

# Inspection report for Jigsaw Children's Centre

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<b>Local authority</b>	Gloucester
<b>Inspection number</b>	383762
<b>Inspection dates</b>	28–29 June 2012
<b>Reporting inspector</b>	Bogusia Matusiak-Varley

<b>Centre leader</b>	Jane Bowers
<b>Date of previous inspection</b>	Not applicable
<b>Centre address</b>	Parton Manor Site Craven Drive Churchdown Gloucestershire GL3 2AG
<b>Telephone number</b>	01452714392
<b>Fax number</b>	Not applicable
<b>Email address</b>	jigsawcc@gloucestershire.gov.uk

<b>Linked school if applicable</b>	Innsworth Infant School Parton Manor Infant School
<b>Linked early years and childcare, if applicable</b>	Jigsaw Children's Centre URN 510029 Innsworth Pre-school EY437862

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 centre staff, representatives of the local authority, the children's centre manager, parents and members of the partnership board. They met with a number of representatives of services who work with the children's centre, including health visitors, a midwife, the counsellor, and family support and outreach workers. Inspectors spoke to a group of parents. They observed the centre's work and looked at a range of relevant documentation, including the centre's self-evaluation, action plan, user evaluations and case study information.

## Information about the centre

Jigsaw Children's Centre, a phase two centre with full core purpose designation, opened in September 2008. It is clustered with Brockworth Children's Centre with a 'satellite' site at Innsworth. It serves the community of Churchdown and surrounding area, which is a mixed rural and urban area on the outskirts of Tewkesbury. The centre also serves families posted at Imjin Barracks, the Allied Rapid Response Core (ARRC) base at Innsworth. The levels of deprivation in the reach area are comparable to national averages.

Jigsaw Children's Centre offers stay and play sessions, pre-school sessions, breastfeeding advice, signposting to support for disabled children and those with special educational needs, counselling, parenting classes and paediatric first aid and safeguarding classes. A range of classes are aimed at improving health, parenting and work opportunities.

The centre has links with health visitors and speech therapists, and child development checks are undertaken at the centre. The centre both supports and signposts families to a range of providers that offer activities designed to help parents back into employment and training and can help them with issues relating to

housing, finances and domestic violence. The centre is open Monday to Friday 8.30am to 5.00pm, 49 weeks per year. Ninety nine per cent of parents who use the centre are White British, approximately 1% are Eastern European, mainly Polish.

The current number of children aged under five within the reach area is 770. There are 524 children registered at this centre with 71% of these children recorded as 'seen' by the centre. Approximately 20% of families are claiming benefits but only 3% are claiming Jobseeker's Allowance. Children's skills and knowledge on entry to early years provision are below expectations particularly in communication, language and literacy and personal, social and emotional development.

## 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**

2
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### Capacity for sustained improvement

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

2
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## Main findings

Jigsaw Children's Centre is a good children's centre, which successfully meets the needs of families in the reach area.

The centre manager ably supported by her team stops at nothing to ensure that all groups of registered families receive the help that they need to provide their children with a stable and enriching home life and pre-school experiences. Over the last twelve months the centre has successfully increased the number of children registered from 285 to 524. This demonstrates good capacity to improve. Parents are delighted with what the centre has on offer and more than one commented on the centre being their 'life line'. 'Everyone treats you with respect here', said one parent speaking for many; 'the staff are wonderful they will do everything to help us become good parents'. Parents feel comfortable in the centre, their views are heard and they are valued as unique individuals. They say that they just wish that the centre could be open all year round.

Well-focused provision aimed at meeting the needs of target groups, good communication between staff and parents, and good relationships based on trust and respect underpin the centre's success.

The centre manager has won over hearts and minds through her hard work, dedication and insistence on equality of opportunity. Leadership and management are good and self-evaluation is accurate. Quarterly evaluation and monitoring by the local authority has introduced rigour and accountability and staff performance is effectively managed by robust performance management systems.

Staff respond to families in crisis quickly and efficiently because of excellent team-work. Good outcomes for children and families are underpinned by good quality provision based around thorough knowledge and consultation with centre users. However, formal arrangements for parents to contribute to the decisions made by the partnership board are still at the early stages of implementation and too few parents represent their views through this particular forum.

Safeguarding is effective and parents say that there are clear and efficient systems to keep them and their children safe. Child protection procedures are very well understood by all, and parents are aware that if interventions are needed for the benefit of children's well-being action will be taken. Outreach support is effective and referrals are followed up promptly ensuring that families receive the help that they need.

Parents engage well with the centre and an increasing number of key target groups participate in centre activities and services but systems to monitor engagement by different target groups are cumbersome and information is not always readily available. The centre is good at signposting users to the services and information that they need such as housing and managing of finances, but recognises that there is still work to be done in getting parents work ready through the provision of accredited courses and guidance on prospects of employment.

Children achieve well in pre-school due to good teaching, rigorous use of assessment and well-planned learning experiences both indoors and outdoors. The gap between the lowest achieving 20% and the rest has narrowed significantly due to the emphasis placed on developing children's skills of communication. Health providers including on-site clinics promote aspects of emotional and sexual health well. 'Healthy Lunch Box' enables families to eat well on a limited budget and encourages 'faddy eaters' to try different foods. The centre has had an increase of 6% over three years of mother's breastfeeding at six to eight weeks, and the centre's figures exceed the county average. This improvement is attributable to the good quality of advice and signposting given by the centre. However, data on obesity rates and smoking cessation is not shared by the local health trust and this hinders the centre's ability to track the impact of some of its health interventions.

The centre works well with health professionals, particularly local doctors and midwives. Well-coordinated support is given to families with disabled children and those with special educational needs.

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

### Recommendations for further improvement

- Ensure that more parents are given targeted support to get them ready for work and increase their confidence through participation in accredited courses and interview techniques.
- Develop efficient systems for tracking participation levels of targeted groups of parents in all aspects of the centre's provision.
- Increase the number of parents attending the Partnership Board so that they can have more say on what the centre should offer to meet their needs.
- The local authority should support the centre to request data for smoking cessation and child obesity from health services.

## How good are outcomes for families?

<b>2</b>
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Families from key target groups benefit from all that the centre has to offer. As one parent said, 'The centre has really improved my self-esteem and I am more confident as a parent'. A recent health and safety at home course offered to parents included children from the pre-school. Together as a family, parents and children are able to talk about risks at home and how to avoid them. First-aid training helps many parents to deal with minor accidents. Children's and parents' welfare is at the heart of the centre. Swift action is taken where there are child protection issues because all services implement the required Common Assessment Framework procedures.

The vast majority of families walk to the centre as they are aware of the impact of exercise on obesity and they are able to talk freely about how they are feeling emotionally because they know that help is at hand. Counselling sessions are well attended and parents are appreciative of this provision. 'My baby blues disappeared overnight as soon as I knew that somebody understood how I felt', said one parent speaking for many. Breastfeeding statistics have improved but the centre does not have up-to-date figures for obesity for the reach area. While this is a major concern for Tewkesbury it has not been a priority for the centre. Links with speech therapists are good and as a result of early intervention children make good gains in speaking and listening.

Children who attend the centre achieve well and make good progress in all areas of learning. The good work of the curriculum lead has been highly appreciated in the outreach work where there is evidence that providers have improved their practice. The headteacher from the adjacent school, where the vast majority of children

transfer into the Reception class, is full of admiration for the centre’s work as children entering the Reception class are ready to cope with the demands of school. Centre data show that nearly all children, including disabled children and those with special educational needs, achieve well. The centre has successfully contributed to narrowing the gap between the lowest achieving 20% and their peers in the Early Years Foundation Stage profile.

Adults benefit from good quality courses such as the reading of stories by family workers to learn how to promote communication skills at home. The centre does have several individual success stories in enabling parents to get back to work, but more robust systems are needed to track the different groups of users in finding and maintaining employment. The centre recognises that more needs to be done in helping parents to participate in accredited courses in readiness for work.

Behaviour in the pre-school is good and children thoroughly enjoy learning. The centre has created a culture of mutual respect. Festivals, celebrations and the meaning of cultural traditions are shared. The centre is a hub of harmonious relationships where all parents have a common bond of wanting the best outcomes for their children. Centre users have good opportunities to evaluate all that the centre offers through questionnaires and consultations which are highly positive.

*These are the grades for the outcomes for families.*

<b>The extent to which children, including those from target groups, are physically, mentally and emotionally healthy and families have healthy lifestyles</b>	<b>2</b>
<b>The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them</b>	<b>2</b>
<b>The extent to which all children and parents, including those from target groups, enjoy and achieve educationally and in their personal and social development</b>	<b>2</b>
<b>The extent to which children engage in positive behaviour and develop positive relationships and parents, including those from target groups, contribute to decision-making and governance of the centre</b>	<b>2</b>
<b>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</b>	<b>3</b>

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

**2**

The centre delivers activities at Brockworth Children’s Centre and Jigsaw Children’s Centre Innsworth and other venues as well as in the centre so that families have relatively easy access to services. A group organised for lone parents has been very beneficial in building up the confidence of isolated parents. ‘I thought I was the only one who felt isolated. Coming here has helped me make friends and now I realise that I am not the only person in the world experiencing problems,’ said one delighted

parent having accessed services at the centre.

Regular assessments and the seeking of users' views enable the centre to develop its provision and support target families effectively. Families receive good advice in dealing with bailiffs, managing money, housing benefits and employment. Case studies demonstrate that the centre is very effective in supporting individual families, who, due to particular circumstances such as domestic violence, depression or substance misuse, are vulnerable. Outreach services are good. Increased referrals and children coming off child protection plans reflect that families are supported effectively.

Parents feel free to ask for help before things escalate as they trust the staff implicitly. Hosting health checks for pregnant women has made parents aware of other services offered.

The Freedom Programme has helped mothers build self-esteem and ask for what they need. Information about obesity levels in the area is slow to reach the centre, and the centre relies on the knowledge that it has of Tewkesbury, data which does not necessarily reflect the immediate needs of the reach.

The family support team is an integral part of the centre's provision and parents value the support that they receive. 'They hold our hands until we can walk', said one centre user, 'and they don't let go until they think that we are ready to do things on our own.' 'It's just like being part of a large supportive family,' said another mother.

Learning and development are well promoted through sessions such as Stay and Play and Baby Massage. Childcare is provided by a number of independent nurseries and childminders in the area. The vast majority of these providers use the centre for training and welcome the advice that is given through the well-thought-out systems for delivering the Early Years Foundation Stage. This ensures an element of consistency in delivery locally.

Teenage parents have benefited from the centre's parenting programmes and both uptake and regular attendance have been good. Home visits have been crucial in helping parents to implement what they have learnt in the centre, such as sharing responsibility for children when parents work shifts. Parents receive good quality care and guidance, including help with budgeting and managing emotions. The family support team know the families very well and parents see them as highly regarded members of the community. Pre- and post-natal guidance is good and the centre is vigilant in ensuring that families working with many agencies are not given conflicting advice.



*These are the grades for the quality of provision.*

<b>The extent to which the range of services, activities and opportunities meet the needs of families, including those in target groups</b>	<b>2</b>
<b>The extent to which the centre promotes purposeful learning, development and enjoyment for all families, including those in target groups</b>	<b>2</b>
<b>The quality of care, guidance and support offered to families, including those in target groups</b>	<b>2</b>

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

<b>2</b>
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Leadership and management of the centre are good. The centre is making a difference to the lives of those users who access its activities. There are good performance measures, monitoring and supervision systems in place and the centre manager has been particularly adept at setting up high quality systems of communication so that all professionals have up-to-date information on their families. The local authority keeps a tight check on how well the centre meets its targets. While links with most statutory partners are good, links with Jobcentre Plus have not developed to give parents the information needed to become work ready. Nearly all services deliver well-coordinated provision for user groups which has a positive impact on their lives and provides good value for money.

Self-evaluation and development planning are accurate, but as yet the impact of provision on outcomes is not always sufficiently well analysed by target groups. The centre's actions to promote equality for different groups are good and every effort is made to integrate different user groups. Children's achievements in the pre-school are meticulously analysed by different target groups and this is an example of good practice within the centre of equal opportunities monitoring.

The centre is well resourced and provides good quality equipment such as books and toys that are culturally sensitive. The outdoor area is well planned and has a positive effect on children's physical and language development. Parents have access to books on a wide range of topics relating to parenting and safety in the home.

Safeguarding arrangements are meticulous and are understood and applied systematically by all staff. All members of staff have received relevant training and know how to spot any signs of abuse and the steps needed to respond. Parents are aware of how the systems for child protection work and the centre has successfully reduced the number of children subject to child protection procedures. The centre's single central record which lists Criminal Records Bureau checks contains all of the necessary information and is regularly updated when new staff join. The centre manager has successfully implemented all health and safety checks to keep users, staff and children safe in the centre.

The centre has established excellent relationships with local GP's and monthly case

reviews are very well documented and present an example of excellent practice within the centre.

*These are the grades for leadership and management.*

<b>The extent to which governance, accountability, professional supervision and day-to-day management arrangements are clear and understood</b>	<b>2</b>
<b>The effectiveness of evaluation and its use in setting ambitious targets which secure improvement in outcomes</b>	<b>2</b>
<b>The extent to which resources are used and managed efficiently and effectively to meet the needs of families, including those in target groups</b>	<b>2</b>
<b>The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties</b>	<b>2</b>
<b>The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults</b>	<b>2</b>
<b>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</b>	<b>2</b>
<b>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</b>	<b>2</b>

## **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](http://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](mailto:enquiries@ofsted.gov.uk).

## **Summary for centre users**

We inspected the Jigsaw Children's Centre on 28 and 29 June 2012. We judged the centre as good overall.

We are very grateful to parents and representatives from the centre, the local authority and the professional partners who came to see us and tell us about the work of the centre and their roles within it. Your views helped us enormously in

coming to our decision that the centre offers good value for money and meets the needs of the families that it serves.

Those of you who use the centre benefit from good quality provision. The centre is a very open, accepting and welcoming place. It provides you with good quality information and practical advice on care and safety that you say helps you have safer homes. Nevertheless, there is still some work to be done to prepare you with adequate training to get you back to work.

Data about obesity levels in the reach area are not accurate enough and we have asked the staff to avail themselves of more recent data as and when they can access it. At present, in spite of the good work done the centre does not always have manageable data on target groups which is needed for evaluating the impact of the services that the centre delivers. We have also suggested that more of you take part in offering your opinions on the partnership board.

Those of you who have attended courses tell us that these have helped you to manage your children's behaviour, support their learning and development and introduce routines which now help you have a little more time for yourselves. You say that you feel safe at the centre, you are well supported and that you wish that the centre was open every day throughout the year. You are particularly pleased with all the information that you receive on health and how the centre has helped mums with breastfeeding and stopping smoking.

You told us about all the good work the centre does in helping those of you who have experienced times of crisis, helping you to take advantage of all that is on offer to you especially relating to managing a budget and looking after your emotional well-being. It is also good to see so many of you making new friends. Provision in playgroup is good and you are right to identify the good progress your children make.

It was good to see so many of you use the centre and listen to the way that the centre's good provision has impacted on the well-being of yourselves and your children.

Once again thank you for taking the time to come and share your views. We really appreciate you giving up your time to help us make informed decisions about the effectiveness of the centre.

We wish you all the best for the future.

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