

# City of Derby - Locality 3

The Big Building, 17-19 Lower Dale Road, Derby, DE23 6WY

<b>Inspection dates</b>	1–3 July 2014
Previous inspection date	Not previously inspected

<b>Overall effectiveness</b>	<b>This inspection:</b> Previous inspection:	<b>Requires improvement</b>	<b>3</b>
		Not applicable	
Access to services by young children and families		Requires improvement	3
The quality of practice and services		Requires improvement	3
The effectiveness of leadership, governance and management		Requires improvement	3

## Summary of key findings for children and families

### This group of centres requires improvement. It is not good because:

- Not enough families of two, three and four year-old children are taking up the opportunity to access a free nursery education place.
- Information from the local authority is not clear enough to help leaders and managers plan and set measurable targets. Old and duplicated information cannot easily be removed, as a result, they do not have a completely accurate overview of how many families use the centre, from where and for how long or what the impact of their work is.
- The record of the local authority's annual review of the group does not provide senior managers or the advisory board with enough information about the group's strengths and weaknesses to enable them to challenge leaders and managers as well as they could.
- Targets for improvement, including health outcomes, are not always sufficiently specific and measurable to drive improvements.
- Some of the materials such as notices, learning materials and publicity materials are not user friendly for people who speak English as an additional language.
- Adults' and children's progress is not always tracked well enough for leaders and managers to fully understand the group's impact. In some cases this is because agreements with partners are not clear enough about what the group's needs are.

### This children's centre group has the following strengths:

- The group has clear evidence that the large majority of the families who use its services are from the groups whose circumstances may make them vulnerable. It is very successful at encouraging new arrivals to the United Kingdom into the centres and helping them to feel comfortable enough to return and sustain their contact.
- Safeguarding and protecting the welfare of vulnerable children and adults is at the forefront of the group's work. Local authority procedures are followed well and firmly understood by staff.
- Staff have an excellent understanding of the local communities they work with. They provide highly relevant, good quality advice and support in one to one and group sessions. Families who use services make positive changes that improve their life significantly.

## What does the group need to do to improve further?

- Cleanse the information held by the group about the number of registered families in the area and use the updated information to obtain a more accurate assessment of which families are using the centre and in which areas they live.
- Improve the quality and availability of data from the local authority, including predicted trends for the area and adult learning outcomes, so that the group can better assess its impact on families and progress against targets and inform long term planning.
- Improve the quality of:
  - publicity materials, health and safety notices and learning materials to make them more accessible to speakers of English as an additional language
  - monitoring and tracking of children's and adults' progress when they have used children's centre services
  - service level agreements so that they provide the group with information about the quality of provision and the outcomes for service users
  - the annual review of the group by the local authority so that targets set for the group, especially around health outcomes, are sharp and measurable.
- The local authority should:
  - increase the number of places available for two-year-old children eligible for a funded nursery education place
  - work with the centre to increase the number of families taking up free nursery education places for three and four year-old children.

## Information about this inspection

The inspection of this children's centre group 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 of Her Majesty's Inspectors and three Additional inspectors.

The inspectors held meetings with leaders, managers and staff from the centres within the group and the local authority, parents, and representatives of partner agencies and the advisory board.

The inspectors visited and inspected the following Children's Centres: Rosehill; Austin Sunnyhill; Babington; Becket; Mickleover and Littleover; and Pear Tree Children's. They also visited Pear Tree clinic, Beaufort Business Centre, Ashtree House and Pear Tree Infant School.

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

## Inspection team

Joanne Smith Lead inspector	Her Majesty's Inspector
Maxine Mayer	Her Majesty's Inspector
Catherine Hairsine	Additional inspector
Geoffrey Dorrity	Additional inspector
Megan Dauksta	Additional inspector

## Full report

### Information about the group

City of Derby-locality 3 Children's Centre group operates from six main sites across Derby. Governance of the group is provided by the local authority.

The group has operated the six centres in the area under one children's centre services manager since 2012. The current post holder was seconded into the post in December 2013 until September 2014. The group serves an area with a very varied range of communities, including some in the top 10% most deprived in England and some relatively more affluent areas.

The group is an integral part of the locality multi-agency team, which is a partnership for children and young people aged 0-19 years. With partners the group delivers parenting advice and support, parent and child activity groups, adult learning, volunteering opportunities and health appointments alongside one-to-one work for families.

There are around 6,837 children aged under five years living in the area served by the group. Families living in the area are from a very diverse range of social and cultural backgrounds. The population varies from Mickleover and Littleover which is largely a White British population to Rosehill having with an established Pakistani community and a rapidly growing Roma community within it.

Worklessness in the majority of the locality is higher than the county average. The number of families dependent on workless benefits is higher than county averages. Around 85% of children under five years live in households dependent on workless benefits.

The group has identified families suffering domestic abuse and families new to the country, in particular the Roma community, as the main groups who need the most support in the area.

Children enter Early Years Foundation Stage provision with skills and knowledge well below those expected for their age.

### Inspection judgements

#### Access to services by young children and families

#### Requires improvement

- The group is an established member of the locality multi-agency team working with children aged 0-19 years old. This has strengthened the group's work with health and social care partners so that effective information sharing is second nature to the professionals involved with families. The families most in need of support and guidance are therefore identified swiftly and receive prompt service from the group.
- The data system to measure the level of registration and engagement of families with the centre is poor quality. Consequently the data contain duplicate and out of date information. This is despite the efforts of staff who have worked hard to produce clearer reports. As a result, leaders and managers do not have an accurate enough picture of the level of registration and engagement in the locality.
- By using good quality information about the community the group has accurately identified the groups it wishes to prioritise service for. These include families from the

'new communities', specifically those of Roma heritage, workless households, those experiencing domestic abuse and asylum-seeking families. The group's very thorough monitoring records show that the vast majority of families engaging with services are from these groups. However, the local authority does not share all the information it has available, for example on predicted trends in population growth, to assist the group with longer term planning.

- Outreach work is highly effective. The group works with a significant range of partners who have expertise in working with the vulnerable families identified by the group. Partners use their knowledge well to refer families to relevant services and family visitors provide good quality advice and support to families, including expectant families.
- Staff successfully promote the free two-year-old nursery education grant to families. Around two-thirds of families who have a child eligible for a free nursery education place take up the offer. This take-up rate has filled all the available places in the locality leaving a significant number unable to access their entitlement. As a result, too few families of three and four-year-old children are able to take up their entitlement to a free nursery education place.

### The quality of practice and services

### Requires improvement

- Parenting courses successfully lead to improvements in the ability of parents to manage children's behaviour, provide healthy meals and understand the importance of playing with their children.
- A large majority of parents who attend courses improve their English and numeracy skills which helps them to independently complete important practical tasks such as making an appointment with the doctor.
- Leaders and managers use the information they have about the different communities effectively to plan the services they deliver in the different centres. They use partners' such as the adult learning service to enhance the range of services they can deliver. They do not, however, have a good enough system to check the quality of such activities or their levels of success to ensure any necessary changes can be made swiftly.
- Work to reduce the number of families progressing to social care involvement is very positive. Families who are most in need of early help work with staff to jointly assess their own needs and starting points using a locally developed tool. This helps them to acknowledge their needs, confront their issues and recognise the consequences of their circumstances.
- Excellent analysis of children's skills and knowledge at the end of the Early Years Foundation Stage in each centre area has produced a focus for parent and child activity sessions. However, this information is not shared widely, for example with local private and voluntary childcare providers to support a wider impact on children's readiness for school.
- Children who regularly attend sessions are tracked effectively and the group can demonstrate that they make progress. Anecdotally children who have benefited from children's centre services are more ready to learn than their peers when they start school. However, long term tracking to securely demonstrate the impact of children's centre

services on children is yet to be firmly established.

- Although the group is very successful at working with families who speak English as an additional language some of the notices and learning and publicity materials use too much English language text. More needs to be done to improve these and make them more visually accessible and understandable to centre users.

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

### **Requires improvement**

- Agreements with partners, such as the adult learning provider, set out clear expectations in relation to room requirements and payments for example. However, they do not always provide leaders and managers with information to help them to fully understand the quality and impact of the service being offered on their behalf. They are not given information, for example, on how many adults successfully complete courses and gain qualifications.
- Financial resources in the locality have been significantly reduced in the last two years. Staff in the group have adapted and responded well to the challenge of delivering highly relevant services to a growing population. There has been some reduction in services in individual centres, but better use is now made by families, who confidently attend different centres across the locality.
- The volunteer programme operated by the group offers participants valuable work experience and has a positive effect on their confidence. While the group works well with partners to support its work and some volunteers support the very well attended Roma Slovak Heart group, more use could be made of established local groups to support the work of the centres across the locality.
- Local authority structures are well established and regular meetings to discuss the group's performance take place. The annual conversation and resulting report, however, are not robust enough to enable the local authority or the advisory board to confidently check how well the group is performing against any targets. This is affected further by the quality of data produced using local authority information technology systems and as a result the targets that emerge from the annual conversation are not always specific or measurable.
- Staff receive regular, supportive one to one supervision sessions with their manager. Work with families of children receiving support from social care, including those subject to child protection plans is effective. Early help assessments are used well to ensure timely support from the most appropriate service or partner.
- Parents are well-established members of the advisory board and this group meets on a quarterly basis. Members of the board feel well-informed about the work of the centre, however, the limited nature of good quality data available to the group means that the advisory board can only challenge and question at a level that is not as good as it could be.

## 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.

## Group details

<b>Unique reference number</b>	80226
<b>Local authority</b>	Derby
<b>Inspection number</b>	442702
<b>Managed by</b>	The local authority
<b>Approximate number of children under five in the reach area</b>	6,837
<b>Centre leader</b>	Hedia Aslam
<b>Date of previous inspection</b>	Not previously inspected
<b>Telephone number</b>	01332 641315
<b>Email address</b>	Hedia.aslam@derby.gov.uk

### This group consists of the following children's centres:

- 23060 Rosehill Children's Centre
- 22338 Pear Tree Children's Centre
- 21994 Mickleover and Littleover Children's Centre
- 20233 Becket Children's Centre
- 20164 Babington Children's Centre
- 20143 Austin Sunnyhill Children's Centre

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](http://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](mailto: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](mailto: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.

This template is available at [www.ofsted.gov.uk/resources/130186](http://www.ofsted.gov.uk/resources/130186).

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](mailto:enquiries@ofsted.gov.uk)  
W: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

No. 130186