

# Waddington, Washingborough and Witham St Hugh's Children's Centre

Waddington Redwood Primary School, Redwood Drive, Lincoln, LN5 9BN

<b>Inspection dates</b>	9–10 July 2015
<b>Previous inspection date</b>	Not Previously Inspected

<b>Overall effectiveness</b>	<b>This inspection:</b>	<b>Good</b>	<b>2</b>
	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.

- Most families are registered with the centre. A large majority of those in priority groups make good use of the centre until their needs are met.
- The centre's 'lapsed user policy' is used particularly well to monitor the participation of families with the most needs. This enables staff to focus their efforts on helping families overcome any barriers that inhibit their access to services and follow up any non-attendance.
- Children are well prepared for school as a result of the centre's effective work with parents to support their children's learning and development.
- Families highly value the support they receive from the centre. Compelling evidence provided by parents, demonstrates well how the centre helps to improve the quality of their lives.
- The centre's partnership arrangements are highly effective. As a result, families benefit greatly from the good quality services and resources provided by the centre.
- Parents contribute exceptionally well to decision-making at the centre. They are strong advocates for the centre's work and are well represented on the advisory board which is chaired by a parent.
- As a result of good governance, leadership and management, the centre has made rapid progress over the last year. Those responsible for its governance ensure the centre's performance is monitored rigorously. As a result, the centre has good capacity to keep improving.

### It is not outstanding because:

- A small minority of parents and staff do not show sufficient understanding of health and safety practices.
- The centre's arrangements to quality assure the work of volunteer-led sessions are not developed enough.

**What does the centre need to do to improve further?**

- Promote greater understanding of health and safety practices by all staff, parents and volunteers by
  - ensuring safeguarding policies more fully reflect the context of the centre and the venues it uses to provide services
- Extend existing quality assurance systems and opportunities for sharing best practice to include volunteer-led sessions and to sure their quality is consistently as good as others.

**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, managers and staff from the local authority, centre staff and those from partner agencies such as health, schools and the military services. They also met parents and members of the advisory board. They visited Witham St Hugh's and Washingborough delivery sites and also the RAF base at Waddington.

They observed the centre's work and visited sessions such as 'Learning Together' and 'Flying Start'. They also looked at a range of relevant documentation including the self-evaluation report, action plans and a sample of case files.

**Inspection team**

Priscilla McGuire, Lead Inspector	Additional inspector
Aileen King	Additional inspector
Tara Street	Additional inspector

## Full report

### Information about the centre

Waddington, Washingborough and Witham St Hugh's is a centre in Lincolnshire with a main site at Waddington and two other delivery centres at Washingborough and Witham St Hugh's. The centre also delivers services at other locations within the North Kesteven area such as the RAF base at Waddington. The centre shares its site with Waddington Redwood Primary School which is subject to separate inspection. An inspection report for the school can be found at [www.gov.uk/ofsted](http://www.gov.uk/ofsted). Governance is provided by the local authority which is supported by an advisory board.

Most services are provided through commissioned partnership arrangements with health, early years and other providers. Services offered include health support, adult learning, early year's sessions, parenting training and family support.

There are approximately 2,148 children aged under five years living in the centre's reach area. Most children's skills on entry to early education are generally typical for their age. The community is socially diverse with pockets of deprivation and parts that are affluent. Most families are White British. Unemployment rates are low and declining.

The centre has identified priority groups as: military families; families living in the most deprived parts of the community; children subject to child protection plans; children in need; and looked after children.

## Inspection judgements

### Access to services by young children and families

Good

- Most families are registered with the centre and a large majority of those in priority groups regularly use services until their needs are met. These groups include military families and families living in the most deprived parts of the community.
- Arrangements to enable the centre and its partners to share information and data are highly effective. They include written agreements to ensure information such as new birth data are regularly shared. As a result, the centre is able to carefully plan and provide services that are highly relevant to the needs of families, including those expecting babies.
- The centre implements its 'lapsed user policy' exceptionally well. Staff regularly monitor data to identify low participation of families with the most needs. This helps them to take effective action when needed, to help families overcome barriers that inhibit their access to services.
- Staff make good use of home visits, sometimes conducted with partners, to assess and meet the needs of priority families. These include families with children on child protection plans, children in need or looked after children
- The centre's volunteering programme is exceptionally well organised and enables parents to develop effective personal skills such as confidence. Parents, who volunteer, benefit greatly from their work at the centre. Many talk of being motivated to volunteer because they 'want to give something back to the centre'.
- Staff ensure that parents are made aware of all the help which may be available to them, such as

their children's entitlement to free early year's education. As a result, most two-, three- and four-year-olds take up their places in good or better quality provision.

- Excellent work by Parent Engagement Officers ensures that a very good range of services are located at community venues across the area. This is a great benefit for many families who cannot easily travel to the centre, for new parents, or those that are 'hard to reach.' For instance, the centre is working closely with the local RAF base at Waddington to improve access to services for military families who live both on and off base.

### **The quality of practice and services**

Good

- The centre provides a wide range of well-located services for families. Managers have achieved a sensible balance between services that are available to everyone and those that are designed to support those families identified as most in need of support. As a result, take-up rates by priority groups such as those living in deprived areas are good.
- Friendly and approachable staff ensure that the centre is warm and welcoming to families. Typical comments from parents include: 'Love it, brilliant staff and sessions'; 'Really friendly and accommodating, been great in helping me with my child's sleep routines' and 'Great range of sessions, lots of ideas of activities I can do at home with my child.'
- The centre's partnerships with staff from all schools, early years providers and child-minders in the area are very strong. Centre staff and their partners share 'good' practice, access training and have high aspirations for the children and families who live in the area.
- Helping children to be ready for school is at the heart of the centre's ongoing work with early years partners. For instance, sessions such as 'Learning Together', 'Growing Talk' and 'Rhyme Time' effectively help to develop children's speech and language skills. Programmes such as 'Prime Time' and 'Flying Start' are also instrumental in helping children and their families to become better prepared for school. Outcomes at the end of the Early Years Foundation Stage are continually improving and are above both the local and national averages.
- The support offered by the centre to families is carefully tailored to have a positive impact within a relatively short space of time. Issues that affect families' well-being are dealt with swiftly. Parents provide strong personal testimonies about how their life chances and the quality of their lives have improved as a direct result of the intervention and support of the centre.
- Parents participate well in a good range of informal and formal accredited adult learning courses. Courses such as first aid, baby massage, craft courses and healthy eating, help parents improve their knowledge and skills.
- Health promotion is effective and contributes well to the low obesity rates and higher than average breastfeeding rates in the area.
- The centre makes good use of the skills of its volunteers to support sessions. However, systems to ensure that the quality of all volunteer-led sessions is consistent with that of other groups are not sufficiently developed.

### **The effectiveness of leadership, governance and management**

Good

- Leadership, governance and management are highly effective. Leaders and managers have a

good knowledge of the centre's strengths and areas for development. The centre is managed well by a competent manager who has good support from senior managers within the local authority and from the advisory board.

- Leaders and managers have worked hard to ensure the centre uses resources well to help reduce inequalities. This is seen for example in the increasing number of families from the most deprived areas who readily access services.
- Arrangements to monitor the performance of the centre and to ensure it is held to account are rigorous. They include effective monitoring by a hub governance board, checks on staff performance, quarterly reviews of the centre's work and that of its partners, an annual performance review and peer reviews by other centre leaders.
- Self-evaluation processes are comprehensive. Improvement plans are thorough and effective with challenging improvement targets set. As a result, the centre has good capacity to improve further.
- Parents' involvement in decision-making at the centre is exemplary. They are actively involved in both the parents' forum and the advisory board which has a parent chairperson. The advisory board reflects the views of parents exceptionally well. By setting a target of 50% representation of parents on the board and by providing training for parent board members, the local authority demonstrates an excellent level of commitment to involving parents in decision-making.
- Safeguarding is actively promoted through the centre's effective partnership work with social care staff and through its use of the Early Help assessment tools. These approaches ensure that the needs of its key priority groups, families with children subject to child protection plans, those with children in need and looked after children are well met. Data shows that the centre's work with families from this priority group prevents problems from escalating.
- Staff also promote safeguarding through displays and notices in the centre and through training offered to parents. This includes training on e-safety. Overall, swift action is taken to minimise the risk of harm to children. However, in a minority of cases, some staff and parents do not demonstrate sufficient understanding of health and safety practices in all the different venues from which services are delivered.
- The very well-qualified staff team, including staff from commissioned services, have access to a good range of training and professional development opportunities, which further develops their skills. They act as positive role models and use resources effectively to the benefit of parents and children living in the area.
- The centre strongly promotes inclusive practice and in so doing remove any barriers to access. For example the 'KIDS' programme promotes support and activities for parents with disabled children and those with complex health needs. Parents greatly appreciate the opportunity they have to spend time playing with their children and also to have free time for themselves.

**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**

<b>Unique reference number</b>	23433
<b>Local authority</b>	Lincolnshire
<b>Inspection number</b>	455101
<b>Managed by</b>	The local authority

<b>Approximate number of children under five in the reach area</b>	2,148
<b>Centre leader</b>	Charles Newby
<b>Date of previous inspection</b>	Not Previously Inspected
<b>Telephone number</b>	01522 721750
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