



Cabinet Member (Children and Young People)

Time and Date

4.00 pm on Monday, 2nd February, 2015

Place

Committee Room 2 - Council House

Public Business

1. **Apologies**
2. **Declarations of Interests**
3. **Coventry Children's Centres** (Pages 3 - 156)
Report of the Executive Director of People
4. **Outstanding Issues Report** (Pages 157 - 160)
Report of the Executive Director of Resources
5. **Any Other Business**

To consider any other items of business which the Cabinet Member decides to take as a matter of urgency because of the special circumstances involved.

Private Business

Nil

Chris West, Executive Director, Resources, Council House Coventry

Friday, 23 January 2015

Note: The person to contact about the agenda and documents for this meeting is Suzanne Bennett, Governance Services Tel: 024 7683 3072

Membership: Councillor: E Ruane (Cabinet Member)

By invitation Councillors J Lepoidevin (Shadow Cabinet Member)

Please note: a hearing loop is available in the committee rooms

If you require a British Sign Language interpreter for this meeting
OR if you would like this information in another format or
language please contact us.

Suzanne Bennett

Tel: 024 7683 3072

Email: Suzanne.bennett@coventry.gov.uk



Public report
Cabinet Member

Cabinet Member for Children and Young People

2 February 2015

Name of Cabinet Member

Cabinet Member for Children and Young People – Councillor Ruane

Director Approving Submission of the report:

Executive Director of People

Ward(s) affected:

All Wards

Services are delivered on a citywide basis

Title: Coventry Children's Centres

Is this a key decision?

No

Executive Summary:

The purpose of this report is to inform the Cabinet Member, of the current status of Ofsted outcomes for Children's Centres and progress against actions to address recommendations in order for the Centres to get to "Good" or "Outstanding"

In Coventry we have 17 Children's Centres in total. The Inspection process for Children's Centres assesses performance and impact against a Statutory Framework of how the needs of children and families are identified and met within a geographical area. The overall outcome of an Inspection is categorised under the following judgments: Outstanding, Good, Requires Improvement / Satisfactory or Inadequate. The key judgements are:

- Access to services by young children and families
- The quality and impact of practice and services
- The effectiveness of leadership, governance and management.

The Ofsted Inspection framework was introduced from 2010 and was revised in 2013. In Coventry, the Inspection of Children's Centres to date have been as both stand alone and group based Inspections. As a result 16 children centres have been inspected both as single centres as a group of centres. The outcome of the inspections have led to 4 single centres judged to be good, 6 single children's centres and 2 children's centre group (involving 6 children's centres) judged to be requiring improvement or satisfactory.

The Statutory Guidance for Sure Start Children's Centres clarifies what local authorities and statutory partners must do because it is required by legislation, and what local authorities and partners should do when fulfilling their statutory responsibilities;

- focuses on outcomes for children (the core purpose of children's centres);
- clarifies the duty to secure sufficient children's centres accessible to all families with young children, and targeted evidence-based interventions for those families in greatest need of support; and
- promotes the greater involvement of organisations in the running of children's centres with a track record of supporting families.

The Local Authority aspires for all Children's Centres to achieve "Good" or "Outstanding" at their next Inspection and as a result work to achieve this remains a priority.

Progress has been made in all areas identified through recommendations from OFSTED. Strategic developments such as integrated working, data and Information sharing continue to be a focus in the development of the Early Help Offer, details of which can be found in the main body of the report.

Recommendations:

The Cabinet Member for Children and Young People is requested to note the progress made, against the recommendations, following Children's Centre Ofsted Inspections and request that Officers continue to work to develop the Children's Centre service area in order to move Centres to "Good" or Outstanding" at future Inspections.

List of Appendices included:

Children's Centre Ofsted Inspection Reports and Action Plans

Children's Centres judged as "Requires Improvement" or "Satisfactory"

Flutterbies Children's Centre – November 2010 (Commissioned)
Stoke Heath Children's Centre – March 2011
Middleride Children's Centre - May 2011
Valley House Children's Centre – December 2011 (Commissioned)
Foleshill Children's Centre – November 2012
Tommies Children's Centre – November 2012 (Commissioned)
North West Children's Centre Cluster – November 2013
North East 2 Children's Centre Cluster – December 2013

Background papers:

None

Other useful documents:

Sure Start Children's Centres Statutory Guidance for local authorities, commissioners of local health services and Job Centre Plus. (DfE April 2013)

Children's Centre Inspection Handbook (Ofsted 2014)

Has it been or will it be considered by Scrutiny?

No

Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

Title of Report: Coventry Children's Centres

1. Context (or background)

1.1 Statutory Guidance (2013) defines a Children's Centre as: "A group or a group of places managed by or behalf of local authorities, through which childhood services are made available, at which activities for young children are provided ". The Core purpose of children's centres is to improve outcomes for young children and their families and reduce inequalities between families in greatest need and their peers in:

- Child Development and school readiness;
- Parenting aspirations and parenting skills;
- Child and family health and life chances.

1.2 The regulatory function for the inspection of Children's Centres is the responsibility of Ofsted, under Part 3A of the Children's Act 2006. The inspection framework was revised and published in April 2013 and subsequently updated in April 2014. Under this framework an inspection will either be a single centre or children's centre group that offers integrated services and shares leadership and management. The changes to the framework in 2013 also saw the removal of the Satisfactory judgement and the introduction of "Requires Improvement"

1.3 Inspections can take place at any time as well as being scheduled using the information held by Ofsted. Children centres that are judged as 'requires improvement' will normally be inspected within a maximum period of two years and earlier if required. The Local Authority expects that these Children's Centres will be Inspected in 2015

1.4 The inspections make three key judgements that contribute to an overall judgement of the effectiveness of the centre. The three key judgements are:

- Access to services by young children and families
- The quality and impact of practice and services
- The effectiveness of leadership, governance and management

1.5 When judging the overall effectiveness of the children's centre and when making the three key judgements about access to services, the quality and impact of services, and the effectiveness of leadership, governance and management of the centre, inspectors will use the following scale:

Grade 1: Outstanding

Grade 2: Good

Grade 3: Requires improvement (previously judged satisfactory)

Grade 4: Inadequate.

1.6 In order for Children's Centres to achieve a "Good" or "Outstanding" overall judgement Ofsted states that:

"The centre's practice consistently reflects the highest aspirations for all children and their families and in particular those in target groups and, as a result, inequalities are reducing rapidly."

"All three key judgements are outstanding. Exceptionally one of the key judgements may be good and rapidly improving and all other key aspects of the centre's work are good or outstanding. The centre's practice enables most targeted children and their families to access good-quality services that improve children's well-being and achieve the centre's stated outcomes. Other key aspects of the centre's work are likely to be at least good."

1.7 There are 17 children centres in Coventry and of these 3 are commissioned to the Private Voluntary and Independent sector. 12 centres have been inspected between 2010 and 2013, 10 have had single Inspections, there has been 2 group Inspections that include 6 centres and 1 has not yet been inspected. Overall 4 children's centres were judged to be good and the rest are judged as "requiring improvement" or "satisfactory".

1.8 Recommendations arising from any Inspection are integrated into the Centre Development Plan and the self evaluation form both of which are a statutory requirement and are robustly monitored by the Centres Senior Management Team and Partnership Advisory Board on a quarterly basis

1.9 All Children's Centres have a duty to ensure that there is a Partnership Advisory Board in place. And this board advises and helps those responsible for running the centre. It ensures the centre is clear on parents' views and plays an active role in driving improvement in the children's centre's performance." Partnership Advisory Board members are involved in any Ofsted inspection of the children's centre.

1.10 Partnership Advisory Board members are responsible for offering support and challenge to each other (the agencies that they represent) and the Children's Centre Manager and their teams. The role of Partnership Board members is to hold each other and any external partners to account in regard to sharing information, contributing to improving outcomes for children and families, identifying key priorities and target groups based on data, experience and in meeting local need.

1.11 Partner agencies represented on Partnership Advisory Board across the city include: Schools, Health Visiting Service, Elected Members, Housing, Midwifery, Voluntary organisations, Training providers, Job Centre Plus.

1.12 Parents Forums provide opportunities for parents to either be a member of the Partnership Advisory Boards or for those parents who chose not to become members of the Board their views are still valued and considered as part of its decision making processes

2.0 Recommendations relating to Centres judged as "Requires Improvement" or "Satisfactory"

The recommendations in respect of the 8 Children's Centres judged to as "Requiring Improvement" or "Satisfactory" have a number of common themes. Each Children's Centre will have a clear action plan (**See Appendices**) to address recommendations and actions resulting from the Inspection. There are however cross cutting themes such as access to data that are addressed across the Local Authority.

Common themes on recommendations from Inspections to date have been summarised below under the current Ofsted Grade Descriptors:

The Effectiveness of Leadership & Management

Local Authority:

- Development of strategic arrangements with partners in relation to service delivery.
- To secure the provision of a robust data set to be used by the children's centres to inform service delivery and impact.
- Effective use of data to be reflected in performance management and target setting.

Partnership Advisory Boards and Parents Forums:

- To clarify the roles & responsibilities of Partnership Advisory Board members in relation to accountability, for monitoring and evaluation of services measuring impact and effectiveness.
- To ensure that Centres use data effectively to influence service design and delivery.
- The Partnership Advisory Board to have representation and engagement from appropriate partner agencies.
- Centres to have in place appropriate representation from target groups providing opportunities for parents to influence the type and quality services offered.

Access to services by children young people and families

- Use of evidence including that from partner agencies to identify need and influence targeted service development and delivery
- Development of strategies to improve access and sustain engagement from identified target groups
- Development of integrated services delivered through Children's Centres or in local community venues

The Quality and Impact of practice

Systems for quality assurance to monitor evaluate and track impact of services delivered to children from targeted groups, in response to assessment of need. This includes those services provided by partner agencies.

2.1 Actions taken to address recommendations

- 2.1.1** The last Inspection of a Children's Centre in Coventry was over 12 months ago, In the period since the last inspection, there have been significant developments which will support Improvement and go towards securing good outcomes for Children's Centres in any future Inspections. This has included strategic work on the access and analysis of data and a significant change in practice resulting in better integration and multi-agency working as a result of the Acting Early Programme. There has also been progress made in the development of places and increased participation in early education particularly the most disadvantaged two year olds
- 2.1.2** In order to address how recommendations and actions with a focus on children's centres achieving good or better at their next Inspections the following strategies are in place:

2.2 The Effectiveness of Leadership and Management

Local Authority:

2.2.1 The Earl Help Offer is a key strategic priority for the Local Authority and is part of the improvement plan. The delivery of the Children's Centre Service will form part of this offer. A Head of Service for Early Help and Prevention has been appointed which will give a clear and greater focus on this area of work.

2.2.2 At both strategic and operational levels effective partnership working principles continue to be developed and implemented, as part of the on-going progression of Coventry's Early Help Offer. An area of success is through the delivery of the Acting Early Programme (0-5years), where Information sharing protocols are in place. Integrated workforce development and training activities have also been delivered.

2.2.3 The Local Authority has led on significant progression of the data set provided to Children's Centres. This is a continued focus for both the Local Authority Data Team and Children's Centres and includes support and training regarding data analysis, effective use of partner agency data to shape Children's Centre services and monitor impact on children's outcomes.

2.2.4 The Acting Early Programme (0-5 years) has led to the introduction of the consent to share information being routinely sought at the earliest opportunity which has potential to provide live birth data directly to Children's Centres.

2.2.5 As part of the performance management of Children's Centres an Annual Performance Management review is carried out with all Children's Centres where progress of the action plan in response to Ofsted recommendations is reviewed along with the Children's Centre Self Evaluation Form (SEF) (which is where the centre assesses its performance and makes Judgements against the Ofsted framework).

2.2.6 Progress and Improvement are also robustly monitored by the Children's Centre Management team and the Partnership Advisory Board.

2.2.7 Acting Early Programme

Senior Leaders across agencies, University Hospital Coventry and Warwickshire (UHCW), Coventry and Warwickshire Partnership Trust (CWPT) and Local Authority have agreed and implemented successfully an integrated working model which focusses on improving the way that the needs of children and families are met. This has strong governance arrangements at both strategic and operational levels and is closely performance managed through Key Performance Indicators which also relate to the core offer of Children's Centres.

2.2.8 Early Education

The Local Authority are fully committed to the development and delivery through partners in the childcare sector, of the early learning for two year olds programme which is part of the children's centre offer. Significant progress has been made with good rates of participation for the most disadvantaged children. Officers have led on work with the sector to improve quality of provision, as a result of this work since the last children's centre inspection there are currently no "Inadequate" settings registered to take funded children.

2.2.9 Partnership Advisory Boards and Parents Forum

Membership of the Board and Parents Forum is regularly reviewed and recruitment and induction processes have been significantly improved resulting in practice to ensure that roles and responsibilities are well defined and membership is at an appropriate level. This is included in the Terms of Reference for the Board.

An induction and training package has been developed and implemented for all new members joining a Partnership Advisory Board this is comprehensive and reflects principles and learning from the training and development programme offered to School Governors. It clarifies members' accountability and responsibilities.

The role of the Chairperson of the Partnership Advisory Board includes their involvement in the Local Authority Performance Management Review process for Children's Centres and Children's Centre Ofsted Inspections

Parents' Forums are in place and act as the formal process to link parents views to the Partnership Advisory Board as part of the governance arrangements. In addition, on-going work to engage with parents and provide opportunities for them to be involved at all levels has included focus groups, consultation (general and targeted for example Young Parents) and attendance at community events to encourage participation.

2.3 Access to services by children, young people and families

Timetables of activities have been developed to deliver services which targets specific needs in relation to the community in which the centre serves for example, English as a second language, young parents, child and family health). Parents/ Carers are provided with details of activities and services available in their local area and signposted to the Family Information Service website where they can identify and access services.

Children's Centres undertake a termly large scale outreach activity, using the details provided by Department for Work and Pensions to target families whose children are eligible and entitled to access their 2 year old Early Education place and provide information on Children's Centre services and Early Learning opportunities. For families who aren't able to access services either within a community venue or within their local Children's Centres, targeted services are delivered within the family home, this includes some health services, family support, and services for children with disabilities.

Opportunities for parents to access support with parenting such as Triple P, Family Links and Living with Confidence intervention is offered through groups delivered in the Children's Centre, community venue or within the family home.

Significant work to develop effective partnership and integration is an on-going focus for the Local Authority at a Strategic Level and Children's Centres locally. This includes the development of the 6 Acting Early Programme sites has seen the early integration of Health partners (Health Visitors, Midwives and GP's) and Local Authority (Children's Centres, Children and Families First and Children's Social Care) coming together to share information and deliver effective and efficient services that avoid duplication and ensures swifter access to appropriate service for families. These are not yet fully embedded across all Children's Centres.

2.4 The Quality and Impact of Practice

Audit processes are in place to review the quality of assessment, recording appropriateness of intervention and the application of thresholds. The outcome of audits to date show that a high majority of cases were assessed as being "adequate" or "good" Service User consultations and satisfaction surveys are routinely used to review quality of services delivered by the Children's Centre.

Systems to gather the voice/ views of the child are embedded in practice.

Staff performance and delivery is managed effectively in line with corporate procedures for performance management of staff through supervision and appraisals are in place.

Key performance indicators which measure impact of integrated working are reflected in the Acting Early performance dashboard, these are monitored by the Acting Early Board on monthly basis and an external evaluation for this project is in progress.

Since the last inspection in 2013 systems have been developed to track long term outcomes for children who have accessed early education and children's centre services.

3.0 Timetable for implementing this decision

The priority is to ensure that good progress to date is enhanced at both strategic and operational level to ensure that Children's Centres work towards gaining a "Good" or "Outstanding" outcome at their next Ofsted Inspection.

4.0 Comments from Executive Director, Resources

4.1 Financial implications Revenue Funding

There are no financial implications to note

4.2 Legal implications

The Council has a duty under the Childcare Act 2006: Section 5A for arrangements to be made to ensure that there are sufficient children's centres, so far as reasonably practicable, to meet local need. This section defines what a Sure Start children's centre is and what arrangements and services constitute a children's centre.

The Childcare Act 2006 further outlines the statutory function of Ofsted in respect of the inspection of Children's Centre and the duty to inspect at five yearly intervals. Following inspection the Act outlines the actions to be taken by the Local Authority including the preparation of an action plan.

5.0 Other implications

5.1 This work Contributes to:

"The core purpose relates directly to the wider duties local authorities have to improve the well-being of young children in their area and to reduce inequalities between young children in their area" (DfE 2013. Pg. 7)

The Statutory Duties relating to Children's Centres are being considered as part of the review and development of the Early Help Offer.

5.2 How is risk being managed?

The following may be risks for Children's Centres achieving an improved judgment at their next Inspection:

- Uncertainty around the future of Children’s Centres could impact on staffing stability and difficulties around the recruitment and retention of staff as there are currently a number of temporary contracts in place
- Capacity of partners as increasing demand may result in reduction in capacity or willingness to become involved in the delivery of Children’s Centre Services and its Governance arrangements.
- Staffing capacity to support engagement of parents from targeted groups on Parents Forums and to access services

The development of the Early Help Service will mean more clarity of the future staffing structures and Governance arrangements.

5.3 What is the impact on the organisation?

There are no Implications on the Organisation

5.4 Equalities / EIA

An EIA is not applicable for this report.

5.5 Implications for (or impact on) the environment

None

5.6 Implications for partner organisations?

None

Report author:

Name and Job Title:

Amanda Reynolds
Service Manager Early Years & Children’s Centres

Directorate:

People

Tel and email contact:

Tel: 024 7683 1676

Email: amanda.reynolds@coventry.gov.uk

Enquiries should be directed to the above persons.

Contributor/approver name	Title	Directorate or organisation	Date doc sent out	Date response received or approved
Contributors:				
Yolanda Corden	Assistant Director	People	14.01.15	15.01.15
Jivan Sembi	Head of Service	People	14.01.15	15.01.15
Angela Harley	Service Manager	People	14.01.15	15.01.15
Other members				
Suzanne Bennett	Governance Services Team Leader	Resources	15.01.15	15.01.15
Names of approvers for submission: (Officers and Members)				
Finance: Rachel Sugars	Finance Manager	Resources	15.01.15	15.01.15
Legal: Julie Newman	Children and Adults Legal Services Manager	Resources	15.01.15	15.01.15
HR: Neelesh Sutaria	HR Business Partner	Resources	15.01.15	15.01.15
Director: Brian Walsh	Executive Director	People		
Members: Name				
Councillor Ruane	Cabinet Member for Children and Young People			

This report is published on the council's website:

www.coventry.gov.uk/councilmeetings

Appendices

- 1) Children's Centre Ofsted Inspection Reports**
- 2) Children's Centre Ofsted Inspection Action Plans**

This page is intentionally left blank

Inspection report for Flutterbies Children's Centre, Holbrooks

Local authority	Coventry
Inspection number	362480
Inspection dates	24–25 November 2010
Reporting inspector	Usha Devi HMI

Centre governance	Coventry Local Authority
Centre leader	Tracy Wright
Date of previous inspection	Not previously inspected
Centre address	50-52 Hen Lane
	Holbrooks, Coventry
	CV6 4LB
Telephone number	024 7661398
Fax number	
Email address	tracy.wright@childcare4all.co.uk

Linked early years and childcare, if applicable	Flutterbies Children's Centre Flutterbies Family Centre
---	--

The inspection of this Sure Start Children's Centre was carried out under Part 3A of the Childcare Act 2006 as inserted by section 199 of the Apprenticeships, Skills, Children and Learning Act 2009.

Introduction

The inspection addresses the centre's contribution to:

- facilitating access to early childhood services by parents, prospective parents and young children
- maximising the benefit of those services to parents, prospective parents and young children
- improving the well-being of young children.

The report is made to the local authority and a copy is sent to the children's centre. The local authority may send the report to such persons it considers appropriate and must arrange for an action plan to be produced in relation to the findings in this report.

This inspection was carried out by one of Her Majesty's inspectors and an early years inspector. The inspectors held meetings with staff, the senior leadership team, local authority representatives, the directors of Tommies Childcare Limited and partner agencies, including representatives from the health service. They also had discussions with users. They observed the centre's work and looked at a range of relevant documentation.

Information about the centre

Flutterbies Children Centre was designated in March 2006. The centre is a phase one children's centre providing the full core offer of services. It is situated in a residential area in the north east of Coventry. The centre uses Holbrooks Community Centre, St Lukes Hall, Holbrooks Health Centre and Longford Union Baptist Church to deliver some of its services. Three quarters of the local population is White British. The remainder are from other groups including Asian, Black and Polish. The centre serves the Holbrook area which is in one of the 29% most deprived areas in the country. It also serves the Longford area which is in one of the 21% most deprived areas in the country. Around 21% of children are from households where no one is working and adults are claiming benefits. Children's levels of attainment on entry to the early year's provision are broadly similar to those expected for their age.

A new children's centre manager was appointed in August 2009. In July 2010 Tommies Childcare Limited took responsibility for overseeing the work of the centre. They manage the centre on behalf of the local authority. The centre manager and the directors of Tommies Childcare Limited monitor and evaluate the work of the centre and report their findings to the local authority. Arrangements for a new advisory board have recently been established. Parent and user representatives and local professionals who work with Flutterbies will join Tommies Partnership Board meetings from December 2010.

The centre is housed in two converted buildings on Hen Lane. Privately owned day nursery provision is available at both sites. Flutterbies Children’s Centre Day Nursery and Flutterbies Family Centre were both inspected in 2009. The inspection reports can be found on the Ofsted website www.Ofsted.gov.uk.

Inspection judgements

Grades: 1 is outstanding, 2 is good, 3 is satisfactory, and 4 is inadequate

Overall effectiveness

The effectiveness of the children’s centre in meeting the needs of and improving outcomes for users and the wider community

3

Capacity for sustained improvement

The centre’s capacity for sustained improvement, including the quality of its leadership and management

3

Main findings

Flutterbies children’s centre provides satisfactorily for the needs of children and families. Parents and users told inspectors they appreciate the warm welcome they receive. ‘A great team,’ and ‘caring and enthusiastic staff’ were just some of the comments made by parents. The centre has good arrangements in place for safeguarding children. Staff are particularly effective at ensuring children and families whose circumstances make them vulnerable receive relevant and timely support.

Outcomes for users including the most vulnerable are satisfactory. For instance, through sessions such as ‘Healthy Footsteps’ parents develop a secure understanding of healthy eating by focusing on making mealtimes fun. Information from case studies and feedback from users indicates that there are aspects of the centre’s provision which are having a strong impact on some children and adults. For example, services provided by the speech and language team are contributing to improvements in children’s language and helping parents to support their children’s learning effectively. ‘Chatter Box has given me a wider range of songs to sing with my child’ wrote one parent.

The centre’s promotion of equality is satisfactory. Leaders have identified the proportion of users from its target groups, such as teenage parents and those from workless households, who are attending the centre. This information shows that participation rates are variable. One reason for this is that the centre does not have systems in place to assess the needs of its users accurately before they begin planning sessions or programmes. As a result, the activities on offer do not always meet users’ specific needs. Some parents told inspectors they would like the centre to arrange sessions that give them the chance to learn through practical activities. The centre has yet to devise strategies for engaging more users from its target groups.

The centre manager has successfully maintained high staff morale during a period of change. Staff are keen to work with leaders to further improve outcomes. Through evaluations of individual activities and case studies, leaders and managers have a sound understanding of the centre's strengths and weaknesses. The local authority and centre leaders are aware that systems for monitoring and evaluation are not sufficiently rigorous. This is because data is not yet used to measure impact. In addition, some partner agencies are not providing the centre with evaluations of the impact they make. This makes it difficult for staff to evaluate all aspects of the centre's work accurately. The opportunities users have to make a contribution to the evaluation and development of the centre are currently limited. Given the outcomes and improvements required with monitoring and evaluation, the centre has a satisfactory capacity to improve.

What does the centre need to do to improve further?

Recommendations for further improvement

- Improve outcomes by accurately assessing the needs of all users and devising strategies to further engage those from the target groups.
- In consultation with users establish ways in which they can make a greater contribution to the evaluation and development of the centre.
- Work with the local authority and key partners to develop strategies to measure impact and to improve systems and procedures for monitoring and evaluating the centre's work.

How good are outcomes for users?

3

Through events such as the 'Healthy Day,' which included representatives from the British Heart Foundation, the centre helps users to learn about the impact of eating and exercise on their bodies and of their families. Personal accounts and observations show that events such as this are gradually increasing users' awareness of the importance of adopting a healthy lifestyle.

Children's and adult's understanding of staying safe is satisfactorily promoted through activities such as road safety awareness. 'I am learning to cross the road' said one child while waiting for the 'traffic' to stop. As a result of the Early Years Life Check project, some families have received free household safety equipment, such as safety socket covers. Centre staff effectively ensure that users are safe while on the premises. During fortnightly 'Raise, Share and Review' meetings, staff closely monitor children subject to the common assessment framework and families in challenging circumstances. Consequently the most vulnerable children and their families are receiving the support they need and their outcomes are steadily improving. Representatives from partner agencies, such as health, sometimes attend these meetings.

When planning activities, staff miss opportunities to develop children's language and

mathematical development. As a result, the progress children make in these areas is satisfactory. Through 'Stay and Play' and 'Tatty Bumpkins' sessions children make good progress in their personal development. Consequently, they behave well, cooperate with others and take part in activities with enthusiasm. Opportunities for users to contribute to the governance of the centre are underdeveloped. The centre responds well to individual requests for information and signposts users to local education and training providers. Senior leaders have recently established links with Job Centre Plus in order to help more adults in the area gain qualifications and find employment.

These are the grades for the outcomes for users

The extent to which children, including those from vulnerable groups, are physically, mentally and emotionally healthy and families have healthy lifestyles	3
The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them	3
The extent to which all users enjoy and achieve educationally and in their personal and social development	3
The extent to which children engage in positive behaviour and develop positive relationships and users contribute to decision-making and governance of the centre	3
The extent to which children are developing skills for the future and parents are developing economic stability and independence including access to training	3

How good is the provision?

3

Activities, including outreach services, are adequately matched to the needs of users and the wider community. The centre has successfully increased the number of fathers attending the centre. 'Gives me quality time to spend with my daughter' and 'it gives me the chance to interact with other dads' were just some of the responses to the evaluation of the 'Top Dads' group at St Lukes Hall. Further work is required to increase the engagement of other target groups such as teenage parents and those seeking employment.

Following participation in different sessions and programmes, the centre asks adults to provide feedback on what they have learnt. While the majority of feedback is positive, sometimes adults indicate that they already knew the specific skills or knowledge being promoted. The reason for this is the centre does not always find out what the adults already know.

The centre satisfactorily promotes learning and development. Staff are in the process of introducing a 'Learning Journey' so that they can keep a closer check on the children's development in the centre. During a stay and play session, parents told

inspectors that they especially enjoy using the play equipment with their children and helping their children make things out of everyday items. Case studies show that the centre is beginning to encourage individuals to use their skills to contribute to the centre's work. Two parents with medical backgrounds are currently assisting in the running of the breastfeeding café as a result of the support and training they received from the midwife.

Individual case studies show that the work of the Family Support team and the Portage team is valued by families in challenging circumstances and those with children who have special educational needs and/or disabilities. A few parents told inspectors that the way in which written information is presented does not always make it easy for them to gain a clear view of what is happening in the centre or which activities would be most appropriate for them to attend.

These are the grades for the quality of provision

The effectiveness of the assessment of the needs of children, parents and other users	3
The extent to which the centre promotes purposeful learning, development and enjoyment for all users	3
The extent to which the range of services, activities and opportunities meet the needs of users and the wider community	3
The quality of care, guidance and support offered to users within the centre and the wider community	3

How effective are the leadership and management?

3

Leaders and staff work well as a team. They ensure the centre runs well on a daily basis. The directors of Tommies Childcare Limited have strengthened leadership of the centre. Together with the centre manager they are reviewing the way in which the centre works and engages with users and partner agencies. They have already identified that the centre's systems for monitoring and evaluating are not as rigorous as they should be. The centre development plan uses findings from case studies and feedback from users to identify most of the areas where further improvement is required. However, the plan does not always identify the precise actions that will be taken to improve outcomes. Users' views have led to some changes in provision. For instance, following feedback from parents, the centre introduced a new 'Explorers and Developers' group for children aged up to 18 months.

The newly formed Partnership Board is in its infancy. Consequently users and partners are not fully engaged in the strategic development of the centre. The local authority is providing a suitable level of challenge and support through its meetings with the centre manager and the directors of Tommies Childcare Limited. The impact of leaders on users' outcomes is satisfactory and so the centre provides satisfactory

value for money.

Leaders and staff promote the diversity represented in the community well through days which celebrate different festivals and through participation in local events. Staff are sensitive to the individual needs of users with disabilities and provide an appropriate level of support to enable them to take part in the centre activities. The centre has yet to devise strategies to engage with a greater number of users from its target groups.

A key strength of the centre is its approach to safeguarding. Procedures for ensuring staff are suitable to work with children are robust. All checks on the suitability of staff and the centre's records meet requirements. Staff work effectively with other agencies to ensure vulnerable children and families who attend the centre quickly receive the support they need.

These are the grades for leadership and management<

The extent to which governance, accountability, professional supervision and day to day management arrangements are clear and understood	3
The extent to which ambitious targets drive improvement, provision is integrated and there are high expectations for users and the wider community	3
The extent to which resources are used and managed efficiently and effectively to meet the needs of users and the wider community	3
The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties	3
The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults	2
The extent to which evaluation is used to shape and improve services and activities	3
The extent to which partnerships with other agencies ensure the integrated delivery of the range of services the centre has been commissioned to provide	3
The extent to which the centre supports and encourages the wider community to engage with services and uses their views to develop the range of provision	3

Any other information used to inform the judgements made during this inspection

Inspectors looked at the inspection reports for Flutterbies Children's Centre Day Nursery and Flutterbies Family Centre. They were both inspected in 2009. The reports indicate that children in these settings make good progress.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Complaining about inspections', which is available from our website: www.ofsted.gov.uk. If you would like us to send you a copy of the guidance, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

Summary for centre users

We inspected the Flutterbies Children's Centre, Holbrooks on 24–25 November 2010. We judged the centre as satisfactory overall.

Thank you for the warm welcome you gave us when we recently visited your centre. We would like to thank you for talking with us about the centre and the outreach services. Those of you we spoke to told us that the staff at the centre are caring and enthusiastic. Flutterbies Children's Centre is a safe place. Staff work effectively with other agencies to support children and their families experiencing challenging circumstances. Children who use the centre make satisfactory progress in their learning and development. When they take part in 'stay and play' and 'Tatty Bumpkins' sessions, they make good progress in their personal development.

We read some of the feedback written by parents and other adults who use your centre. Many appreciate the activities offered at the centre. In your feedback to centre staff, you wrote comments such as, 'Chatter Box has given me a wider range of songs to sing with my child,' and the Top Dads group 'gives me quality time to spend with my daughter.' A few of you wrote that you already knew how to do the things that you were being shown. We have asked centre staff to check carefully what you already know before they plan activities. We have also asked the centre to look at ways of increasing the number of families who come to the centre, so that more families can get access to any support and advice they might need.

The centre has set up a Parents' Forum to give parents and other adults the opportunity to share their views about the centre. We know that some of you have attended the meetings and shared your ideas. In August 2010, Tommies Childcare Limited took over responsibility for the centre. A new Partnership Board has been set up so that parents and other adults who use your centre can be represented at board meetings. We have asked the centre manager and the directors of Tommie Childcare limited to also find other ways for you to contribute to discussions about the effectiveness of your centre and how it can be further developed. We hope you will be interested in doing this.

Staff are keen to continue improving the centre so that they can help more families in the community. To do this, we have also asked them to work with the local authority and partners, such as health, to check carefully if the sessions and

programmes on offer are making a real difference to those who attend the centre. We have also asked them find ways of demonstrating the impact they are having in the community.

We would like to thank everyone who spoke with us during the inspection. We were grateful that you shared your thoughts about the centre. We would like to wish you and your families the very best for the future.

The full report is available from your centre or on our website www.ofsted.gov.uk.

This page is intentionally left blank

Children's Centre Ofsted Action Plan

Children's Centre Name	Date of Children's Centre Inspection	Ofsted Outcome / Judgement
Flutterbies Children's Centre	November 2010	Satisfactory

Recommendation	Actions	Lead	Success Criteria	Progress	Comment
Accurately assess the needs of users in order to ensure that activities meet their specific needs	Develop and implement needs assessment to be completed by users at first point of contact	Natasha Wilson (Children's Centre Team Leader)	Access to services by young children and families <i>Consultation, referrals, outreach work, universal service, observations, assessments and discussions are used effectively to identify needs and match families to the services they need, including specialist services.</i>	<ul style="list-style-type: none"> Family Support pack/needs assessment introduced in 2011 Training needs identified through initial assessments and sourced accordingly, staff have completed training in Makaton (2011), PEEPs (2011), Triple P (2012), Baby Massage (2012), PAMs (2013) Targeted groups have been introduced in response to 	<p>Ongoing, actions re-visited in SEF 2011, 2012, 2013 and 2014 and triangulated with Development Plan</p> <p>Centre is currently working towards a system to collate and analyse data gathered via Needs assessments, questionnaires and evaluations</p> <p>New target has been set for August 2015: 50% of users will have completed a full Needs Assessment and these will be used to inform individual support and group support</p>

				<p>information gathered through initial assessments, e.g. Together Like Me in 2011 and Baby Massage in 2012</p> <ul style="list-style-type: none">• Parent support questionnaires distributed with nursery enrolment forms from start of 2012. This resulted in an increase in the number of self-referrals to family support• Steps made in 2013 to ensure that staff seek all relevant assessments and plans from social care in order to better co-ordinate early intervention services• Needs assessment/triage re-designed in	
--	--	--	--	--	--

				September 2014	
	Parent questionnaires to be distributed bi-annually	Katie O'Doherty (Partnership Co-ordinator)	As above	<ul style="list-style-type: none"> • Breastfeeding questionnaires introduced in breastfeeding group in 2011 • Oral Health, Home Safety and Healthy eating questionnaires distributed in groups and nursery in 2011, 2012 and 2013. • Timetable questionnaire around preferable groups, times and days distributed to service users in 2011, 2012, 2013, 2014 • Parent support questionnaires distributed with nursery enrolment forms from start of 2012 • City wide parent questionnaires 	Ongoing. New target set in August 2014: 50% of active service users will have completed Parent questionnaires specific to the service/s that they have accessed by August 2015

				<p>distributed in June 2012 and June 2013</p> <ul style="list-style-type: none"> Results of city wide parent questionnaire analysed via SurveyMonkey 	
	Facilitate parents focus groups	Katie O'Doherty (Partnership Co-ordinator)	As above	<ul style="list-style-type: none"> Parent focus group held in October 2013 Staff members logging suggestions and ideas made by parents in group throughout 2013 and 2014 to help shape future focus groups 4 parents have contributed to session planning in 2014 Parent focus group scheduled for January 2015 	<p>Additional action identified in 2012 once needs assessments and parent questionnaire actions had been initiated</p> <p>Target has been set, August 2015: 10 parents will have participated in a focus group</p> <p>Baby sensory and Journey's set up as a direct result of parent focus group. Also, renovations made to community room based on parent feedback.</p>
	Implement regular service/intervention evaluations	Katie O'Doherty (Partnership Co-ordinator)	As above	<ul style="list-style-type: none"> Feedback tree on display in community room and parents given post-it notes to 	<p>Additional action identified in 2012 once needs assessments and parent questionnaire actions had been initiated</p>

				<p>provide feedback on sessions throughout 2012</p> <ul style="list-style-type: none"> • Child consolations introduced in 2012 (emotions faces and thumbs-up/thumbs-down puppets) • Next steps are to embed child consultation within practice and further explore the Mosaic approach • Feedback collated via collaboration wall in October 2013 • Individual programme evaluations designed and implemented in September 2014 as part of intervention de-brief • Next step is to 	<p>Target has been set, August 2015: 50% of groups users will have completed programme evaluations</p> <p>Through a combination of local data analysis, needs assessments, parent focus groups and service evaluation a number of groups in response to local need. These include Just4Me (DV group) in 2011, Together Like Me (SEND group) in 2011, Polish Stay and Play in 2011, Song and Rhyme (Speech and Language group in 2012, PEEPs 2's (2 year old group) in 2013 and Indoor Sports, Talk and Walk and OBOL (healthy weight groups) in 2014</p>
--	--	--	--	---	--

				seek detailed feedback from families who have received a longitudinal 1:1 support package	
Devise strategies to engage more users from the centre's target groups	Produce report template for children's centre to better evidence engagement attendance	Natasha Wilson (Children's Centre Team Leader)	Access to services by young children and families <i>Strategies to promote early childhood services and engage families, especially those who would otherwise be unlikely to participate result in the large majority of target groups accessing the centre and engaging with relevant services.</i>	<ul style="list-style-type: none"> Estart registers submitted weekly and monitored by Children's Centre Manager as of December 2010 Attendance and engagement reports produced quarterly by Children's Centre Manager January 2011 onwards Group attendance monitored via spreadsheet devised internally, April 2013 	<p>Completed and embedded throughout 2011, 2012 and 2013. Action revisited in 2014 following shutdown of eStart.</p> <p>Current target groups identified: Children who are overweight or obese, Adults of children aged 0-5 not in education, employment or training and Children underachieving in the Early Years Foundation Stage</p> <p>Children's Centre does not have access to Capita One system thus currently all data is being logged and collated internally</p>
	Undertake parent and partner consultations	Katie O'Doherty (Partnership Co-ordinator)	As above	<ul style="list-style-type: none"> Parent questionnaires distributed in June 2012 and June 2013 Results analysed 	Ongoing in order to continue to shape services.

				<p>via SurveyMonkey</p> <ul style="list-style-type: none"> • Parent focus group held in October 2013 • Parent focus group scheduled for January 2015 • Feedback collated via collaboration wall in October 2013 	
	<p>Develop links with local PVI settings, schools, midwives and health visiting team to increase children's centre registrations</p>	<p>Katie O'Doherty (Partnership Co-ordinator)</p>	<p>As above</p>	<ul style="list-style-type: none"> • Children's Centre information and referral pack distributed to partner agencies in July 2011 • Linked in with Community Midwives meetings on a termly basis to share timetable and current services, January 2011 onwards • Linked in with Baby Weigh-ins at Holy Family and Longford Health Centre 2011 onwards 	<p>A number of key partnerships have been forged. The action is ongoing in order to embed good practice, build on good practice and to establish new partnerships reflective of the local needs.</p> <p>There have been 192 new registrations between May 2014 and September 2014</p> <p>There has been an increase in referrals from health partners since the introduction of integrated meetings with Health visiting and Community midwives; since April 2014</p>

				<ul style="list-style-type: none">• 3 PVI settings attending RSR throughout 2012 and 2013• Team meetings held with Parkgate School's overcoming barriers team, Coventry Parenting, Troubled Families, Community Midwives, Haven, Families Talk Now, Community Dental and HCCA in 2011, 2012, 2013, 2014• Integrated meetings with health visiting team and community midwives has resulted in increase of referrals from these agencies between July 2014 and	there have been 61 referrals for targeted support. As a result an additional Children and Family Worker has been appointed in order to increase CAF engagement
--	--	--	--	---	--

				October 2014 Joint working with HCCA underway, June 2012 onwards	
	Map users in in order to identify geographical gaps where families are not attending	Katie O'Doherty (Partnership Co- ordinator)	As above	<ul style="list-style-type: none"> • Mapping exercises completed in 2012 and 2013 • Clear target groups identified through data analysis and embedded within SEF and Development Plans in 2011, 2012, 2013 and 2014 • Digital mapping underway internally as of September 2014 due to lack of access to business services 	Ongoing in order to embed practice, mapping exercise will continue to be undertaken quarterly
	Identify outreach venues in order to extend children's centre services	Katie O'Doherty (Partnership Co- ordinator)	As above	<ul style="list-style-type: none"> • Staff linked in with Longford Health centre since 2011, a number of groups have been ran from the site 	Ongoing with next steps identified: Finalise arrangements with Holbrooks Community Centre and Saint Lukes Church for January 2015. Renovations underway at

				<ul style="list-style-type: none"> • PEEPs 2s ran from Saint Lukes Church in 2012 and 2013 • Canal walks targeted in Longford area in 2011 and 2012 • Groups re-introduced to Longford area, June 2014 onwards • Monthly events including Halloween Party, Chinese New Year, Christmas Party and Summer Fate ran from Holbrooks Community Centre in 2011, 2012, 2013 and 2014 	Tommy's Children's Centre to accommodate an additional community room.
	Identify joint working opportunities with other providers including voluntary sector organisations and other Children's Centre clusters (e.g. HCCA) to reach	Katie O'Doherty (Partnership Co-ordinator)	As above	<ul style="list-style-type: none"> • Joint Work undertaken with OBOL, Families Talk Now, Adult Education, C Card, Oral Health, Fire Safety, Pre-School Education 	<p>Ongoing, consultation completed and planning for the back to work programme is underway.</p> <p>There has been an increase in attendance at Let's Play since Health Visitor has</p>

	isolated families			<p>and Haven in 2011, 2012, 2013 and 2014</p> <ul style="list-style-type: none"> • Joint working with HCCA underway, June 2012 onwards • Health visitor based at Children's Centre one afternoon per week October 2014 onwards 	linked in with this group as she has been actively referring her own families
	Posters displayed in key target neighbourhood areas promoting children's centre programme and services	Katie O'Doherty (Partnership Co-ordinator), Lewis Wale (Marketing)	As above	<ul style="list-style-type: none"> • Posters on display on community boards, supermarket, schools and other local venues, January 2010 onwards 	Completed and ongoing, promotional materials are overseen by Marketing officer. Posters and flyers are regularly updated and distributed.
Develop systems for monitoring and evaluation; use data to measure impact	Agree list of regular data requirements, identifying responsibilities and frequency for sharing	Natasha Wilson (Children's Centre Team Leader), Katie O'Doherty (Partnership Co-ordinator)	<p>The quality and impact of practice and services</p> <p><i>Tracking shows that a large majority of children from target groups have made good progress from their individual</i></p>	<ul style="list-style-type: none"> • Attendance at city-wide data meetings, 2010 ongoing • Data profiles received 2011, 2012, 2013 and 2014 and used to identify target groups and 	<p>Ongoing, actions re-visited in SEF 2011, 2012, 2013 and 2014 and triangulated with Development Plan</p> <p>Target has been set for January 2016: 10% of families will have been tracked using tracking tool</p>

			<i>starting points in their personal, social and emotional development, physical development and communication and language skills so that most children are working within age related expectations when starting school</i>	<p>measurable outcomes in relation to these</p> <ul style="list-style-type: none"> • Data profiles redesigned in April 2014 • Also refer to new action set in 2012 under <i>Accurately assess the needs of users in order to ensure that activities meet their specific needs</i>: Implement regular service/intervention evaluations 	Children's Centre does not have access to Capita One system thus currently all data is being logged and collated internally
	Work with health partners to improve access to data required to support children's centre work	Katie O'Doherty (partnership Co-ordinator)	As above	<ul style="list-style-type: none"> • Integrated team meetings with Health Visitors and Community Midwives set up in August 2014 	New action identified in 2013 following city wide roll out of Acting Early Meetings
	Invest in evidence based measurement tools as advocated in <i>Measuring What Matters 2013</i>	Natasha Wilson (Children's Centre Team Leader)	As above	<ul style="list-style-type: none"> • Design of tracking tool underway, April 2014 • Evidence based measurement tools identified August 2014 	New action identified in 2013 following CCTL Task and Finish group

	Match users of children's centres against the overall Foundation Stage Profile results to evidence impact of children's centre support	Katie O'Doherty (Partnership Co-ordinator)	As above	<ul style="list-style-type: none"> • Only data available is that provided by the Local Authority. Currently working to overcome barriers with local schools • Headteachers of local schools invited to PABs in 2013 and 2014 	Ability to evidence children who have accessed a service and their achievements against gap analysis data received from the local authority data team
	Analyse data on families who accessed 2 year old funding and against Foundation Stage Profile outcome to identify impact	Katie O'Doherty (Partnership Co-ordinator)	As above	As above	As above
	Develop spreadsheet for tracking greatest need families	Natasha Wilson (Children Centre Team Leader)	As above	<ul style="list-style-type: none"> • Draft spreadsheet completed in September 2014, currently being piloted 	New action identified following Annual Conversation in 2014. Data to be analysed in super output areas in January 2015 and June 2015.
	Agree follow-up process with greatest need families to track sustained change	Natasha Wilson (Children's Centre Team Leader)	As above	<ul style="list-style-type: none"> • Needs assessment/triage re-designed in September 2014 • Clear brief and debrief within family support 	New action identified following Annual Conversation in 2014. Children and Families who entered a targeted support package as of September 2014 will be offered a

				pack as of June 2014	support package brief and debrief, centre will aim to follow up with each of these families after 6 months and 1 year.
Involve partner agencies in evaluations of the centre's work	Identify and invite representatives from key agencies to join the Advisory Board	Katie O'Doherty (Partnership Co-ordinator), Adult Education, Health Visiting Team, Community Midwives, Pre-school Education, CASS, Parkgate Primary School, John Shelton Primary School, Holbrooks Community Care Association, Families Talk Now	Leadership and governance <i>There are effective service level agreements and other protocols in place at strategic and local levels to enable good co-operation and information sharing between the centre and its partners. Leader monitor cross-agency partnerships to make sure that there are no barrier to information sharing or access to the services families need, as this contributes to good or strongly improving outcomes for those families most in need.</i>	<ul style="list-style-type: none"> • Feedback gathered through 1:1 meetings with partner agencies including Adult Education, Pre-School Education and CASS 2011 onwards • Folder set up to collate e-mails and written feedback from partner agencies, used to further shape services, 2011 onwards • City-wide partner questionnaires distributed in 2012 • Feedback collated via collaboration wall in October 2013 • Partnership advisory board 	Ongoing work to further embed the progress

				re-instated in October 2013, ongoing	
	Develop evaluation questionnaire to be distributed to key agencies termly	Katie O'Doherty (Partnership Co-ordinator)	As above	<ul style="list-style-type: none"> Parent and partner questionnaires distributed in July 2012 	<p>Ongoing</p> <p>Feedback used to shape needs assessment document</p>
	Create and display a collaboration wall where partners and users can freely contribute their thoughts, ideas and feedback/ Document and record conversations with partners where any feedback is given	Outreach Team	As above	<ul style="list-style-type: none"> Feedback and ideas gathered via collaboration wall in October 2013 	<p>New action identified in 2013 following partner agency feedback received in 2012</p> <p>Ongoing</p> <p>Feedback used to shape groups and services</p>
Ensure that strategies to develop children's language and mathematical skills are embedded within planning	Review planning, observation and evaluation documents	Katie O'Doherty (Partnership Co-ordinator), Abbey Cartmale (Children's Centre Assistant)	<p>The quality and impact of practice and services</p> <p><i>Planning, observation, assessment of progress and tracking are effective and demonstrate a clear focus on improving outcomes and</i></p>	<ul style="list-style-type: none"> Planning, observation and evaluation documents reviewed September 2011, ongoing Family learning and OBOL programmes delivered at the centre with clear 	<p>Ongoing, actions re-visited in development plan 2011, 2012, 2013 and 2014</p> <p>Target set for August 2016: 100% of EYFS profiles to have been tracked from Children's Centre through to school in order to evidence and evaluate impact and set further targets</p>

			<i>reducing inequalities for a majority of young children and targeted families.</i>	<p>links to mathematical and language skills, August 2010 onwards</p> <ul style="list-style-type: none"> • Individual learning journeys for each child accessing a group set up in 2011 • Staff Wellcomm trained in 2012 and Wellcomm assessments undertaken for children attending group • Early Years Support Profile used to base line children as of 2013 • Chatterbox sessions in partnership with Families Talk now implemented August 2013 	
	Source training for outreach workers	Natasha Wilson (Children's Centre Team Leader)	As above	<ul style="list-style-type: none"> • Workshops attended at pre-school education in 2011 and 2012 	Ongoing, monitored via supervisions and training matrix

				<ul style="list-style-type: none"> Wellcomm assessments introduced in June 2013 Children's Centre team leader completed Early Years Teacher Status February 2014 	
	CCTL to host skills workshop for staff based on EYTS/EYFS principles	Natasha Wilson (Children's Centre Team Leader)	As above	<ul style="list-style-type: none"> In-house training scheduled for February 2015 	New action identified following CCTL EYTS accreditation. Pending completion
	Highlight and share good practice across the company	Hayley McCabe (Quality Manager)	As above	<ul style="list-style-type: none"> Managers meetings set up to share good practice and monthly staff meetings set up January 2013 Quality Manager appointed in July 2014 	New action identified following appointment of Quality Manager in July 2014
Involve users and partners in the governance of the centre	Staff to identify parents and discuss role of Advisory Board members and importance of having parents as members of the advisory board	Outreach Team	<p>The effectiveness of leadership, governance and management</p> <p><i>Parents and children are consulted about their needs and any</i></p>	<ul style="list-style-type: none"> Initial discussions undertaken with regular service users in 2011 1:1 consultations 	<p>Ongoing, actions re-visited in SEF 2011, 2012, 2013 and 2014 and triangulated with Development Plan</p> <p>Action has been delayed as the group of parents with whom initial</p>

			<p><i>changed to services. Most centre users are fully involved in the design and development of services, contribute to decision making about key priorities for the centre and encourage other parents to use the centre services. They report a constantly high level of satisfaction with the quality and ability of services to meet their needs and improve outcomes for them.</i></p>	<p>undertaken in 2012 to ascertain parents expectations of PAB</p> <ul style="list-style-type: none"> • PAB and parent's forum promoted across children's centres in December 2012 • Parent's Forum established in October 2013, induction and information pack distributed and available at Children's Centre • Parent's Forum scheduled for December 2014 	<p>discussions/consultations were taking place with ceased to use the centre when their children reached school age. As a result the centre has identified that parents involved with the governance of the children's centre must be representative across the 0-5 age range</p>
	Centre to develop an induction pack for new parents/board members including expectations from board members	Katie O'Doherty (Partnership Co-ordinator)	As above	<ul style="list-style-type: none"> • Children's Centre information and referral pack distributed to partner agencies in July 2011, 2012, 2013 and 	Completed

				2014	
	Review membership of Advisory Board and approach partners to become members. Ensure partner strategic priorities that are of direct relevance to the children's centre	Katie O'Doherty (Partnership Co-ordinator)	As above	<ul style="list-style-type: none"> • New member inducted into the PAB in 2011 • Format for PAB, including brief and aims reviewed in 2011 • Partnership advisory board re-instated in October 2013, 17 partners attended • PAB scheduled for December 2014 • 11 key partners identified to form the PAB as of 2014 	Partnership advisory board disseminated in 2012 when 3 key members, including the chair, changed their job roles. Successful PAB reinstated in 2014, action is ongoing in order to embed and sustain good practice

This page is intentionally left blank

Inspection report for Stoke Heath Children's Centre

Local authority	Coventry
Inspection number	365854
Inspection dates	29–30 March 2011
Reporting inspector	Jean-Marie Blakeley AI

Centre governance	Coventry Local Authority
Centre leader	Anne Balder
Date of previous inspection	Not previously inspected
Centre address	Stoke Heath Primary School
	Heath Crescent
	Coventry
	CV2 4PR
Telephone number	024 767 85150
Fax number	024 764 54793
Email address	anne.balder@coventry.gov.uk

Linked school if applicable	Stoke Heath Primary School
Linked early years and childcare, if applicable	The Crescent Nursery

The inspection of this Sure Start Children's Centre was carried out under Part 3A of the Childcare Act 2006 as inserted by section 199 of the Apprenticeships, Skills, Children and Learning Act 2009.

Introduction

The inspection addresses the centre's contribution to:

- facilitating access to early childhood services by parents, prospective parents and young children
- maximising the benefit of those services to parents, prospective parents and young children
- improving the well-being of young children.

The report is made to the local authority and a copy is sent to the children's centre. The local authority may send the report to such persons it considers appropriate and must arrange for an action plan to be produced in relation to the findings in this report.

An inspection of the registered early years/childcare provision was carried out at the same time as the inspection of the centre under Section 3 of the Childcare Act 2006. The report of this inspection is available on our website www.ofsted.gov.uk

This inspection was carried out by one additional inspector and an early years inspector.

The inspectors held meetings with staff and senior managers from the centre, parents and carers, members of the advisory board and representatives from Coventry local authority. Inspectors also met with a number of partners from health, education, Jobcentre Plus, Connexions, voluntary organisations and community representatives. They observed the centre's work and looked at a range of relevant documentation.

Information about the centre

Stoke Heath Children's Centre opened in 2006. It is a phase one children's centre providing nursery, health services, outreach support and vulnerable children's services to families and children in the Stoke and Stoke Heath areas of north-east Coventry. The centre is located on the Stoke Heath Primary School site. The centre is managed by the local authority and is supported by an advisory body comprising parents, statutory and voluntary representatives. The children's centre manager manages two centres in the north-east cluster, and the centre's leadership team works across both centres.

Stoke and Stoke Heath Priority Neighbourhood is one of the most deprived communities in the country, with average household incomes 10% lower than the average for the city. The census of 2001 showed that 79% of the centre reach was of White British origin. While the ethnic composition of Stoke Heath remains predominantly White British, the proportion of residents from minority ethnic groups

has significantly increased. The largest of these groups is of Asian and Asian British heritage. The number of economic migrants, particularly from Eastern Europe, living in the reach area has also increased. In the neighbouring school, at least 32 languages are spoken. Local unemployment rates are above the local and national averages. A high percentage of children live in families that are dependent on workless or means-tested benefits.

Within the centre, The Crescent Nursery provides day care for up to 33 children aged one to four years and is open weekdays from 8.00am to 5.30pm. On entry to the nursery, children typically have skills and knowledge lower than those expected for children of their ages. This provision was inspected in March 2011. The report can be found at www.ofsted.gov.uk.

Inspection judgements

Grades: 1 is outstanding, 2 is good, 3 is satisfactory, and 4 is inadequate

Overall effectiveness

The effectiveness of the children's centre in meeting the needs of and improving outcomes for users and the wider community

3

Capacity for sustained improvement

The centre's capacity for sustained improvement, including the quality of its leadership and management

3

Main findings

The overall effectiveness of Stoke Heath Children's Centre is satisfactory. The leadership team and local authority recognise that services have been stretched during the last twelve months. This is because there are staff shortages due to the local authority's freeze on recruitment, absences because of long-term illness or maternity leave. As a result, some vulnerable families are not benefiting from the good-quality activities the centre provides. The centre leadership has endeavoured to ensure that families continue to benefit from a range of targeted quality services to meet their needs. However, the number of families and children they are currently reaching is only satisfactory. The local authority has recently lifted the ban on recruitment and the centre is currently seeking additional staff to fill vacancies.

Working closely with most of its partners, the centre offers a range of appropriate services to the community. However, the partnership with health services is a weakness, despite the centre's and local authority's efforts. The local health authority's issues concerning the sharing of information limit the centre's ability to demonstrate its impact on health outcomes for the centre. Data that are available, indicate that relocation of health staff has resulted in weakening the links between

the centre and health personnel, and has had a negative impact on improving health outcomes for users.

Users who met with inspectors have a high regard for the centre, particularly the excellent childcare and learning provided in the nursery. One parent said: 'My partner and I are both able to work because our child goes to the nursery. The staff are excellent. They identified early on that our child has some special needs. It makes such a difference that staff here are qualified to level three. I'm sure it wouldn't have been spotted so early in some provision.' Although the nursery always accommodates referrals for children in need, 50% of places are taken by working families from outside the reach area and few places are available for free nursery entitlement. One parent said: 'My elder child is doing really well at school, this is because of the great start they had in nursery. I wanted the same opportunity for my younger child but there wasn't a space. Although I'm happy with the childminder, the nursery offers much more learning.'

Adults enjoy sessions such as 'Stay and Play' and family learning. Some users have opportunities to make good gains in their personal development through the long-established volunteer programme. Improving partnerships with Jobcentre Plus are providing support for some adults. However, the centre has little evidence to demonstrate that adults are gaining qualifications, progressing to training or gaining employment.

Safeguarding is good, and rigorous procedures are in place to ensure users' safety. The centre's partnership with social services to protect children is particularly strong. There is a very good understanding of how the Common Assessment Framework helps ensure that those most at risk receive well-targeted support at an early stage.

The centre's commitment to promoting equality and diversity is clear, although, recent staff shortages have limited its success in reaching some target groups, such as workless families. The proportion of users from minority ethnic groups is increasing in line with the changing nature of the local population. The centre is successful in supporting teenage parents through strong partnerships with Connexions. Although the centre provides services for children with disabilities, the numbers accessing the centre are low in comparison to the high number of children with special educational needs and/or disabilities in local schools.

The centre demonstrates a satisfactory capacity for further improvement through its understanding of its own effectiveness and the issues that are having an impact on improving outcomes for users. However, leaders do not use management information or available data on the outcomes of the centre's work effectively to evaluate impact or set precise and measurable targets for improvement. The advisory board is committed, ambitious and keen to support the further improvement of the centre. The lack of precise data and targets for improvement makes it difficult for the governing body, including the advisory board, to hold leaders to account for the centre's performance.

What does the centre need to do to improve further?

Recommendations for further improvement

- The local authority should ensure that:
 - the centre has sufficient staff to provide services to meet the needs of users in the reach area
 - children from deprived families have sufficient local access to high-quality day-care provision.

- The health authority should improve its partnership with the children’s centre to ensure that:
 - services for users are cohesive and lead to improving health outcomes
 - the centre receives sufficient information to be able to demonstrate its impact on health outcomes and plan provision.

- Increase the collection and use of management information and data in order to enable:
 - the centre to improve the evaluation of outcomes
 - leaders to set precise and measurable improvement targets
 - the local authority and the advisory board to challenge outcomes.

- Provide users with more guidance on qualifications, training and volunteering opportunities and monitor users’ outcomes in improving their economic well-being.

How good are outcomes for users?

3

Families are developing a satisfactory understanding of how to keep healthy through the promotion of healthy meals, snacks and physical activity. Outcomes for children in the nursery are excellent. There is little precise data available from the health authority for the centre to measure its effectiveness. However, the centre is aware that the number of mothers who breastfeed their babies is low and too few women give up smoking during pregnancy. The portage service provided for children with complex additional needs and the ‘Together Like Me’ group support the well-being of some families with children with special educational needs.

There is evidence of improved outcomes for children subject to the Common Assessment Framework process. The centre keeps up-to-date records on vulnerable children, including looked after children, and detailed minutes of its ‘Raise, Share and Review’ meetings. These demonstrate how, through strong partnership work, interventions have led to reduced levels of concern about children’s well-being and, in some cases, successfully resolved the issues.

Children in day care make excellent progress in their personal and social skills, and their communication, language and literacy skills. These gains are the result of well-

planned and enjoyable learning in the nursery. Parents and carers who engage in the centre’s activities enjoy their sessions and improve their confidence and parenting skills. Although the number of families accessing the good-quality family learning courses is low, those attending enjoy the sessions and their outcomes are good.

Children’s behaviour is good and relationships between families and with staff are warm and respectful. Parent volunteers help others by supporting groups, and some are members of the advisory board. The number of users from minority ethnic families is increasing, although none are currently members of the advisory board. A recently formed parents’ forum is enabling more users to participate in decision making. The ‘Parent Volunteer’ training programme has been successful in helping some parents gain skills and employment. Parents interviewed highly value this support to become volunteers. However, the number of users benefiting from this good opportunity is low and limited by the centre’s ability to provide staff mentors. ‘The centre has been great for me. It made me believe in myself. I would never have my job if it wasn’t for them,’ commented one user.

Information and advice, provided through partnership with the Connexions Young Parents’ Advisor, are successful in helping some young mothers to improve their education and employability skills. In the last year, the partnership with Jobcentre Plus has strengthened, although there is evidence of only two users having gained employment and two going on to training. The centre does not have evidence to demonstrate the number of parents improving their employment opportunities by gaining qualifications through adult education or training.

These are the grades for the outcomes for users

The extent to which children, including those from vulnerable groups, are physically, mentally and emotionally healthy and families have healthy lifestyles	3
The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them	2
The extent to which all users enjoy and achieve educationally and in their personal and social development	2
The extent to which children engage in positive behaviour and develop positive relationships and users contribute to decision-making and governance of the centre	3
The extent to which children are developing skills for the future and parents are developing economic stability and independence including access to training	3

How good is the provision?

3

Careful and effective assessment of children’s needs in the nursery has a positive impact on their outcomes. The Common Assessment Framework process is used well in partnership with other agencies and leads to effective individualised support for

families and children. The centre is trying to find ways of identifying and assessing the needs of those families not currently engaging with them.

Provision to help children to learn and develop in the nursery is excellent. For other users of services, the centre promotes learning adequately. Adults interviewed enjoy coming to sessions in the centre, gain confidence and are developing parenting skills. Sessions are of good quality and staff and volunteers work hard to provide a good experience.

The flexible range of services provided by the centre meets the needs of users adequately. Registration is increasing but participation rates are low. The centre is successful in engaging with some of its target groups, such as teenage parents, but does not engage enough with workless families and disadvantaged children. Existing users are consulted about the range of activities provided and users' needs inform development planning. A good example of this is the 'Different Voices' family group for speakers of other languages. Some targeted work offers interesting activities to engage males, but the centre recognises that participation rates are still low.

Children in the nursery receive excellent care and those parents who have contact with the centre receive good support and advice. Parents report that their involvement in the centre has built their confidence. One parent said, 'I had no confidence. Coming to the centre has helped me learn to speak English and make friends. My children really enjoy the play sessions.' Outreach workers provide universal services and the most vulnerable families receive individual care packages. However, staff shortages have reduced the centre's ability to identify and provide one-to-one support and home visits to all families that may benefit from their guidance.

These are the grades for the quality of provision

The effectiveness of the assessment of the needs of children, parents and other users	3
The extent to which the centre promotes purposeful learning, development and enjoyment for all users	2
The extent to which the range of services, activities and opportunities meet the needs of users and the wider community	3
The quality of care, guidance and support offered to users within the centre and the wider community	3

How effective are the leadership and management?

3

Governance and accountability arrangements are clear and members of the advisory board are increasing their understanding of their role. There are clear links between strategic planning and service provision. However, local authority cuts and health authority reorganisation have limited the leadership's ability to ensure high-quality integrated provision. Staff have a clear understanding of their roles and

responsibilities. Professional supervision and management arrangements at the centre are aligned and relevant information is shared.

Leaders and managers are motivated to seek further improvement and are effective in focusing the centre's efforts on its priorities. They know the centre's major strengths and areas for development, including who their key target groups are, and the challenging factors influencing outcomes. Most partners are involved in planning and some services are integrated. However, management information and data are not used effectively to enable precise target setting and careful evaluation of outcomes.

The use of resources has a satisfactory impact on outcomes for users. Leaders prioritise the deployment of staff appropriately to meet the needs of the most vulnerable families. Accommodation in the nursery is used effectively and the centre extends its services through outreach provision. The centre building, although a bright and welcoming environment, is small and cramped, which restricts the number and range of activities it can provide. Good partnership working with the co-located primary school means that their current building development will also benefit the centre. The centre provides satisfactory value for money.

Centre staff and partnership agencies are committed to promoting the inclusion of all children and their families. Inclusive practices are promoted for children and parents with disabilities. Action to promote greater equality has resulted in increasing the number of teenage parents and families from minority ethnic groups engaging with the centre. However, there is little analysis of the participation of workless families or the centre's impact on community cohesion or narrowing achievement gaps. Working parents have access to a limited number of activities and some parents are unaware of what is on offer.

Safeguarding is good. Policies and procedures to ensure the protection of users on the site are effectively implemented and updated. The centre demonstrates good practice across all areas of its work. Staff have a clear understanding about their role in identifying and reporting concerns and do so promptly. As a result, users' ability to stay safe is increasing. The centre collaborates effectively with other key agencies to reduce the risk of harm to children. The centre has clear systems in place for recording information related to the vetting and recruitment of staff. Activities are risk assessed and include the views of users. Users say that they and their children feel safe at the centre. However, parents, carers, the centre and the primary school share concerns regarding the lack of a safe crossing on the busy road.

Self-evaluation is systematic and is supported by some evidence of the impact on outcomes. There are clear links between the centre's on-going evaluation of its services and priorities set out in its delivery plan. The local authority and advisory board monitor and evaluate the work of the centre. However, evaluation lacks challenge, as the focus is mostly on the extent, quality and enjoyment of services and not sufficiently on outcomes. The centre is developing and improving its systems to evaluate the longer-term impact of the provision on improving outcomes for

children and adults.

Partnerships with other services contribute to outcomes for users. Services are mostly integrated and generally deliver cohesive provision for users. A strength of the provision is the good partnership with the school that enables good transition arrangements for children in day care. The partnerships with childminders are helping to develop and increase opportunities for good-quality day care. The centre seeks and makes use of feedback from parents to develop the range of provision, although this relies too much on the use of questionnaires. Outreach provision is effective in encouraging the community to engage with services. Users make a good contribution to the advisory board and are increasing their involvement through a 'Parents' Forum'. Those engaging with the provision express high levels of satisfaction.

These are the grades for leadership and management

The extent to which governance, accountability, professional supervision and day to day management arrangements are clear and understood	3
The extent to which ambitious targets drive improvement, provision is integrated and there are high expectations for users and the wider community	3
The extent to which resources are used and managed efficiently and effectively to meet the needs of users and the wider community	3
The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties	3
The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults	2
The extent to which evaluation is used to shape and improve services and activities	3
The extent to which partnerships with other agencies ensure the integrated delivery of the range of services the centre has been commissioned to provide	3
The extent to which the centre supports and encourages the wider community to engage with services and uses their views to develop the range of provision	3

Any other information used to inform the judgements made during this inspection

Information from the most recent Ofsted inspection of The Crescent Nursery has been taken into account to a limited extent when writing about early years provision and outcomes for children in the report.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Complaining about inspections', which is available from our website: www.ofsted.gov.uk. If you would like us to send you a copy of the guidance, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

Summary for centre users

We inspected the Stoke Heath Children's Centre on 29–30 March 2011. We judged the centre as satisfactory overall.

I would like to thank all the people who spoke to us. Those of you we spoke to told us you enjoy coming to the centre and that it meets your needs. Your views were very helpful.

You told us the staff are friendly and give you good support and that services provided are helping you and your families. We found that, because of staff shortages during the last year, the centre has not been able to engage with as many families as it wants to. The centre knows that families value one-to-one support, but they have not been able to provide as many home visits as they would like to.

The centre works well with most of its partners, for example, schools and social care. This joint working helps the delivery of services to the community. The health authority does not provide the centre with enough information on how well its services are helping families in order for the centre to plan more services for you. The centre's commitment to promoting equality and diversity is clear. It helps children, especially those who may be disadvantaged in some way, get a better start in life. The centre has worked with Connexions to engage with the high number of teenage parents. Families from minority ethnic groups are increasingly making use of services provided and appreciate the 'Different Voices' group. We found that the centre is not engaging with many of the workless and most disadvantaged families in the area. The centre is already planning to deliver more services out in the community to reach these families.

We found that staff have a good understanding of child protection procedures and that they are well trained. You said that you feel your children are well cared for and that they are safe at the centre. However, because of staff shortages, the family support workers have not been able to give one-to-one support through home visits. You share the centre's and school's concern over the lack of a safe crossing on the road.

You enjoy the sessions such as 'Stay and Play' with your children. Some parents attend family learning classes, but not many have gone on to take qualifications. The centre is working with Jobcentre Plus to develop opportunities for you to access information and support to gain employment. We would like the centre to help more of you to get involved in volunteering and training and to take qualifications to help you build skills to gain employment.

Children are happy in the nursery and make excellent progress. We would like more of the most deprived children to have the opportunity to benefit from such outstanding provision and to increase their enjoyment and achievement.

Your children behave well and you all get on well together. The centre listens to you and asks you what you think of the services and activities they offer. Some of you are involved in making decisions about your centre through being on the advisory board. We suggest that the advisory board, local authority and centre staff monitor the outcomes more closely and really challenge the centre to improve further. The advisory board and the centre staff really want to improve the centre. Because they already know the things they need to do we are confident that the centre will continue to improve.

Thank you very much for sharing your views with us. We wish you all the best for the future.

The full report is available from your centre or on our website www.ofsted.gov.uk.

This page is intentionally left blank

Inspection report for Foleshill Children's Centre

Local authority	Coventry
Inspection number	404430
Inspection dates	7–8 November 2012
Reporting inspector	Jai Sharda HMI

Centre leader	Catherine Rix
Date of previous inspection	Not applicable
Centre address	Foleshill Children's Services 454 Foleshill Road West Midlands CV6 5LB
Telephone number	024 7678 5575
Fax number	024 7668 6307
Email address	kate.rix@coventry.gov.uk

Linked school if applicable	Not applicable
Linked early years and childcare, if applicable	Freddie's Pride EY345617

The inspection of this Sure Start children's centre was carried out under Part 3A of the Childcare Act 2006 as inserted by section 199 of the Apprenticeships, Skills, Children and Learning Act 2009.

Report published: November 2012



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.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence/, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.ofsted.gov.uk/publications/100080.

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 Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.ofsted.gov.uk

No.100080



Introduction

The inspection addresses the centre's contribution to:

- facilitating access to early childhood services by parents, prospective parents and young children
- maximising the benefit of those services to parents, prospective parents and young children
- improving the well-being of young children.

The report is made to the local authority and a copy is sent to the children's centre. The local authority may send the report to such persons it considers appropriate and must arrange for an action plan to be produced in relation to the findings in this report.

This inspection was carried out by one of Her Majesty's Inspectors and an early years' inspector.

The inspectors held meetings with the centre's manager, staff, parents, representatives from the local authority, the partnership advisory board and partner organisations.

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

Information about the centre

Foleshill Children's Centre received its designation as a phase one children's centre in February 2007. It fulfils its core purpose by providing early years' education integrated with childcare, family support and outreach to parents, child and family health services and access to adult education. It operates in Coventry's Foleshill ward from two sites. The local authority directly manages the centre through its centre manager. An advisory board made of up parents, professional and community partners provides advice and support to the centre.

The majority of the families who use the centre are of Pakistani origin. A growing number of families using the centre are of African or Eastern European origin. Much of the centre's reach area encompasses localities which are in the 10% most deprived areas of the country. The centre has 1,713 children aged under five in its reach area. About 18% of the families registered with the centre come from homes that are dependent on benefits and where no-one is in work. When they start early years provision, the majority of children have skills, knowledge and abilities that are below those expected for their age.

The range of activities offered by the centre includes postnatal checks, breastfeeding support, open baby clinic, developmental checks and baby massage. The centre has links with health visitors, community midwives and speech and language therapists. It signposts families to a range of providers that offer adult education, volunteering

opportunities, and activities designed to support parents and carers back into employment and training. The centre is open on weekdays from 8.30 am to 5.00 pm for 50 weeks of the year.

Following a significant recent reorganisation of children’s centres across the city, the council implemented a number of staffing changes to meet the requirements of the revised structure. The local authority appointed Foleshill Children’s Centre’s senior management team about two months before the inspection. All had previously worked at other children’s centres in the city.

Inspection judgements

Grades: 1 is outstanding, 2 is good, 3 is satisfactory, and 4 is inadequate

Overall effectiveness

The effectiveness of the children’s centre in meeting the needs of and improving outcomes for families

3

Capacity for sustained improvement

The centre’s capacity for sustained improvement, including the quality of its leadership and management

3

Main findings

Although the overall effectiveness of the centre is currently satisfactory, it has a number of significant strengths. Centre staff have established effective partnerships with health professionals to meet the diverse needs of the families who use the centre’s services. This has resulted in some particularly positive health outcomes for users, such as the high proportion of women initiating and sustaining breast feeding at six to eight weeks. The centre’s promotion of the benefits of health through its range of well-attended sessions on healthy eating, fitness and exercise helps to ensure that children are at a healthy weight when they start school. Good links with community organisations, especially those representing the area’s large Asian and Roma Gypsy population, have contributed to the promotion of social inclusion and to the creation of a centre which parents report is safe and welcoming.

In conjunction with the local authority, the centre has developed a range of effective strategies for securing health outcomes data to enable it to assess the impact of its work. However, the city’s health service professionals do not currently share their data with children’s centre managers which make it difficult for the centre to evaluate the impact of some of its health services.

The centre is particularly successful in supporting families during times of transition or crisis. Staff make effective use of the Common Assessment Framework to target the most vulnerable families. Regular professional discussions during ‘raise, share and review’ meetings ensure that professionals work well together to share

information about individual families and children so that support is coordinated and effective. Staff are well trained in safeguarding and report any concerns promptly to ensure that the risk of harm to children in the most vulnerable families is minimised.

The new senior management team has quickly developed a sound understanding of the key characteristics of the reach area as well as of the families who use the centre's services. Though they have begun to develop appropriate action plans and improvement initiatives, but it is too soon to assess the effectiveness of these measures. Consequently, the centre's capacity to improve is satisfactory.

The very large majority of centre users are from all the key target groups. Nevertheless, centre managers are aware that the area's large transient population results in some sections of the community not using centre services. Managers have begun work to identify families not currently benefiting from the centre's services, but it is too soon to assess the effectiveness of this work.

Staff collect regularly feedback from users on the quality of services so that the centre can make improvements and better meet users' needs and interests. Parents make a positive contribution by attending centre activities but few decide to take a more active role in shaping the services that it offers, for example, by becoming a member of the centre's partnership advisory board.

The centre generally supports children well to prepare them for school and most make good progress from their starting points through attending centre activities. However, the centre is less effective in promoting adult learning programmes to help parents gain important skills in English, mathematics and information and communication technology (ICT), as well as through more vocationally-oriented learning programmes.

The centre's partnership advisory board is insufficiently effective in providing challenge and strategic direction for centre leaders. Though there is a detailed set of terms and references for the board, members remain unclear about their roles and responsibilities. They do not sufficiently understand how they can use performance data to support decision-making.

What does the centre need to do to improve further?

Recommendations for further improvement

- Continue to work with health service professionals to ensure that data on health outcomes are made available to the centre so that it can shape provision accordingly.
- Continue to develop effective strategies to increase the engagement and participation of key target groups.
- Provide more opportunities for families to develop their economic stability by offering increased opportunities for them to develop vocationally useful skills, as

well as their skills in English, mathematics and ICT.

- Improve the effectiveness of the partnership advisory board by:
 - developing board members' understanding of their responsibilities for the quality of provision and outcomes in the children's centre and their ability to provide effective challenge and strategic direction
 - ensuring that users are fully represented on the board and that they are involved with shaping centre services.

How good are outcomes for families?

3

The centre's good joint working with health partners ensures that it is able to identify quickly potentially vulnerable families who will benefit from using the centre's services. Childhood obesity levels as children enter school are roughly at national levels despite the high levels of obesity normally associated with high levels of deprivation. Nevertheless, the centre focuses well on developing healthy lifestyles. Groups such as 'Together like me', for children with additional needs and 'Family First', incorporate outdoor play activities and help families to increase their understanding of how to keep healthy and active. These activities have contributed to a large majority of children entering school at a healthy weight. The centre works closely with a local Asian women's support group to promote breast feeding. Users are able to discuss any concerns in a range of community languages spoken by staff working for the support group. The centre also train peer supporters to provide a breast feeding mentoring service. As a consequence, rates for initiating and sustaining breastfeeding have risen for the last three years and are now high at 62%.

All staff are strongly committed to ensuring the safety and well-being of families. One parent, commenting about the home support provided by the centre for her and her child, who was born with Down's syndrome, volunteered: 'I don't know what I'd do without the support from the children's centre.' The centre promotes effectively safety in the home and community through events and home visits by centre staff and the fire safety officer. Consequently, children and parents have a good awareness of how to keep themselves and others safe. Parents say that they feel very safe and secure in the centre. Attendance at parenting courses is good and many parents report that they have grown in confidence and made friends through attending such courses. Where families need more intensive help, good partnership working ensures they receive the support to prevent difficulties escalating. All families receiving personalised support have a Common Assessment Framework (CAF) undertaken, ensuring a multi-agency approach. The centre runs a programme of learning about violence against women and its effects on children. It also works with an Asian women's domestic violence support group to make a very positive impact on the relatively high number of families in the area experiencing domestic violence.

Children behave well and develop useful skills for the future, such as cooperation and independence, and families from a wide range of cultural and educational

backgrounds show respect for each other. Some parents benefit from opportunities to make a positive contribution to the centre through membership of the partnership advisory board. However, they have made a limited contribution to shaping the strategic direction of the centre.

The centre supports children well to prepare them for the transition to school. Its focus on early intervention and support has contributed to a narrowing of the achievement gap between the lowest-achieving 20% in the Early Years Foundation Stage profile across the area. The centre has prioritised the need to secure the financial security of vulnerable families. Users report how helpful the centre has been in enabling them to gain the benefits they are entitled to and to manage their debts. A group of parents are improving their economic well-being by volunteering at the centre. Though some parents attend classes to improve their English, the centre gives insufficient attention in the activity programme to help adults gain qualifications that will help them get back into work, or gain better paid employment.

These are the grades for the outcomes for families

The extent to which children, including those from target groups, are physically, mentally and emotionally healthy and families have healthy lifestyles	2
The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them	3
The extent to which all children and parents, including those from target groups, enjoy and achieve educationally and in their personal and social development	3
The extent to which children engage in positive behaviour and develop positive relationships and parents, including those from target groups, contribute to decision-making and governance of the centre	3
The extent to which children are developing skills for the future and parents, including those from target groups, are developing economic stability and independence including access to training and employment	3

How good is the provision?

3

Some 80% of families in the reach area have registered with the centre but only around 43% of them are regularly using services. Owing to the nature of the reach area, the large majority of the centre's users are from its specific target groups. The centre is keenly aware that the area's transient population, such as the relatively large population of Roma Gypsies, results in some pockets of the community served by the centre that are not yet using the full range of services that the centre offers. The centre's new management team have begun to implement initiatives to increase the proportion of families who use the centre's services, but it is too soon to judge the effectiveness of these actions.

The centre provides a satisfactory range of activities to promote the enjoyment of learning. Many of the activities focus on improving children's social skills and their

ability to communicate with others, for example 'Rhyme time'. The centre evaluates sessions and takes note of users' responses using this information to shape its services. Children attending the centre's nursery receive high quality childcare and experience first-hand learning experiences, thereby becoming active learners. Children make good progress from their starting points through attending centre activities. They demonstrate an enthusiasm for learning, building up their social skills and preparing them for the future. They enjoy sessions and the achievement of children and of adults is well-celebrated.

Links with the local adult education service provide access to education for some parents, particularly for those for whom English is an additional language. However, the centre does not sufficiently promote learning programmes in English, mathematics and ICT, as well as in more vocationally specific programmes to help parents improve their employability.

The centre ensures that good-quality information about many aspects of parenting, including advice about how to keep children healthy and safe, is freely available to parents. Many parents receive good quality parenting support at home from the centre's outreach workers. Drop-in sessions with health visitors provide easy access to information about health matters and are very popular with families. One parent commented: 'I feel that my confidence is coming back. It's wonderful to have someone to turn to because we didn't have that before.'

The centre's outreach work is particularly successful in providing good support for parents in times of crisis. The centre ensures that families who are in most need benefit from the services it provides. It is good at sensitively assessing families' needs. Centre staff make good use of the CAF to target support. They are particularly good at helping to identify children who have additional needs and assisting parents to take advantage of the extra support they need. Health visitors work closely with the centre and make early referrals of vulnerable families to ensure that staff quickly identify issues and support families promptly. Staff make good use of the family support team's 'raise, share and review' meetings to promptly escalate support when required, particularly where there are delays in intervention by external agencies. Help for parents with poor self-confidence is good. Many of the centre's activities, such as the 'Triple P' parenting programme, 'Family First' sessions and speech and language support, are provided individually at home if that is more appropriate to families' needs.

These are the grades for the quality of provision

The extent to which the range of services, activities and opportunities meet the needs of families, including those in target groups	3
The extent to which the centre promotes purposeful learning, development and enjoyment for all families, including those in target groups	3
The quality of care, guidance and support offered to families, including those in target groups	2

How effective are the leadership and management?

3

The centre's recently appointed senior management team has quickly developed a good understanding of the area served by the centre. Staff are effective in their roles and are appropriately supervised. Local authority managers make use of an appropriate range of performance indicators to monitor and appraise the work of the centre manager. The centre's self-evaluation was completed several months before the service was restructured and consequently does not provide an accurate account of the overall quality of provision. However, the new centre management team has quickly grasped the main issues facing the centre and has begun to develop appropriate action plans and improvement initiatives.

Safeguarding arrangements meet current statutory requirements. The centre has good procedures in place for recording information related to the vetting and recruitment and training of staff. Staff are trained in child protection to levels that are appropriate to their responsibilities. They have a good understanding of the issues and reporting procedures. The centre keeps comprehensive records of the Criminal Records Bureau checks that it carries out for all staff and volunteers. Staff are well trained to identify and report concerns promptly. Multi-agency co-operation is particularly effective and leads to timely interventions that reduce the risk of harm to children and helps keep the most vulnerable families safe.

The use of resources is having a satisfactory impact on outcomes for families. The accommodation is welcoming and the centre deploys staff strengths well to benefit families. As a result, the centre currently provides satisfactory value for money.

Centre staff work closely and very effectively with a wide variety of partners, either through mutual referrals but, in particular, through coordinated plans to meet the various needs of families within the target groups in the area. As a result, the centre is highly regarded by users and partners. One parent told inspectors: 'I have gained so much personally; I've met new people, made friends and now feel more useful and confident.' The centre offers a good range of integrated services that deliver cohesive provision leading to satisfactory outcomes for families. Outreach provision in a local library and in a community centre effectively extends the opportunities for families to benefit from the centre's services. Currently health service professionals do not routinely share healthy outcomes data with the centre. The centre is therefore unable to assess accurately the effectiveness of its work on some health-related outcomes, such as the proportion of women who smoke during pregnancy.

Although the local authority provides appropriate direction and challenge, there is limited supportive monitoring at a local level. In particular, the partnership advisory board has not fully understood its role in helping to provide strategic direction and challenge. Board members are not clear about their role in monitoring the centre's performance or in using data to support decision making. Parent representation on the board is low.

The extent to which the centre promotes equality and diversity is satisfactory. Centre staff work hard to narrow the achievement gap. It makes parents from minority ethnic groups, including those from Polish and other Eastern European backgrounds, very welcome. A particularly successful partnership with the Coventry Roma Group, has led to a very wide range of services being made available to families and children from this highly under-represented and marginalised community. Although there are some pockets of families in the area not yet using services provided by the centre, the families who use the centre represent a diverse range of communities, religions and ethnicities.

These are the grades for leadership and management

The extent to which governance, accountability, professional supervision and day-to-day management arrangements are clear and understood	3
The effectiveness of evaluation and its use in setting ambitious targets which secure improvement in outcomes	3
The extent to which resources are used and managed efficiently and effectively to meet the needs of families, including those in target groups	3
The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties	3
The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults	2
The extent to which partnerships with other agencies ensure the integrated delivery of the range of services provided by the centre to meet its core purpose	2
The extent to which the centre supports and encourages families in the reach area to engage with services and uses their views to develop the range of provision	3

Any other information used to inform the judgements made during this inspection

Inspectors used the findings of the inspection of Freddie's Pride day nursery in 2011 to guide the inspection team's findings with regard to outcomes for nursery-aged children. Provision and outcomes in the setting were judged to be outstanding.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *Complaining about inspections*, which is available from our website: www.ofsted.gov.uk. If you would like us to send you a copy of the guidance, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

Summary for centre users

We inspected the Foleshill Children's Centre on 7–8 November 2012. We judged the centre as satisfactory overall.

We very much enjoyed our visit to your children's centre and would like to thank all of you who gave your time to speak to us and tell us your experiences of using the centre. Your views have helped to inform us how well the centre is doing.

Though we found your centre overall to be satisfactory, there are a number of significant strengths. We were pleased to see that the centre has such productive partnerships with local health professionals and with a range of local community organisations. This joint working has helped many of you to improve your health and well-being as well as of your children. The range of well-attended sessions promoting the benefits of outdoor play, healthy foods and exercise are particular strengths of the centre. Inspectors were also impressed with the success of the centre's work on promoting breast feeding, particularly through its peer mentoring programme. We would like health service professionals to share information better with the centre so that services for you can be better tailored to meet your needs.

Those of you who spoke to us told us how well you felt supported by centre staff, especially when you were going through a difficult period in your home life. The professionals at the centre work very well together to share information about families so that any concerns about individual children or family members are identified quickly and dealt with promptly. Centre staff are well trained in safeguarding and report any concerns promptly to ensure that the risk of harm to children in the most vulnerable families is minimised.

Though the centre's manager is very new in post, she and her senior managers, who were also appointed very recently, have developed a sound understanding of the Foleshill area and of the issues which matter to you. They have begun to develop a range of action plans and initiatives so that the centre meets your needs even better.

There are some things that we have asked the centre's leaders to improve. Though a very large number of families in the area have registered with the centre, not enough of them are currently using centre services. You told us how much you value and support the hard work of centre staff in meeting your needs. We have asked centre leaders to engage with more local parents like you so that they too can benefit from the centre's range of services.

Inspectors agree with you that the centre provides appropriate opportunities for you to give feedback on the services that the centre provides, so that it can make improvements. Some of you also take a more active role shaping the centre's services by, for example, joining the centre's partnership advisory board. However, our view is that the centre will really benefit if even more parents joined the partnership advisory board. We have asked centre managers to encourage more of you to do this. We have also asked centre leaders to provide clearer advice and

guidance to board members so that they can carry out their role even more effectively.

Many of you told us that the centre provides good opportunities for your children to develop a joy for learning, for example through play and story-telling. This helps to prepare them for school and many of you commented on the good progress that your children had made since they started attending centre activities. Though we agree with you that the centre helps to prepare children for school, we would also like the centre to provide more opportunities for parents to improve their skills in subjects such as English, mathematics and ICT, so that more of you are better equipped to become job seekers, volunteers or to further your own learning.

Thank you again for the time you took to come and speak to us. It is clear from these discussions and the feedback that you have supplied to the centre that those of you who use the centre's facilities are very pleased with what it provides.

The full report is available from your centre or on our website: www.ofsted.gov.uk.

Children's Centre Ofsted Action Plan

Children's Centre Cluster Name	Date of Children's Centre Inspection	Ofsted Outcome / Judgment
Foleshill Children's Centre Stoke Heath Children's Centre	November 2012 March 2011	Satisfactory Satisfactory

Recommendation	Actions	Lead	Success Criteria	Progress	Comment
Continue to work with health service professionals to ensure that data on health outcomes are made available to the Centre so that it can shape provision accordingly	Meet on a weekly basis with the Health Visiting Team. Provide space in the Centre to accommodate the local Health Team. Continue to work alongside the Data Team to obtain relevant health data.	Senior Management Team Local Health Team Public Health	Work with partners to identify all the families with young children in its area. Use outreach work to identify target groups and encourage those families who would otherwise be unlikely to access services the Centre has to offer. Provides and facilitates access to universal activities and relevant services for targeted families, and monitors how many families use them and continue to use them until their	Foleshill Children's Centre is a live Acting Early Site following an integrated model of working with local professionals including health visitors, midwives, GP's, Social Care, parenting and CFF. The Integrated Team meet on a weekly basis to discuss new families where there is a concern for the unborn child/child's welfare. Statistics and data are being collected and shared via the acting early agenda and quarterly from the data team. All new Mothers are asked to sign a data	Completed On-going monitoring carried out and documented in SEF and Development Plan.

			needs have been effectively met.	sharing consent form and data is shared with Health Visitors and Children's Centres to ensure that all children aged 0 to 5 are registered with the Children's Centre in order that all families are aware of Children Centre Services.	
Continue to develop effective strategies to increase the engagement and participation of key target groups	Identify target groups using relevant data and local intelligence. Undertake community walks across the local reach area. Work with partners to increase involvement form registration. The information is shared at the Partnership Advisory Board (PAB) meeting ensuring a partnership approach is taken to ensure families are aware of the services the Children's Centre offer.	Senior Management Team Outreach Staff PAB Members	Establishes and maintains contact with targeted families in the local area. Identify the target groups and individual families most in need of intervention and support, the specific nature of their needs and the universal and specialist services needed to support them.	Community walks of the reach area have been completed. 100% of 2 year olds eligible for 2 year funding have received information; homes have been visited and families have been invited to the Children's Centre. Involvement form (registration) figures are monitored monthly and are on track in accordance with targets set. Target groups are identified and the Centres services are planned to reflect the needs of the local community.	Completed On-going monitoring and evaluation is carried out and documented in SEF and Development Plan.

<p>Provide more opportunities for families to develop their economic stability by offering increased opportunities for them to develop vocationally useful skills, as well as their English, mathematics and ICT</p>	<p>Ensure there is sufficient availability and access to a range of courses in the local area to enhance family's skills and employment prospects for the future. Meet with adult education to establish the local needs.</p>	<p>Partnership Co-ordinators</p>	<p>Opportunities for parents and carers to participate in activities that improve their personal skills, education and employability.</p>	<p>The Centre is working in partnership with WEA to provide ESOL classes to local families. There are currently two classes running from the Centre. Mapping of other local providers of adult learning has been identified and families are being signposted to enrolment days. Partnership Co-ordinators are meeting with Adult Education to establish methods of tracking adults with young children on their employment journey. Case studies are completed where the Centre has had a significant impact on the economic stability of a family.</p>	<p>Completed</p> <p>On-going monitoring and evaluation is carried out and documented in SEF and Development Plan.</p>
<p>Improve the effectiveness of the partnership advisory board by: developing board members' understanding of their responsibilities for the</p>	<p>Organise the advisory board to follow the cluster model. Revisit the terms of reference to ensure appropriate services are represented.</p>	<p>Centre Manager Partnership Co-ordinators</p>	<p>The challenge provided by local authorities and how this contributes to improved performance.</p>	<p>The cluster operates one PAB covering both Children's Centres. The meeting is held quarterly and chaired by a local faith leader. The</p>	<p>Completed</p> <p>On-going monitoring carried out and documented in SEF and Development Plan.</p>

<p>quality of provision and outcomes in the Children's Centre and their ability to provide effective challenge and strategic direction ensuring that users are fully represented on the board and that they are involved with shaping Centre services.</p>	<p>Meet quarterly and have defined agendas reflective of local needs.</p>		<p>The extent to which target families contribute to the Centre's performance and delivery, for example through advisory boards.</p>	<p>meeting is well represented by a cross section of professions and organisations. The agenda reflects local topics and points of interest and has facilitated presentations from a number of guest speakers. The meeting also allows all members to update in regards to their own service and seek support from colleagues.</p>	
<p>The local authority should ensure that: The Centre has sufficient staff to provide services to meet the needs of users in the reach area, children from deprived families have sufficient local access to high-quality day-care provision.</p>	<p>Await outcome of FSR to start recruitment process. Disseminate staff resource in accordance to need.</p> <p>Offer a brokerage service for childcare places</p>	<p>Local Authority</p> <p>CQRA's</p>	<p>Provides or facilitates arrangements for targeted children to take up the free entitlement to early education, especially two-year-olds from disadvantaged families.</p>	<p>The cluster is supporting families to understand their entitlements in regards to free childcare for 2, 3 and 4 year olds. Door knocking of eligible 2 year olds has taken place twice in the past 6 months to ensure families are fully aware of their entitlement.</p> <p>Childcare Quality Regulations Advisors</p>	<p>Completed</p> <p>On-going monitoring carried out and documented in SEF and Development Plan.</p>

				(CQRA's) are working with local providers and prospective providers to ensure there are sufficient childcare places available locally. CQRAs provide a brokerage service to families in order to support them in finding early years provision.	
The health authority should improve its partnership with the Children's Centre to ensure that: Service's for users are cohesive and lead to improving health outcomes the Centre receives sufficient information to be able to demonstrate its impact on health outcomes and plan provision.	Work with the data team to ensure that health data is available and can be trended to establish impact the Centre is having locally on improving health outcomes and the services required for the future.	Partnership Co-ordinators. Data Team Local Health Lead	Whether the services are appropriate and relevant to the needs of targeted families, taking account of how they are decided upon, planned, the intended outcomes and how these will be measured. The development of healthy lifestyles for target children and their families.	Health data is provided quarterly via the corporate data team at a variety of levels. The data booklet trends data and provides it at LSOA level where available. The data is analysed and used to plan for future services as well as monitor the impact of the Centres outcomes for children and their families.	Completed On-going monitoring carried out and documented in SEF and Development Plan.
Increase the collection and use of management information and data in order to enable:	The Centre to have a SMART development plan in place that clearly outlines the priorities for the future	Centre Manager	How well evidence and robust data are used to set and agree on performance and outcome measures	The leadership team meet every 6 weeks to discuss the priorities and work the cluster is carrying	Completed On-going monitoring carried out and documented in SEF

<p>the Centre to improve the evaluation of outcomes, leaders to set precise and measurable improvement targets and the local authority and the advisory board to challenge outcomes.</p>	<p>and how resources with be effectively used to meet set objectives. Development plan to be shared with PAB members and amended in light of challenge and comments made every 12 months.</p>		<p>that can reduce inequalities and improve the lives of target families. The rigour and effectiveness of self-evaluation systems used to inform the Centre's priorities and to set challenging targets for improvement.</p>	<p>out. Discussion of challenges and how these will be overcome is shared. The development plan is reviewed twice a year and is a shared document with the staff team and PAB members. It is reflective of data and local intelligence that is available and is realistic and timely in its objectives.</p>	<p>and Development Plan.</p>
<p>Provide users with more guidance on qualifications, training and volunteering opportunities and monitor users' outcomes in improving their economic well-being.</p>	<p>Work with family and adult education to track uptake of courses locally. Advertise the services of Adult Education available. Ensure that economic stability is a focus of all CAF packages. Advertise new volunteer opportunities at the Children's Centre</p>	<p>Partnership Co-ordinators. Adult Education.</p>	<p>How well practitioners work with target children and parents, are good role models and have sufficiently high expectations and aspirations. Opportunities for target adults to participate in activities that improve their personal skills, education and employability.</p>	<p>A service level agreement with adult education is in place outlining the responsibilities of both parties to ensure that a range of appropriate services are available locally. The cluster hosts two family learning groups which are baselined and evaluated each term. Volunteer opportunities are advertised at the Centre and external opportunities are</p>	<p>Completed On-going monitoring and evaluation is carried out and documented in SEF and Development Plan.</p>

				supported via VAC and PAB members.	
--	--	--	--	---------------------------------------	--

This page is intentionally left blank

Inspection report for Middle Ride Children's Centre

Local authority	Coventry
Inspection number	382102
Inspection dates	25–26 May 2011
Reporting inspector	Anthony O'Malley HMI

Centre governance	The local authority
Centre leader	Cherrie Russell
Date of previous inspection	07-08 July 2010
Centre address	Upper Ride
	Willenhall Wood
	Coventry
	CV3 3GL
Telephone number	02476 788430
Fax number	02476 788448
Email address	cherrie.russell@coventry.gov.uk

Linked school if applicable	N/A
Linked early years and childcare, if applicable	Woodlands Nest Nursery EY285531

The inspection of this Sure Start Children's Centre was carried out under Part 3A of the Childcare Act 2006 as inserted by section 199 of the Apprenticeships, Skills, Children and Learning Act 2009.

Introduction

The inspection addresses the centre's contribution to:

- facilitating access to early childhood services by parents, prospective parents and young children
- maximising the benefit of those services to parents, prospective parents and young children
- improving the well-being of young children.

The report is made to the local authority and a copy is sent to the children's centre. The local authority may send the report to such persons it considers appropriate and must arrange for an action plan to be produced in relation to the findings in this report.

This inspection was carried out by one of Her Majesty's Inspectors and one early years inspector.

The inspectors held meetings with staff, representatives from partner services and local authority representatives, as well as talking informally to parents and carers. They observed the centre's work including activities provided at the centre and in other nearby venues. They looked at a range of relevant documentation.

Information about the centre

The centre is located in south-east Coventry serving an area ranked within 30% of the most deprived in the country. Over 26% (Coventry 16%) of the working population claim out-of-work benefits and 10% of households comprise lone parents with dependent children. Most children enter the nursery with skills below those expected for their age. They are particularly weak in communication, language and literacy. Most families living in the area are White British although many other minority ethnic groups are represented. The centre opened in August 2005 and provides the full core offer of services as a phase one Sure Start children's centre. The main site accommodation is limited to offices, and small community and group rooms. A self-contained satellite unit offering a community room, kitchen and toilet facilities is on site a St Bartholomew's Primary School in the Ernesford Grange area of the centre's reach. Activities are also delivered in larger spaces in nearby schools, community centres and the local health centre.

The centre has access to a crèche room in the John White community centre. Funded day care is provided on site for babies and under-fives at The Woodlands Nest nursery. The report for this provider can be found at www.ofsted.gov.uk.

There are close links with other nearby children's centres and some staff work across

the bases. The centre is a local authority managed provision, which is supported by a partnership advisory body comprising parent, statutory and voluntary representatives.

At the time of the previous inspection, the overall effectiveness of the centre was judged inadequate because of weaknesses in its leadership and management. Since that inspection, one appointment has been made to the leadership team and the centre manager’s responsibilities for other children’s centres have been reduced. The partnership board formed under the original Sure Start local programme guidelines has been transformed into a partnership advisory board.

Inspection judgements

Grades: 1 is outstanding, 2 is good, 3 is satisfactory, and 4 is inadequate

Overall effectiveness

The effectiveness of the children’s centre in meeting the needs of and improving outcomes for users and the wider community

3

Capacity for sustained improvement

The centre’s capacity for sustained improvement, including the quality of its leadership and management

3

Main findings

Middle Ride children’s centre provides satisfactorily for the needs of children and families. Weaknesses identified at the time of the previous inspection in the centre’s leadership and management have been addressed. The partnership advisory board and the local authority satisfactorily oversee the work of the centre. Systems for checking safeguarding records and policies are now rigorous.

Parents and users told the inspectors that they enjoy sessions at the centre because the staff are welcoming and friendly. They also recognise that the centre promotes community cohesion well through ‘Family Fun’ events and the opportunities it provides for parents and carers to share concerns. ‘It is great to hear how other prospective parents do things’ and ‘I learned a lot from finding out how others deal with the different stages of our babies’ are typical comments. The centre has good arrangements in place for safeguarding children. Staff are particularly successful at ensuring children and families whose circumstances make them vulnerable receive effective and timely support.

Outcomes for users, including the most vulnerable, are satisfactory. Services aimed at supporting parents with young children are effective. For instance, following a 10-week ‘Nurturing’ course parents and carers noted improvements in their parenting skills that gave them much more confidence when managing their children’s

behaviour. Similarly, the services provided in partnership with Portage for children with additional needs and disabilities are contributing well to improvements in children’s development and are highly valued by parents. However, there is limited evidence to demonstrate how the centre has helped adults gain skills and qualifications that increase their chances of securing paid employment and so improve their economic stability.

The centre manager leads the centre effectively and appointments since the previous inspection have led to a more effective distribution of responsibilities. Leadership and management are no longer too dependent upon the centre manager. Through evaluations of individual activities and case studies, leaders and managers have a sound understanding of the centre’s strengths and weaknesses. However, these evaluations do not focus on precise outcomes for users or consider the longer-term impact of provision. This limits their value when leaders plan for improvement. Plans identify appropriate priorities, but targets are not easily measurable and do not clearly identify the intended benefits for users. This prevents the local authority and the partnership advisory board from evaluating robustly the full impact of the centre’s work.

The centre’s promotion of equality and diversity is satisfactory. Leaders check carefully the proportions of users from its target groups, such as teenage parents, lone parents and those from minority ethnic groups, who are attending the centre. This information shows that participation rates are variable. However, there is an upward trend in the number of families engaging with the centre. This is because it is more successfully communicating its services both to the wider community and to those groups in the reach area that have previously not accessed services. This trend and the improvements in leadership and management demonstrate the centre’s satisfactory capacity for sustained improvement.

What does the centre need to do to improve further?

Recommendations for further improvement

- Improve the ability of the local authority and the partnership advisory board to evaluate the impact of the centre’s work by ensuring:
 - plans for improvement include sharp and measurable targets linked to outcomes for users
 - evaluations of services, including those by centre partners, focus on outcomes for users and consider the long-term impact of provision.

- Ensure that adult learning opportunities enable increasing numbers of parents and carers to gain skills and qualifications that will contribute to their economic stability.

How good are outcomes for users?

3

Through events such as ‘First Steps’ and the outdoor learning and play sessions, the centre helps users to learn about the benefits of healthy eating and exercise.

Personal accounts show that these are increasing users' awareness of the fun children have when engaged in adventurous play and the importance of brushing teeth regularly and properly. The Portage service contributes well to improved outcomes for children with disabilities and increases parents' confidence and skills in supporting their children's play and development. One parent commented, 'Portage has given us skills to have good play times with our child and use alternative play therapy.' However, the centre does not have evidence of how successfully its services and links with partners are contributing to national and local health targets. For example, the proportion of mothers sustaining breastfeeding in the local area is low but it is unclear how effectively the centre is helping to improve this outcome.

Children in the centre and when walking to, and playing in, the local woodland show that they have a good understanding of how to keep themselves safe. The carefully targeted safety voucher scheme enhances the safety of families in their own homes. Robust systems are in place to support children and adults whose circumstances make them vulnerable. Outreach workers, in partnership with the health and social care teams, secure the early identification of families with additional or special educational needs. During fortnightly 'Raise, Share and Review' meetings, staff monitor closely the progress of children subject to the Common Assessment Framework and families in challenging circumstances. The effective alignment of services and the expertise of staff ensure the most vulnerable families receive the support they need and that their outcomes improve. There is also strong evidence of better outcomes for children with child protection plans and for looked after children.

There are suitable opportunities for adults and children to play, learn and have fun together in sessions such as 'Blissful Babies', 'First Steps' and 'Dad's United'. Children are keen and active learners. The centre has recently reviewed how it plans its sessions and assesses the impact of provision on each child's progress. 'Learning Journey' booklets capture learning. This strategy now enables the centre to demonstrate the impact of some of its sessions. Provision for children in the linked nursery is raising the children's skills, including their communication, language and literacy skills, to levels closer to those expected by the time they start school.

Through their membership of groups such as the parents' partnership board, parents and carers have appropriate opportunities to contribute to decision-making and a small number benefit from serving as volunteers. The centre's role in the community is growing as result of events such as the 'Multicultural Lunch', which attracted over 100 local residents from the full range of ethnic groups.

The centre responds well to individual requests for information regarding benefits and outcomes for some of the most vulnerable families. These are improving due to increased access to childcare through Family Tax credit and Two Year Old Funding. However, the centre recognises that while it signposts users to adult education and training providers, it has limited evidence of how successfully it is supporting adults in the area to gain qualifications and find employment.

The extent to which children, including those from vulnerable groups, are physically, mentally and emotionally healthy and families have healthy lifestyles	3
The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them	2
The extent to which all users enjoy and achieve educationally and in their personal and social development	3
The extent to which children engage in positive behaviour and develop positive relationships and users contribute to decision-making and governance of the centre	3
The extent to which children are developing skills for the future and parents are developing economic stability and independence including access to training	3

How good is the provision?

3

Until recently, participation rates in centre activities had been low, particularly among groups such as teenage parents. The centre is now tracking the engagement of different groups with its services more closely and using this information to assess how well its provision is meeting needs in the area. This analysis has led to the introduction of 'Nappi' sessions for teenage mothers, and consultations with users are helping to shape the provision to meet their individual needs. The centre has also acquired funding to secure the use of the 'Hut', a community resource to deliver young parents' services. This initiative involves close working with the youth service and demonstrates the centre's readiness to work with partners for the benefit of the wider community.

A satisfactory range of activities supports parenting skills and the development of babies, toddlers and infants. Comments made by parents and carers include, 'I have learned how to encourage my child to talk' and 'Today's session has helped me feel confident about weaning.' Childminders draw upon the centre's expertise and resources such as the sensory room to improve the quality of childcare. There is less evidence that provision is helping a significant number of adults improve their future economic well-being through, for example, engagement in courses to improve literacy or numeracy skills.

A particularly strong aspect of provision is the well-organised outreach support given to families at times of crisis. The centre recognises that a significant number of parents and carers are reluctant, or unable, to visit the centre or enrol on structured activities for their children. In such cases, outreach workers support families in their own homes. They signpost families to appropriate services and encourage them to join relevant activities organised by the centre. Outreach workers also accompany families on visits to essential appointments, for example hospital visits, debt advice and support groups. Strong links with the local social care team ensure that expert advice is available when concerns about children's welfare arise. The centre is

weaker at demonstrating the quality of its guidance in areas such as dental services and immunisation rates for children or smoking cessation and finding employment for adults.

The effectiveness of the assessment of the needs of children, parents and other users	3
The extent to which the centre promotes purposeful learning, development and enjoyment for all users	3
The extent to which the range of services, activities and opportunities meet the needs of users and the wider community	3
The quality of care, guidance and support offered to users within the centre and the wider community	3

How effective are the leadership and management?

3

The centre manager has led the centre well following the previous inspection and ensured that all of the areas graded as inadequate have improved. Satisfactory governance and accountability arrangements are now in place. However, at present not all members of the partnership advisory board are aware of the centre's key objectives. They recognise the need for training to ensure that they are able to play their part in improving outcomes, strengthening partnerships and holding the centre to account. The board has established rigorous procedures for monitoring the quality of safeguarding. The recording of recruitment procedures meets all requirements and effective risk assessments are in place. Leaders at all levels are committed to promoting equality and celebrating diversity. The centre targets resources appropriately to provide effective support for children and families identified as being at risk. Case studies demonstrate that these partnerships improve the welfare and outcomes of families at risk because of domestic violence, mental health and alcohol abuse.

The publication of an action plan following the previous inspection was slow but the local authority is providing a suitable level of challenge and support through its meetings with the centre manager. For example, it agreed with the centre the need to involve more users in evaluations of its services and to be able to show how these evaluations inform service delivery. Observations of practice and records of incidents demonstrate that the centre is competent in challenging discrimination at all levels. Centre data show that an appropriate number of lone parents, families living with disability, fathers and asylum seekers are accessing services.

The centre has strong local relationships with key partners, such as health, education and social care, and these underpin the effective outreach provision for vulnerable families. However, these are based upon goodwill and professionalism at a local level more than a strong strategic approach across the city. For example, partners do not systematically share relevant data on outcomes with the centre, or evaluate how their partnerships with the centre are helping to meet local and national priorities.

The impact of leaders on users' outcomes is satisfactory and so the centre provides satisfactory value for money.

The extent to which governance, accountability, professional supervision and day to day management arrangements are clear and understood	3
The extent to which ambitious targets drive improvement, provision is integrated and there are high expectations for users and the wider community	3
The extent to which resources are used and managed efficiently and effectively to meet the needs of users and the wider community	3
The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties	3
The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults	2
The extent to which evaluation is used to shape and improve services and activities	3
The extent to which partnerships with other agencies ensure the integrated delivery of the range of services the centre has been commissioned to provide	3
The extent to which the centre supports and encourages the wider community to engage with services and uses their views to develop the range of provision	3

Any other information used to inform the judgements made during this inspection

Funded full day care is provided on site for babies and under-fives at The Woodlands Nest nursery. In February 2011, Ofsted judged the nursery to be 'outstanding'. The report for this provider can be found at www.ofsted.gov.uk.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Complaining about inspections', which is available from our website: www.ofsted.gov.uk. If you would like us to send you a copy of the guidance, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

Summary for centre users

We inspected Middle Ride on 25–26 May 2011. We judged the centre as satisfactory overall.

Thank you for the warm welcome you gave us when we visited your centre. We would like to thank you for talking with us about the centre and its services. When your children's centre was inspected in July 2010 its overall effectiveness was judged inadequate because of weaknesses in its leadership and management. We are pleased to tell you that it now provides satisfactorily for the needs of children and families. The centre is now governed appropriately and records show that it checks carefully the suitability of everyone who works there.

You told us that the staff are welcoming and friendly and that they organise plenty of enjoyable community events. You also like the opportunities the centre provides for you to share your experiences as parents and carers. The centre is particularly good at ensuring staff have a good understanding of the steps to take to protect children. The family support team and other services work together well to help families during particularly difficult times.

The centre staff have strong local relationships with a range of partners, such as health and social care, to support children and their families. We were particularly impressed with the quality of sessions, such as 'Blissful Babies' aimed at supporting parents and carers with young children. There are also effective services to help children with disabilities and their families. We found less evidence, however, that the centre is helping adults in the local area improve their skills so that they feel confident enough to sign up for further education courses and gain qualifications that will help them in the future.

The centre's leaders and managers have a sound understanding of its strengths and weaknesses. They are working hard to build upon the improvements they have made since the previous inspection. For example, they are now planning more sessions for young mothers and are keen to get even more families using the centre.

We know that when you engage in activities run by the centre you often share your views on how successfully they met your expectations. Leaders and managers do use these to help plan for the future. We have asked them, however, to check even more carefully exactly how you and your children benefit when you use the centre's services. For example, it would help the centre plan for the future if it knew exactly how many of you stopped smoking following support in this area from the centre and its health service partners. If the centre had such information, it would be able to include in its improvement plans precise and measurable targets for doing even better.

We would like to thank everyone who spoke with us during the inspection. We were grateful that you shared your thoughts about the centre. We would like to wish you and your families the very best for the future.

The full report is available from your centre or on our website www.ofsted.gov.uk.

Children's Centre Ofsted Action Plan

Children's Centre Cluster Name: South East Cluster		Date of Children's Centre Inspection		Ofsted Outcome / Judgment	
Middle Ride Children's Centre		25-26 May 2011		Satisfactory	
Recommendation	Actions	Lead	Success Criteria	Progress	Comment
<p>Leadership and management Improve the ability of the local authority and the Partnership Advisory Board (PAB) to evaluate the impact of the centre's work</p>	<p>Plans for improvement include sharp and measurable targets linked to outcomes for users</p> <p>Evaluations of services, including those by centre partners, focus on outcomes for users and consider the long-term impact of provision.</p>	Children's Centre Manager and PAB membership	Leadership and Governance	<p>Complete</p> <p>PAB now in place for whole cluster. Children's Centre Manager provides formal report termly</p> <p>Friends of Middleride Group (Sub Group of PAB) report termly to PAB</p> <p>Local Authority Performance Management Process in place</p>	On-going work in ensuring new members of the Partnership Advisory Board are aware of roles and function of the PAB to provide support and challenge to the Centre
Ensure that adult learning opportunities enable increasing numbers of parents and carers to gain skills and qualifications that will contribute to their economic stability		Children's Centre Manager Partnership Coordinator	Quality and Impact of practice and services	<p>Complete</p> <p>Adult family learning taking place in the Centre</p> <p>New ESOL courses developed and delivered</p> <p>Time 4 me course in place</p>	Monitored through the Centre SEF and development plan

Children's Centre Cluster Name		Date of Children's Centre Inspection		Ofsted Outcome / Judgment	
D S E Barley Lea		15 – 16 Feb 2012		Good	
Recommendation	Actions	Lead	Success Criteria	Progress	Comment
Ensure parents have a better understanding of the importance of dental hygiene and care routines for healthy gums and teeth.	<p>To engage with local dentists to establish links and raise awareness</p> <p>To develop further by incorporating Oral Health in planning of Stay and Play sessions</p> <p>Engage with local partners</p>	Children Centre Team Leader	Access to services	<p>Complete</p> <p>Engagement with local dentists in place</p> <p>Centre awarded CHEYSA award and continue to consider dental hygiene as part of Healthy Lifestyles programme that form a part of the Families First Stay & Play sessions and is included in the planning.</p>	
Ensure that partner agencies provide a range of reliable and current data so that the centre can confidently use this evidence in support of the work it does with children and vulnerable adults	Work with Partners to gain reliable local data relating to the Centres reach	Children's Centre Manager Partnership Coordinator	Leadership and management	<p>In progress</p> <p>Friends of Barley Lea Children's Centre meetings are in place that actively encourages partners to provide local data and information.</p> <p>Key Stakeholders on the PAB are expected to provide agency data at a local level</p>	As part of the Acting Early Programme access to partner data is in place

Inspection report for Valley House Children's Centre

Local authority	Coventry
Inspection number	383737
Inspection dates	13–14 December 2011
Reporting inspector	Usha Devi HMI

Centre leader	Dr Jo Aubrey
Date of previous inspection	Not previously inspected
Centre address	Navigation Centre 55–57 Bell Green Road Coventry CV6 7GQ
Telephone number	02476 266280
Fax number	02476 266291
Email address	jo.aubrey@valleyhouseassociation.org

Linked school if applicable	Not applicable
Linked early years and childcare, if applicable	Not applicable

The inspection of this Sure Start children's centre was carried out under Part 3A of the Childcare Act 2006 as inserted by section 199 of the Apprenticeships, Skills, Children and Learning Act 2009.

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.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence/, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.ofsted.gov.uk/publications/100080.

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 Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.ofsted.gov.uk

No.100080



Introduction

The inspection addresses the centre's contribution to:

- facilitating access to early childhood services by parents, prospective parents and young children
- maximising the benefit of those services to parents, prospective parents and young children
- improving the well-being of young children.

The report is made to the local authority and a copy is sent to the children's centre. The local authority may send the report to such persons it considers appropriate and must arrange for an action plan to be produced in relation to the findings in this report.

This inspection was carried out by one of Her Majesty's inspectors and an early years inspector. The inspectors held meetings with representatives from services that work in partnership with the centre, including the National Health Service, centre staff, the chair of the advisory board, representatives from the local authority and the project director of Valley House. They observed the centre's work, and looked at a range of relevant documentation.

Information about the centre

Valley House Children's Centre is a phase one children's centre. It provides the full core offer of services, including family support and links to Jobcentre Plus. The centre has crèche facilities on-site. Valley House Children's Centre is an integral part of, and on the same site as Valley House, a multi-service voluntary sector organisation. The organisation offers a range of services to the local community, including supported accommodation, counselling and personal and vocational training. The centre is located in North East Coventry and has a reach area which is within the 10% most disadvantaged areas in the country. Unemployment is high, with 18% of children from households where no one is working. The centre also serves families facing issues of domestic violence, homelessness and lone parenting. The majority of families living in the area are of White British heritage. There is also a range of minority ethnic groups living in the area. They are predominately of Asian, Caribbean and Polish heritage. Children enter the Early Years Foundation Stage with skills and knowledge that are below those expected for their age.

A commissioning agreement was set up between the local authority and Valley House in July 2006 for the delivery of children's services. The centre is managed by a centre manager who is accountable to the Valley House management committee. The committee represents the views of some service partners.

Since its designation in 2006, the centre has been through some significant organisational and staffing changes. Following the long-term absence of the centre manager, and her eventual resignation in January 2010, the management committee

appointed an interim centre manager. A new permanent centre manager was appointed in August 2010. In April 2010, Valley House closed its registered child care provision following a Coventry City Council cut to its funding which rendered child care provision unsustainable. The centre now provides parents and carers with information on where childcare provision can be found. It also has links with the local childminder network.

Inspection judgements

Grades: 1 is outstanding, 2 is good, 3 is satisfactory, and 4 is inadequate

Overall effectiveness

The effectiveness of the children's centre in meeting the needs of and improving outcomes for families

3

Capacity for sustained improvement

The centre's capacity for sustained improvement, including the quality of its leadership and management

3

Main findings

The overall effectiveness of the centre is satisfactory. Some aspects of the centre's work are good. It provides a calm and safe environment. In the words of one parent, 'It is a cosy centre where we are all made to feel welcome.' Arrangements for safeguarding are good. In order to ensure staff have the skills required to ensure the safety of children and families, staff training is given a high priority. The quality of care, guidance and support is good. Those in most need of help receive prompt and effective support. Parents and carers who spoke with inspectors were particularly complimentary about the support and guidance they have received at times of crisis.

The centre knows its community well and has identified the groups who would most benefit from its services. However it does not yet have precise information about the percentage of families from all its target groups living in the reach area, because Coventry City Council currently collects this information by Wards. As a consequence, the centre does not know what proportion from the target groups of families could be or are currently engaging with the centre. During the inspection, inspectors reviewed participation data for children, parents and carers taking part in the different activities. Senior leaders correctly acknowledge that further work is required to increase contact with children and families in the reach area, and especially from all of its target groups. For instance, there are too few fathers and adults seeking employment or training accessing the centre's activities and services.

Self-evaluation is broadly satisfactory. The centre's evaluation of its impact on families is generous. This is because the centre does not yet have a rigorous system for evaluating or demonstrating the impact of its work on all its families. Senior

leaders collate a range of individual feedback from those who use the centre and review attendance data. However, this is not analysed systematically. Moreover, evaluations tend to describe what happens during sessions rather than the impact of the activity on the participants.

Information from observations during the inspection, case studies and feedback from users indicates that outcomes for the vast majority of children and families are satisfactory and improving. For instance, through the use of 'Treasure Baskets', staff work with parents and carers and demonstrate how children can learn through play. Support such as this makes a sound contribution to children's learning and development. The centre works effectively in partnership with the other services at Valley House to have a positive impact on outcomes for young parents. As consequence, outcomes for this particular group of users are good. One young parent who was helped to participate in a local health event wrote, 'I really enjoyed having the opportunity of organising a health stand; it made me realise how much information I have to share.'

Annual consultations and informal discussions are just some of the methods used to gather the views of families who attend the centre. In response to these views, the centre has introduced new resources and adapted some of its services. For instance, it has established a 'Brunch' group which gives families the opportunity to learn about healthy eating and using nutritious ingredients when cooking. The management committee is aware that opportunities for parents to regularly evaluate the centre's services and influence its strategic direction are limited.

Leadership of the centre has been through a number of changes in the past two years. Since her appointment in August 2010, the centre manager has worked with staff and the management committee to review the services and activities offered at the centre. Provision has been adapted in order to ensure that there is a stronger focus on improving outcomes for children and families in the reach area. Many of the changes that have been introduced are still at an early stage and have yet to make a significant impact on families in the reach area. This, coupled with steadily improving outcomes, means that the capacity for improvement is satisfactory.

What does the centre need to do to improve further?

Recommendations for further improvement

- Increase the proportion of children and families, and especially those from all of the centre's target groups, participating in the centre's services and activities.
- Ensure parents and carers are given further opportunities to evaluate services and influence the strategic direction of the centre.
- Strengthen self-evaluation by ensuring:
 - leaders and managers rigorously evaluate information and data in order to demonstrate the impact of the centre's work

- members of the management committee provide senior leaders with robust support and challenge
- key partners develop strategies which will enable them to demonstrate the impact of their work on children and families
- targets for improvement are measurable and focused on improving outcomes for children and families in the reach area.

How good are outcomes for families?

3

'Mini-Movers' and 'Teddy Bears Picnic' sessions enable parents and carers to develop a satisfactory understanding of the importance of living a healthy lifestyle. One parent spoke with pride about the opportunity he had been given to share a healthy recipe with other parents and carers during a cooking session. As a result of improved links with health visitors and midwives, the number of women attending antenatal and postnatal sessions has steadily increased. Children who visit the centre benefit from the use of a wide range of indoor and outdoor equipment. Staff promote children's physical development well by incorporating active play into all sessions.

Parents and carers' understanding of how to keep their families safe while participating in centre activities and at home is sound. Through the 'Safe as House' project, some families have been provided with home safety equipment. Case study information shows that the Common Assessment Framework process is used successfully to secure relevant support for families whose circumstances make them vulnerable. Written feedback shows that parents and carers who have been victims of domestic violence, value the work of the centre in ensuring their safety.

Children are encouraged to cooperate, and take it in turns to use equipment. Consequently, they behave appropriately during sessions. 'My child has really grown in confidence and learnt to play with others,' reported one parent. Children, including those with special educational needs and/or disabilities, make steady progress in their learning and development. On occasions, staff miss opportunities to extend children's language and mathematical skills. The centre places a strong emphasis on developing children's creativity. As a consequence, progress in this aspect is good. An effective example of this was seen during a 'Creative Play' session when children used a variety of materials to design and make Christmas decorations and cards.

In partnership with a local college and Jobcentre Plus, the centre is enabling an increasing number of parents and carers to return to education, training and work. A few have achieved accredited qualifications. The centre has effectively helped young parents to build their confidence and develop skills for the future. For instance, during a 'Motorvate' driving course, they learnt about basic car maintenance and road safety. One young parent wrote, 'This has encouraged me to follow up this course by doing some driving lessons.'

These are the grades for the outcomes for families

The extent to which children, including those from target groups, are
--

3

physically, mentally and emotionally healthy and families have healthy lifestyles	
The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them	3
The extent to which all children and parents, including those from target groups, enjoy and achieve educationally and in their personal and social development	3
The extent to which children engage in positive behaviour and develop positive relationships and parents, including those from target groups, contribute to decision-making and governance of the centre	3
The extent to which children are developing skills for the future and parents, including those from target groups, are developing economic stability and independence including access to training and employment	3

How good is the provision?

3

There is an adequate range of activities available for families in the local community. A crèche enables parents and carers to attend meetings and centre activities. The centre is increasingly tailoring its activities better to meet the needs of families in the reach area. For instance, staff from the family support team have recently started to offer drop-in sessions at a local shopping precinct and school. This outreach work is enabling the centre to engage with a greater number of families from the centre's reach area, including those from its target groups.

Activities during sessions such as 'Stay and Play' are varied and satisfactorily promote children's language and mathematical learning. Assessment information is not always used to plan activities for the different learning needs of children. The centre is planning on introducing 'Learning Journeys' so that staff can more effectively monitor and evaluate the progress of children.

'I don't know what I would have done without the centre staff,' 'They are always here for me,' and 'The staff really care,' are representative of the views expressed by parents and carers during the inspection. Family support workers, in collaboration with the voluntary organisation Valley House, make an important difference to the well-being of families in difficult circumstances. Together they ensure families access relevant services and quickly acquire the support they need.

These are the grades for the quality of provision

The extent to which the range of services, activities and opportunities meet the needs of families, including those in target groups	3
The extent to which the centre promotes purposeful learning, development and enjoyment for all families, including those in target groups	3
The quality of care, guidance and support offered to families, including those in target groups	2

How effective are the leadership and management?

3

The centre manager has a secure understanding of what the centre needs to do to improve outcomes for children and families in the reach area. She is supported by a cohesive team which is committed to her vision for the centre. Leaders at other levels have yet to take greater responsibility for monitoring and evaluating the work of the centre. Similarly, the partner agencies that work with the centre do not fully contribute to the evaluation process. The targets for improvement in the centre's action plan are appropriate. However, the plan does not contain measurable targets for improvement, against which success can be measured.

Governance and accountability arrangements are satisfactory. Members of the management committee meet regularly and review the centre's work. They provide senior leaders with a suitable level of support. However, they do not focus enough on the impact of the centre's work on families, and especially those from target groups. The management committee has recently been subject to an independent review of its performance. As a consequence, members now have a clearer understanding of the role of the committee and how to hold the centre to account.

Children who have specific learning and developmental needs are treated with sensitivity. Equality and diversity are promoted satisfactorily. Personalised activities for young parents have had a beneficial impact on their well-being and self-esteem. However, there is more to do to increase take-up rates for other target groups, such as fathers. The impact of the centre's provision is satisfactory. As a consequence, the centre provides satisfactory value for money.

Procedures for checking the suitability of staff are robust. Centre staff take effective action to support parents and carers experiencing difficulties, such as domestic violence. They work well with a range of agencies to support families where there are child protection concerns. Posters and displays around the centre make it clear to adults who use the centre what to do if they have any concerns.

These are the grades for leadership and management

The extent to which governance, accountability, professional supervision and day-to-day management arrangements are clear and understood	3
The effectiveness of evaluation and its use in setting ambitious targets which secure improvement in outcomes	3
The extent to which resources are used and managed efficiently and effectively to meet the needs of families, including those in target groups	3
The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties	3
The effectiveness of the centre's policy, procedures and work with key	2

agencies in safeguarding children and, where applicable, vulnerable adults	
The extent to which partnerships with other agencies ensure the integrated delivery of the range of services provided by the centre to meet its core purpose	3
The extent to which the centre supports and encourages families in the reach area to engage with services and uses their views to develop the range of provision	3

Any other information used to inform the judgements made during this inspection

None

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *Complaining about inspections*, which is available from our website: www.ofsted.gov.uk. If you would like us to send you a copy of the guidance, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

Summary for centre users

We inspected the Valley House Children's Centre on 13 and 14 December 2011. We judged the centre as satisfactory overall.

Thank you for talking with us about your children's centre. Thank you for making us feel welcome. We enjoyed talking with you. We also read what some of you had written about the centre's work. Your views were very helpful to the inspection. You told us that staff are friendly and helpful. We agree.

The quality of care, guidance and support you benefit from is good. We found that centre staff are quick to step in and provide effective support to those of you who are experiencing difficult times. Staff are well trained and make sure that children and families who attend the centre are kept safe.

A number of you told us that you and your children like taking part in the centre's activities. Children who attend the centre make satisfactory progress. Sometimes they make good progress. Sessions such as 'Brunch' and 'Teddy Bears Picnic' are helping you to understand the importance of eating healthily. Centre staff are particularly effective at planning activities which encourage your children to be creative. We could see how much you were enjoying making Christmas decorations and cards with your children in the creative play session. Your children behave well and learn to play with others and take turns.

The centre provides a satisfactory range of services for families in the area. Some of you have been helped to grow in confidence, access training, gain qualifications and find paid work. We were impressed by the number of young parents who have been helped to gain useful skills, such as learning to drive. We have asked the staff to

increase the number of families who use the centre from the local area, especially those who would benefit from its services and activities.

The centre staff listen to your views and ask you to take part in annual consultations. They have introduced new activities, such as 'Brunch' in response to your feedback. We found that the centre could do more to involve you in making decisions about the centre's work. We hope that you will take the opportunity to get involved in the parents' forum. Some of you might also like to join the management committee.

We have asked the management committee, the centre staff and the agencies that work with the centre to make sure they are able to demonstrate the difference they make to your lives. We have also asked them to carefully check the work of the centre so that they can make sure the services and activities are right for you.

Thank you once again for your help and for your contribution to the inspection. We wish you and your families the very best for the future.

The full report is available from your centre or on our website: www.ofsted.gov.uk.

Valley House Ofsted Action Plan
January 2012
Inspection Date: 13-14 December 2011

Area of SEF	Ofsted Comments (Inspection took place December 2011)	Action	Progress						
Being Healthy	<ul style="list-style-type: none"> • Increased engagement of target groups • Demonstrating Impact • Postcode Information • Increase partnership working • Marketing the Centre • Developing Health Partnerships 	<p>Work with social care for increased referrals of families with children at levels 3 and 4</p> <p>Family files, further case studies – work with CCC with research following children into schools;</p> <p>Develop relationships with schools – to share data and track.</p> <p>Small Steps magazine, local newspapers, supermarkets (apply to be Sainsbury’s elected charity)</p>	<p>Membership up by 206 (children) affiliated membership up by 226 (children) 80% of these in hard to reach groups.</p> <p>Significant marketing in local newspapers/websites, supermarkets, £1200 from VH reserves spent on advertising.</p> <p>Increased work with health visitors – attendance at RSR – Weigh and Stay groups planned for 2015.</p>						
Staying Safe	<ul style="list-style-type: none"> • Increasing engagement • Demonstrating impact 	<p>Numbers of children down from level 4 to three etc. (RSR minutes, family files, case studies.</p> <p>Membership data on eStart – To attract more children who are either CIN/CPP – further engagement with social care and health visitors for referrals</p>	<p><u>Intensive Family Support</u></p> <table border="1" data-bbox="1715 1058 2040 1278"> <tr> <td>Families with DVA</td> <td>50</td> </tr> <tr> <td>Teenage Parent Families</td> <td>54</td> </tr> <tr> <td>Community Families (reach area)</td> <td>42</td> </tr> </table> <p>(often as long as family is in supported accommodation – significant/complex</p>	Families with DVA	50	Teenage Parent Families	54	Community Families (reach area)	42
Families with DVA	50								
Teenage Parent Families	54								
Community Families (reach area)	42								

			needs). Much improved work alongside CAF Coordinators and teams – stepping up and down processes are smooth.
Enjoying and Achieving	<ul style="list-style-type: none"> • Increased engagement of target groups • Increase numbers in sessions other than Stay and Play • More directed work • Child-minder learning journeys 	<p>On-going feedback and consultation Support for vulnerable families to access CC sessions – (FSW, Young Peer Mentors). Improvement in planning sessions – children to have basic learning journeys Ofsted reports for schools and activities to build on weaker areas of EYFS.</p>	<p>Work to track children in to school (ongoing) some challenges with access to data – but work on specific areas mentioned in school Ofsted Reports – for example mark making, maths activities. More rigorous planning based on specific needs of children. Evaluation for groups informs plans for next sessions. Basic learning journeys introduced. Still working to increase numbers in groups – recent drop due to funded places for 2 year olds.</p>
Making a Positive Contribution	<ul style="list-style-type: none"> • Evidence of children building positive relationships • Sharing and taking turns • Being listened to • Governance of Centre – increased ways in which parent’s views are gathered 	<p>Improved observation – open-ended questions – opportunities for snack together, sharing and taking turns etc.</p>	<p>More work to do on service-user engagement at management/decision-making levels. Trustees working to improve this</p>

		Gathering parents views via parents forum and consultations.	across VH. Developing Parent mentoring/Buddy scheme – developing membership and involvement in collecting feedback. Independent Consultant recruited to support with data collection, SEF and evidencing impact.
Economic and Social Well-being	<ul style="list-style-type: none"> • Keeping track of numbers • Profiles of families within that and particularly those from target groups 	Obtain Adult education records Track the achievements of learners into further learning, training or work Further promotion of adult education and training opportunities	This has been challenging. We are waiting for tracking feedback from adult education. Evolution 3 and Talent Match for teenage parent successfully negotiated for teenage parents (target group)

This page is intentionally left blank

Inspection report for Tommies Children's Centre

Local authority	Coventry
Inspection number	365865
Inspection dates	7–8 November 2012
Reporting inspector	Jean-Marie Blakeley

Centre leader	Caroline Fooks
Date of previous inspection	Not applicable
Centre address	Parkville Highway Holbrooks West Midlands CV6 4HZ
Telephone number	024 7636 6944
Fax number	024 7664 5392
Email address	caroline@pre-schools.co.uk

Linked school if applicable	Not applicable
Linked early years and childcare, if applicable	EY271635 Tommies Children's Centre

The inspection of this Sure Start children's centre was carried out under Part 3A of the Childcare Act 2006 as inserted by section 199 of the Apprenticeships, Skills, Children and Learning Act 2009.

Report published: November 2012



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.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence/, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.ofsted.gov.uk/publications/100080.

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 Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.ofsted.gov.uk

No.100080



Introduction

The inspection addresses the centre's contribution to:

- facilitating access to early childhood services by parents, prospective parents and young children
- maximising the benefit of those services to parents, prospective parents and young children
- improving the well-being of young children.

The report is made to the local authority and a copy is sent to the children's centre. The local authority may send the report to such persons it considers appropriate and must arrange for an action plan to be produced in relation to the findings in this report.

This inspection was carried out by an additional inspector and an early years inspector.

The inspectors held meetings with staff and senior managers from the centre and representatives from Coventry local authority. Inspectors also met with parents as well as members of the partnership advisory board and a number of partners including those from health and education services.

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

Information about the centre

Tommies Children Centre was designated in March 2006. The centre is a phase one children's centre providing the full core offer of services. Tommies Childcare Ltd, a private company, manages the centre on behalf of Coventry local authority.

The centre is situated in Holbrooks, in the north east area of Coventry and also serves the Keresley area of Bablake. Although located in a 30% most disadvantaged ward, the Holbrooks community is made up of both affluent and disadvantaged families. Holbrooks is split into two Children's Centre reach areas, Tommies serves one part of the community and Flutterbies Children's Centre, owned by the same company, serves the other and will be subject to a separate inspection. Due to the close proximity of the centres there are collaborative programmes provided to serve the whole area. The centre operates from a leased, renovated, scout building and is used solely by the centre between the hours of 7.00 am until 6.00 pm, Monday to Friday. The centre also manages an 84 place nursery in the same building. The majority of centre activities are held in the company's other venues.

The majority of families are from White British backgrounds. The largest groups of minority ethnic families are of Asian or British Indian heritage with increasing numbers coming from Eastern Europe. There are 776 children under the age of five year in the area, 17 % are living in households dependent on workless benefits.

Children’s skills, knowledge and abilities are below those expected for their age on entry to early years provision.

Inspection judgements

Grades: 1 is outstanding, 2 is good, 3 is satisfactory, and 4 is inadequate

Overall effectiveness

The effectiveness of the children’s centre in meeting the needs of and improving outcomes for families

3

Capacity for sustained improvement

The centre’s capacity for sustained improvement, including the quality of its leadership and management

3

Main findings

Tommies Children Centre provides a satisfactory service for families. The manager and centre staff are committed to improving the centre’s services and their actions are leading to improving outcomes. However, there is limited analysis and not enough use of data to monitor outcomes and inform the setting of precise and measurable targets to guide the centre’s future development. The local authority recognises that it is not currently providing sufficient support for the centre or effectively monitoring its performance. Parents, partners and the community make a positive contribution to centre life but are not yet sufficiently well-represented on the partnership advisory board.

For these reasons, and despite broadly accurate self-evaluation, the centre has satisfactory rather than good capacity to improve.

Outcomes are satisfactory overall. The centre’s work leads to families enjoying healthier and safer lives. Children’s achievements, as demonstrated by their results in the Early Years Foundation Stage Profile in 2011, are improving and above national averages with 64.1 % of children in Reception Year achieving at least 78+scale points including personal and social, emotional development and communication, language and literacy. This improved from 53.2% in the previous year. The centre meets the duties that apply to it for equality and diversity. Recent action has increased the engagement of most target groups. However, the gap between the 20% lowest achieving children and the rest is still wider than seen nationally.

The range of activities provided is appropriately located with outreach provision enabling families to have wider access to services. Policies and procedures for safeguarding, including the recruitment, vetting and training of staff meet current statutory requirements and are given a high priority. Family workers provide effective care, support and guidance for targeted families and promptly share any concerns with relevant agencies. Fortnightly ‘Raise, Share, Review’ meetings provide an

effective forum for the centre and its partners to share information and to coordinate and monitor support for families who may be vulnerable due to their circumstances. However, local authority children's services do not always respond to communication from the centre quickly enough and this impedes the speed of its support for the most vulnerable children.

Adults improve their parenting skills through courses and by staff modelling how to play with children. Some adults participate in courses such as; First Aid and English for speakers of other languages and some increase their confidence and employability skills through volunteering at the centre. However, monitoring of the progress, achievements and destinations of adults who access further learning opportunities is incomplete and there is insufficient focus on improving families' economic well-being, and in particular those on low incomes or from workless homes.

What does the centre need to do to improve further?

Recommendations for further improvement

- The local authority should ensure that:
 - it increases support for, and performance monitoring of, the work of the centre
 - children's services improve their communication with the centre so that they can contribute more effectively to early intervention and support for children who may be vulnerable due to their circumstances.
- Increase the collection and analysis of management information in order to set precise targets for improvement and measure the full impact of the centre's services on the outcomes for local families.
- Increase the guidance on adult learning, development, training and employability opportunities, particularly for workless and low income families, in order to monitor their achievements and improve their economic well-being.
- Strengthen governance by increasing the wider representation of parents, partners and community representatives on the partnership advisory board.

How good are outcomes for families?

3

The centre promotes healthy living through its sessions and families increase their understanding of how to stay healthy. The centre's targeted activities such as 'Cook and Eat Well' helps promote a healthy diet and its clear strategy to improve dental health has resulted in families' increased registration with dentists. The centre's close partnership with health professionals has increased information sharing and as a result, those children who have not been immunised are re-referred to health visitors. In Coventry, breast feeding rates have improved and childhood obesity rates have reduced. However, it is difficult for the centre to measure its impact on health outcomes because of the lack of reach area-specific data. However, available data indicates that only 23% of mothers who were smoking at the start of their pregnancy

had stopped smoking by the time of the delivery of their baby.

Children attending the centre make at least satisfactory progress from their individual starting points and for some it is good. Children and parents enjoy the targeted sessions such as 'Baby Massage' and 'Childminder's and Parent's Group'. Typical comments from parents include: 'Baby massage was a wonderful opportunity to bond with my baby. We loved it. It was a lovely, very calming experience.' Volunteering opportunities, adult learning and first steps courses are helping to improve the confidence and economic well-being of some families. However, the centre does not sufficiently prioritise this area of work and is not yet fully tracking the achievements and progress of adults.

The centre's attention to promoting the well-being and safety of families, particularly in supporting families whose circumstances make them vulnerable, leads to overall satisfactory outcomes in being safe. Case studies show that for some families outcomes are good. For example, some families benefit from individual advice and the promotion of safety. As a result, they increase their understanding of how to keep their families safe. One parent said 'The support from the centre has enabled me to keep my child. We have had a package of support. The staff are brilliant and are there to help you-not to judge. If I have a problem, I feel comfortable picking up the phone or just popping in.'

Centre staff listen to, and use the feedback of families, to help shape and develop its services. Some parents benefit from opportunities to make a positive contribution to the centre through volunteering or membership of the partnership advisory board. Children behave well and develop useful skills for the future, such as cooperation and independence, and families from a wide cultural and educational background demonstrate respect for each other.

These are the grades for the outcomes for families

The extent to which children, including those from target groups, are physically, mentally and emotionally healthy and families have healthy lifestyles	3
The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them	3
The extent to which all children and parents, including those from target groups, enjoy and achieve educationally and in their personal and social development	3
The extent to which children engage in positive behaviour and develop positive relationships and parents, including those from target groups, contribute to decision-making and governance of the centre	3
The extent to which children are developing skills for the future and parents, including those from target groups, are developing economic stability and independence including access to training and employment	3

How good is the provision?

3

The centre provides a reasonable range of sessions and activities for families to engage with its services through outreach provision held at its other sites. The centre has recently viewed its activity programme and now aims most of its sessions at specific groups or targeted families. Joint sessions for parents and children are fun and staff effectively model good parenting skills. One parent said: 'I came from Africa in 2010. The centre has helped us to meet new people, build relationships, share ideas and access support. It has provided opportunities for my son to interact and communicate with others. He fitted in straight away.'

Children attending the on-site nursery enjoy a wide range of activities. Staff actively work with parents, carers and other agencies to support the needs of children with learning difficulties and/or disabilities. Some adults benefit from courses such as First Aid or English for speakers of other languages. The provision of a free crèche enables them to attend while their children are safe and enjoy the fun activities provided. However, the centre is not sufficiently following up the progress adults make and this is an area for improvement.

The centre provides tailored individual support for families who are vulnerable due to their circumstances. Parents value home visits and the support they receive in times of crisis. Those families accessing parenting courses value the centre's support. One parent, said: 'The staff always give good advice on health and safety issues and information on such things as weaning, eating, healthy vitamins, oral health and hygiene and behaviour.' However, there is insufficient emphasis on promoting information, advice and guidance on training, further education and employment for adults as part of wider support for families.

These are the grades for the quality of provision

The extent to which the range of services, activities and opportunities meet the needs of families, including those in target groups	3
The extent to which the centre promotes purposeful learning, development and enjoyment for all families, including those in target groups	3
The quality of care, guidance and support offered to families, including those in target groups	3

How effective are the leadership and management?

3

The centre leader is highly committed to the work of the centre and sets high expectations. She has taken clear action to improve the quality of provision, particularly during the last two years. Staff are effective in their roles and are appropriately supervised. However, the local authority recognises that it is not

providing sufficient support for the centre or effectively monitoring its performance.

The centre has a clear grasp of its strengths and weaknesses. However, the current analysis of data does not ensure that there is a sufficiently clear view of the impact the centre's services have on improving all outcomes and specifically for different target groups. The limited use of data also restricts the centre's ability to set precise and challenging targets and prioritise developments.

The accommodation is welcoming and staff strengths are used well to benefit families. Coordinated activities with the neighbouring Flutterbies centre avoid the duplication of services. Action to promote equality has resulted in the increased participation of minority ethnic groups, fathers, lone parents and disabled children and parents. As a result, the centre currently provides satisfactory value for money.

Safeguarding arrangements meet current statutory requirements. The centre has clear procedures in place for recording information related to the vetting and recruitment and training of staff. Staff are well-trained and identify and report concerns promptly. Multi-agency co-operation is mostly effective and leads to timely interventions that help reduce the risk of harm to children and aids their development. However, although the centre communicates information to children's services staff this is not always reciprocated quickly. This holds up the speed at which well-coordinated support can be provided to families who may be vulnerable due to their circumstances.

Services are mostly well-integrated and generally deliver cohesive provision leading to satisfactory outcomes for families. Outreach provision in the company's other venues provides opportunities for families to benefit from contact with the centre. The centre has worked hard to develop strong partnerships with health professionals. As a result, families have good local access to services such as ante-natal and post-natal clinics.

The centre seeks and makes use of feedback from families to develop the range and quality of its provision and some families participate in shaping the strategic direction of the provision through their participation on the partnership advisory board. However, the current membership is not sufficiently representative of the centre's partners, parents or the community.

These are the grades for leadership and management

The extent to which governance, accountability, professional supervision and day-to-day management arrangements are clear and understood	3
The effectiveness of evaluation and its use in setting ambitious targets which secure improvement in outcomes	3
The extent to which resources are used and managed efficiently and effectively to meet the needs of families, including those in target	3

groups	
The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties	3
The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults	3
The extent to which partnerships with other agencies ensure the integrated delivery of the range of services provided by the centre to meet its core purpose	3
The extent to which the centre supports and encourages families in the reach area to engage with services and uses their views to develop the range of provision	3

Any other information used to inform the judgements made during this inspection

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *Complaining about inspections*, which is available from our website: www.ofsted.gov.uk. If you would like us to send you a copy of the guidance, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

Summary for centre users

We inspected the Tommies Children's Centre on 7–8 November 2012. We judged the centre as satisfactory overall.

Thank you very much for talking to us and welcoming us into your sessions. The information you gave and the stories you shared with us helped us to make our judgements.

The manager sets high expectations and her clear focus on improving the centre is proving effective. The centre has a satisfactory grasp on its strengths and weaknesses and is becoming increasingly successful at engaging with families that need most support by carefully targeting its provision. However, there is incomplete use of data to measure the full impact of its work and set precise improvement targets. We have asked the centre to improve the analysis and use of data so it can more carefully monitor the full impact of its services on the families and set targets for improvement.

The centre works well for everyone in the community, irrespective of their background or disability and is increasing the participation of those who most need their support. We found that families treat each other with respect.

You enjoy the sessions with your children such as 'Baby Massage' and 'Childminder's and Parent's Group'. We found that children and adults benefit from accessing

services at the centre, but the centre has not fully introduced systems to measure the impact of all its sessions and particularly the progress of adults. We have asked them to improve this. Some parents told us how the centre has supported them to improve their lives and how much more confidence as parents they now have. Your children behave well and you learn more about how to stay healthy through advice from staff and sessions such as 'Cook and Eat Well'.

You told us how your involvement with the centre and involvement in courses such as 'First Aid' are improving your ability to keep your children safe. We found that staff have a good understanding of child protection procedures and that they are well trained and promptly report any concerns to relevant agencies. However, although the centre communicates information to children's services this is not always reciprocated quickly and delays the speed at which coordinated support can be provided to families who may become vulnerable due to their circumstances.

Everyone seems to get on well together at the centre. The centre listens to you and asks you what you think of the services and activities it offers. Some of you contribute to the decision making of the centre as members of the partnership advisory board. We have asked the centre to ensure that parents and partners on the partnership advisory board are more fully representative of its services and the community. We also found that the local authority is not providing sufficient support for, or monitoring of, the centre. We have asked them to improve this.

Thank you once again for your contributions and best wishes for the future.

The full report is available from your centre or on our website: www.ofsted.gov.uk.

Children's Centre Ofsted Action Plan

Children's Centre Cluster Name	Date of Children's Centre Inspection	Ofsted Outcome / Judgment
Tommies Children's Centre	November 2012	Satisfactory

Recommendation	Actions	Lead	Success Criteria	Progress	Comment
The local authority to ensure that it provides sufficient support for the centre and that it effectively monitors performance	<ul style="list-style-type: none"> Participation in annual conversations and mid years reviews 	Caroline Fooks (Children's Centre Manager), Amanda Reynolds (Children's Centre Service Manager)	<p>The effectiveness of leadership, governance and management</p> <p><i>The Local Authority, and any other relevant agencies and the centre agree and implement appropriate, precise and challenging outcome and performance measures, based on a secure and accurate analysis of the needs of targeted families in the centres area, and have ambitious aspirations for them. A very large majority of performance measures are met</i></p>	<ul style="list-style-type: none"> Annual conversation took place in 2013 and 2014 Mid-year reviews took place in 2013 and 2014 	<p>Completed and ongoing to ensure that progress is being made against targets that have been set</p> <p>Clear targets and direction now being received from the Local Authority through Annual Conversation</p> <p>Targets re-visited at Mid-year review and updated</p>

			<i>and led to sustained demonstrable improvements for families, especially those in target groups.</i>		
	Bi-monthly 1:1s with children's centre service manager	Caroline Fooks (Children's Centre Manager), Amanda Reynolds (Children's Centre Service Manager)	As above	<ul style="list-style-type: none"> Implemented in 2013 	Completed and ongoing in order to embed good practice
	Fortnightly Children's Centre Manager meetings,	Caroline Fooks (Children's Centre Manager)	As above	<ul style="list-style-type: none"> Attendance at all LA key meetings since 2012 	<p>Completed and ongoing to ensure that all Local Authority information continues to be shared</p> <p>In addition to CCTM meetings attendance at Partnership Co-ordinator Meetings and Children's Team Leader Meetings have also been taking place regularly</p>
	Ensure that all prioritise and target groups are clear and that these are included in the centre self-	Caroline Fooks (Children's Centre Manager), Natasha Wilson (Children's	As above	<ul style="list-style-type: none"> Data received regularly from Coventry Data Team 2012 onwards 	Completed and ongoing throughout 2012, 2013 and 2014. Clear direction

	evaluation form	Centre Team Leader), Katie O'Doherty (Partnership Co-ordinator)		<ul style="list-style-type: none"> Data analysed annually and incorporated within centre SEF and development plans Priorities and target groups identified in 2012, 2013 and 2014 SEFs and embedded within development plans 	for children's centre work
	Local authority to provide consistency of information sharing	Local Authority	As above	<ul style="list-style-type: none"> Data profiles received regularly from Coventry Data Team 2012 onwards Attendance at all key Children's Centre Meetings (CCM, CCTL, PCO), 2012 onwards Information sharing evidenced through emails 2012 onwards 	<p>Completed and ongoing in order to ensure that all relevant information continues to be shared and acted upon</p> <p>The centre is heavily reliant upon information sharing between service manager and/or other centre managers as opposed to direct access to city wide i-drive.</p>
Increase the collection and data analysis of management information in order to	Agree list of regular data requirements, identifying responsibilities and frequency for sharing	Katie O'Doherty (Partnership Co-ordinator), Coventry Data Team	The quality and impact of practice and services	<ul style="list-style-type: none"> Attendance at city-wide data meetings, 2012 ongoing Data analysed in 	In progress, actions re-visited in SEF 2011, 2012, 2013 and 2014 and

<p>set precise targets for improvement and measure the full impact of the centre's service on the outcomes for local families</p>			<p><i>Effective cooperation and data/information sharing between professionals ensure assessment is robust. As a result, a large majority of families in target groups receive the help they need, including from more specialist services, in a timely manner</i></p>	<p>2012, 2013 and 2014 and target groups re-evaluated and new ones set</p> <ul style="list-style-type: none"> Data profiles redesigned in April 2014 	<p>triangulated with Development Plans</p> <p>Children's Centre does not have access to Capita One system thus currently all data is being logged and collated internally</p>
	<p>Work with health partners to improve access to data required to support children's centre work</p>	<p>Katie O'Doherty (Partnership Co-ordinator),</p>	<p>As above</p>	<ul style="list-style-type: none"> Integrated team meetings with Health Visitors and Community Midwives set up in August 2014 	<p>New action identified in 2014 following introduction of city-wide Acting Early meetings with health.</p> <p>The centre has successfully set up an equivalent to the city-wide acting early meetings (to bridge the gap before it is officially phased in to the NW2 cluster). The action is ongoing in order to build upon good practice and embed the Acting Early</p>

					<p>principles.</p> <p>There have been 165 new registrations between May 2014 and September 2014</p> <p>There has been an increase in referrals from health partners since the introduction of integrated meetings with Health visiting and Community midwives; since April 2014 there have been 61 referrals for targeted support. As a result an additional Children and Family Worker has been appointed in order to increase CAF engagement</p>
	Invest in evidence based measurement tools as advocated in <i>Measuring What Matters 2013</i>	Natasha Wilson (Children Centre Team Leader)	As above	<ul style="list-style-type: none"> Wellcomm assessments introduced in 2012 Parent-stress questionnaires introduced in 2012 as part of Triple P measures 	<p>New action identified in 2013 following CCTL Task and Finish group</p> <p>Target has been set, January 2016: 10% of families will have</p>

				<ul style="list-style-type: none"> • Self-report Breastfeeding questionnaires introduced in 2012 to evidence impact of Breastfeeding support group • Design of tracking tool underway, April 2014 • Evidence based measurement tools identified August 2014 	been tracked using tracking tool
	Match users of children's centres against the overall Foundation Stage Profile results to evidence impact of children's centre support	Katie O'Doherty (Partnership Co-ordinator)	As above	<ul style="list-style-type: none"> • Only data available is that provided by the Local Authority. • Currently working to overcome barriers with local schools • Headteachers of local schools invited to PABs in 2013 and 2014 	Ability to evidence children who have accessed a service and their achievements against gap analysis data received from the local authority data team
	Analyse data on families who accessed 2 year old funding and against Foundation Stage Profile outcome to identify impact	Katie O'Doherty (Partnership Co-ordinator)	As above	As above	As above
	Develop spreadsheet for tracking greatest need families	Katie O'Doherty (Partnership Co-ordinator)	As above	<ul style="list-style-type: none"> • Data spreadsheet drafted in 2013 • Draft spreadsheet 	Data analysed in 2013 /14 and for super output areas

				completed in September 2014, currently being piloted	in January 2015 and June 2015
	Agree follow-up process with greatest need families to track sustained change	Natasha Wilson (Children's Centre Team Leader)	As above	<ul style="list-style-type: none"> Needs assessment/triage re-designed in September 2014 Clear brief and debrief within family support pack as of June 2014 	New action identified following Annual Conversation in 2014. Children and Families who entered a targeted support package as of September 2014 will be offered a support package brief and debrief, centre will aim to follow up with each of these families after 6 months and 1 year.
	Data team to liaise with children's centre in a timely manner in order for children's centre to evidence outcomes efficiently and effectively	Coventry Data Team	As above	<ul style="list-style-type: none"> Data profiles received regularly from Coventry Data Team 2012 onwards Estart start reports received quarterly, 2012 onwards CapitaOne Spreadsheet and training requested following closure of eStart system 	Ongoing to ensure that data is up-to-date. Currently awaiting spreadsheet and training for CapitaOne
Increase the guidance	Work in partnership with	Katie O'Doherty	The quality and	<ul style="list-style-type: none"> Jobs board on 	In progress, actions

<p>on adult learning, development and training and employability opportunities particularly for workless and low income families</p>	<p>HCCA to develop a back to work programme in partnership</p>	<p>(Partnership Co-ordinator), Holbrooks Community Care Association, Job Centre Plus, Troubled Families Project, European Social Fund Support For Families, Adult Education</p>	<p>impact of practice and services</p> <p><i>The centre provides access to high quality services for most adults identified as needing help to acquire the learning, training, qualifications and advice necessary to improve their economic stability and chances of employment. A large majority of adults who access courses complete them and tracking shows that targeted adults improve their literacy, numeracy and/or language skills and/or the qualifications or skills needed to improve their chance of employment,</i></p>	<p>display at centre and updated fortnightly as of 2012</p> <ul style="list-style-type: none"> • Meetings and consultations undertaken with Job Centre Plus, Herriot and Millwards, Troubled Families Project and ESF Support for Families throughout 2013 • Consultation with HCCA and parents completed to develop back to work programme in 2014 • Education and employment is reviewed in detail in the needs assessment introduced in September 2014 	<p>re-visited in SEF 2013 and 2014 and triangulated with Development Plans</p> <p>Target set for August 2015: Back to work programme to be running in partnership with HCCA; 15 parents of children aged 0-5 will have completed the programme by August 2016</p> <p>Target set for August 2015: A volunteer programme to be running from the centre; 4 parents of children aged 0-5 to have completed the programme by December 2015</p>
	<p>Develop volunteer programme</p>	<p>Katie O'Doherty (Partnership Co-ordinator),</p>	<p>As above</p>	<ul style="list-style-type: none"> • Parent consultations undertaken in 2012 to identify desired voluntary 	<p>Ongoing. Target set for August 2015: A volunteer programme to be</p>

				<p>opportunities</p> <ul style="list-style-type: none"> • 4 students have volunteered at the centre as part of their careers development (studying Midwifery, Early Years Foundation Stage BA and Psychology BSc) 2012-2013 • Requested and received Coventry City Council Volunteering model, along with induction packs in 2013 • Volunteer programme to be rolled out as of January 2014 	<p>running from the centre; 4 parents of children aged 0-5 to have completed the programme by December 2015</p>
	<p>Establish links with Job Centre Plus and Adult Education services</p>	<p>Katie O'Doherty (Partnership Co-ordinator),</p>	<p>As above</p>	<ul style="list-style-type: none"> • Jobs board on display at centre and updated fortnightly as of 2012 • Meetings and consultations undertaken with Job Centre Plus, Herriot and Millwards, Troubled Families Project and ESF Support for Families 	<p>Ongoing. Actions revisited in SEF 2013 and 2014. Adult education and training opportunities remain a key priority for the centre.</p>

				<p>throughout 2013 and 2014</p> <ul style="list-style-type: none"> Coventry Adult Education have delivered 5 programmes at the centre between 2012 and 2014 	
Monitor the progress, achievements, achievements and destinations of adults who access further learning opportunities	Develop spreadsheet for tracking adults who participate in NEET services	Katie O'Doherty (Partnership Co-ordinator), Natasha Wilson (Children's Centre Team Leader)	As above	<ul style="list-style-type: none"> Throughout 2013 the number of adults entering training or employment via support from the centre were logged but the tracking system was in its infancy thus although progress had been made data was incomplete Design of tracking tool underway, April 2014 to account for gaps in previous tracing measures 	<p>In progress, actions re-visited in SEF 2013 and 2014 and triangulated with Development Plan</p> <p>Target set for August 2016: 100% of adults who complete the back to work programme in 2016 will have been tracked</p>
	Agree follow-up process with NEET parents to track short-term and long-term outcomes	Katie O'Doherty (Partnership Co-ordinator)	As above	<ul style="list-style-type: none"> Brief and debriefs formulated in 2014 Induction process underway, 	New action set following evaluation of 2013 tracking tool. Planning completed,

				<p>September 2014 onwards</p> <ul style="list-style-type: none"> Follow-up process planning completed September 2014 	<p>inductions underway and tracking pending.</p> <p>Target set for August 2016: 100% of adults who complete the back to work programme in 2016 will have been tracked</p>
<p>Strengthen governance by increasing the wider representation of parents, partners and community representatives on the partnership advisory board</p>	<p>Staff to identify parents and discuss role of Advisory Board members and importance of having parents as members of the advisory board</p>	<p>Katie O'Doherty (Partnership Co-ordinator), Natasha Wilson (Children's Centre Team Leader)</p>	<p>The effectiveness of leadership, governance and management</p> <p><i>Parents and children are consulted about their needs and any changes to services. Most centre users are fully involved in the design and development of services, contribute to decision making about key priorities for the centre and encourage other parents to use the centre services. They report a constantly high level of</i></p>	<ul style="list-style-type: none"> 1:1 consultations undertaken in 2012 to ascertain parents expectations of PAB PAB and parent's forum promoted throughout children's centres and community in December 2012 PAB re-instated in 2013, second PAB to take place in December 2014 PAB feedback questionnaires will be distributed in December 2014 	<p>Ongoing in order to embed practice, actions re-visited in SEF 2013 and 2014 and triangulated with Development Plan.</p>

			<i>satisfaction with the quality and ability of services to meet their needs and improve outcomes for them.</i>		
	Centre to develop an induction pack for new parents/board members including expectations from board members	Katie O'Doherty (Partnership Co-ordinator),	As above	<ul style="list-style-type: none"> Children's Centre information and referral pack distributed to partner agencies in July 2013 and 2014 	Completed
	Review membership of Advisory Board and approach partners to become members	Katie O'Doherty (Partnership Co-ordinator),	As above	<ul style="list-style-type: none"> Children's Centre information and referral pack distributed to partner agencies in July 2013 and 2014 Partnership advisory board re-instated in October 2013, 17 partners attended PAB scheduled for December 2014 11 key partners identified to form the PAB as of 2014 	Ongoing in order to ensure that parents and partners continue to shape children's centre services
	Ensure partner strategic priorities that are of direct relevance to the children's centre impact on service design	Katie O'Doherty (Partnership Co-ordinator),	As above	<ul style="list-style-type: none"> Highly structured approach to PAB introduced in 2013. Clear links and common aims highlighted between partner agencies 	Ongoing as partnerships must be maintained and methods of analysing and evaluating the partnerships and shared aims need to

				<p>delivering services in the area</p> <ul style="list-style-type: none"> • Feedback and ideas gathered via collaboration wall in October 2013 • Consultations have taken place throughout 2014 to ensure that visions, targets and measures are shared (e.g. health visitors, midwives, pre-school education and breastfeeding) 	be progressed.
	Centre to identify possible parent to become chair – develop training/coaching opportunities	Katie O’Doherty (Partnership Co-ordinator),	As above	<ul style="list-style-type: none"> • Chair appointed in 2013 and moved out of the city shortly afterwards • Chair appointed in September 2014 • Training identifies an currently being sourced 	Ongoing. Partnership advisory board disseminated in 2012 when 3 key members, including the chair, changed their job roles. Successful PAB reinstated in 2014, action is ongoing in order to embed and sustain good practice
Take steps to ensure that communication with Local Authority children’s services is	Implement actions list with timeframes on front of each child’s file to help highlight any delay	Natasha Wilson (Children’s Centre Team Leader)	The effectiveness of leadership, governance and management	<ul style="list-style-type: none"> • Group supervisions implemented in 2013, timelines 	In progress, actions re-visited in SEF 2013 and 2014

<p>always followed up in order to minimise drift and delay</p>			<p><i>The culture of safeguarding is embedded and robust policies, procedures and practices are in place and that safeguarding and the welfare of children remain at the forefront of the centre purpose. The centre works collaboratively with partners to reduce the risk of harm to children successfully.</i></p>	<p>introduced</p> <ul style="list-style-type: none"> • Neighbourhood meetings attended since 2012 with Social Care and Children and Families First teams providing opportunity to review and action step-up and step-downs along with time scales • Individual children's action list added to front of files to monitor drift and delay, April 2014 ongoing 	<p>Process for Step Up and Step Down is in place and continues to be developed . Work continues to progress regarding links with Social Care and CFF Services</p>
	<p>Children's files audited internally by CCTL and externally by CAF Co-ordinator</p>	<p>Sue Wilson (CAF Co-ordinator), Natasha Wilson (Children's Centre Team Leader)</p>	<p>As above</p>	<ul style="list-style-type: none"> • Following OfSTED inspection 2012 an in depth deep-dive was undertaken on each child's file by the Children's Centre Manager • Group supervisions implemented in 2012 in which files are reviewed and 	<p>Completed and ongoing to ensure consistency in quality. Results of all external audits to date have been graded as 'Good'</p>

				<p>'good', 'satisfactory' and 'inadequate' practice is highlighted</p> <ul style="list-style-type: none"> • External CAF audits taking place September 2013 • Internal audits taking place monthly since September 2013 	
	All contact documented including follow up calls to social care	All staff	As above	<ul style="list-style-type: none"> • Running records set up on Google Drive 2012 • Children's Centre Team leader reviewing quality of written contacts and children's files, 2012 onwards 	Completed, monitoring ongoing to ensure quality and consistency
	Escalate to Team Managers when no response	Caroline Fooks (Children's Centre Manager), Natasha Wilson (Children's Centre team Leader)	As above	<ul style="list-style-type: none"> • As and when required • Only two incidents have been escalated between 2012-2014 	Ongoing in order to ensure that drift and delay is avoided

This page is intentionally left blank

Coventry - North West 1

c/o Spon Gate Children Centre, Spon Gate Primary School, Upper Spon Street, Coventry, CV1 3BQ

Inspection date	5–6 November 2013		
Overall effectiveness	This inspection:	Requires Improvement	3
	Previous inspection:	Not previously inspected	
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 children's centre group requires improvement. It is not good because:

- The number of families from target groups using the centres is growing but is still not high enough.
- The information the centres get from the local authority on the families in the locality is improving. However, some data are not yet available, and some are not detailed enough to enable the centres to identify target groups with sufficient rigour. There is insufficient analysis of families who do not engage with the group's services.
- Opportunities for parents to improve their education and employability are limited. The centres do not do enough to engage volunteers in their work.
- The tracking systems and procedures used to keep close checks on the impact of the group's work on improving families' lives are not sufficiently thorough and this slows down improvement.
- Partnerships with the range of schools located in the centres' reach area are not as good as they could be and this limits the centre's work in supporting children's transition on to school.
- It is too early for the recent changes to leadership and management to show a sustained positive impact.

This children's centre group has the following strengths:

- Partnership working with health professionals, schools located on the same site as the centres, early years providers, childminders, portage, community and faith groups are strong.
- Outreach work is very effective in supporting those families who are referred to the centre and identified as in most need of help.
- The policies, procedures and arrangements to keep families and young children safe are good.
- The staff team's enthusiasm and commitment are key to making a difference to children and the families they serve. Parents highly value the care, guidance and support they receive and feel welcomed at the centres.
- The on-site early years provision at Radford children's centre is of high quality. All the children attending the provision are from target groups and 88% of children attending the provision have a support package in place.

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. The centres that form part of this children’s centre group are Radford Children’s Centre, Spon Gate Children’s Centre and St Augustine’s Children’s Centre.

This inspection was carried out by two of Her Majesty’s Inspectors and one Additional Inspector.

The inspectors held meetings with the Children and Families First service managers and data officers from the local authority, the children’s centre group manager, team leaders, partnership co-ordinators, centre workers, sessional care manager, health and education professionals, partner agencies, early years practitioners, and representatives from the advisory boards. They also spoke to partner agencies and parents, and looked at outcomes of satisfaction surveys.

The inspectors observed the centres’ work, and looked at a range of relevant documentation including the centres’ self-evaluation, delivery plan, a sample of case studies, safeguarding procedures and children’s development records.

The inspectors visited Radford Children’s Centre, Spon Gate Children’s Centre and St Augustine’s Children’s Centre. Visits to activities were undertaken jointly with the centre manager, who also attended all team meetings.

Inspection team

Joy Law	Her Majesty’s Inspector, Lead Inspector
Susan Crawford	Her Majesty’s Inspector
Anne Ashbourne	Additional Inspector

Full report

Information about the group

Coventry North West 1 is a group of children's centres in Coventry managed by the local authority. The children's centre group (cluster) is made up of three main centres: Radford, a phase one children's centre; St Augustine's and Spon Gate, both phase two centres. The centres serve communities with high levels of deprivation. The centres became established as a group in September 2012 following local authority restructure and integration of services.

There are two advisory boards, one linked to Spon Gate children's centre, and the second linked to Radford and St, Augustine's children's centres, which include key partners and parents. The group offers a range of services to meet its core purpose, including family support, adult learning and health services. In addition to the centres, services are also delivered directly in the community, where parents are able to access them easily. Outreach work within family's homes is a key feature of the centres' work.

The centres are open each week day from 8.30am to 6.00pm, for 52 weeks of the year. Radford Children's Centre is located on the site of Radford Primary School. The centre offers sessional day care. St Augustine's Children's Centre is located on the site of St Augustine's Primary School. Spon Gate Children's Centre is located on the site of Spon Gate Primary School. Within the cluster there are 11 early years nurseries, nine pre-schools and 73 childminders. These providers are subject to different inspection arrangements. Reports can be found at <http://www.ofsted.gov.uk>.

There are 4,049 children under five years of age living in the area the centres serve. Geographically the cluster is very diverse with a large area of rural land that falls within the city's boundary, it also encompasses some of the highest density housing which lies just outside the city centre. There is a wide range of housing types and styles including high-rise flats, Victorian redbrick terraced houses, post-war town housing and large detached rural properties.

Within the reach area there are 11.8% of adults with dependent children aged under five years who are not in employment, 8% (2,205) are lone parent households with dependent children, and over a third of which are female lone parents not in employment. Twenty per cent of children (2,125) live in low-income households. Teenage pregnancy is a city-wide issue with persistently high numbers: 20% (193) teenage parents are currently registered with one of the three centres in the cluster.

The majority of the North West 1 group population is White British (72%), with the other main minority ethnic groups being Other White (5%), Indian (5%), Pakistani (3%), and Black African (3%).

The levels at which children enter early years provision varies across the area with communication and language being the weakest aspect.

The centres' target groups are lone parents, teenage mothers and pregnant teenagers, children in Black and minority ethnic groups, children living in workless households, disabled children and children of disabled parents.

What does the group need to do to improve further?

- Increase the number of families from target groups accessing children’s centre services.
- Improve the use of data to ensure services are accurately matched to needs by:
 - the local authority making available accurate, relevant and up-to-date data, including health data, to enable the centres to identify target groups
 - leaders increasing the robustness of their analysis of data in order to identify families who do not engage with the group’s services.
- Review the provision made for adult’s further learning to ensure that they have increased opportunities to improve their education and employability, including opportunities to engage in volunteer work.
- Enhance and embed new systems and procedures to keep a close and effective check on the impact of the centres’ work on the most vulnerable children and families, particularly regarding adults and children’s learning.
- Improve partnerships with the schools located in the reach area that are not yet engaging with the centres.

Inspection judgements

Access to services by young children and families

Requires improvement

- Not all families who need it have access to the centres’ work. The change in the local authority’s focus for centres to deliver targeted services means that the group is currently reaching only 52% of local families. All families referred to the centre for support are from target groups. The centres successfully signpost families to universal services.
- The centres are welcoming and inclusive. Staff are sensitive to the differing circumstances of parents’ and children’s lives and take positive steps to break down any barriers. All three centres are of a high quality, very well resourced with equipment and maintained well. However, not all available space is used as well as it could be as much of the centres’ work is outreach work in families’ homes.
- The centres do not have accurate information on how many vulnerable two-year-olds live in their reach areas. However, through effective partnership working with local nurseries and health professionals the centres identify families who have young children who may be eligible to access two-year-old funding and encourage them to access their free entitlement. The centres’ on-site high-quality early years provision is used exceptionally well to support children and families identified to be most in need of support.
- Until very recently the cluster was not aware of what the uptake of free entitlement to early education for three- and four-year-olds was. Data show there are 88% of children using their free entitlement. The centres are not doing as much as they could to ensure that more children take advantage of the funding which can help them to be ready to move on to school.
- Regular antenatal, postnatal and child health checks are held at the centres, as well as much-appreciated breastfeeding advice. Consequently, those expectant mothers and families identified have good access to early childhood services.
- Strong partnerships with health, early years providers, childminders, portage, community and faith groups means that target groups are identified early and supported appropriately.

The quality of practice and services

Requires improvement

- Parents do not have enough opportunities to access sessions at the centres to help them gain qualifications that lead to employment. Parents expressed concern about using less accessible venues such as further education colleges rather than learning at the centres where they feel safe and comfortable. Opportunities for parents to volunteer at the centres are limited.
- Leaders have little involvement in the commissioning of adult courses and do not have a strategic

view of adult education to benefit the parents and the work of the centre. Adult Education partners see the centres' contribution as providing a venue. Nevertheless, some parents access good quality training such as English, mathematics, family learning and English for Speakers of Other Languages. However, there are limited progression routes available for parents and the centres are unable to confirm how many parents have achieved qualifications or moved onto employment due to a lack of information sharing between partners or tracking of adults' achievements.

- Staff use their knowledge of the Early Years Foundation Stage to plan suitable opportunities for children who attend the centres' early years sessions. In 'Family First and Baby First' sessions, children enjoy learning alongside their parents and a good focus is placed upon improving children's language and communication skills and reducing inequalities. Although staff seek parents' feedback, they do not have a full picture of the impact of these groups as they do not track the all-around progress children make.
- Information on the levels children achieve at the end of the Early Years Foundation Stage show that most schools perform below the national average with the exception of those attending St Augustine's Primary School. However, evidence over time shows that the gap between the lowest achieving children and their peers is narrowing.
- Staff work well with health visitors, the speech and language team and other health professionals to support families who are in most need. 'Wellcomm screening' takes place across all local nurseries and through a dedicated team of workers who implement the 'Families Talk Now' project. This provides early intervention to support children who may have speech and language delay and helps parents develop their children's language skills.
- The level of care, guidance and support offered to target families is of a high standard. Partnership working with the 'Children and Families First Team', health, early years providers and other partners is effective to ensure information is shared and personal packages of support are provided to meet the individual needs of children and their families. Parents talked positively about how staff have helped them in times of need, how theirs and their own children's lives have improved as a result. Comments such as 'I don't know where I would be without it (the centre)', 'staff are fantastic', and 'it's like a family here', are a sample of what they told us.
- Health outcomes data for families are only available city wide and are often out of date. Therefore, it is difficult for the centre to target those who most need their help successfully. Families using the group's services feel they are helped to give their children a healthy and safe start to life through parenting courses and learning important skills such as paediatric first aid.

The effectiveness of leadership, governance and management

Requires improvement

- The local authority has a clear strategy in place to improve the lives of children living in Coventry and sees children's centres as an integral part of the delivery and success at local level, particularly for the target groups. Performance measures and challenge by the local authority have been less rigorous since the group was established allowing for staff and systems to become embedded. However, plans are in place to set challenging targets and performance measures in going forward. The group provides good outreach support and a varied range of services at the centres or through signposting to partner organisations.
- Leadership and management arrangements are becoming more settled following the local authority restructure and integration of services. Leaders and staff strive to provide the best services and activities to improve the outcomes for those families in need of support and know where centre strengths lie and what needs to improve. However, the development plan does not identify the impact measures that relate to the targeted families sufficiently well. It does not provide sufficient focus on key areas to improve.
- The lack of robust tracking, monitoring and evaluation, and access to accurate and reliable data mean that the centres are unable to measure accurately all access to services or capture the work that is done with external partners to identify whether the desired outcomes expected for parents and children are being achieved.
- Safeguarding and the welfare of children are at the forefront of the work of the centres. Improved

partnership working between the Children and Families First team, social services and the centres, combined with new systems and procedures, enable greater consistency and clarity to ensure those children subject to child protection plans, looked after children and those in need, are well supported in order to reduce and prevent further harm. Almost all families accessing the centres' services fall within the target group categories. However, there are still too many families not yet known to the centre or accessing the centres services.

- Governance, leadership and management arrangements are becoming embedded. The partnership advisory board has good representation from partner agencies, such as on-site headteachers, church groups, library and parents. However, some key partners, such as health and Jobcentre Plus are not represented. Partnership advisory board members meet frequently and have a good understanding of local needs and provide adequate support and increasing challenge to the centre and local authority.
- Staff are well qualified and well supported in their continuous professional development to ensure they have the necessary skills to deliver sessions such as nurturing and parenting programmes. Performance management and professional supervision are well established and consistently applied across all centres. Case files are closely monitored and maintained to a good standard.
- Leaders and staff contribute to self-evaluation and improvement planning. Children, parents and partners views are also taken into account when reviewing and planning services. Six monthly developmental surveys take place and the centres' next steps are to undertake user surveys to evidence the impact of the centres' work on children and families. Parents feel they are listened to and valued.

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/Children's Centre Group details

Unique reference number	80321
Local authority	Coventry
Inspection number	424745
Managed by	The local authority

Approximate number of children under five in the reach area	4,049
Centre leader	Jane Mousley
Date of previous inspection	
Telephone number	0247 678 8444
Email address	jane.mousley@coventry.gov.uk;

This group consists of the following children's centres:

- URN 22454, Radford Children's Centre
- URN 22812, Spon Gate Children's Centre
- URN 22835, St Augustine's 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. 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 2013



This page is intentionally left blank

Children's Centre OFSTED Action Plan

Children's Centre Cluster Name: North West 1 Cluster	Date of Children's Centre Inspection	OFSTED Outcome / Judgment
Radford, St Augustine's, Spon Gate Children's Centres Group Inspection	5 th Nov 2013	Requires Improvement

Recommendation	Actions	Lead	Success Criteria	Progress	Comment
1.0 Increase the number of families from target groups accessing children's centre services	Work with CC Data team and local partners to ensure that the Cluster has the latest demographic of the reach area.	Coventry City Council Data team, Centre Manager & Partnership Co-ordinator	Other agencies have a good understanding of the core offer and referral process.	Completed	
	Children and Families First and Social Care Families with under 5 yrs are captured on C/Centre database as these families are receiving an intervention.	Service Manager / Children's Centre Manager	Increased number of reciprocal referrals of targeted families. Build upon the number of referrals from Partner Agencies by an overall 10%.	Completed	
	Include registration on the 2 year funding applications, brokerage, late exceptions Access & Inclusion.	Childcare Quality Regulation Advisor	Partnership working in order to gain wider data in order to inform services and identify families	Completed	
	Health – ensure we capture all families at registrations through Clinics at Spon Gate and Radford CC.	Partnership Co-ordinator & Children Centre Team Leader Centre Manger	Target groups are clearly identified in order to cross reference against registration numbers.	Completed	
	Collection of Live birth data	Service Manager	The number of overall registered children has	Completed	

			increased to a large majority 65-79% of the reach by June 2014.	Consent to share process Implemented April 2014	
	Identify key partner agencies across the cluster including regulated and non-regulated services.	Partnership Co-ordinator and Childcare Quality Regulation Advisor	Number of registered children from Target Groups increases overall by to 10%	Completed	
	Information pack produced (to include request for services form) informing partners about the Children Centre core purpose	Partnership Co-ordinator, Childcare Regulation Advisors and Centre Manager	Comprehensive database is created of up to date relevant key partner agencies within the North West cluster	Some Progress made Development of promotional literature on target areas	Review at next Qtrly Review Mtg 24/11/14
	Information pack is shared with partner agencies by arranging one to one meetings to discuss our core purpose.	Partnership Co-ordinator, Childcare Regulation Advisors and Centre Manager	The Cluster has produced a simple but informative pack that includes an information flyer as to the core purpose of Children Centres that can be used as a reference guide.	Some Progress made LINC (Local Information Cluster Network Meeting) established with Partner Agencies	Review at next Qtrly Review Mtg 24/11/14
	Measure, monitor and track number of referrals made to centre in relevance to the Target Groups.	Children Centre Team Leader	Systems in place that monitor referrals and the number of registered children to the Centre viz the Reach number. At least 50% of Early Years providers attend information share sessions in the Children Centre	Work to address this has been completed which has included New target set for Nov 2014 Target groups have been revised now able to review referrals	Review at next Qtrly Review Mtg 24/11/14

2.0 Improve the use of data to ensure services are accurately matched to needs by the local authority making available accurate, relevant and up-to-date data, including health data, to enable the centres to identify target groups.	Review current data booklet and establish any gaps in the data booklet in order to identify need and target groups	Centre Manager & Service Manager & Partnership Co-ordinator	A comprehensive data book is produced on an annual basis which has been analysed by the data team providing an interpretation of the data and highlighting key priority areas/groups for each centre's reach area.	Completed	
	Meet with Corporate Data team in order to discuss data requirement and data is analysed in order identify Target groups and need.	Centre Manager & Service Manager	Monthly live birth data is received from the PCT in order to give accurate number of live births in the reach area and so that a large majority of children can be registered and have access to information, advice and guidance about early childhood services through the centre. DWP provide details for mail out to all eligible families for 2 yr funding of national criteria.	Completed 2yr old DWP data available and well used to target reach and families Processes to share live birth data being embedded	
	Meet with Information Sharing Protocol teams to promote data sharing with key partners – DWP and Health	Service Manager			
3.0 Improve the use of data to ensure services are accurately matched to needs by Leaders increasing the robustness of their analysis of data in order to identify families who do not engage with the group's services	Regular reports produced from Captia providing details of families and children that are registered but not attending an activity/event.	Data Team & Partnership Co-ordinator	Involvement surveys undertaken with 100% of non-attendees to establish why they are not attending and if there are unmet needs. Review the revised data booklets to analysis any further unmet needs. Both findings inform the development of activities in the Cluster. Number of families that have already been	Work In Progress to address in partnership with Local Authority Data Team	To feedback to Data team the need to identify registered families that are not attending in order to target these families to understand why they are not attending

			identified as non-attendees decreases by 10%		
	<p>Development of a positive attendance strategy that encourages involvement with services in order to maintain contact with vulnerable children:</p> <ul style="list-style-type: none"> Nursery Family first sessions <p>Mechanisms in place to establish where families are located that have not registered and are not accessing activities/events</p>	Sessional Care Manager & Children Centre Team Leader	<p>Nursery children are contacted when attendance is below 85% and encouraged to attend nursery</p> <p>Children and families are seen on a regular basis within Family First sessions and staff are confident that these families are tracked Long term - Parents and Carers are fully aware of their responsibility to ensure that children have a 100% attendance at school</p>	<p>In place for Sessional Care children within the Children's Centre</p> <p>Work in progress: In partnership with the Local Authority Data team to develop Capita reports and to further develop the systems in place for Early Years children within the Private, Voluntary and Independent sector</p>	
	Review Cluster and Centre development plans to ensure use of data are effectively recorded.	Centre Leadership Team	Cluster and Centre development plans are focussed on identified need and informs service delivery which incorporates target groups and priorities that are agreed by Partnership Advisory Board	<p>Complete</p> <p>Process in place to review</p>	
	Register the families that currently access community based stay and plays.	Partnership Co-ordinator & Children's Centre Team Leader	Increase of registrations and identifying the whole community	<p>Some groups targeted</p> <p>Partnership Co-ordinator to work with volunteers to complete this work New target date set as Dec 14</p>	
4.0 Review the provision made for adult's further learning to ensure that they	Meet with Adult Learning and Adult education to discuss outcome from OfSTED inspection and future courses delivered	Children Manager & Partnership Co-ordinator	Agree a Working Together Agreement with Family Education and Adult Education which	<p>Adult learning agreement in place.</p> <p>Further work underway to</p>	

have increased opportunities to improve their education and employability, including opportunities to engage in volunteer work	directly from the Centre and/or locality.		establishes quality measure, review and monitoring of the courses and which meets the needs of the local community and target groups.	to complete for Adult Education – ESOL	
	Implement a Volunteering Programme within the Centre that offers a meaningful and supportive volunteering opportunity, for 5 people ensuring 3 people are from our Target Groups.	Partnership Co-ordinator	Increased opportunities for target adults to participate in activities that improve their personal skills, education and employability	Complete Programme in place.	
5.0 Enhance and embed new systems and procedures to keep a close and effective check on the impact of the centres' work on the most vulnerable children and families, particularly regarding adults and children's learning	Establish the current process of tracking children within children's learning and target family support within the Cluster. Link into the Citywide Tracking Task and Finish Group as to how this can be achieved Citywide	Partnership Co-ordinator	The Centre has a well-established process in place that consistently follow up work and/or tracking ¹ of children and their targeted families after they have completed courses or activities to identify sustained impact.	In Progress Tracking process in development	
	Meet with Adult Learning to discuss how the service monitors adult learning.	Partnership Co-ordinator		Adult learning agreement in place. Further work underway to to complete for Adult Education – ESOL	
	Meet with City Wide Raising Parental Aspirations Task and Finish Group in order to discuss tracking	Partnership Co-ordinator		Work Underway	

¹ Tracking is used here to mean monitoring of the effectiveness and impact of the centre's work.

	Meet with Partnership Co-ordinators in the Cluster to discuss tracking Volunteers journeys	Partnership Co-ordinator		Some work completed Work underway to develop further	
	Quarterly Performance Review Meetings held within the Cluster also includes reviewing of any Tracking of children and adults	Centre Leadership Team		In Place	
6.0 Improve partnerships with the schools located in the reach area that are not yet engaging with the centres	Meet with all 17 Learning Mentors and Heads at primary schools to promote core purpose of children centres.	Partnership Co-ordinator and Children Centre Team Leader		Completed	

Coventry – North East 2

Moat House Children's Centre, Deedmore Road, Coventry, CV2 1EQ

Inspection date		4-5 December 2013	
Overall effectiveness	This inspection: Previous inspection:	Requires improvement Not previously inspected	3
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 children's centre group requires improvement. It is not good because:

- The centres are reaching and engaging the majority of local families, including those in most need of support. However, the number of families accessing services is not yet high enough.
- The centres do not place sufficient emphasis on providing services for families with one-to-two year old children.
- Partnership working with adult and health services remains in place but has declined over-time. The impact of this is insufficiently established.
- The centres are working well with those families most in need of support but, data are not presented well or used effectively by senior leaders to look closely at how progress is measured and sustained.
- Strategic agreements with health partners do not currently enable good information sharing to help the centres target and develop services.
- Governance arrangements do not make best use of information to drive improvement.

This children's centre group has the following strengths:

- Staff provide good quality care, support and advice. Parents develop trusting relationships with them and appreciate the support given.
- Services directly provided by the group are well planned and of a good quality.
- Local schools report that children who have attended children's centre services are better prepared for school.
- Young parents, disabled children and those with special educational needs are closely monitored and supported well through specialist services.

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. The centres that form part of this children’s centre group are Bell Green Children’s Centre, Moat House Children’s Centre and Richard Lee Children’s Centre.

This inspection was carried out by two of Her Majesty’s Inspectors and one Additional Inspector.

The inspectors held meetings with representatives from the local authority and advisory board, the senior leadership team, early year’s practitioners, outreach workers, representatives from professional partnerships, volunteers and parents.

The inspectors visited a range of activities across the centres. They observed the centre’s work and looked at a range of relevant documentation

Inspection team

Kathryn Gethin, Lead Inspector	Her Majesty’s Inspector
Maxine Mayer	Her Majesty’s Inspector
Geoff Dorrity	Additional Inspector

Full report

Coventry North East 2 is a group of children's centres in Coventry made up of three centres: Moat House and Bell Green, both phase one children's centres and Richard Lee, a phase 2 children's centre. All three centres open each week day from 8.00am to 5.00pm five days a week and are in close proximity to each other. Moat House Children's Centre and Richard Lee Children's Centre are situated on primary school sites. There are two local authority early years providers within the Moat House and Bell Green centres. These provide sessional care for children aged two to four years. Schools and early year's providers are subject to separate inspection arrangements. The reports can be found on the Ofsted website: www.ofsted.gov.uk

The children's centre service within Coventry has been part of a fundamental service review and now forms part of the Children and Family First service. Governance for the group is provided by the local authority with a single partnership board serving the group. The group offers a wide range of services to meet its core purpose. These include: post-natal appointments; play and learning; family support and adult and family learning opportunities. Services are also delivered in the community.

There are 3,805 children aged under five years living in the area. The large majority of families in the locality live in communities ranked within the top 30% for deprivation nationally. Richard Lee area has a mixed economy of population with large pockets of deprivation. The centre's key target groups are: disabled children and those with special educational needs; young parents; multiple birth families; lone parents and children living in workless and low income households. Unemployment rates, families on benefits and the proportion of adults without any qualifications are high. Most of the population is White British with smaller percentages of families from minority ethnic groups. Children's skills, knowledge and abilities are below those typically expected for their age when they enter early year's provision.

What does the group need to do to improve further?

- Improve access to services by:
 - increasing the registration levels and sustained engagement of families in most need, so that more families benefit from the services offered by the centres
 - developing play sessions at the centres for families with children in the one-to –two age group.

- Improve the quality and impact of practice and services by:
 - ensuring all services are of a high quality through evaluation of participation, attendance and quality improvement records in order to measure impact
 - developing procedures for tracking and recording the learning and development of children and adults
 - furthering the development of partnership working with health services and adult education to improve families health and well-being.

- Improve the effectiveness of leadership, governance and management by:
 - working with the local authority to ensure data are comprehensive, analysed and readily available in a meaningful format and use this data more effectively to look closely at how progress is measured and sustained
 - strengthening how the local authority and partnership board make better use of data to drive improvement
 - developing strategic agreements with the health authority to enable effective sharing of live birth information.

Inspection judgements

Access to services by young children and families

Requires improvement

- A majority of families in the area with children aged from birth to four years are registered with the children's centres and target groups are clearly identified. However, outreach workers do not currently have capacity to support and encourage those families who are unlikely to access services. As a result, the number of children attending from families in most need is not yet high enough.
- There are some examples of strong, robust partnership working by the group. For example, services for teenage parents are delivered effectively through a strong partnership with the Youth Advice service. This means that all teenage parents are known and accessing services which impact positively on their lives and parenting skills.
- The effective work and support of the childcare sector by centre staff means that most eligible two-year-old children and an increasing number of three and four-year-old children, take-up their free entitlement to early education. There are suitable and sufficient places to meet demand.
- Information and data are not always shared effectively between partners or used well. Health visitors do not currently supply live birth data or information with regard to those children accessing universal services. However, the local authority is working with partners to improve this.
- The programme of activities has a strong focus on involving all parents and families. The majority of referrals for disabled children and those with special educational needs are received before the child's first birthday. Therefore, support for families through the Portage service or specialist groups in the centres such as, 'together like me' is in place from an early stage.
- The current programme for the centres does not offer a sufficient range of play sessions for the youngest children. As a result, a minority of families from the area choose to access services in neighbouring centres where sessions are more readily available.

The quality of practice and services

Requires improvement

- Services directly provided by the children's centre group are of a good quality and highly valued by parents. However, services provided by partners are not routinely scrutinised for their quality of delivery using the partners' internal quality improvement systems.
- Local schools report that children who have attended children's centre services are better prepared for school. In 2013 the proportion of children across the locality who achieved a good level of development was above local and national figures, with most children accessing the centre based childcare demonstrating good progress.
- Partnership working with early years' providers, youth service, schools and employment service providers is good and leading to improved outcomes for families. However, partnership working with adult training services to provide on-site programmes is in decline and partnership working with health services requires improvement to target families who would most benefit.
- Families are very well supported and guided by experienced practitioners who are strong role models and representative of the local community. Staff pay strong attention to the diverse and cultural needs of the families who access their services. A recent success has been the number of families becoming involved in a language and performing arts project run jointly with Moat House School nursery.
- Early identification and support for families in most need through the Children and Families First team and social care is good. Managers and staff review this work thoroughly and frequently monitor all referrals to its services to ensure families progress as well as possible relevant to their circumstances.
- Children attending services other than childcare and adults are not tracked effectively to demonstrate their development. Therefore, the centres have been unable to sufficiently analyse the impact of services.
- The children's centre group uses the local authority formal procedures for working with volunteers and numbers though low have recently improved. Suitability, of all volunteers is checked through the disclosure and barring service. Induction and training needs are adequately assessed and addressed.

The effectiveness of leadership, governance and management**Requires improvement**

- Local authority leaders and managers have taken the centres through a period of significant change. During this time performance management has not been as strong. However, staff morale and motivation remain high and staff have embraced opportunities to develop their skills.
- Data provided by the local authority lacks clarity and as a consequence is not used effectively enough by leaders and managers to look closely at how progress is measured and sustained.
- Governance arrangements are not fully effective. The partnership board meets on a regular basis and have a good understanding of local needs. However, information is not used well enough to shape service provision and drive improvement.
- Current arrangements for obtaining information, such as new births on families in the area are not systematic enough. The local authority is continuing to work with health partners at a strategic level to agree how this can be improved.
- Staff are well-trained and have relevant expertise. Resources are sufficient but currently stretched due to one employee being on maternity leave and another on long-term sick leave. Where needed the group has prioritised services, and made good use of partners by sign-posting families to relevant services.
- Safeguarding procedures are supported by robust policies and procedures. Staff use the Common Assessment Framework well. All children on child protection plans, children-in-need and looked-after children are known and supported well through close partnership working.
- Parents say how much they value the work of the centres and encourage others to join in the sessions. Activities such as 'little stars' are run by parent volunteers with support from the centre. Parents say how staff have made them 'feel relaxed and welcome' and they are confident to approach staff to discuss any issues.

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 Group details

Unique reference number	80277
Local authority	Coventry
Inspection number	424742
Managed by	The local authority

Approximate number of children under five in the reach area	3,805
Group manager	Karen Ritchie
Date of previous inspection	Not previously inspected
Telephone number	02476 785621
Email address	karen.ritchie@coventry.gov.uk

This group consists of the following children’s centres:

- 20258 Bell Green children’s Centre
- 22030 Moat House Children’s Centre
- 22500 Richard Lee 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. 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 2013



Children's Centre Ofsted Action Plan

Children's Centre Cluster Name: North East 2 Cluster	Date of Children's Centre Inspection	Ofsted Outcome / Judgment
Bell Green, Moathouse, Richard Lee Children's Centres Group Inspection	4/5 th December 2013	Requires Improvement

Recommendation	Actions	Lead	Success Criteria	Progress	Comment
<p>Improve access to services by:</p> <p>Increasing the registration levels and sustained engagement of families in most need, so that more families benefit from the services offered by the centres</p>	<p>Request that all integrated team members support with this work</p> <p>Health Visitors, Midwives and PAB</p> <p>Linc Meetings for the Private Voluntary and Independent Early Years Providers to be introduced and embedded</p>	<p>Children's Centre Manager (CCM) and Health Visitors and Midwives</p> <p>Children's Centre Team Leader (CCTL)</p> <p>Childcare Quality Regulation Advisors (CQRA)</p>	<p>Increase registrations by 50% by end of March 2015</p>	<p>Progress shows that centre has increased numbers of registrations.</p> <p>Engagement across all partners involved in the delivery of the Children's Centre Core Offer contribute towards the number of children and families accessing services.</p>	<p>Further work to evidence the work of internal and external partners needs to be undertaken. Exploration of other data sources is in development</p> <p>Further work to develop Partnerships and links to families accessing Private, Voluntary and Independent Early Years Provision .</p> <p>Targeted approach using DWP data relating to Early Learning for Two Year old places will increase numbers .</p> <p>Health Visitors and Midwifery colleagues are working well with the Centres to increase registration .</p> <p>On going work is being progressed at Cluster level and Citywide to further map the early years offer to demonstrate centres awareness of families in reach area who are accessing early years services and nursery entitlement.</p>
<p>Developing play sessions at the centres for families with children in the one-to –two age group.</p>	<p>Set up groups using data for area targeting 1 to 2 year olds</p> <p>Link with and support other groups in the reach to offer good quality activities targeted at under two year olds</p>	<p>CCTL</p> <p>CCTL and Partnership Coordinators (P/CO)</p>	<p>Groups in place and partnerships developed. Activities appear on timetables</p>	<p>Completed</p>	<p>PEEP model used to ensure quality evidence based activities are in place. Early Years Providers have Identified training that will further develop knowledge within the sector. Children's Centres spaces can be offered as venues</p>
<p>Improve the quality and impact of practice and services by:</p>	<p>Use several evidence based programmes to capture effectiveness of activities and</p>	<p>(P/CO)</p> <p>CCTL</p>	<p>Data and evaluations collected reflect impact.</p>	<p>Termly data meetings inform programmes of</p>	<p>Adult education SLA in place</p>

Ensuring all services are of a high quality through evaluation of participation, attendance and quality improvement records in order to measure impact	services such as PEEP, Life stories, registers, capita data Work with Adult education to devise data collection appropriate to centre needs.		Analysis of capita data forms an integral part of planning process Adult learning data collected from Adult Ed. SLA in place	delivery for the cluster	
Developing procedures for tracking and recording the learning and development of children and adults	Identify a total sample of 5% of families who are accessing services across all target groups Life stories and impact tracking	CCTL (P/CO)	Progress is mapped for 5% of families who access CC services Parent volunteers and referrals to adult services is captured	In progress In progress	Systems in place
Furthering the development of partnership working with health services and adult education to improve families health and well-being.	Develop multi agency integrated team processes with Acting early programme. Joint delivery of services for local families based on needs analysis and regular consultation HV's and MW's referral route is established for families in need of more than universal support. Develop child case management meetings to discuss best possible outcomes	CCM and leadership team HV's and MW's Integrated Health and CC Team	Team is viewed by local families as integrated. Team is viewed by local practitioners especially GP and Head Teachers as integrated and know referral route to services	In Place and developing to embed into practice	
Improve the effectiveness of leadership, governance and management by; Working with the local authority to ensure data are comprehensive, analysed and readily available in a meaningful format and use this data more effectively to look closely at how progress is measured and sustained	Data identified and specific to CC reach/city wide or national Trends and comparative data in a user friendly format Regular contact with Data team to understand and collate data. Named contact for centre.	Leadership (smt) CCM and Data Team PCo's	Data is used more effectively to influence service delivery and target groups. Data used more effectively to demonstrate impact of services Regular meetings take place. Request to attend PAB meetings	Complete In place In place In Place.	
Strengthening how the local authority and partnership board make better use of data to drive improvement	LA Annual performance management meetings and reviews PAB board to receive support to scrutinise data	SMT ~ LA	Leadership and Centre manager to attend Data team to attend PAB meetings quarterly	In place In progress	
Developing strategic agreements	Acting Early programme to be rolled	Strategic group	Rolled out all CC Clusters.	Sept 2014	Information regarding families is

with the health authority to enable effective sharing of live birth information.	out to all CC. Midwifery service collect consent at every booking in visit to share information with HV's and CC.		Information sharing protocol in place Live birth data shared from September 2014	In place In Place	discussed at case management and appropriate support identified Processes introduced to gain consent as part of the Acting Early Programme Involvement forms will continue to be in place
--	--	--	---	--------------------------	--

This page is intentionally left blank



Public report

2 February, 2015

Name of Cabinet Member:

Cabinet Member for Children and Young People – Councillor Ruane

Director Approving Submission of the report:

Executive Director of Resources

Ward(s) affected:

None

Title:

Outstanding Issues Report

Is this a key decision?

No

Executive Summary:

The City Council has adopted an Outstanding Minutes System, linked to the Forward Plan, to ensure that follow up reports can be monitored and reported to Members. The attached appendix sets out a table detailing the issues on which further reports have been requested by the Cabinet Member for Children and Young People so he is aware of them and can monitor progress.

Recommendations:

The Cabinet Member for Children and Young People is requested to consider the list of outstanding issues and to ask the Member of the Strategic Management Board or appropriate officer to explain the current position on those which should have been discharged at this meeting or an earlier meeting.

List of Appendices included:

Table of Outstanding Issues.

Other useful background papers:

None

Has it or will it be considered by Scrutiny?

No

Has it, or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

Report author(s):

Suzanne Bennett

Name and job title:

Governance Services Officer

Directorate:

Resources

Tel and email contact:

Tel: 024 7683 3072

E-mail: Suzanne.bennett@coventry.gov.uk

Enquiries should be directed to the above person.

Contributor/approver name	Title	Directorate or organisation	Date doc sent out	Date response received or approved
Contributors:				
Other members	Not applicable			
Names of approvers: (officers and members)				
Finance: Name	Not applicable			
Legal: Name	Not applicable			

This report is published on the council's website: www.coventry.gov.uk/meetings

	Subject	Date for Further Consideration	Responsible Officer	Proposed Amendment to Date for Consideration	Reason for Request to Delay Submission of Report
1	<p>Policy Regarding the Appropriate Use of Bed and Breakfast Accommodation by the City Council</p> <p>Report requested as part of the consideration of the report on Supported Accommodation for Young People 16-24</p> <p>(Cabinet Member for Children and Young People – 20 January, 2015)</p>	March, 2015	Executive Director of People		
2	<p>An Action Plan detailing the level of support offered by various agencies to Supported Accommodation providers, to better enable them to manage issues including substance misuse, child sexual exploitation, anti-social behaviour, and access to education, training and employment</p> <p>Report requested as part of the consideration of the report on Supported Accommodation for Young People 16-24</p> <p>(Cabinet Member for Children and Young People – 20 January, 2015)</p>	March, 2015	Executive Director of People		

<p>Proposed Revised Model for Those Requiring Supported Accommodation who have High Levels Needs</p> <p>Report requested as part of the consideration of the report on Supported Accommodation for Young People 16-24</p> <p>(Cabinet Member for Children and Young People – 20 January, 2015)</p>	<p>Appropriate time prior to the commencement of the tendering process</p>	<p>Executive Director of People</p>		
---	--	-------------------------------------	--	--