

Inspection report for Butler's Hill and Broomhill Children's Centre

Local authority	Nottinghamshire
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Date of previous inspection	Not previously inspected
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Linked school if applicable	Butler's Hill Infant and Nursery School
Linked early years and childcare, if applicable	The Rocking Horse Child Care Limited

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.



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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 an additional inspector and an early years inspector.

The inspectors held meetings with senior managers, outreach workers, health and education professionals, and representatives of the local authority. They observed the centre's work, and looked at a range of relevant documentation and spoke with users of the centre

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Information about the centre

Butlers Hill and Broomhill Children's Centre is a phase one centre which was designated in April 2006. The centre provides a core offer of integrated services that include health, family support, early years advice and guidance and adult learning.

It is managed under the strategic direction of NHS County Health partnerships. While its main base shares a campus with Butlers Hill Infant and Nursery School, Broomhill Junior School and the Rocking Horse Child Care Limited, services are also delivered in the local community. The centre works in partnership with High Leys Children's Centre with which it shares its head of centre and other members of staff as well as its advisory board.

The area served by the centre lies to the east of Hucknall and includes Bestwood Village. There are pockets of social and economic disadvantage in the locality, and the proportion of children who live in workless households is above average. Children start the Reception class in the co-located primary school with skills that are usually below those that are expected for their age. The population served by the centre is largely White British with very few families from other ethnic heritages.

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 families

1

Capacity for sustained improvement

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

1

Main findings

Butlers Hill and Broomhill Children's Centre provides an outstanding service for the young children, parents, carers and families who live within its reach area. It is especially good at taking its services out into the local community.

Strengths include work to improve children's skills in speaking and listening, the support provided for mothers who wish to breastfeed, the provision of emotional support for users of the centre and the centre's work with fathers. The way that the centre works in partnership with a wide range of other agencies is outstanding. This has an exceptional impact on improving children's communication skills. Children's transition from attending groups run by the centre to joining the Nursery classes at local schools is particularly well organised. Additionally, the excellent partnership with Jobcentre Plus and organisations that arrange the delivery of courses for adults has helped to ensure that parents and carers are able to develop economic stability. This is because pathways to training and employment are readily accessible. Many adults volunteer in the centre. They are keen to point out how this has improved their levels of confidence. They also speak enthusiastically about the skills they have gained while attending the many courses that are delivered in the centre.

The range of services that is offered is outstanding and results in outstanding outcomes as families deepen their understanding of how to live healthy lifestyles and keep themselves safe. As a result of an improvement in partnerships with health professionals, prospective mothers can now attend some of their antenatal sessions at the centre. Early contact with families means that support can be given as soon as it is needed and have the maximum impact. This has been particularly important in improving the number of mothers who breastfeed their babies. The centre reaches a very high number of families in the area it serves, and many activities are over-subscribed. Activities are also held at weekends and during the summer holiday; these often attract exceptionally large numbers of families who are keen to take advantage of the exciting range of opportunities offered by the centre. The Common Assessment Framework is used very well by the centre to ensure that families can access the type of support that is most appropriate to their individual needs. The centre is particularly good at supporting families in times of crisis.

All staff share the leader's exceptional enthusiasm, commitment and ambition for the future. The centre meets safeguarding requirements and promotes equality and diversity exceptionally well. The analysis of the needs of those who use the centre is very good and is linked to high-quality development planning. Currently, parents and carers and other members of the local community are under-represented on the advisory board. This has limited their opportunities to contribute to shaping the development of the centre. The centre has clearly identified where improvements are necessary, and the strategies for improvement are being rigorously implemented. For example, the centre has recently taken over responsibility for delivering services to Bestwood village. Outstanding relationships with local schools, community groups and families were quickly developed and many families speak enthusiastically about the rapid improvement to provision for families in their area. This illustrates the centre's outstanding capacity for further improvement.

What does the centre need to do to improve further?

Recommendations for further improvement

- Improve parents' and carers' contribution to decision making and governance of the centre.

How good are outcomes for families?

1

Very good partnerships with health professionals together with the sterling work of the centre staff ensure that parents and carers of young children and babies are offered an excellent level of support. The focus on improving staff's knowledge and understanding of how to support those who wish to breastfeed together with the development of peer supporters and the provision of a high-quality support group has boosted breastfeeding rates from below average to broadly average. Mothers speak warmly of the support they receive and are also appreciative of the baby massage sessions and other programmes such as the 'Incredible Years' because they help them to understand the emotional needs of their children. Parents and carers say that the 'Dads' group' has been particularly successful in helping fathers and children develop a close relationship because they are now able to spend quality time together. Parents of children with disabilities report that the centre has helped them to successfully access and manage support from external services.

High-quality personal support for families makes an outstanding contribution to the mental health of parents, carers and children. Many users say that the staff in the centre and the friends they have made during the sessions have provided emotional support at times when they were potentially vulnerable. Parents and carers often continue to meet and build upon the friendships that have been formed during sessions at the children's centre. There is an excellent emphasis on helping children, parents and carers to be aware of how to keep themselves and their families safe.

Parents and carers say that they feel very safe and secure in the centre. Good-quality support is provided for the small number of children who have child protection plans, and staff support families who are facing challenging circumstances exceptionally well. Relationships between staff and users of the centre are warm and supportive. Consequently, parents and carers feel able to report domestic abuse when it occurs, and the 'Freedom Programme', which helps those who experience abuse to transform their lives, is well attended. Parents and carers make an excellent contribution to the centre by volunteering to help in the centre. Parents and carers have developed the self-assurance and skills to run the 'Fun Factor' fund-raising group independently, and their recent summer fair was a tremendous success. However, parents and carers have had limited opportunities to contribute to decision making and governance through the work of the advisory board.

Children make outstanding progress in their learning when they attend the centre's provision and demonstrate excellent behaviour and very good relationships. Enjoyment levels are very high and parents and carers say that their children 'love it' at the centre. Children grow quickly in confidence and make excellent progress in improving their speaking and listening skills. Consequently, the proportion of children who attend the centre and go on to reach national expectations in their personal, social and emotional development and in communication, language and literacy at the end of the Early Years Foundation Stage has improved significantly. Early identification of children who are at risk of falling behind in their development, particularly their use of language, and the implementation of programmes such as 'Home Talk', have been important factors in securing these improvements. Many families have made substantial progress in their personal and social development and improved their economic stability. There have been many very successful courses that have helped parents and carers to support their children's progress in literacy and mathematics as well as improving their own skills. Other courses, such as those on paediatric first aid and cooking on a budget, have helped parents and carers to ensure that their children are safe and healthy.

These are the grades for the outcomes for families

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

How good is the provision?

1

The needs of families in the reach area are assessed sensitively and appropriately, and the centre offers an excellent quality and range of services that are exceptionally well matched to local requirements. Very good communication with a wide range of agencies ensures that a high priority is placed on children's health and well-being. The centre actively seeks out parents and carers who would gain the most from using the centre. They do this by making contact with health visitors and other agencies. However, the centre goes beyond this by taking activities out into local housing estates and villages focusing particularly on areas where families have been traditionally hard to reach. 'Green Spaces' have been used to deliver activities such as 'Busy Feet' which encourage physical activity; consequently, the centre has been able to make contact with families who were unfamiliar with the provision offered by the centre. Regular Saturday fun days have enabled working families not only to attend the exciting activities offered by the children's centre but also to learn more about how they can access the support offered by other agencies.

The activities provided by the centre are very varied and of a high quality. They promote purposeful learning, enjoyment and development; ultimately, they successfully improve parenting and outcomes for children and their families. Many activities focus on improving children's social skills and their ability to communicate with others as well as developing parents' and carers' understanding of how their children can learn through play. For example, 'Park Life' sessions have encouraged the imaginative use of local parks to promote healthy lifestyles through activities such as kite flying, as well as providing sessions that encourage the development of healthy diets. The centre always evaluates sessions and takes careful note of parents', carers' and children's responses. It is very successful in providing support for ways back into employment and in helping users to improve their educational attainment. Successes are celebrated, and a recent well-attended event ensured that users received wholehearted acknowledgements of their personal achievements.

Potentially vulnerable families are quickly identified and receive high-quality individual support that sometimes involves eliciting the support of other agencies in developing a whole package of care. Additionally, parents and carers report that they are offered excellent support in times of crisis. The centre ensures that high-quality information about many aspects of parenting, including advice about how to keep children healthy and safe, is freely available to parents and carers. Additionally, guidance on stopping smoking, tackling alcohol and drug misuse and improving sexual health is also offered and many staff have had training in these areas. Parents report that this high-quality advice has a significant impact on their lives.

These are the grades for the quality of provision

The extent to which the range of services, activities and opportunities meet the needs of families, including those in target groups	1
The extent to which the centre promotes purposeful learning, development and enjoyment for all families, including those in target groups	1
The quality of care, guidance and support offered to families, including those in target groups	1

How effective are the leadership and management?

1

The leadership at all levels is focused clearly on providing an outstanding range of services that are precisely matched to the exact needs of the users in the reach area. Very high expectations are shared by all staff. Leaders are very enthusiastic but they are also extremely reflective and keen to continually improve practice. They channel their efforts to good effect and manage themselves and others well. Staff are continually developing their skills and strive to provide the highest-quality service to users. Teamwork among staff is excellent and contributes well to the very positive ethos and extremely welcoming environment in the centre.

Professional management systems are used very effectively to monitor the work of the centre, and there are exceptionally clear lines of accountability. The centre's work is well supervised by senior coordinators, and the local authority is rigorous in the way it monitors and challenges the centre. The advisory board consists mainly of professionals who already have well-developed working partnerships with the centre. Currently, the involvement of parents, carers and other members of the local community with the advisory board is inconsistent. Nevertheless, the centre does seek regular feedback from parents and carers about the quality of its services and makes considerable use of this information to continuously refine what it offers.

Partnerships are pivotal to the centre's excellent work. The deployment of new staff has revitalised the centre's relationships with local schools and the co-located childcare provision. These local providers report that they have had excellent support from the children's centre staff, particularly relating to improving children's attainment. A focus on improving children's skills in communication and making more effective use of the outdoors is helping to accelerate the progress of boys. The centre has an extremely conscientious approach to safeguarding. All staff have their backgrounds and identities carefully checked. Staff training is very thorough, and staff are exceptionally sensitive to child protection issues. The centre successfully promotes equality and diversity. The inclusion of all children and families is central to its work. All parents and carers are made welcome irrespective of their background. Very few parents and carers speak English as an additional language but those who do are very well supported. Leaders know exactly where the strengths and weaknesses of their services lie and have formulated specific and detailed plans for improvement. These comprehensive plans are rigorously implemented and have already had a significant impact, for example, in improving breastfeeding rates and developing links with a local prison. Staff are well aware of where to target services,

and case studies provide excellent examples of outstanding outcomes for children and their families. The centre provides exceptional value for money and is particularly creative in the way it ensures that the maximum numbers of families are enabled to take full advantage of the outstanding provision which it offers.

These are the grades for leadership and management

The extent to which governance, accountability, professional supervision and day-to-day management arrangements are clear and understood	1
The effectiveness of evaluation and its use in setting ambitious targets which secure improvement in outcomes	1
The extent to which resources are used and managed efficiently and effectively to meet the needs of families, including those in target groups	1
The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties	1
The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults	1
The extent to which partnerships with other agencies ensure the integrated delivery of the range of services provided by the centre to meet its core purpose	1
The extent to which the centre supports and encourages families in the reach area 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

Inspectors took into account the inspection report relating to the Rocking Horse Child Care Limited which was completed in April 2010. This inspection report judged the childcare provision to be good.

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Summary for centre users

We inspected the Butler's Hill and Broomhill Children's Centre on 13 and 14 September 2011. We judged the centre as outstanding overall.

We would like to thank all the people who spoke to us when we visited the centre and to say a special thank you to those families who welcomed us into their homes. Many of you told us what you thought about the centre and its activities. Your views were very helpful. It is clear that you are highly delighted with what the centre has to offer. This is because the children's centre provides an outstanding range of services that are helping children and families in Hucknall East and Bestwood Village. It is obvious that there is a huge amount of fun and enjoyment in the centre. We were also very impressed by the way the centre provides fun activities on Saturdays and takes its services out into local green spaces and parks.

These super activities are having a big impact on your children's development and well-being. The centre is especially good at helping your children to develop their language skills. Excellent working partnerships with the speech and language service and programmes such as 'Home Talk' are a big help in this respect. Throughout the inspection, those of you we met were keen to tell us how you and your children have benefited from activities like 'Baby Massage' and the 'Incredible Years' parenting courses. You said that they had helped your children's social development as well as providing you with opportunities to make new friends. You also said that the programmes in literacy and numeracy have helped you to help your older children with their school work. It was good to hear that fathers are also being offered excellent opportunities to spend quality time with their children. Many of you are volunteers at the centre and you are making an important contribution to the smooth running of the centre. It was heartening to see how many of the volunteers were able to transfer the skills they had gained through volunteering into other activities such as vocational training. Those parents and carers who are involved in the 'Fun Factor' have done a particularly good job in raising funds and it was great to hear that the summer fair was such a resounding success.

We noticed that the centre is very good at helping you to keep fit and healthy. The centre has had a very positive effect on the rates for breastfeeding in your area because it is providing effective and timely support for mothers who wish to breastfeed. The centre works exceptionally well with its partners. You told us that the good links with the health service are making it much easier to attend antenatal clinics and to gain useful information about how to keep your children healthy and safe. You also said that the centre provides you with very good-quality emotional support and is very good at helping you in times of crisis. We judged the care, guidance and support that are provided by the centre to be outstanding. The centre is also extremely good at providing support for parents and carers who wish to return to work. You told us that you were very pleased with the range of courses on offer and there certainly is a very good selection.

The centre is very well managed by a keen and experienced leader who is supported by an enthusiastic staff. They work together very well as a team to make sure that activities are of an exceptionally high quality and effectively improve outcomes for children and their families. They listen carefully to the feedback given by those who attend activities and use that information to enhance the quality of provision when necessary. However, parents and carers are under-represented on the advisory

board and, therefore, do not always have sufficient opportunities to contribute to the strategic direction of the centre. We have asked the centre to improve this.

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