

Fakenham Gateway Surestart Children's Centre

Fakenham Infant and Nursery School, Norwich Road, Fakenham, NR21 8HN

Inspection dates	9–10 June 2015
Previous inspection date	Not Previously Inspected

Overall effectiveness	This inspection: Previous inspection:	Outstanding	1
		Not previously inspected	
Access to services by young children and families		Outstanding	1
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 centre's registration figures have risen significantly in the past year. As a result, the overwhelming majority of families from the reach area are registered with the centre and have outstanding access to the services it offers.
- The very large majority of families from priority groups, including those living in rural areas or areas of most deprivation, and those with two-year-old children eligible for free nursery provision, maintain regular contact with the centre until their needs are met.
- Exceptionally good partnerships means that the centre provides a wide range of services for families and good outreach support to those identified as having the most needs who use its services regularly.
- Support for early years providers is highly effective, resulting in the high take up of good quality nursery places.
- Activities to help parents understand how their children learn through play are having a positive impact on supporting children's learning and development.
- Good leadership, governance and management ensure that the centre is continually monitoring, targeting and improving the quality and impact of its work.

It is not outstanding because:

- The centre does not have complete information from partners on the participation and progress of workless parents take up of further education, training or other activities to improve their chances of employment.
- Targeted children's progress is not planned precisely enough because staff evaluations of the impact of activities is too general.
- Although information is gathered about how good services are, this information is not pulled together to provide a clear overview and this hinders the comprehensive monitoring of the centre's overall effectiveness.

What does the centre need to do to improve further?

- Increase the take up of opportunities by adults, particularly those from workless homes, to enhance their chances of employment by tracking their participation and progress to inform planning.
- Ensure that the impact of the centre's work on targeted children's learning is more precisely evaluated so that outcomes feed purposefully into future plans to ensure their good progress.
- Pull together all the information the centre holds on the impact of its services to provide a clear overview so that governors, the advisory board, leaders and managers can more easily challenge its work and build for even better effectiveness.

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 manager; officers from the local authority, the head teacher and governors of the co-located school, centre staff, parents, members of the advisory board and a number of partners including those from health, education and early years.

The inspectors visited a number of sessions held during the inspection including; a joint observation with the centre manager, 'Joy of Food', 'Baby Massage', 'Discovery Cafe' at Blenheim Park School, 'Rhyme Time' at Fakenham Library and a crèche for the children of parents attending a course at the centre. They also spoke to children, parents and grandparents.

They observed the centre's work, and looked at a range of relevant documentation including the centre's self-evaluation and development plan, parent evaluations, key policies including the centre's safeguarding procedures, as well as a range of other relevant documentation.

Inspection team

Jean-Marie Blakeley, Lead Inspector	Additional inspector
Ann Taylor	Additional inspector

Full report

Information about the centre

The centre is situated in Fakenham and serves the town and a large, mostly rural, reach area covering 100 square miles. The area is diverse with almost half the families owning their own home and over half living in rented accommodation. Some families live in rurally isolated communities that have few local facilities or public transport links. One area of Fakenham is ranked as one of the 10-20% most deprived areas seen nationally.

The governors of Fakenham Infant and Nursery School are commissioned by Norfolk Council to manage the centre. A subcommittee oversees the governance of the centre supported by an advisory board that includes partners and parents. The centre is led by a manager who was appointed within the last year. The centre is co-located in the same building as Fakenham Infant and Nursery School and part-time day care is provided on site by Colkirk Pre-School. Neither provision were part of this inspection. Their reports are available at www.reports.ofsted.gov.uk.

Services are delivered at the centre in Fakenham and in partners' premises in the area. Together with partners the centre delivers a range of services including family outreach support, parenting programmes, health services and family play sessions.

The vast majority of families are of White British heritage. There are approximately 610 children under five-years-of-age living in the community. The majority of children enter early years provision with skills well below those typical for their age. Data show that the number of children living in workless households is around 30%. The centre has identified those families living in rural isolation, those living in the area of most deprivation in Fakenham and two-year-old children that are eligible for free nursery places as those in most need of its support.

Inspection judgements

Access to services by young children and families

Outstanding

- As a result of its highly successful work with partner organisations and through extremely effective strategies to publicise its services, the centre has been able to register the overwhelming majority of the families who live within its reach area, including those less likely to do so. This number has increased significantly in the last year with most families known to the centre and regularly accessing its services. Innovative actions, such as leasing a minibus, have helped the centre reach a rapidly increasing number of the families living in rural areas.
- Information-sharing with professionals from health, social care, education, voluntary organisations and also with the local authority, is very well-established. This enables the centre to clearly identify its key priority groups who are most in need of its support. As a result, most families living in rural isolation, those living in the area of most deprivation in Fakenham and two-year-old children that are eligible for free nursery places sustain their engagement with the centre.
- Centre staff and partners accurately identify and prioritise families with the most needs. As a result, there is an excellent match between families' needs and the services that the centre offers. Services are reviewed and adjusted continually to meet local needs which results in high participation rates with most target families regularly accessing the particularly wide range of services and activities.
- Systems to set challenging targets and to monitor and evaluate overall registration and participation rates are thorough. This enables the centre to effectively adjust its services, for example, when sessions or activities are poorly attended or when the need for additional services or targeted services are identified.
- As a result of the centre's efforts, all families who have two-year-old children who are eligible for

funded nursery places take up the offer, and most three-and four-year-old children access nursery education.

- Families have good access to ante-natal services and a range of services and activities to promote good health. Dental health is particularly well promoted. Health services share up-to-date live birth data with the centre. This information helps managers and staff to rapidly register families. As a result, almost all mothers and their new born babies are registered within a few weeks of the baby's birth.

The quality of practice and services

Good

- The centre offers a very wide range of courses and activities to help families improve their health, education and overall life chances. There is a good balance of services including those provided by partners open to all families with the one-to-one support for target families.
- Staff provide good support for families. Parents comment very positively about the impact of the care, support and guidance they receive. As a result, they improve their confidence and are more able to cope with problems that may arise in their lives. One parent said 'They are like friends. I don't know where I would be without them. They have helped me so much.'
- High-quality case files are maintained due to robust quality assurance systems. Case files demonstrate the good progress made by families receiving support both in the home and at the centre. As a result inequalities are reducing for these families.
- Parents in most need of support benefit from courses and one-to-one support in the home to increase their parenting skills and cope with the demands of a young family. Parents say that this helps with the management of their children's behaviour and helps improve relationships within the family.
- Sessions aimed at helping parents to understand how their children learn through play are well received and have a positive impact on children's learning and enjoyment.
- The centre has good partnerships with early years providers, including childminders. Recent data suggest this is beginning to have an impact with those children who regularly access the centre being better prepared to learn when they start school. However, systems to track and monitor the full impact of the centre's and partners' work with targeted children are not sufficiently precise to ensure their good progress.
- Regular contact with workless families living in the area is maintained and there are opportunities for parents to volunteer, access training and employability support. However, systems to track the take up and progress of those who access adult education are not well established and the centre cannot fully demonstrate the impact this has in improving adults' chances of finding employment. This has been identified as a priority area for development by managers and plans are being implemented to address this.

The effectiveness of leadership, governance and management

Good

- The energetic centre manager and staff team are passionate about their work and are strongly committed to doing their very best for families and for their local community. They work well together as a team to reduce inequalities. Effective staff supervision and performance management has supported the well-qualified team to ensure rapid improvements including the high number of registrations of families during the last year.
- The local authority effectively monitors the centre's performance through its annual review process

and quarterly monitoring visits. Targets are set which challenge the centre to do better. These processes work in conjunction with the centre's own effective self-evaluation and close monitoring and evaluation by the governors of the school which help improve the access and services of the centre.

- Governance, leadership and management are good. Leaders and managers are well aware of the centre's strengths and areas for further development. They take good account of participation data when monitoring the centre's work. However, whilst the centre also gathers lots of detailed information about how good services are, it does not pull all this information together to provide a clear overview which hinders the precise monitoring of impact and further opportunity to challenge and help build for even better effectiveness.
- All the required safeguarding policies and procedures are in place to ensure equality of opportunity and good safeguarding practice. Staff are safely recruited and complete relevant training in safeguarding. They have a good understanding of what action to take if they are concerned about the safety of children or parents. They also use the Family Support Process, as appropriate and together with social care partners provide support for children who may be looked after, identified as in need or subject to a child protection plan or common assessment framework process.
- Through consultations and participation on the parents' forum and the advisory board, parents and partners make a good contribution to the work of the centre. Managers find ways to seek and value their views and they help influence the delivery, design and improvement of services.
- Very good resources which are effectively deployed meet the needs of families well. Managers use both staff and material resources at a range of community venues to minimise barriers such as those experienced by isolated families. They also respond to the specific needs of families by providing resources such as the toy library to ensure children's learning is supported at home.

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.

Fakenham Gateway Children's centre

Unique reference number	21133
Local authority	Norfolk
Inspection number	455064
Managed by	The governors of Fakenham Infant and Nursery School on behalf of the local authority.

Approximate number of children under five in the reach area	610
Centre manager	Janice Jackson
Telephone number	01328 864511
Email address	cc@fakenham-inf.norfolk.sch.uk

DRAFT AND CONFIDENTIAL
NOT FOR DISCLOSURE OR PUBLICATION

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.

(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

