns regarding high levels of dental decay in children's teeth. Children have been shown how to brush their teeth effectively and regular visits to the dentists have been encouraged. This has had a positive impact on dramatically reducing dental decay in the area. Successful support is in place to help adults cease smoking. A trained member of staff delivers free smoking cessation sessions which have been extremely effective, exceeding national rates.

A 'team around the child' approach is used well to provide multi-agency support for families who are experiencing a range of difficulties. These include mental health issues, domestic violence and substance misuse. Families who are affected by significant poverty are directed to a range of professional services and they receive good practical help with issues such as finance and childcare. A grandparent, summing up the views of many, said, 'I do not know where we would be without the centre.' Users can also access alternative therapies which help combat stress and promote relaxation.

Services are well matched to need. Home safety checks ensure risks to children within their home are minimised. Parents and carers said they found this service very worthwhile and it

has helped to make their homes safer for children. Structured parenting programmes are improving outcomes for those who are experiencing difficulties with children's behaviour. Children effectively demonstrate their understanding of how to keep themselves safe through well-established every day personal hygiene routines. Children are encouraged to be active, inquisitive and independent learners. They are developing their knowledge of road safety through enjoying role play in the early years provision or initiatives such as 'Beep, Beep'.

Strong links have been formed with most of the schools in the reach area which help promote children's effective transition on to their next stage of learning. Moderation of the Early Years Foundation Stage profile has improved recording and indicates that the gap is slowly narrowing for the 20% of children who have the lowest score. Good support from the local authority promotes integrated working across the sector and ensures suitable strategies are in place for developing children's communication, language and literacy skills, which is a key priority within the centre to support children's readiness for school.

The centre has several success stories of empowering young parents to return to further education, due to their very good support. Teenage parents told the inspectors of the great difference the centre has made to their lives and that of their children. The Jobcentre Plus advisor attends the centre quarterly and provides weekly job vacancies. She has provided the centre with information on useful contacts to complement the advice and guidance they can provide. She is working with the centre on developing work clubs to promote the current 'Get Britain Working' measures. Due to recognition that many jobs now require information technology skills to process applications she holds regular sessions where users of the centre can develop these skills using computers in their well-equipped suites.

The centre has helped several users who are reluctant to travel out of the locality by involving them in journey planning and costing. This has had a positive effect. The centre recognises the importance of confidence building opportunities which can successfully lead to adults accessing a range of courses. This has enabled some adults to move onto further education where they have gained qualifications and has led to some attending colleges or universities. These users now have a clear vision of their route towards a career.

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	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
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How good is the provision?

2

The outreach team works closely with the family support workers to effectively meet the needs of the wider community. They know which families have a new baby or young children and they are aware of the families who are disadvantaged or hard to reach. Close partnership work with health colleagues and social care services promotes the early involvement of the well-trained family support and outreach workers. Whenever possible they visit known non-users and ascertain any barriers to their engagement. They are proactive about finding out more about any specific needs of the community which may limit their involvement so that barriers to involvement are reduced. The high-quality of the centre's assessment of individual needs often prevents the escalation of some difficult situations and promotes good outcomes for some of the most vulnerable families within the reach area.

The role of the Information, Advice and Guidance worker complements that of the Citizens Advice Bureau representative whose drop-in sessions are well attended. They regularly provide useful information on employment, training and legal financial problems, preparing short- and long-term plans for users. This work has been particularly successful with families whose circumstances make them disadvantaged. The centre has built up a wide range of networks within the community. As a result care, guidance and support are outstanding.

The 'Two Steps pilot' promotes the use of the Common Assessment Framework and ensures effective early intervention is provided for families and their children whose circumstances can make them vulnerable. Case studies clearly show the positive outcomes of this work on empowering parents and carers to make a real difference to their lives. The centre is aware of some continued doorstep lending of money in the area and they actively promote alternatives to support families in financial difficulties.

Different activities run from Cloughfields Community Centre, Jump Children and Adult Learning Centre and Little Gems at Blacker Hill Lifelong Learning Centre. The centre also provides a good range of services across their diverse area. Hoyland Common Community Centre, Rockingham Community Centre, St Andrews Church Hall, the new library and Milton Hall are all regularly used. Teenage parents and lone parents are particularly well supported to return to full time education or work. Although a 'Dads' group' has thrived in the past under different guises like 'Socatots' it has currently ceased due to fathers accessing universal services. Firm plans are in place for further consultation with fathers.

The centre promotes purposeful learning well for both children and adults. The linked early years and childcare is of high quality. Children have access to a stimulating learning environment which encourages them to be independent and self-assured. Children's progress is methodically followed and recorded in their 'learning journeys', which are records

of their individual achievements. Observations of children’s interests are used effectively to plan the next steps in their learning. This results in sustained periods of exciting child-initiated learning and problem solving.

Within the community adults have access to a wide range of programmes of learning. Good attention is paid to developing vital, basic information technology, literacy and numeracy skills. Choices are diverse to ensure they meet differing needs and abilities such as food hygiene, first aid, sign language, anger management or dry stone walling. All achievements are well celebrated and the numbers of parents interested in volunteering is on the increase.

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	1

How effective are the leadership and management?

2

The established manager is held in high regard due to his friendly and enthusiastic approach. He manages all three venues well and oversees the linked early years childcare and education services. This is due to effective delegation and good knowledge of staff capabilities. The manager has good support from the commissioned service and the local authority. Several users of the centre expressed high levels of satisfaction and commented on the positive impact the manager has had on their feelings of self-worth. Similarly, many positive remarks were made regarding the dynamic impact of individual members of staff. The committed staff team are actively involved in decision making and they embrace change well. They are highly motivated and eager to continually improve what they do. The development of volunteers will further strengthen the centre’s work. Governance and accountability arrangements are clear and well understood at all levels.

Equality and diversity are well promoted due to the centre’s inclusive ethos and approach. The centre embraces opportunities to join in celebrations, such as Diwali held in the local area, and they have been involved in a successful exchange volunteer programme with Mozambique. The centre works hard to ensure everyone is welcome. Staff are particularly sensitive to the social and economic disadvantage of some users. They provide services such as ‘Family Cook and Eat’ or commission services like ‘Play on a shoe string’ provided through Barnardos, which are carefully planned to fully include users on a low budget. Children with a special need and/or a disability are very well supported by bespoke services.

The manager monitors the centre’s decreasing budget very well to ensure the centre continues to provide high-quality resources and ensure good value for money. Close

partnership with Hoyland Children’s centre makes sure services are not duplicated. Success in securing new funding opportunities, such as the ‘Young Opportunities Fund’, has enabled more educational outings for teenage parents. The centre works hard to use the local data available to compare progress locally and nationally to identify gaps in order to meet community needs. However, some data they receive is unhelpful because it is for Barnsley and not the area the centre is responsible for.

With its partners the centre works hard to reduce any barriers to users’ engagement. It has successfully reached 85% of families in the reach area of which 75% are engaged. This is higher than the local average. Ambitious targets are in place to further increase these figures. However, other written plans for the future have few sharp measurable targets such as this. Improvement would aid the centre’s ability to clearly evidence engagement and their impact on children and families long-term outcomes. Families enjoy trips to the seaside and family fun days like ‘Elsecar by the sea’ which are extremely popular. There is a very strong commitment to community cohesion, which is well supported by the Forge Community Partnership. The manager regularly attends inter-agency meetings held in the community, such as ‘The Forge’ and ‘Well-being Partnership’ to ensure he keeps abreast of local developments.

Many parents and carers are actively involved in the development of the purpose-built centre and the development of a local park nearby. The collection of users and non-users views is well-established. Good systems are in place to share the centre’s response to views and proposals. In this way parents and carers are continually influencing the services provided. Consequently, most users are highly satisfied. A typical view was, ‘They are always here to help you and they have made a real difference to our lives.’ Training and support is in place for members of the advisory board, and parents are being encouraged to chair the meetings. The relatively new joint advisory board is developing its support of the centre. It has yet to start to play an important part in driving improvement in the children’s centre’s performance.

The centre manager is responsible for safeguarding and good practice is adopted across all areas of the centre’s work. A single central record is in place to ensure careful monitoring of staff suitability to work with children and vulnerable adults. A range of rigorous and robust policies and procedures are adhered to which cover safe recruitment of staff, extensive training and day-to-day management, which are regularly reviewed and up-dated. Health and safety is given high priority. The centre works effectively with all partners to create a climate of trust to reduce safeguarding risks to children and their families.

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

EY313403 Little Gems Day Nursery at the Jump Children Centre was inspected on 22 August 2011. This provision was judged to be outstanding. This has contributed to the children's centre report and judgements.

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 Hoyland and Jump Sure Start Children's Centres on the 23 and 24 August 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 much you value the services the centre provides. Many of you described the staff team as, 'very friendly, approachable and supportive' and some described the centre as, 'a lifeline'. Good partnerships are in place with other services and agencies.

The centre wants the very best for you and your families. It provides a safe place where families can be sure to receive outstanding quality care, guidance and support. Some of you said, 'You can see the difference in your children due to the positive impact of the centre.' Some of you told us, 'I do not know where I would be without the centre.' You all expressed extremely high levels of satisfaction with the centre and your regular attendance shows how much you value the high-quality provision and resources. We have asked the centre to improve the information they collect so that they can clearly show the difference they are making to your lives, so that everyone can see whether they accomplish what they set out to do.

The centre has an outstanding commitment to promoting your good health. It has achieved many awards which recognise its successful commitment to healthy eating. We were very impressed by the positive changes many of you have made to ensure you and your families adopt much more healthy lifestyles. Some of you successfully initiated breastfeeding and you have managed to sustain this for several months. Your uptake of immunisation is good. Some of you have been highly successful in stopping smoking. Many of you enjoy regular exercise like swimming and walking. Others have learnt the importance of a nutritionally well-balanced diet through opportunities such as cooking courses, and you have introduced your children to more healthy eating options: children regularly eat fruit and vegetables and they enjoy drinking water. It was delightful to hear that some children can confidently talk about which foods are best for them. You regularly encourage your children to brush their teeth after meals. As a result children have fewer dental health problems.

Home safety schemes, leaflets and displays help you to get practical advice and support which can help minimise risks of accidents in your homes. All the key partners such as social care, health visitors, midwives, early years providers and the centre staff combine their professional experience, knowledge and resources extremely well to meet your individual needs. They work closely together to assess any difficult situations effectively. They know what support they, or others, can provide for you in times of crisis and they have built trusting relationships with many of you. Some of you have benefited from alternative therapies such as acupuncture.

We know many of you enjoy the popular 'Baby Massage' and 'Baby yoga' and that you regularly attend the Health Visitor baby clinic. You were positive about the benefits of using massage and yoga to relax and improve bonding with your baby. You said the 'Baby Buddies Play Sessions' and 'Play and Learn' groups were great fun and helped develop your understanding of the importance of play and how children learn and develop. You told us that you look forward to meeting people at the 'Story and Rhyme Time' and 'Sing and Sign' sessions.

You told us how much you look forward to the trips and outings which help develop a good community spirit. We hope you enjoyed your day trip to Scarborough despite being delayed due to the traffic jam on the way there. The centre works in close partnership with many of the local schools to aid your child's transition onto their next stage of their learning. Attendance on a wide range of different courses has helped develop your confidence and self-esteem and taught some of you new skills. The centre's work with adults, particularly teenage parents, ensures that there are good opportunities for developing the necessary skills which place them in a strong position to enter the workforce.

The centre takes your views seriously and regularly seeks your ideas about what they should provide. This is good practice. The centre manager and staff know what they do well and what they need to improve. We have asked the centre to ensure the advisory board develops its skills so that it can check how well the work of the centre is leading to improvements for all of you.

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.