

Wyke Community and Children's Centre

Huddersfield Road, Wyke, Bradford, West Yorkshire, BD12 8AA

Inspection dates	15–16 October 2014
Previous inspection date	Not previously inspected

Overall effectiveness	This inspection: Previous inspection:	Requires improvement	3
Access to services by young children and families		Requires improvement	3
The quality of practice and services		Requires improvement	3
The effectiveness of leadership, governance and management		Requires improvement	3

Summary of key findings for children and families

This is a centre that requires improvement. It is not good because:

- The numbers of children and parents, particularly those in the most deprived areas and those identified as in most need of support, that are regularly accessing the centre's services are not yet high enough which reduces the impact of practices and services.
- The systems for monitoring and tracking the progress of children, and adults volunteering or accessing further education or employment, are not sufficiently well developed.
- The centre has not succeeded in improving health outcomes relating to breastfeeding, smoking in pregnancy or obesity for children entering Reception Year.
- The data that is shared between the local authority, health partners and the centre is not always accurate, up to date or timely enough. This hinders leaders from setting and monitoring robust performance management targets with clear timescales to drive improvements. In addition, systems to check the quality of the centre's work are not yet embedded sufficiently well.
- Parents are not sufficiently involved in developing the centre, they are under-represented on the advisory forum and the activity of the parents' group has waned.

This centre has the following strengths:

- The centre prioritises safeguarding well. The work of the staff team provides good one-to-one support to the most vulnerable families who engage with the centre.
- Parents appreciate the warm welcome offered by the centre and the access to good quality resources. Staff are approachable, well-informed and help them to develop their parenting skills and confidence.
- Leaders, managers and those that govern the centre are committed to improving centre services and outcomes for the families. Their work is starting to have a more positive effect on the lives of the families that use the centre because more families are starting to attend.
- The take up of funded early education places for eligible children aged two, three and four years old is high.

What does the centre/group need to do to improve further?

- Improve access to services by increasing the number of children and adults who use the centre's services regularly, including those from the most deprived areas and from target groups.
- Improve the impact of practice and services on health outcomes for children and families by working more closely with health partners to:
 - reduce the number of mothers smoking in pregnancy
 - increase the number of mothers who sustain breastfeeding for at least six to eight weeks
 - reduce obesity levels in children.
- Develop tracking and assessment systems that accurately measure the impact of provision on:
 - children's learning and achievement, and their readiness for school
 - adults' learning and development, qualifications achieved and employment gained to demonstrate the impact of learning on their longer term economic well-being.
- The local authority should work more effectively with Wyke Community and Children's Centre Limited, centre leaders and the advisory forum to improve the monitoring and evaluation of the centre's work by:
 - ensuring that all data, particularly on key health information, which it provides to the centre is accurate and up to date so that it gives a clear picture of the impact of services on families' lives
 - establishing clear and measurable locally defined performance targets in all aspects of the centre's work by which leaders can check the progress being made towards achieving its priorities
 - involving parents more in strategic decision making by re-invigorating the parents' group and ensuring their voices are heard in the advisory forum
 - developing the arrangements for monitoring and evaluating the quality of all centre services, including the accurate recording of outreach work undertaken.

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.

This inspection was carried out by three additional inspectors.

The inspectors held meetings with the children's centre manager, general manager, Chair of the Board of Directors and advisory forum and officers from the local authority. They also held meetings with centre staff, parents, members of the advisory forum and a number of partners, including health, education and children's social care professionals.

The inspectors visited a number of sessions held during the inspection including, 'Stay and Play', 'Baby Group', a parenting course and the linked crèche. They also involved the children's centre manager, general manager and local authority improvement officer in all team meetings.

They observed the centre's work and looked at a range of relevant documentation, such as the centre's self-evaluation, development plan, a sample of case studies, parent evaluations, key policies and the centre's equality and safeguarding procedures. Throughout the inspection, they also took the opportunity to talk with adult and child users of the centre.

Inspection team

Tara Street, Lead inspector	Additional inspector
Eileen Grimes	Additional inspector
Janet Glover	Additional inspector

Full report

Information about the centre

Wyke Community and Children's Centre is a stand alone centre situated in South Bradford and shares the premises with a range of other integrated community services. It offers a range of services which include child health, family play sessions, parenting programmes, adult education, family outreach services, a sensory room and crèche.

There are approximately 1000 children aged nought to five years in the reach area, of which just under half live in the 0-30% most deprived areas in the country. The centre has identified those in need of its services and support as: children and families living in to 0-15% most deprived areas, young parents, three year olds who are eligible for free education entitlement and those families with children identified as in greatest need.

Most families are from White British backgrounds with a small South Asian community. Housing is a mixture of three large social housing estates and several clusters of private housing. Levels of unemployment are high, with an above average number of children living in households dependent upon workless benefits. Most children enter early years provision in local primary schools with skills that are below those typical for their age. There are links to the five local primary schools and four early years providers. These are subject to separate inspection arrangements and the reports are available on the Ofsted website: www.ofsted.gov.uk.

Day- to- day management of the centre is provided by Wyke Community and Children's Centre Limited on behalf of the local authority, in conjunction with a board of directors and advisory forum that includes providers, delivery partners and members of the local community.

Inspection judgements

Access to services by young children and families

Requires improvement

- The centre has accurately identified the families most in need of its support but is not yet managing to engage and maintain contact with the large majority of these families. This means that a number of children and families most in need of help, and those expecting children are not making the most of the services offered by the centre.
- Over the last year, there has been a drive by leaders, staff and partners to improve the number of children and families registered for the centre's services. Targeted door knocking and leaflet distribution to local schools, childcare settings and community venues to advertise services and events have resulted in an increased awareness of the centre's services. As a result, numbers have improved and the very large majority of children and families are now registered with the centre.
- Families who access the centre's services benefit from a range of services that are open to all and others which are specifically designed for those identified as most in need of support. Family support workers provide good support in the home and in the centre to engage some families that are hard to reach, including those living in the most deprived areas, young parents and those families with children identified as in greatest need. However, not enough families are currently benefiting from the services provided by the centre.
- Parents using the centre are happy with the services and support provided by centre staff. Parents told inspectors how they could always ask for help and advice about most things and especially in times of crisis. For example, a young mum experiencing domestic violence commented that, 'The staff do everything to keep me and my child safe, they make me feel special'.
- The very large majority of families most in need, access free nursery places for their children who are aged two, three and four years in the range of good and better early years provision. This is due to the concerted effort of centre staff to encourage and support families to take up their place.

The quality of practice and services**Requires improvement**

- The centre provides an appropriate range of activities that are open to all and others that are directly aimed at those identified as most in need of support, including at outreach venues in the community. However, the low number of some families identified as in need engaging with these services reduces the centre's overall impact on improving outcomes for children and on reducing inequalities and improving life chances.
- The uptake of immunisations is high, but not all of the centre's health-related aspirations are met. In particular, the proportion of mothers who keep breastfeeding for at least six to eight weeks is low and has decreased. The number of mothers who continue to smoke during pregnancy and the proportion of children in Reception Year who are obese have increased. The lack of regular, up to date health information from the local authority hinders the centre from more effectively monitoring the impact of their work and responding more quickly.
- The centre works well with local schools and early years providers. There is a trend of improvement in Early Years Foundation Stage profile scores across the area, including those children living in the most deprived areas. Staff have recently begun to track and monitor the progress that children make both when accessing centre sessions and of those who are attending the range of early years provision in the area. However, these are in the early stages of development and as a result the centre is unable to demonstrate the impact of its work effectively.
- Parents appreciate the opportunity to learn from each other as volunteers and receive good advice about caring for their children through the parenting course. As a result, those that attend are improving their confidence and parenting skills which has a positive impact on the quality of family life. For example, a parent commented that as a result of the techniques learnt she had seen 'a massive improvement in her child's behaviour and was a better mum'.
- Some parents have engaged in adult learning and followed courses, such as Information Communication Technology skills for employability, English and mathematics. These courses are improving the employability skills of those who participate. The systems to track adults' progress and measure the centre's effectiveness in this area including checking on outcomes when adults are directed to courses delivered by external partners are under-developed. When information is gathered it not used effectively enough to inform the planning of future services.
- Assessment of need and case file records are maintained to a good standard and demonstrate good cooperation and information sharing between professionals. As a result, case studies show that targeted intervention, prevention and early help has a good impact on individual children and their families.

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

- Leaders and managers in the centre work hard to provide services and the local authority checks the centre's performance through regular monitoring visits and reviews. However, the data provided by the local authority, particularly that relating to key health indicators is not always regular, accurate or up to date. As a result, it makes it hard for the centre to determine the full impact of its work.
- Governance and accountability arrangements are clearly understood. The board of directors and advisory forum contains a good mix of committed professional partners and representatives from the local community. They receive an appropriate range of information about the centre's work and how well the performance of staff is managed. However, the absence of precise, measurable locally defined targets and clear timescales in the centre's annual conversation and development plan hampers leaders and board members from effectively checking the impact of centre's services on reducing inequalities.
- Parent's opinions are sought and used appropriately to monitor and make changes to the day and times of activity groups. However, there are not enough opportunities for parents to contribute to shaping the future direction of the centre. For example not enough has been done to re-invigorate the parents' group or to ensure that their voices are heard in the advisory forum.
- The centre leader and his team are well qualified and ambitious to improve. As a result, over the

last year there has been a clear drive to improve and the engagement levels with the most vulnerable families have started to increase. The centre is welcoming, and its resources are of good quality and are used appropriately to meet the needs of those who access centre services.

- Quality assurance monitoring of centre sessions is not carried out regularly and improvements in practice are not routinely evaluated to assess impact. Consequently, centre leaders cannot demonstrate that activities and services are consistently good.
- Safeguarding policies and procedures are robust, and statutory requirements are met. Family support workers receive good levels of training and support, ensuring they understand how best to assess and meet the needs of the most vulnerable families. Close supervision alongside regular and robust case file management helps to identify any potential weaknesses in recordings and ensures that family files are kept up to date. However, the system to ensure robust recording of the positive outreach work provided to families with more low level needs is less well developed.
- The centre makes effective use of the Common Assessment Framework to safeguard children and ensure they get access to the help they need. Work with children subject to a child protection plan, looked after children or those who are identified as in most need is undertaken by social services with whom the centre has an effective partnership.

What inspection judgements mean

Grade	Judgement	Description
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

Unique reference number	23701
Local authority	Bradford
Inspection number	452789
Managed by	Wyke Community and Children's Centre Limited on behalf of the local authority.

Approximate number of children under five in the reach area	1,000
Centre leader	Andy Hinchcliffe
Date of previous inspection	Not previously inspected
Telephone number	01274 800 500
Email address	andrew@wykeccc.co.uk

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