

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 	
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				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>
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				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.

				via SurveyMonkey <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 	
	Develop links with local PVI settings, schools, midwives and health visiting team to increase children's centre registrations	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 • 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 	<p>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>
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				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>
	<p>Centre to develop an induction pack for new parents/board members including expectations from board members</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, 2012, 2013 and 	<p>Completed</p>

				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