

### Children's Centre OFSTED Action Plan

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

<b>Recommendation</b>	<b>Actions</b>	<b>Lead</b>	<b>Success Criteria</b>	<b>Progress</b>	<b>Comment</b>
<b>1.0 Increase the number of families from target groups accessing children's centre services</b>	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

<b>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.</b>	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			
<b>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</b>	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"> <li>Nursery</li> <li>Family first sessions</li> </ul> <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>	
<b>4.0 Review the provision made for adult's further learning to ensure that they</b>	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>	

<b>have increased opportunities to improve their education and employability, including opportunities to engage in volunteer work</b>	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	<b>Complete</b> Programme in place.	
<b>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</b>	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 <sup>1</sup> of children and their targeted families after they have completed courses or activities to identify sustained impact.	<b>In Progress</b> Tracking process in development	
	Meet with Adult Learning to discuss how the service monitors adult learning.	Partnership Co-ordinator		<b>Adult learning agreement in place.</b>  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		<b>Work Underway</b>	

<sup>1</sup> 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	
<b>6.0 Improve partnerships with the schools located in the reach area that are not yet engaging with the centres</b>	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	