

Weybridge Children's Centre

The Pavillion, Churchfield Road, Weybridge, KT13 8DB

Inspection date	20–21 January 2015	
Overall effectiveness	This inspection:	Good 2
	Previous inspection:	Not previously inspected
Access to services by young children and families	Requires improvement	3
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.

- Most new babies, and children and families living in the least advantaged community, are registered with the centre. Families who are referred for specific help continue to use centre services until their needs are met.
- Families' health and well-being are promoted very successfully, as reflected in the high-level breastfeeding rates and the low level of childhood obesity. The centre's work with health partners to support parents with their child's two and a half year check is recognised by the health care provider as a model of best practice.
- Parents are helped to improve their parenting skills or overcome personal challenges in their families' lives by the sensitive, patient and determined approach of the centre staff.
- Safeguarding matters are at the heart of the centre's work, and the centre leader is diligent in ensuring that any concerns are followed up quickly. Parents are included in training, for example about 'Digital Citizenship', which includes how to use technology responsibly and be safe online.
- The centre provides work place experiences through its exemplary volunteering opportunities, before helping parents to access further education, vocational training or paid employment.
- Links with the local college are helping the rising number of parents and carers who speak English as an additional language to build confidence and new skills.
- Strong and effective leadership, management and governance are ensuring the centre's continuing good effectiveness, despite the recent challenges caused by staff changes. The centre is very well placed to tackle priorities for improvement and move forward quickly.

It is not outstanding because:

- The proportion of children and parents from some priority target groups who have ongoing contact with the centre, though increasing, is not yet the large majority.
- The tracking of children's learning and development is still in the early stages of development. Therefore the centre cannot yet demonstrate the progress children make over time.
- The links between staff supervision and performance management are not strong enough. The management oversight of case files is not yet fully in place.

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 centre leader, the headteacher of Cleves School, staff, local authority officers, partners, volunteers, parents, members of Cleves School governing body's Children's Achievement and Well-being Committee, and members of the advisory board.

The inspectors visited activities, including adult learning and health sessions, and observed a 'Thriving Toddlers' session jointly with the centre leader.

Inspectors took into account parents' views as expressed directly to them during the inspection, as well as through their recorded evaluations about the centre's work.

Inspectors also looked at a wide range of documentation.

Inspection team

Christine Field, Lead inspector	Additional inspector
Dave Baber	Additional inspector
Graham Saltmarsh	Additional inspector

Full report

Information about the centre

Weybridge Children's Centre has been delivering services from its current site since May 2010. The centre is located just off the town centre recreation park, next to the day centre for the community. There is a large public car park opposite, and a privately run day nursery nearby. The centre works in close partnership with the other five children's centres in Elmbridge, which are all subject to separate inspections.

This stand-alone centre is managed by the governing body of Cleves School on behalf of the local authority. The Children's Achievement and Well Being Committee has been established to oversee governance matters. An advisory board comprising partners and parents assists governance. The centre leader, who manages the small staff team of three, reports to the newly appointed headteacher of Cleves School. The new outreach worker was appointed in September and the centre adviser started in November 2014.

Some 1,861 children under five years old live in the area served by the centre, which is mainly affluent with pockets of disadvantage mostly concentrated near to where the centre is located. Some 4% of children live in households where no-one is in paid work. Three quarters of families are White British, with others from a range of ethnic backgrounds. Children start school with skills and abilities typical for their age.

The centre has identified the following as its priority target groups: children and families identified as most in need of intervention and referred for specific support; families living in the least advantaged area with assessed needs, including lone parents and children in workless homes; parents identified as having English language needs; and two-year-olds eligible for free early education.

What does the centre need to do to improve further?

- Move swiftly to implement the Increasing Engagement Strategy, and ensure that at least the large majority of all target groups sustain ongoing contact with appropriate services.
- Establish robust systems for tracking target children's progress during centre activities, planning their next steps development and checking up on how well they are achieving when they transfer to other settings.
- Ensure that all staff's supervision is consistently well recorded, that performance targets closely align with centre priorities, and that the regular one-to-one meetings include checks on how well targets, particularly those linked to increasing the centre's reach, are being met.
- Extend the good practice clearly seen in the leader's case file monitoring and recording of findings to all staff who undertake family support outreach work.

Inspection judgements

Access to services by young children and families

Requires improvement

- Access to services by young children and families currently requires improvement because the proportion of the small, but significant priority, group of lone parents and workless families that sustain regular contact is not yet the large majority. The centre works effectively to engage families living in the pockets of least advantage in this highly affluent area. The well-focused Increasing Engagement Strategy has clear potential to drive positive improvement rapidly, but it is too early to see the expected impact.
- The large majority of young children living in the area served by the centre are registered and most of these were seen at the centre at least once in 2014. The purposeful partnership with health professionals is increasing registrations of new babies, with effective work ongoing to ensure more

new parents access services regularly. The large majority of parents who speak English as an additional language sustain contact with centre services.

- Social media is used effectively to promote centre services, as is the wide circulation of regular newsletters about news and events. Staffing issues last term curtailed some areas of work, such as following up families who do not use the centre, but the intention is to now move forward with this. The centre aspires to achieve 100% sustained engagement of all priority groups and has set out realistic and achievable targets underpinned by sensible actions to attain this.
- The centre leader is proactive in making sure that families most in need of support receive timely and effective access to appropriate services until their needs are met. The very strong partnerships with the different agencies working in the area help to build a thorough working knowledge of local needs and to identify how best to ensure children's protection and families' positive well-being. Currently 30 families are being helped to overcome problems in their lives, which is a high number given the 'low need' profile of the area served by the centre.
- Partnership working with Homestart is effective in encouraging families to attend the centre. Volunteers often accompany new users to the centre in order to help familiarisation and build confidence.
- The centre is hands on in helping parents apply for and secure free education places. Effective work by the centre leader has led to three funded places being made available for eligible two-year-olds at the adjacent nursery. Most eligible two-, three- and four-year-olds take up their free early education entitlement.

The quality of practice and services

Good

- The range, quality and relevance of services are good, despite the challenges presented by recent staff changes. While the uptake of services (such as the very busy 'Thriving Toddler' group observed during the inspection) is good, children from some priority target groups are under-represented. The outreach work provided for the relatively high number of children and families who are in most need of support is extremely effective in enhancing their health, safety and well-being and sustaining their involvement with the centre until their needs are met
- High numbers of two-year-olds, including the most vulnerable, receive their assessment checks by health visitors in partnership with centre staff. The centre has been recognised as an 'excellence in practice partner' by the health care provider for its work with parents at their child's developmental check. The centre has just begun implementing one-year-olds' checks with health partners as part of its work to ensure that any needs are spotted as early as possible.
- Targeted one-to-one support for children and families is effective and highly valued. Parents described staff to inspectors as 'caring, sensitive, non-judgemental and patient'. Case files are of good quality and show the tangible impact that staff interventions have, particularly in empowering families to take control. Parents, including those from priority groups, build skills and confidence from attending specific programmes that help them to manage their children's challenging behaviour positively.
- The centre provides access to high-quality services for most adults identified as needing help to improve their education and skills. Initial entry-level English courses are delivered by the college at the centre, where a crèche is provided by centre staff. Tracking of the learning and development of children attending the crèche is currently being developed, but as yet there is limited focus on planning for target children's learning, and assessing and recording how well they make progress during centre activities or when they transfer to nurseries.
- The large majority of adults who embark on courses complete them; success rates are good. Of the last group of parents embarking on entry-level English for Speakers of Other Languages (ESOL) courses, 60% have progressed to study English at a higher level. Three quarters of those accessing adult education move into paid work.
- Exemplary support is given to volunteers, including lone and workless parents, to help them gain skills and confidence. Help with work experience and support with job applications have resulted in most volunteers moving into paid jobs. The small number of staff available to mentor volunteers is the only limiting factor to the programme being further extended.

- The centre's work to reduce inequalities is well reflected in its good performance, which exceeds the targets set by the local authority. Significantly more local children than seen across the county have a healthy weight, and at 75% the proportion of mothers continuing to breastfeed their babies at six to eight weeks is much higher than the national average. The gap in the achievement between Reception-age children from the least advantaged areas and others is narrower than seen nationally.

The effectiveness of leadership, governance and management

Good

- The centre leader has done a sterling job of maintaining high-quality frontline services alongside inducting new staff and ensuring it is 'business as usual' for families during a period of significant change. Most performance measures set by the local authority are met. Her work is highly respected and valued by partners and parents alike.
- A well-conceived plan that includes sensible actions, stretching targets, clear success criteria and monitoring arrangements is now in place to move quickly on the centre's most pressing priorities. Those responsible for governance are very well informed about what the centre does well and where development is required; they are active in both supporting and challenging the centre to build for even better effectiveness.
- Supervision and performance management arrangements are in place; there is documentary evidence to show that the arrangements are supportive and valued by staff. However, the outcomes of the supervision meetings with the centre leader are not consistently recorded, and there is only partial record keeping about staff's ongoing performance. The links between individual needs and centre priorities are not made clearly.
- Resources are tight but used efficiently. Strong and active partnerships support the centre in providing good-quality services that meet local needs well. The growing collaboration with other Elmbridge children's centres has potential for adding to the centre's capacity in meeting diverse local needs by avoiding any duplication and further enhancing the range of services.
- The local authority keeps the centre's work under regular review and provides a range of useful information to assist development. Governors are keen that monitoring reviews are shared with them more quickly so that no time is lost in making improvements.
- Safeguarding is given high prominence in the staff's work with children and families. Policies and procedures meet current requirements, and the centre leader is diligent in ensuring that any concerns are followed up quickly. Good collaboration with social care results in a strong safety net of support for the relatively high number of children in need, including those subject to a child protection plan.
- Currently, 15 families are receiving support through the 'Team Around the Family' arrangements which the centre often leads. Good management oversight of case file recording by the centre leader is supporting the strong promotion of best practice. However, no-one has been overseeing the centre leader's own monitoring of the case files she is managing. The new headteacher, as line manager, is taking this on moving forward.
- Parents play a very active role in centre governance; five are represented on the advisory board which is chaired by a parent. Feedback from users of the centre is very positive. All activities are evaluated and any suggested areas for improvement are identified. Programme evaluations are summarised to draw out the key points and note any useful comments. Improvements to the ESOL provision have arisen as a direct result of feedback from parents and carers.

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	23553
Local authority	Surrey
Inspection number	454556
Managed by	The governing body of Cleves School, on behalf of the local authority

Approximate number of children under five in the reach area	1,861
Centre leader	Daphne Sohl
Date of previous inspection	Not previously inspected
Telephone number	01932 820106
Email address	centreleader@weybridgecc.org

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. If you would like Ofsted to send you a copy of the guidance, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

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.

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.

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
W: www.ofsted.gov.uk

© Crown copyright 2015

