

Carnagill and Wavell Children's Centre

c/o Carnagill Community Primary School, Derby Close, Leadmill Estate, Catterick Garrison, North Yorkshire, DL9 3HN

Inspection dates	10–11 February 2015		
Previous inspection date	Not previously inspected		
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.

- Excellent support of centre staff, particularly in times of crisis, helps families to lead happier, healthier lives. Secure and agreed transition arrangements that follow families to their next posting ensure that this high level of support continues as families move away from the area.
- Highly effective partnerships with all schools and childcare providers ensure families receive good advice, guidance and support. In addition, these partners work well with the centre to identify and engage children and their families as they move into the area.
- The centre has been diligent in seeking the support and confidence of army personnel to enable them to offer their services to families living on the military base.
- Good support is in place for women dealing with isolation and separation issues. The centre has established links with a good range of partners to support these women.
- The support for autistic children is very good. Robust systems are in place to identify these children early. Families are helped to understand how they can support their child to learn, grow and thrive.
- Leadership, governance and management of the centre are effective in most aspects. Leaders are constantly looking at new ways to do things better and to make improvements when required. As a result the centre is in a good position to continually improve the quality of its work and its impact on the lives of families.

It is not outstanding because:

- Partners that deliver adult learning and offer benefit and debt advice have yet to effectively share the full impact of their support with the centre.
- While some priorities in the centre's action plan are appropriate, not all are sharp or measurable to enable governance to fully challenge leaders on the centre's performance.
- Although systems are in place for parents to offer informal suggestions on how the centre's services can be improved, they have yet to get involved at a more strategic level.

What does the centre need to do to improve further?

- Improve information sharing systems with adult-education providers and services supporting families to manage their debt.
- Ensure that all of the priorities in the centre's action plan contain measurable targets with clear success criteria.
- Ensure that the parents living in the Carnagill and Wavell area are represented on the shared steering group and are supported to take a more active role in helping to shape services at the centre.

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 senior leaders, members of staff, army personnel, and partner professionals from other agencies. Discussions were held with members of the steering group, representatives from the local authority and parents. The inspectors visited activities that took place at the centre, at Wavell Infant School and at the local library.

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

Inspection team

Janet Stacey, Lead inspector

Additional inspector

Judith Elderfield

Additional inspector

Full report

Information about the centre

Carnagill and Wavell Children's Centre is situated in Catterick, North Yorkshire. The centre is a stand-alone centre that sits in the grounds of Carnagill Community Primary School in a purpose built building. The local authority is responsible for governance of the centre, supported by a steering group that represents five children's centres. The centre is part of a restructuring programme taking place across the local authority.

The centre offers a range of services, which include family activities, family support and parenting programmes. Health services are offered at the centre weekly and in local clinics. Linked childcare provision is provided by private and voluntary early years organisations in the local area. These provisions are subject to separate inspection arrangements and are available on the Ofsted website: www.ofsted.gov.uk.

There are approximately 475 children under five-years- of- age living in the area. The predominant families are of White British heritage. The centre supports military families living in the Catterick Garrison. No children live in workless households and only 5% of all households in the area claim benefit support. The centre has identified families who typically experience issues around bereavement and loss, mobility and isolation concerns and debt management as those that need the most support.

Inspection judgements

Access to services by young children and families

Good

- The centre is situated in an area where most families tend to reside for no more than three years. However, most families register with the centre and a large majority access services. This is mainly due to the centres dedicated drive to get to know every family with young children and those expecting children while they are living in the area.
- Outreach work is highly effective in establishing and maintaining contact with families in most need and encouraging families to participate in relevant services, including those who may be less likely to do so. Staff use effective strategies to ensure families have access to services and activities, particularly those with mobility and isolation concerns. For example, by delivering services from a variety of community venues and transporting some families to pertinent meetings and support groups.
- Good use is made of organisations such as The Royal British Legion, the Citizens Advice Bureau and the Red Cross to help families access services to deal with debt. However, the centre does not always know whether this support is actually helping families improve their financial status, or whether it is helping children to live in more settled, calmer households.
- Families dealing with the trauma of bereavement receive a wide range of support not only from the centre but also the Army Welfare team, Soldiers, Sailors, Airmen and Families and The Royal British Legion. Peer support is provided by the volunteers that run the 'Parents for Parents' group. These support programmes help families deal with bereavement in a sensitive manner at particular times of crisis.
- The very large majority of children eligible for free early education take up their entitlement. Almost all two, three and four-year-olds are accessing, or due to take-up, their entitlement to early education, and have places in good quality settings.

The quality of practice and services

Good

- The centre offers a good balance of services and activities that are open to all and those supporting specific parents, despite a very small staff team. Adults are well supported by the centre to develop a good understanding of their responsibilities for their children's well-being and how to ensure the

safety of their families. Case studies show that targeted intervention, prevention and early help provided through the centre or partner agencies have a significant and positive impact on children.

- All schools are very involved with the centre staff. Together, they all acknowledge that, due to the very transient nature of families moving in and out of the area, it is difficult to prepare all children for school. However, all headteachers report that the children that have been in a position to benefit from the centre's support are better prepared to engage with the schools' learning environments.
- Data show that while a large majority of children achieve a good level of development at the end of the Early Years Foundation Stage in some schools, this is not the case for all schools. The centre has yet to use this information more effectively within its action plan to sharply focus where support is most needed. As a result the centre cannot sufficiently ensure that it is improving life chances and reducing inequalities for all children.
- Centre staff work closely with health teams and inclusion officers. Good levels of information sharing are helping to identify children at risk of falling behind, particularly children with autism. The centre has established a good network of support for parents of these children. Groups such as 'Access to Autism' and 'Fun with Autism' provide good opportunities for children to develop their sensory awareness. These groups also offer a place for parents to share experiences, to get information and advice, feel less isolated and make new friends.
- Adults have access to a good range of activities to develop their parenting skills. In addition, many organisations in the area, including the army, offer parents opportunities to gain qualifications in literacy and numeracy. However, the centre is not always aware that this is taking place. This means that they are not in as good a position as they should be to know the progress that these adults are making or to plan future services to increase their economic well-being.
- Mothers feeling isolated and those with disabled children say how much they appreciate the excellent support from the centre staff. They say how much this support helps them to engage in the centre and in the community, meet new friends and break down the barriers they feel in relation to isolation and depression. 'When you come to the end of your tether, they always find a solution.' was a typical comment from a parent about the centre staff.

The effectiveness of leadership, governance and management

Good

- Leadership and governance on the whole is mostly effective. A secure framework of policies and procedures are well understood by staff and all those working with the centre. The local steering group and local authority provide a good oversight of the work of the centre and their monitoring systems hold staff to account. However, while appropriate key priorities are in the centre's action plan, some of these lack measurable targets to enable the centre to fully measure and report on its performance.
- Although parents are represented on the steering group these do not include parents from the Carnagill and Wavell area. This impacts on the ability of local parents to contribute to improving the centre's performance or helping to shape delivery.
- The centre has worked hard to develop good relationships with army personnel. Through strategies such as 'The Libor Project' they have broken down potential barriers to families accessing services that were not always available from the army. This excellent project has opened up new partnerships with a wide range of professionals and organisations that in the past may not have been visible, or accessible to some parents and army personnel.
- Staff morale is high despite many changes taking place to their roles and responsibilities under the restructure programme. They show a strong commitment to doing their very best to help families lead happier, safer lives.
- Staff have access to good supervision arrangements and a very good range of training opportunities. They lead many of the activities taking place at the centre and work closely with neighbouring centres to help reduce costs. As a result resources are used appropriately to match families to the services that they need.
- Safeguarding children is firmly at the forefront of the centre's work. Good relationships with health and social services ensure joined-up provision for families in need, especially those that have been subject to child-protection plans and those that have been assessed under the Common Assessment

Framework. In many cases, the centres intervention and support has resulted in improved home circumstances and a de-escalation from the highest levels of concern.

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	20571
Local authority	North Yorkshire
Inspection number	461420
Managed by	The local authority
Approximate number of children under five in the reach area	475
Centre leader	Lynda Smith
Date of previous inspection	Not previously inspected
Telephone number	01609 532113
Email address	Lynda.Smith@northyorks.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. 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 2014

