

# Inspection report for Cleethorpes Children's Centre (Reynolds)

---

Local authority	North East Lincolnshire
Inspection number	410969
Inspection dates	19–20 February 2013
Reporting inspector	Gerard McGrath HMI

Centre leader	Queenie Carrie
Date of previous inspection	Not previously inspected
Centre address	Machray Place Cleethorpes North East Lincolnshire DN35 7LJ
Telephone number	01472 324902
Fax number	Not applicable
Email address	queenie.carrie@nelincs.gov.uk

Linked school if applicable	Reynolds Primary School URN 131255
Linked early years and childcare, if applicable	Cleethorpes Children's Centre Reynolds Childcare EY321530

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.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory Support Service (Cafcass), schools, colleges, initial teacher training, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence/](http://www.nationalarchives.gov.uk/doc/open-government-licence/), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.ofsted.gov.uk/publications/100080](http://www.ofsted.gov.uk/publications/100080).

To receive regular email alerts about new publications, including survey reports and school inspection reports, please visit our website and go to 'Subscribe'.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
[www.ofsted.gov.uk](http://www.ofsted.gov.uk)



No.100080

© Crown copyright 2013

## 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 one early years inspector.

The inspectors held meetings with the centre manager, staff, parents and representatives of the local authority, the advisory board and partner organisations.

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

## Information about the centre

Cleethorpes Children's Centre (Reynolds) is a phase one centre that provides full core purpose provision. This includes: early education integrated with childcare, family support and outreach to parents, child and family health services and access to adult education support. It operates in the Sidney Sussex ward and Croft Baker from one site.

The centre manager is responsible for the day-to-day running of the centre. The local authority funds the centre. The governing body consists of representatives from partner organisations and key stakeholders that work with the centre, the local authority and parents.

The majority of families who use the centre are from White British origin. A growing number of families using the centre are from workless households, lone parents, parents of disabled children with those with special educational needs and increasingly of an Eastern European origin. Data for the reach area place the user base in the bottom 30% nationally for deprivation. The centre has 1122 children under five in its reach area. About 41.44% of children and adults who use the centre come from homes that are dependent on benefits and where no one is in work. By the time they start early years provision, the majority of children have skills, knowledge and abilities that are close to those expected for their age.

The range of activities offered by the centre includes support at the local community baby clinic, antenatal birth clinic, breastfeeding support and baby massage. The centre has links with health visitors, community midwives and speech therapists. It signposts families to a range of providers that offer adult education, volunteering opportunities, and activities designed to support parents back into employment and training. A crèche facility is provided when needed to enable parents to attend courses, but the centre does not provide full or part-time childcare services. The centre opens 52 weeks each year on weekdays from 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm on Fridays. Activities are provided outside of these hours for whole family events.

## 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

The quality of the services which the centre provides is outstanding, as is the impact they have on the families who access them. The centre's overall effectiveness is outstanding as the excellent services are accessed by a very large majority of families with young children in the local population. The centre is very successful in meeting the needs of almost all families using the centre, particularly those whose circumstances make them vulnerable. The centre provides a wide range of universal services which encourages families to regard the centre as a hub of advice, guidance and support for the area. The centre manager and staff take great pains to know the families and very effectively signpost them to the best possible sources of support.

The local authority has a very clear strategic view for the centre which is interpreted and communicated to staff and families extremely well. The centre works particularly well with a wide range of partner organisations to promote the safety and well-being of children and families. Parents are enthusiastic and speak very highly of the excellent support, friendship and opportunities that the centre offers them. Staff are very highly skilled in dealing sensitively and sympathetically with adults and children while keeping a strong focus on the purpose of the centre.

The centre's capacity to make further improvements is excellent. The centre has a strong record in improving outcomes for children and families and the centre's self-evaluation is an accurate reflection of the service and its effectiveness. The centre is highly effective in engaging with lone parents, teenage parents and those with disabled children. However, staff are very aware of the need to increase further the numbers of fathers who use the centre and continue to provide a range of taster and introductory sessions to this end. In addition, some information about services is challenging for those with low levels of literacy or language skills.

Outcomes for families are outstanding. The very large majority of adults attending the centre make excellent progress in developing healthier lifestyles, improving their parenting skills and overcoming their significant barriers to employment. Children make very good progress from their often very low start point due to the high-quality provision significantly narrowing the achievement gap for these children.

Two of the most successful aspects of the centre are the very successful training and support offered to adults that significantly improve their employability and the greatly increased knowledge by parents about child development and how they help their children learn.

Outstanding safeguarding arrangements, excellent care, guidance and support as well as particularly good working with partner agencies, including commissioned agencies such as Barnados, ensure that the outcomes for keeping children safe, identifying their welfare needs and actions to address them are particularly effective.

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

### **Recommendations for further improvement**

- The centre should engage with even more of the families in the area by:
  - engaging with more fathers
  - ensuring that the range of resources and activities provide equal opportunity for all families to benefit from its services.

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

<b>1</b>
----------

The impact which the centre has on improving outcomes for families across the whole of its reach area is excellent because almost all children aged from birth to four years in the reach area are registered with the centre and a very large majority of families actively engage with its services. The centre has a demonstrably positive impact on outcomes for those who attend clinics, activities and training courses.

The centre makes an outstanding contribution to promoting the physical, mental and emotional health of service users and their children. The benefits of breastfeeding are strongly promoted to expectant mothers in well-attended clinics and more mothers are sustaining breastfeeding at six to eight weeks. The centre is particularly successful in

helping expectant mothers to stop smoking during pregnancy and rates of immunisation have improved and are now very high. Healthy eating is well promoted through activities such as summer cookery courses and very good advice on weaning babies on to solid foods is provided. Healthy lifestyles and physical exercise are very strongly promoted through, for example, the well-attended 'Active infants' sessions and 'Mystery walk' activities. However, the number of children in Reception Year at school classed as overweight remains close to the national average.

Staff are extremely responsive to the needs of families with circumstances that make them more vulnerable and help them very skilfully to accurately identify their concerns and agree appropriate actions to help them cope. High-quality outreach and early-intervention work result in very useful, highly detailed care pathways for individual service users and families. These are used particularly well to plan and coordinate tailored action plans that result in very good provision for those subject to a child protection plan and the Common Assessment Framework procedures.

The centre helps children to develop the strong practical and social skills that prepare them very well for their transition to nursery school and onto primary education. Children are prepared excellently for the next stages of learning and in their continuing progress in the Early Years Foundation Stage. Children using the centre are extremely well-engaged in their play and learning, behave exceptionally well and make very good progress.

The proportion of children gaining at least 78 points across the Early Years Foundation Stage Profile scales with at least six points in each of the scales for personal, social and emotional development and communication and language development has improved significantly in the last two years and is above the national average. The gap between children in the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest is narrowing quickly and is now better than the national average. Schools report that these children are well prepared and very ready to learn. This is due to the excellent quality provision that meets the needs of individual children well, strong transition arrangements with local schools and early years providers and very effective working with parents to enable them to support their child's learning at home.

All parents spoke to inspectors about the improvement to their self-esteem, high expectations for themselves and their children as well as the enjoyment they get from using the centre. The centre offers an extremely wide range of activities and courses that enable children and parents to achieve very well educationally; in their personal and social development and move closer to employment.

The very large majority of families are improving their economic stability and independence. As a result of the centre's work, many parents are successful, some for the first time in their lives, in achieving qualifications. In an area of high unemployment, low expectations and skills the centre gives access to a wide range of training courses. Many users achieve qualifications in literacy and numeracy and vocationally relevant subjects, such as using information and communications technology, and health and social care, that prepare them

very well for local employment opportunities. For example, 26 parents have gained employment as a result in the last year.

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>1</b>
<b>The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them</b>	<b>1</b>
<b>The extent to which all children and parents, including those from target groups, enjoy and achieve educationally and in their personal and social development</b>	<b>1</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>1</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>1</b>

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

<b>1</b>
----------

Children's learning is promoted particularly well. The centre manager and staff provide excellent support for childminders, local schools and other partners. A particularly strong emphasis is placed on ensuring that parents develop a clear understanding of aspects of child development. This helps them to support further effective learning at home, especially with regard to speech and language development.

The wide range of activities and courses offered by the centre are well chosen to closely meet the needs of individual service users and the strategic objectives of the council, which are strongly focused on the priorities of the local population. These make a considerable contribution to the learning and enjoyment of adults. The views of those using the services are actively sought and used very well to make changes to the centre programme. Parents greatly appreciate the opportunity to shape the future services. The centre provides some activities in two community venues to ensure that a very large majority of families can access their services.

The centre provides an extremely welcoming and safe environment for children and families, which make them feel very comfortable. Staff are very skilled in quickly forming trusting relationships with service users and understand very well their backgrounds and the challenges they face. Detailed assessment of need leads to comprehensive programmes of care and support. The contributions of outreach workers, such as early intervention children's development workers, are outstanding.

The care, guidance and support provided by the centre are also excellent. Service users have great confidence in the ability of centre staff to respond very swiftly to their anxieties

and needs, particularly at times of crisis. The centre has proved to be a source of care and advice over the years since it opened. Parents speak very highly of the advice, signposting to other services and emotional support that staff offer in their times of greatest need. As one parent said, 'Staff are dogged and determined in ensuring that the services reach the families in need,' and another, 'The centre is brilliant! I cannot say thank you enough to the staff for their help and support'.

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>1</b>
<b>The extent to which the centre promotes purposeful learning, development and enjoyment for all families, including those in target groups</b>	<b>1</b>
<b>The quality of care, guidance and support offered to families, including those in target groups.</b>	<b>1</b>

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

<b>1</b>
----------

The local authority provides a very strong strategic direction for the centre, which clearly links the services and objectives for the centre to the defined needs of the area and local population. The centre manager communicates this vision extremely effectively to the staff and users of the centre leading to an exemplary understanding of the purpose of the children's centre. Leaders, managers and staff share high ambitions and expectations of the children and adult users.

The local authority offers very good challenge and oversight of the centre. Performance targets are agreed and monitored robustly to focus on the quality of the services and their impact on the local population. Managers make excellent use of available data to compare the effectiveness of the centre against other local centres and national performance measures to plan further improvements to the centre.

Users are involved very well at all levels in assessing the work of the centre and suggesting further improvements. The work of the centre ensures that all users are fully involved in the review of its services, including teenage parents and disabled children and those with special educational needs.

The centre promotes equality and diversity well. The centre involves disadvantaged users very well in all its activities and there is clear evidence that it is successfully narrowing the achievement gap for this group of users. Many parents cheerfully participate in activities with their children and generate an atmosphere of strong mutual respect and support. Staff offer strong, sensitive challenge to anyone using inappropriate language or behaviours. Regular celebrations of a range of faiths and cultures are held and an increasing proportion of the families from Black and minority ethnic groups are using the centre. However, a minority of fathers are current service users and some information about services is challenging for those with low levels of literacy or language skills.



Safeguarding arrangements; including those for child protection and the procedures to ensure that employees and volunteers, who have contact with children and vulnerable adults, are exemplary. Procedures and policies are those of the local authority which were judged to be outstanding in inspections of other centres. The procedures are very clearly understood, applied robustly by staff and work very effectively. The collaborative working of all partner agencies that contribute to safeguarding is excellent.

A very strong aspect of the work of this centre is the extremely close partnership working with a wide range of agencies to provide high quality services that lead to outstanding outcomes for service users. This includes particularly effective working relationships with statutory, voluntary, independent providers and schools. The centre provides excellent training and support for local childminders to improve the quality of care for the children in their care.

The centre uses its available resources extremely well to ensure excellent value for money. Managers consult widely with users and partner organisations to revise services in line with changing circumstances to ensure the effectiveness of the outstanding provision continues.

These are the grades for leadership and management:

<b>The extent to which governance, accountability, professional supervision and day-to-day management arrangements are clear and understood</b>	<b>1</b>
<b>The effectiveness of evaluation and its use in setting ambitious targets which secures improvement in outcomes</b>	<b>1</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>1</b>
<b>The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties</b>	<b>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>1</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>1</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>1</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 Cleethorpes Children's Centre (Reynolds) centre on 19 to 20 February 2013. We judged the centre as outstanding overall.

We would like to thank you for your contribution to this inspection. We are extremely grateful to those of you who gave up your time during half-term to tell us about your experiences at the centre. You commented upon how much you value and enjoy the guidance, support and activities the centre provides for you and your children.

Reynolds is a children's centre where everyone is made to feel very valued and whose safety and well-being clearly matters a lot. We very quickly became aware of the way that all service users and staff benefit from the strong leadership and excellent management of the centre manager, supported by the clear direction offered by the local authority. We were very impressed by the friendly and open welcome that everyone receives on entering the centre. The staff are expert communicators and provide a sympathetic, professional source of guidance and advice to all who come to the activities, clinics and courses.

It is impressive to see the way that the staff are enthusiastic and extremely focused on improving the lives of the children and families who live within the area. All of the various organisations and individuals who work on behalf of the centre communicate with each other very well to help you meet the challenges that you face.

We believe that the centre offers you a very good range of enjoyable, effective and well-attended activities. Parents are encouraged to take a full part in the activities on offer and your history of attendance and contribution to these activities is excellent. Parents improve their skills and effectiveness in helping children to learn and develop. As a result, children and their families are becoming much healthier and learning well together.

The centre also provides an exemplary range of training and employability-related courses for adults and we are impressed by the numbers and range of qualifications you gain and the skills that you develop. In a time when finding employment is very difficult we recognise that these achievements, and the increased confidence that you gain through the support from the centre, are helping a large number of you to prepare well for work, further education or training.

The arrangements to ensure that you and your children are safe are very strong. The centre is also excellent at asking for and acting on your views and responding to your needs. Among many positive comments made to us about the very good work of the centre, one parent said: 'Without the centre, I don't know where me and my children would be, the staff cannot do enough to help you'.

The centre's manager and staff are always looking for ways to improve the services on offer. They work with great concern for your welfare and are continuously looking for ways to measure the impact of the centre. They listen carefully to your feedback and act on as many of your recommendations as they can.

In order to help them to improve the centre even further; we have asked them to look at the information about the centre and its services to make sure that people with lower reading and language skills can access the information; as well as continuing to try to get a larger number of fathers to use the centre. Even so, we judge that the centre has demonstrated an excellent capacity to improve, most clearly shown in the way that services to support children's behaviour standards and speech and language development have improved since the centre opened in 2006.

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