

# Hayle and St Ives Children's Centre

Bodriggy Street, Hayle, Cornwall, TR27 4ND

**Inspection date** 6-7 November 2013

<b>Overall effectiveness</b>	<b>This inspection:</b>	<b>Good</b>	<b>2</b>
	Previous inspection:	Not previously inspected	
Access to services by young children and families		Good	2
The quality of practice and services		Good	2
The effectiveness of leadership, governance and management		Good	2

## Summary of key findings for children and families

### This is a good centre.

- The local authority provides good leadership and directs the work of the centre well. The centre is well led and managed by the centre manager. Together, they have maintained the good performance of the centre over a period of significant change and upheaval.
- The centre is very well established and busy. Staff are highly skilled and knowledgeable and provide a warm welcome to all who visit the centre. The large majority of children from local communities who are in most need attend the centre.
- The quality of services provided by the centre is uniformly good. Families hugely enjoy attending the groups on offer. The centre plays an important part in their lives and supports their children's development very well.
- The early identification of needs and extra support for families who need it are very effective. Children's welfare and safety are given a high priority by the centre. Good practical support helps families avoid crisis and better manage their own affairs.

### It is not outstanding because:

- It does not monitor and evaluate data and information fully to be certain that it is engaging all those most in need of support
- The tracking of adults into learning programmes outside the centre is not yet effective in identifying the progress that they make.

## Information about this inspection

The inspection of this children's centre was carried out under Part 3A of the Childcare Act 2006 as amended by the Apprenticeships, Skills, Children and Learning Act 2009. It was carried out at the same time as one other children's centre in the locality which was West Penwith Children's Centre.

This inspection was carried out by two of Her Majesty's Inspectors and one additional inspector.

The inspectors held meetings with senior leaders, managers from the local authority and centre staff. They also met health, education and social care partners, parents, children's centre workers, family support workers, volunteers and representatives from the advisory board.

The inspectors visited both the Hayle and St Ives sites. They looked at the centre's self-evaluation, action planning and safeguarding procedures. Inspectors also reviewed a sample of cases of children who needed additional support and help. They observed the centre's work, and looked at a range of relevant documentation.

### Inspection team

Jon Bowman	Her Majesty's Inspector, Lead Inspector
Sue Frater	Her Majesty's Inspector
Penny Mathers	Additional Inspector

## Full report

### Information about the centre/group

Hayle and St Ives Children's Centre was created in September 2011 and delivers services from two main sites. Three phase one centres came together as a result of an authority-wide re-organisation. The centre manager has been in post since 2006, previously she was the manager of the Hayle Centre. One locality manager oversees the two centres. The centre has its own advisory board. The centre is in locality one of six in the county. It is managed as part of the integrated early help offer in the area. Some services, such as family support, are shared with the only other centre in the locality, West Penwith Children's Centre. Services such as support for victims of domestic violence are commissioned by the local authority across Cornwall.

The centre serves the two distinct communities of Hayle and St Ives in West Cornwall and includes rural and coastal areas. The area is characterised by a low pay and seasonal economy. Affluent areas sit alongside pockets of deprivation. There are over 1,600 children aged from birth to five in the area, just under half of which live in the 30% most deprived wards according to the Index of Multiple Deprivation. Almost all of the families are of White British heritage. Most children in the area start early years provision with the skills expected for their age. Incidents of domestic violence increased by 6.4% in 2011/12.

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

- Monitor and evaluate data and information fully so that centre is certain it is engaging all those most in need of support.
- Ensure that tracking of adults into learning programmes outside of the centre identifies the progress that they make and outcomes that they achieve.

## Inspection judgements

### Access to services by young children and families Good

- The large majority of families in the area with children under five years are registered with the centre. The delivery of health services for children on site, such as the baby weigh clinic, the good range of groups on offer, the toy library and the very popular outdoor play areas, all help attract families into the centre.
- Attendance at groups is good and families attending over time achieve good outcomes. Information on more vulnerable families is shared well between agencies and their needs are prioritised effectively. Regular meetings and the co-location of health visitors and family support workers at the centre help identify children and families who need additional support. Children gain timely support that meets their needs well.
- The centre maintains a good balance of services between those open to all and those supporting specific needs. Many families benefit from taking part in a variety of these activities. The centre is promoted very well by the vast majority of partner agencies, including Jobcentre Plus. However, midwifery services are not as effective in promoting the children's centre to those families expecting babies.
- Staff at the centre know the community and individual families well. They work diligently to do the best for them. Parents and carers told inspectors how much they enjoyed the centre and respected the staff team. Target groups are largely identified well and their progress carefully monitored. However, the centre is not evaluating its own data and information fully to make sure it is reaching all of those most in need of support in its reach area.

**The quality of practice and services**

Good

- Groups are carefully planned to reflect the Early Years Foundation Stage curriculum. Children's progress is closely monitored and the children receive good support to ensure that they achieve well. This is recorded well using popular Learning Journeys. The achievement gap between the lowest achieving and the rest at the Early Years Foundation Stage is narrowing well.
- Children make good progress in developing their readiness for school. They settle well into their next steps in learning. Families' free entitlement to early education for their children is promoted well by the centre with a very good proportion taking up childcare places locally.
- The health and well-being of families are effectively promoted, assisted by health services resident at the centre. A good proportion of mothers in the area choose to initially breastfeed their babies and rates have increased well in recent years. The centre has responded fittingly to a dip in breastfeeding rates at six to eight weeks by increasing its targeted support to mothers.
- Services are effectively targeted at priority groups that the centre works with. There is a strong focus on supporting children's language development and children with delay in developing their language skills. Children are successfully targeted and receive good support through the Chatterbox group. This is tailored closely to their individual needs and they make good progress. Those experiencing domestic abuse gain access to specialist support and report good progress in their own lives.
- Vulnerable children, including those with child protection plans and early help assessments (Formally pre-common assessment), receive good support from attending groups at the children's centre and from family support workers. Staff are dogged in their efforts to engage with families. They are strong advocates for children and families, provide sound emotional and practical support and help them get the specialist help they require. Typically, parents who receive help from family support workers describe them as 'brilliant!'
- Observation and assessment of children are well established. The good tracking of children's progress is used effectively to target support where needed. Assessment at aged two, by health practitioners, identifies those children in need and the centre works well with the families and other agencies to provide them with the help they need.
- Support to help parents develop their parenting skills is good. Parents grow in confidence and develop their capacity well through attending groups such as 'Here's looking at you baby' and through specific parenting programmes. They develop better insight into their child's development and behaviour and quickly build their own skills to help their children grow and develop.
- A strong culture of volunteering successfully supports parents and carers to gain employment. They make an important contribution to the life of the centre. A high proportion gains qualifications and moves into employment with local childcare providers. While the centre signposts users to adult learning settings, the tracking of their progress is in its early stages.

**The effectiveness of leadership, governance and management**

Good

- The local authority provides very good strategic leadership and supports the development of the centre well. The good focus on improving the performance of the centre has maintained good standards at a time of budget reductions, organisational re-structure and staff shortages.
- The centre manager provides strong leadership of the centre. Deservedly, she has the confidence of the staff team, partners and managers. The centre is well integrated into the early help offer to children and families in the locality. Subsequently, there is a clear and effective focus on helping the more vulnerable families.
- Accountability through the centre's advisory board is good. The advisory board routinely scrutinises the performance of the centre and understands well its role in challenging performance. The members are increasingly effective in doing so.
- Performance management arrangements are good. Monitoring visits by the school improvement team are sufficiently robust in highlighting key areas for improvement. Reports provide a useful and frank commentary on the strengths and areas for

improvement of the centre. These are used well by the centre manager and staff team in planning new initiatives to tackle areas for improvement.

- Self-assessment is largely accurate. Data are used to help identify need and review the centre's performance. Where it is used well it helps identify areas of underperformance and plan well considered strategies to address these. However, its use is not yet consistently effective in monitoring all aspects of the work of the centre.
- Staff are well qualified and experienced. Users benefit from their careful planning of sessions. The local authority has invested well in developing further the skills and knowledge of family support workers. This effectively supports the good outcomes that families achieve.
- Safeguarding children is central to the work of the centre. The centre meets its statutory requirements. Staff provide good oversight of children's safety. Good links with social care staff are in place and family support workers provide continuity of support should children need statutory social work input. The centre follows safe recruitment and selection procedures for its staff and risk assessments on groups are routinely undertaken.

**What inspection judgements mean**

<b>Grade</b>	<b>Judgement</b>	<b>Description</b>
Grade 1	Outstanding	Practice consistently reflects the highest aspirations for children and their families and as a result inequalities are reducing rapidly and gaps are closing.
Grade 2	Good	Practice enables most children and their families to access good quality services that improve children's wellbeing and achieve the stated outcomes for families.
Grade 3	Requires improvement	Performance is not as good as it might reasonably be expected to be in one or more key areas.
Grade 4	Inadequate	The needs of children and families in its area are not being met and/or the leaders and managers are not providing sufficient challenge to bring about improvement to the quality of services.

**Children's centre details**

<b>Unique reference number</b>	21420
<b>Local authority</b>	Cornwall
<b>Inspection number</b>	427531
<b>Managed by</b>	The local authority
<b>Approximate number of children under five in the reach area</b>	1682
<b>Centre leader</b>	Kirsty Jones
<b>Date of previous inspection</b>	Not previously inspected
<b>Telephone number</b>	01736 759058
<b>Email address</b>	kjones@cornwall.gov.uk

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'raising concerns and making complaints about Ofsted', which is available from Ofsted's website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk). If you would like Ofsted to send you a copy of the guidance, please telephone 0300 123 4234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

(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.

Further copies of this report are obtainable from the school. Under the Education Act 2005, the school must provide a copy of this report free of charge to certain categories of people. A charge not exceeding the full cost of reproduction may be made for any other copies supplied.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may copy all or parts of this document for non-commercial educational purposes, as long as you give details of the source and date of publication and do not alter the information in any way.

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 St](#)  
[Manchester](#)  
[M1 2WD](#)

T: 0300 123 4234

Textphone: 0161 618 8524

E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

W: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

© Crown copyright 2013

