

# Inspection report for Hillsborough Children's Centre

---

Local authority	Sheffield
Inspection number	404147
Inspection dates	13–14 March 2013
Reporting inspector	Priscilla McGuire

Centre leader	Theresa Thomas
Date of previous inspection	13 March 2012
Centre address	Hillsborough Primary School Parkside Road Sheffield South Yorkshire S6 2AA
Telephone number	0114 2335108
Fax number	Not applicable
Email address	childrenscentre@hillsborough.sheffield.sch.uk

Linked school if applicable	Hillsborough Primary School 107082
Linked early years and childcare, if applicable	Not applicable

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.

**Report Published:** March 2013

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 additional inspector and one early years inspector.

The inspectors held meetings with centre staff, parents, representatives of the local authority, members of the partnership advisory board and representatives from the external organisations that work in partnership with the centre.

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

## Information about the centre

Hillsborough Children's Centre is a phase two centre on the north-western edge of Sheffield. The centre was set up in 2008 and shares its site with Hillsborough Primary School. The area is socially diverse with high levels of affluence in some parts and high levels of deprivation in a minority of areas. Around 16% of children are considered to be living in poverty and 22.5% live in families benefiting from the childcare element of working tax credit. Unemployment rates are around 16% and lower than the overall rate for the city which is 24%. The linked provision is subject to separate inspection arrangements. The primary school was last inspected in March 2012. The report of this inspection is available on our website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

Most families are of White British heritage but an increasing number belong to minority ethnic groups. Many families live in privately owned homes but a small percentage live in social housing or privately rented accommodation. The centre fulfils its core purpose and services it offers include; health support, early years education, employment advice and family support. Provision is delivered from both the centre and from venues within the community such as a library and a community sports centre.

The centre is managed by a centre manager with the support of a centre coordinator. Governance is through a partnership advisory group which supports three centres. There are approximately 1334 children under five in the reach area. Most children's levels of skill on entry to early years provision is higher than those expected for their age.

## 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**

**3**

### Capacity for sustained improvement

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

**3**

## Main findings

Hillsborough Children's Centre has made significant progress since its previous inspection. The local authority has worked effectively with centre staff to make a positive response to all the recommendations made during the inspection. As a result, outcomes and provision are now satisfactory and continually improving. Registration and participation rates have also increased significantly since the previous inspection.

Resources have been strengthened and the centre now has increased staffing capacity to plan, deliver and monitor provision. However, many activities focus on babies and toddlers. The centre has still to develop a wider range of provision for older children aged three to four years.

Staff now work collaboratively with a wider range of community-based groups than previously. Outreach provision has been established and enables families from different parts of the reach area to access centre services in locations that are convenient to them. Participation rates of families living in the most deprived parts of the reach area are steadily improving but are not yet in line with overall participation rates.

Centre staff use data analysis and local intelligence effectively to assess needs. This enables them to make an appropriate response to the needs of families, particularly those whose circumstances make them vulnerable. Through the work of the Multi-Agency Support Team (MAST) which works across all centres, families have access to satisfactory support and guidance.

Unemployment rates are low in the reach area. Nevertheless, through partnership work with Jobcentre Plus, the centre provides effective guidance to parents who are seeking employment. Tracking and monitoring of the progress of these parents has only recently begun. As a result, the centre is not yet able to demonstrate the impact of the employment guidance it provides.

Safeguarding is actively promoted. Through participating in parenting training and other courses, parents develop a satisfactory understanding of how to keep their children safe. Equality and diversity are also satisfactorily promoted. Posters and notices around the centre are produced in a variety of languages to promote access to services for the relatively few families in the area who do not speak English as a first language.

Parents are represented on the partnership advisory group and on the recently established parents' forum known as the 'Friends of Hillsborough Group.' However, not enough parents from different target groups are as yet represented on the partnership advisory group.

Children's centres across Sheffield are in a period of transition and significant changes are to be made to Hillsborough Children's Centre. Nevertheless, staff have remained focused on improving the quality of provision. Action plans for improvement are detailed and effective. The management of change from a centre that was inadequate to one that is now satisfactory and improving has been effective.

At all levels of leadership and management, there has been a determined and concerted effort to improve services. The impact of the persistent work of staff is evident from the significantly improved participation rates and outcomes for most target groups. Self-evaluation is effective and accurate and underpins all improvement actions. Action planning for improvement is a meticulous process. The centre's capacity to improve is therefore satisfactory and the quality of leadership and management is satisfactory and continually improving.

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

### **Recommendations for further improvement**

- Improve the provision for children and families by:
  - further developing outreach provision to increase participation rates of families living in the more deprived parts of the reach area
  - developing more provision for older children and their parents that links play with the promotion of learning and development.
- Increase participation of parents from a range of target groups on the partnership advisory group to ensure all parents have good opportunities to become involved in decision making and to have their views represented.
- Work with Jobcentre Plus to systematically monitor and track the progress of parents who receive employment guidance and advice.

## How good are outcomes for families?

3
---

Families who use the centre benefit appropriately from the range of health activities offered such as 'Baby Massage' sessions and health clinics. 'The group ensured that I continued breastfeeding throughout some difficult times', was the comment from one parent who attended breastfeeding group sessions. The centre makes a satisfactory contribution to the high breastfeeding rates in the reach area. For example, initiation rates are at 82% and sustaining rates at six to eight weeks are at 51%, higher than the average for the city and the rest of the country. By promoting healthy eating the centre also contributes satisfactorily to the low obesity rates in the area at 6.9%. This is lower than both the city and national average.

The centre makes a satisfactory contribution to the educational achievement of children. The percentage of children who achieved 78 points across the Early Years Foundation Stage Profile in 2011/12 was 68%, higher than the national average of 64%. Since the previous inspection, staff have increased links with a range of early years settings. The centre adequately supports the transition of children to nursery and school. Across the reach area, the achievement gap between the lowest achieving 20% of children and the rest has narrowed from 15.5% in 2010/11 to 13.6% in 2011/12. The gap between the achievement of children from minority ethnic groups and the rest has also narrowed. Through participating in a range of informal adult learning opportunities, parents who attend the centre develop appropriate skills and knowledge that enables them to support their children's health and development.

The centre actively and visibly promotes safety through a wide range of appropriately placed posters and notices throughout the centre. Messages about safety are also reinforced through activities, such as home safety promotions. For example, in response to national safety concerns about the use of blinds, families have been provided with leaflets and 'safety cleats'. This equips them with both the knowledge and the means to use blind cords safely at home. Families feel safe in the centre. They also benefit from the supportive work of the MAST team. Members of the team make appropriate use of the Common Assessment Framework (CAF) to identify needs of families, particularly those whose circumstances make them vulnerable. The centre's support for children subject to a child protection plan is satisfactory.

Children behave well in the centre. Positive relationships between families from different backgrounds develop as a result of the centre's work. The centre's work to encourage the participation of parents', particularly those from a range of target groups, in decision making on the partnership advisory board is still in its early stages. However, some parents are represented on the board and make a satisfactory contribution to decision making. Other parents also contribute positively to the centre's work by volunteering, for example as breastfeeding support workers.

Unemployment rates in the reach area are low. Nevertheless, the centre has established an effective working relationship with Jobcentre Plus. Staff from the service provide twice weekly vacancy updates and guidance on job searching. Overall support for job seekers is satisfactory. However, the recording of data about parents' progression into jobs has only recently started. Support for families who need information and advice about benefits and other welfare issues is also satisfactory and provided through the Citizens Advice Bureau.

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>3</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>3</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>3</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>3</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?

**3**

Since the previous inspection, centre staff and managers from the local authority have worked hard to provide services that meet the needs of the community. As a result, there has been a significant increase in the number of families that use the centre. Overall participation rates are at 49% and are continually improving across all key target groups. These include minority ethnic families, lone parents and those whose circumstances make them vulnerable. Outreach work is also effective in bringing services to locations where there is most need. However, staff recognise that more work needs to be done to increase participation rates of families who live in the most deprived parts of the community. Centre staff routinely analyse data to assess needs and to monitor participation rates. The match between universal and targeted provision is satisfactory.

Activities are appropriately planned to promote positive outcomes for families. For example, 'The Roundabout Group' sessions promote learning about health and parenting. Staff use Early Years Foundation Stage outcomes as the basis for planning purposeful activities for children. However, much of the focus of activities for children is on babies and toddlers rather than on activities for older children, such as three- and four-year-olds. Activities for adults are satisfactorily planned to promote their learning and development. Some

accredited courses such as 'Introduction to Community Development and Health' are offered for parents and participation rates on these are satisfactory.

Families receive satisfactory care, guidance and support from the centre. Parents talk positively about the 'welcoming' and 'non-judgemental' attitudes of staff. Through the services and skills of the family intervention and family prevention workers, families receive appropriate support. Parents value the opportunities they have to socialise with other families. This helps them overcome feelings of social isolation.

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>3</b>
<b>The extent to which the centre promotes purposeful learning, development and enjoyment for all families, including those in target groups</b>	<b>3</b>
<b>The quality of care, guidance and support offered to families, including those in target groups.</b>	<b>3</b>

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

**3**

The previous inspection acted as a catalyst for change. Leaders and managers now demonstrate a high level of commitment to providing a successful service for families. Revised management arrangements are well understood. Lines of accountability are clear and are evident from the series of action plans that have been produced to drive improvement.

Governance is satisfactory and a range of partners from the health, employment and education sectors are well represented on the partnership advisory group. Since the last inspection, the centre has strengthened and increased its work with partners from different sectors. For example, links have been established with a tenants and residents association and are used appropriately to reach families who have not yet engaged with services.

Members of the partnership advisory group routinely scrutinise data and monitor progress against targets to ensure the centre is held to account and challenged. Self-evaluation is effective and accurate and appropriately ambitious targets are set to promote improvement. Centre staff know what actions need to be taken to ensure outcomes for families improve from satisfactory to good. Activities are satisfactorily evaluated by parents and help to shape improvement. As a result of satisfactory but improving outcomes and participation rates, value for money is satisfactory. The centre makes appropriate use of its own accommodation and community venues to provide services for families. Since the previous inspection, staffing capacity has been increased and is now satisfactory.

Equality and diversity are satisfactorily promoted and statutory requirements appropriately met. The centre has also carried out an effective Equality Impact Assessment. This has been used to ensure any barriers to participation of groups with the protected characteristics



identified in the Equality Act are minimised or removed. Inclusion is also satisfactorily promoted. Families with disabled children and those with special educational needs are signposted to other centres or agencies as appropriate to their specific needs.

Statutory requirements for safer recruitment and safeguarding are satisfactorily met. Policies are regularly reviewed and appropriately implemented. Recruitment checks such as Disclosure and Barring Service checks (DBS) are carried out on staff and volunteers as appropriate. Through its work with MAST and through multi-agency allocation panel meetings (MAAM) teams, early intervention, referrals and signposting in relation to safeguarding issues are effective. Survivors of domestic violence are also appropriately directed to specialist agencies for support.

The centre's 'Friends of Hillsborough group' which acts as a parents' forum is relatively new but is strengthening its identity as a representative voice for parents. The centre already engages appropriately with parents through evaluations and consultations. Staff have also been creative in gathering parents' views by displaying a weekly 'question of the week' in the centre which is accompanied by 'yes' or 'no' answer boxes. Responses from parents are then counted and used to help staff plan activities in response to needs and interests. Overall outreach work is satisfactory and enables the centre to engage with the wider community.

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>3</b>
<b>The effectiveness of evaluation and its use in setting ambitious targets which secures improvement in outcomes</b>	<b>3</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>3</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>3</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>3</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>3</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>3</b>

## **Any other information used to inform the judgements made during this inspection**

The previous inspection findings were used to monitor the progress of the centre in relation to recommendations.

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 Hillsborough Children's Centre on 13–14 March 2013. We judged the centre as satisfactory overall.

Many thanks to those of you who took the time to speak to us during the inspection. Your contributions to the inspection are much appreciated.

We are pleased to report on the good progress of the centre since its previous inspection. Staff have worked hard to improve outcomes for families and to improve the quality of services. Staff within your centre and the local authority are very committed to improving the centre. Over the last year, they have worked hard to ensure your centre can make a positive difference to the community.

Your centre is now providing a satisfactory service and many more families now use the centre than previously. Nevertheless, we have asked staff to continue to develop outreach services to ensure that families living in different parts of the community and who have the greatest needs can benefit from centre services.

We are also pleased that the health-related activities the centre promotes such as the health clinics and 'baby massage' sessions are contributing to the overall positive health outcomes in the area. We were able to observe some sessions held at the centre and out in the community and we observed how much you and your children enjoy these sessions.

Your centre makes a satisfactory contribution to the educational achievement of children in the area. However, we have asked staff to develop more activities for older children, such as three- and four-year-olds and not just babies and toddlers.

Those of you that we met told us that you feel cared for and supported by the centre. You value the opportunities you have to meet other families and feel welcomed by staff. You also told us that you feel safe at the centre. Staff work hard with other organisations to ensure families are safe both when using centre services but also at home. We particularly liked the work staff are doing to promote safe use of blind cords at home.

The quality of the information and advice offered by your centre, as well as the quality of support, is satisfactory. We know that some of you are involved in the partnership advisory group and are also involved in the newly established 'Friends of Hillsborough' group which acts as a parents' forum. We want to encourage more of you to become involved in these

groups and have asked the centre to make sure this happens. This is because your views can help to influence the work of the centre.

We know from local data and discussions with staff, that unemployment rates are low in the area. However, some parents are looking for jobs and we would like your centre to improve the way it monitors the progress of parents who receive help from the centre and Jobcentre Plus to find a job.

Once again, many thanks for your contribution to the inspection. We wish you and your families 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).