

The Windmill Sure Start Children's Centre

Burstow Primary School, Wheelers Lane, Smallfield, Horley, Surrey RH6 9PT

Inspection date 29–30 October 2014

Overall effectiveness	This inspection:	Good	2
	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 number of families with children under five in the area taking part in activities or getting help at the Windmill, or other nearby centres, is rapidly increasing.
- The centre has built up very trusting relationships with the Traveller community over time. Services are taken to the Traveller site and almost all families enjoy them and this really helps prepare children for school.
- The centre works very well with its partners in health, social care, schools and early years setting to support those families who need the most help, both at the centre and in their own homes. As a result, considerable improvements are made to family life and the wellbeing of children.
- The centre works well with its partners to provide a range of good quality services to support parents with their children's learning and development, health and wellbeing.
- This is an improving centre which is very well led with the support of an established and dedicated staff team. The local authority, the headteacher and governors of Burstow School and the advisory board make sure that it is getting even better at meeting the needs of local families.
- The centre provides excellent levels of care, guidance and support to families. All parents find the centre to be a very warm and welcoming place to visit, with staff always ready to help and support them.

It is not outstanding because:

- There are a number of families with young children in the area who are yet to benefit from the support and advice of the Windmill or other centres, including those most in need of help.
- Parents do not have enough opportunities to take part in adult learning, to volunteer or get advice about employment possibilities to improve the economic wellbeing of their families.
- Parents are not contributing enough to the running of the centre through involvement in parents' groups or representation on the advisory board.

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 two additional inspectors.

The inspectors held meetings with the centre leader, members of staff, the headteacher of Burstow Primary School, the chair of the advisory board and representatives of the local authority. They also talked to parents and key partners, including those from health, early years settings, the Traveller Education Service and social care. Some of these conversations were conducted in person and others via the telephone.

The inspectors visited activities held at the main site. None were taking place at other venues during the inspection.

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

Inspection team

Graham Lee	Additional inspector, Lead inspector
Maggie Forbister	Additional inspector

Full report

Information about the centre

The Windmill Sure Start Centre is a stand-alone centre, which works in close collaboration with other centres in the area, particularly the nearby Horley Children's Centre. It was first designated in 2009 and moved into its current purpose-built accommodation, within the grounds of Burstow Primary School, in January 2011. It provides services at the main site, Salfords Social Club and Burstow Primary School. It also takes the Sure Start Mobile Children's Centre out to the Travellers' site at Ivy Hatch on a weekly basis. The centre is open from 9am to 3pm from Tuesdays to Thursdays.

The centre provides a range of services to support all families and those it has identified as being in need of particular help. Some health services are provided at the centre. The centre also provides early childhood services, parenting courses and other health services in conjunction with its key partners. It supports families in need of most help, either in the centre or in their own homes. The centre also helps to put parents in touch with the right people for advice about issues such as housing, benefits and the management of debt. The local authority has delegated the management of the centre to the headteacher and governors of Burstow Primary School. The centre leader has responsibility for the day-to-day operation of the centre.

The centre serves a semi-rural area to the east and north of Horley. Part of the area to the south borders West Sussex. There are currently 954 children aged under five in the area. The centre serves a relatively affluent community, although there are higher levels of need in some locations. There are estimated to be around 13% of children living in households where no adult is working and 8% of households of lone parents. Most families are of White British heritage, although nearly one in five are from a variety of Black and Ethnic Minority backgrounds. There is a settled Irish Traveller community at a site at Ivy Hatch. Children enter early years settings with levels of skills and understanding which vary considerably but which are broadly typical for their age.

The centre has identified the Traveller community as in need of particular help and centre staff work closely with the Traveller Education Service. They are also increasingly focused on the Acres development, which is a growing area of mixed housing, including social housing with increasing levels of unemployment and families on benefits. Finally, the centre prioritises families who are referred to them by their partners for particular support.

What does the centre need to do to improve further?

- Work with partners in the area to enable even more families with young children to profit from the support and services that the Windmill and other centres have to offer, especially those in need of most help.
- Provide adults with more support to enable them to take part in adult learning, to volunteer and to benefit from advice about possible career opportunities to improve the circumstances of their families.
- Develop more opportunities for parents to contribute to the running of the centre through parents' groups and representation on the advisory board.

Inspection judgements

Access to services by young children and families

Good

- The good partnerships and sharing of information with key partners, and in particular health services, ensure that most of the families with young children, and those expecting children, in the area are known. Those that need the most help are given the top priority.
- The number of families taking advantage of the activities, support and advice of the Windmill and other centres in the area is rapidly increasing and the large majority have now been seen, including those needing most help. A small minority are not yet involved.
- The centre has taken the initiative, in partnership with the Traveller Education Service, to reach out to the large, settled Irish Traveller community at Ivy Hatch. These families are often reluctant to come in to the centre so staff take the Sure Start mobile bus to the site on a weekly basis. This has been very successful and almost all families have taken advantage of the service. Families, early years settings and school confirm the success of this work in preparing children for school.
- The centre works closely with its key partners in social care, health, early years settings and schools to support families who need extra help. Most of these families respond well to the centre's support, including those who might not normally visit a children's centre. There is evidence of considerable improvement to family life and the reduction of potential harm to children as a result of this work.
- Although this is a relatively affluent area, there are a few locations where there is greater need, including the new Acres development. The involvement of families in the activities of the centre or other local centres is increasing in these areas, including those who declare themselves to be out of work or lone parents.
- There is good representation of families from Black and Minority Ethnic backgrounds involved with the local centres, including the high involvement of the Irish Traveller community.
- All families who are entitled to free two-year-old education take up their places in good or outstanding early years settings.
- To ensure even better access to families, the centre provides services at Salfords Social Club and the large hall at Burstow Primary School during the school term. On the days when the centre is shut, a significant number of families from the Windmill area are able to take part in activities at the Horley Children's Centre.

The quality of practice and services

Good

- The centre's work with families in need of the most help, both in their own home and in the centre, is highly effective and makes a considerable difference to the families concerned. Parents report the impact it has made to their skills as parents, and records show the improvements that have been made to family life and the safety and well-being of children over time.
- Many of these parents go on to take part in courses such as the 'Parenting Puzzle' alongside others. The tracking of the impact of these courses shows considerable improvements to families in aspects such as managing behaviour and establishing routines. For example, one parent commented, 'By the end I felt a lot more confident about myself and how to parent my child in the future.'
- The centre provides good-quality services such as 'Sign and Rhyme' and 'Stay and Play' to promote children's early learning and social skills. During the inspection, for example, the 'Spookey Stay and Play' session, around a Halloween theme, provided a wide range of exciting activities for children to explore and to help parents develop their child's skills in a range of areas.
- The centre also works closely with early years settings and schools to ensure that the provision of early education is of good quality. As a result, the outcomes for children at the end of the Early Years Foundation Stage are above the Surrey and national averages, and the gaps for the lowest achievers are closing. The centre is beginning to track the impact of its work, particularly on the children it has been working most closely with.
- The partnership with the health services is very effective in delivering high-quality services. The community midwife clinic, the postnatal group and the well-baby clinic, for example, are all held at

the centre, and many families go on to take part in other activities as a result of attending these groups. The partnership with Horley Children's Centre also provides further opportunities for families to benefit from health-related activities. The Baby Café, for instance, has contributed to increasing rates of breastfeeding in the area.

- A few parents have volunteered at the centre and become, for example, peer supporters at the Baby Café in Horley. However, not many have taken advantage of the opportunity to volunteer in order to widen their skills and enhance the chances of getting a job in the future.
- Similarly, the centre is aware that not enough has been done to help parents get involved in adult learning or to receive advice about job opportunities. They have identified a need, for example, to provide literacy courses for the Traveller community.
- All the parents who talked to inspectors spoke of the excellent relationships they have with all staff at the centre, finding them to be friendly and helpful and always ready to give advice when needed. As one parent put it, 'They were the hand that guided when I was at my darkest moment.'

The effectiveness of leadership, governance and management

Good

- The centre is very well led by its leader, who has developed a highly effective and close-knit staff team, focused on making a difference for families most in need in the area. They are a well-established team who have the confidence of the local community. Consequently, the work of the centre is benefitting more and more families in the area.
- The headteacher and governing body of Burstow Primary School are very committed to the centre and check that it is having an increasing impact on helping to overcome barriers for the families most in need of help in the community. They know about what is happening in the centre and the impact of the services it provides on families in the area. Governors work closely with the local authority to ensure that the centre is appropriately focused on local and county priorities.
- The advisory board is made up of a variety of key partners and plays an important role in using their professional skills to contribute to the improvements in the centre.
- The centre leader is particularly effective at using the information about families in the area to identify those most in need of help. This is allied to the regular and thorough checking of the quality of services, including those that are run in collaboration with partners. Consequently, the centre has an accurate picture of its strengths and weaknesses and is improving rapidly.
- Staff bring a range of skills to their roles, and are highly motivated and well trained. Arrangements for their performance management and supervision, including for the leader, are thorough and supportive, contributing to continual improvement.
- Parents are consulted widely about the work of the centre and the specific activities they have been involved with, leading to improvements being made. Parents, however, have not had the opportunity to contribute to the running of the centre through parents' groups in recent times and there are currently no parents on the advisory board.
- Everybody at the centre is committed to keeping children free from harm. All the policies and procedures to ensure this happens are in place and evident in the everyday life of the centre. The centre's work to keep children safe who are subject to child protection plans, the Early Help Assessment or identified as being in need, are exemplary.
- The centre makes very good use of its limited space, the time available and the small staff team to help families most in need in the community. It takes services out to the community, especially the Traveller site at Ivy Hatch and ensures that families can access services and advice at other centres, notably Horley, on the days when it is not open.

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.

Centre details

Unique reference number	21555
Local authority	Surrey
Inspection number	451684
Managed by	The governing body of Burstow Primary School on behalf of the local authority

Approximate number of children under five in the reach area	954
Centre leader	Tracey Quixley
Date of previous inspection	Not previously inspected
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