

# Inspection report for Sure Start Children's Centre Beverley One (Swinemoor)

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Local authority	East Riding of Yorkshire
Inspection number	384144
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Reporting inspector	Lorraine Rowson-Clark HMI

Centre leader	Ann Colling
Date of previous inspection	Not previously inspected
Centre address	Coltman Avenue Beverley East Yorkshire HU17 9LP
Telephone number	01482 880066
Fax number	Not applicable
Email address	ann.colling@eastriding.gov.uk

Linked school if applicable	Swinemoor Primary School, URN 132209
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.

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Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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## 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 senior managers from the centre and the local authority, parents and carers, members of the advisory board, local authority advisors for early years and a number of partner agencies including: health; early years staff; children's services and Jobcentre Plus.

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

## Information about the centre

The Sure Start Children's Centre Beverley One (Swinemoor) is a phase two centre, located on the Swinemoor estate in the town of Beverley. It operates as part of a cluster arrangement with Beverley Two Children's Centre (Choices). The centre building consists of a combination of refurbished classrooms and a purpose-built extension leading to the centre having onsite: a reception area and waiting area; meeting rooms; staff room and offices; health rooms; sensory room; four multi-purpose rooms with access to two small outside play areas. The centre is located on the Swinemoor Primary School site with the East Riding of Yorkshire Music Centre building (developed in 2010) bridging the two services. The extended and refurbished premises were completed in September 2011 when the centre opened as a co-location site in partnership with Child and Adolescent Mental Health Services (CAMHS), Children's Social Care Beverley Team, Looked After Children Team, Beverley Integrated Youth Support Team, and an officer from the Families Information Service Hub (FISH), creating a 'one stop shop' for local children and families. Governance is provided by the local authority.

The centre covers a reach area, which includes 13 super output areas, covering 47 square miles. The population in the area is predominantly of White British heritage, well above the national average. The centre has 17 children registered with other ethnic backgrounds. Currently there are 72 registered lone parents and 353 fathers registered which equates to 46% of all parents registered. Fifteen teenage parents are registered with the centre, five of whom live in the areas of highest deprivation on the estate where the centre is located. There are pockets of unemployment where families are reliant on workless benefits.

There are 1205 children under the age of five living in the reach area, of these, 767 (64%) are currently registered with the centre and 445 (58%) are currently engaged in centre activities. There are 25 children in the reach area with learning difficulties and with disabilities; of these 17 (68%) are registered with the centre.

The centre offers a range of services including: antenatal care; health services; early years activities; support with transition to school; targeted one-to-one support services; and learning and training opportunities in response to local need. There is no childcare provision on site, but childcare places are available at nearby childcare facilities. Children enter early years provision with a range of skills and knowledge, some below those typically expected for their age, particularly in communication, language and literacy.

## 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**

**2**

### Capacity for sustained improvement

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

**2**

## Main findings

Beverley One (Swinemoor) is a good centre. Some of its features are outstanding. The senior leadership team and centre staff are passionate about the centre's work. There is a clear vision for the centre and exceptionally robust governance and accountability arrangements have resulted in accurate self-evaluation of provision and outcomes. Staff morale is very high; they effectively support each other and show great respect for their leadership team who support them extremely well. Excellent partnership working ensures that services are very well integrated and cohesive, particularly for those families most in need of intervention and support, thereby ensuring the needs of users are effectively met.

Outcomes for users are at least good in all areas. The centre is particularly effective in keeping users safe and protected through extremely robust risk assessments and a high regard for safety at all times which is effectively shared with families at every opportunity. The centre consistently gives the highest priority to safeguarding all children and their families and the quality of care, guidance and support provided is exceptional. Excellent case supervision arrangements ensure staff are fully supported in their work and families' needs are closely monitored and reassessed regularly. As one parent reported, 'Without their help, I wouldn't be here'. Another described the support offered by centre staff as, 'A lifeline'. These comments demonstrate why the centre is held in such high regard by those families accessing services.

There are many strategies in place, which are improving the health and well-being of families. Immunisation rates are high, dental health is good and breastfeeding rates are increasing well due to the effective support offered to new mothers and their partners. However, very recent data, specific to the reach area, demonstrate that the numbers of children who are obese or overweight in Reception Year is particularly high. Despite this data only being made available in January 2012, the centre has already responded by identifying new strategies to tackle the issue.

The centre offers good support and advice to families in order to improve their economic and social well-being. Staff are particularly effective at improving users' self-confidence and signposting families to advice on benefits and financial management. Adult users are effectively supported to access employment advice and training opportunities. The centre does not have precise information about the number of users improving their employment opportunities by gaining qualifications through adult education or employment guidance. This is due to restrictions on the centre obtaining formal feedback information

The range of provision on offer meets the needs of users well, particularly those in the areas of highest deprivation, and there are plans in place to further increase engagement with the rural communities within the centre's reach area. The local authority early years advisors and early years development advisors offer support and guidance to local schools and childcare providers in order to continue to improve the quality of the Early Years Foundation Stage provision within the area.

The centre's leadership and management team evaluates the centre's effectiveness well and is consequently aware of the centre's strengths and weaknesses. They, together with strategic management and the support of the local authority, set ambitious and appropriate priority targets, although not all targets are precise enough to fully measure when the centre has been successful. The impact that the centre has had so far, plus its clear strategies for further development, explain why the centre has good capacity for sustained improvement.

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

### Recommendations for further improvement

- Work with partner agencies to improve the tracking of the progress of individuals towards achieving qualifications and employment.
- Refine action plans by ensuring all targets for improvement are precise, measurable and have clear success criteria, including timescales.
- Work swiftly with health and local early years providers to implement the identified strategies aimed at reducing and preventing childhood obesity.

## How good are outcomes for families?

2
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Families engage well with the services provided at the centre. Clear advice is given on weaning and immunisations at the health visitor clinics. As a result, immunisation rates are high across all vaccines. Together with health partners, the centre has actively encouraged breastfeeding and data show that the number of mothers sustaining breastfeeding after six weeks is typically 55% and of those who have had the support of the centre, the rate is 85%. Families also receive a range of information about healthy eating, although childhood obesity remains an issue. Centre staff are extremely effective in educating families in how to improve children's safety, sensitively reminding parents of the needs to be vigilant at all times. Good displays about safety throughout the centre consistently reinforce the message. Additionally, Humberside Fire and Rescue Service offer home fire safety checks and safety equipment is made available those who need it with staff completing follow up visits to ensure the equipment is being used well. As a result, the numbers of children needing accident and emergency services are reducing significantly.

Children who are subject to a child protection plan are very effectively safeguarded through clear protocols and excellent safeguarding arrangements. The 'tell it once' system was implemented in November 2011 and ensures that families need only inform one agency in order to access services. Staff are well trained in the use of the Common Assessment Framework and discharge their responsibilities extremely well. Clear, detailed, comprehensive records are maintained and stored confidentially. Additionally, centre staff are expertly supported through fortnightly case supervision. As a result, those families most in need of intervention and support receive appropriate services to best meet their needs.

Good transition arrangements ensure children are well prepared for their next stage of learning and Early Years Foundation Stage Profile point scores demonstrate improvement, particularly in personal, social and emotional development. However, data show that children's communication, language and literacy skills remain an issue. To tackle this, the centre has, together with early years, health and educational partners, implemented effective strategies based on a national initiative to support children's language acquisition across all activities. Additionally, two-year-old funding is used for childcare and education for those most in need of intervention and support, with the centre currently supporting 24% of

the total in East Riding. How successful these initiatives are cannot yet be accurately assessed.

Adults are regularly accessing learning opportunities in order to improve their skills. One explained how she is now enjoying the literacy and numeracy courses, despite not engaging in learning when she was in school. Although Jobcentre Plus is unable to offer surgeries at the centre, partnerships remain strong as the centre displays the latest information on job vacancies, has two computers to enable adults to access the Jobcentre Plus website and staff support adults to attend interviews. Additionally, Jobcentre Plus is involved in the centre's advisory board. However, difficulties at a strategic level mean that the centre does not always receive full information about the success rates of adults achieving qualifications or gaining employment.

There are good opportunities for users to make a positive contribution to the centre. Children behave well and are learning to share and take turns. Families develop strong relationships within the centre and show respect and concern for others. Adults regularly express their views about the centre through activity evaluations and the active parents' forum. Those with low self-esteem and lacking in self-confidence are supported to express their opinions either informally or formally. Additionally, a comments board identifies parents' comments and suggestions, together with action taken by the centre in response. The active advisory board includes parent representation and offers effective support and challenge. Many parents report that staff have given them the confidence to engage with centre activities and have helped them to raise their aspirations. One parent, after attending 'Our Time' sessions reported 'increased confidence' and, as a result, has joined the parents' forum and has expressed an interest in becoming a volunteer at the centre.

These are the grades for the outcomes for families:

<b>The extent to which children, including those from target groups, are physically, mentally and emotionally healthy and families have healthy lifestyles</b>	<b>2</b>
<b>The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them</b>	<b>1</b>
<b>The extent to which all children and parents, including those from target groups, enjoy and achieve educationally and in their personal and social development</b>	<b>2</b>
<b>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</b>	<b>2</b>
<b>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.</b>	<b>2</b>

## How good is the provision?

The centre provides good quality services with outstanding care, guidance and support. Accurate assessment is used to determine the needs of children and parents within the community. Consequently, the centre knows the community well and successfully meets the needs of users. There are exemplary support systems in place to help those most in need of support. Excellent care and guidance plus effective collaborative working with partner agencies, secure a swift response to families in times of crisis.

There are many examples of good quality support work, including regular baby clinics, play sessions designed to meet varying needs of children, music and movement sessions, a rolling training programme for parents, baby massage, a young parents' group and a very popular Saturday fathers' group. All sessions involving children are planned with the Early Years Foundation Stage areas of learning in mind and are successfully promoting children's learning. All activities, for children and adults alike, are continuously reviewed and changes are implemented in light of families' views and critical evaluation of their effectiveness.

Experienced, enthusiastic staff work tirelessly to make contact with hard-to-engage families and they are described by parents as 'very helpful' and 'a shoulder to lean on when things are tough'. One family reported that, 'during a very stressful year our worker has been kind and very supportive and we don't know how we would have coped without them'. The centre is fully aware of the difficulties and challenges faced by families within its reach area, including feelings of isolation and issues of domestic abuse. Past divisions between two housing estates on either side of nearby railway lines are easing due to the centre's success in encouraging the different communities to engage with one another. Centre users report they feel valued and respected and fathers, in particular, praise their Saturday group, which caters for their needs well.

These are the grades for the quality of provision:

<b>The extent to which the range of services, activities and opportunities meet the needs of families, including those in target groups</b>	<b>2</b>
<b>The extent to which the centre promotes purposeful learning, development and enjoyment for all families, including those in target groups</b>	<b>2</b>
<b>The quality of care, guidance and support offered to families, including those in target groups.</b>	<b>1</b>

## How effective are the leadership and management?

Leadership and management are consistently good at all levels and are outstanding in relation to governance and accountability, safeguarding and partnerships. The inclusion of all children and families is prioritised well. Staff ensure that all children and parents, regardless of background, aptitudes or other differences have equal access to the provision available. The centre meets its statutory duties well, is fully accessible and has been successful in increasing the engagement of families with children with disabilities.

Consequently, the centre has had considerable success in engaging with the community and with families whose circumstances make them harder to reach. The senior leadership team, together with the local authority ensure the provision and services meet the needs of all target groups well and therefore the centre offers good value for money.

Senior leaders have a clear vision, communicate high expectations and ensure that the centre is effective in improving the life chances of all users. Day-to-day management, accountability and strategic leadership arrangements are extremely clear and highly effective. Supervision arrangements are robust and ensure staff are well supported and have clear direction. The advisory board is functioning very well, holding the centre to account and challenging the centre to improve further. All staff understand how they contribute to the centre's effectiveness, know what they are accountable for and are exceedingly well supported by management.

Managers have a good understanding of the strengths in provision and where further improvements can be made. Self-evaluation is ongoing and accurate so the centre's priorities for improvement are appropriate, challenging and realistic. For example, senior leaders are well aware that work to reduce the numbers of children who are overweight or obese in Reception Year is a priority. The centre's data collection system enables the centre to measure the success of its provision on outcomes and action plan targets are mostly specific, sharply focused and have clear success criteria, although some lack precise enough detail for the centre to be able to fully measure success.

Staff are supported in their work through comprehensive training which ensures they have the skills and knowledge to work effectively with target groups. Thorough clearance and vetting procedures help to ensure staff are suitable to work with children and Criminal Records Bureau (CRB) checks are undertaken regularly to ensure continued suitability. Safeguarding training is comprehensive, significantly enhancing staff awareness of safeguarding responsibilities. Staff's excellent knowledge of the safeguarding procedures means they respond swiftly and confidently to concerns. Exceptionally robust procedures and protocols for sharing information about those whose circumstances make them vulnerable ensure that needs are prioritised very effectively.

These are the grades for leadership and management:

<b>The extent to which governance, accountability, professional supervision and day-to-day management arrangements are clear and understood</b>	<b>1</b>
<b>The effectiveness of evaluation and its use in setting ambitious targets which secures improvement in outcomes</b>	<b>2</b>
<b>The extent to which resources are used and managed efficiently and effectively to meet the needs of families, including those in target groups</b>	<b>2</b>
<b>The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties</b>	<b>2</b>

<b>The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults</b>	<b>1</b>
<b>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</b>	<b>1</b>
<b>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.</b>	<b>2</b>

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

The recent inspection findings at Swinemoor Primary School, URN 132209 were used to inform this inspection.

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## **Summary for centre users**

We inspected the Sure Start Children's Centre Beverley One (Swinemoor) centre on 2 and 3 February 2012. We judged the centre as good overall.

As part of the inspection we visited a number of activities, looked at the centre's documentation, and talked with a range of children and adults including parents, staff, and partnership workers. We were pleased to speak to some of you about the centre's work and to listen to your views. We really enjoyed talking to you around the centre and in the various activity sessions you were engaged in. You expressed your views very clearly and we appreciated your straight talking in telling us how things really are.

We are pleased to tell you that the centre provides good support to you and your families through the wide range of good quality activities and services it has on offer. There are some things that the centre does extremely well, such as the way it helps you and your children stay safe, the way it offers you care, guidance and support during times of crisis and the way it ensures excellent support is given to those who are most in need in order to safeguard their welfare. We were delighted to hear how you have benefited from coming to the centre, increasing your confidence and getting involved in the many worthwhile activities available to you.

The centre works hard with local day-care provision, schools and early years experts to improve your children's educational achievements. They are also good at helping you increase your knowledge about play and how children learn through the many worthwhile play activities and parenting sessions. The centre recognises that children need more help with their speech and language development and has implemented a range of strategies to improve children's speech and language skills further.

The centre offers a range of good support to new mums to breastfeed their babies and to give them the best start in life. As a result of the support offered, breastfeeding rates are increasing very well. In addition, the information given to you at the child health clinics has resulted in high immunisations rates for children in the area.

We know that many of you receive useful advice on health and nutrition in order to encourage your children to eat more healthily. Despite this, the numbers of children who are obese or overweight in Reception Year remain high. We have therefore asked that the centre to work swiftly with health and other early years professionals to support you in encouraging your children to eat more healthily.

We found that the centre is extremely effective at ensuring you and your children remain safe. Good attention is paid to ensuring the centre's risk assessments are comprehensive and result in swift action to minimise potential risks. Additionally, staff are extremely good at helping you keep your children safe. Effective initiatives, such as providing safety equipment to those most in need and the partnership with Humberside Fire and Rescue to check home fire safety, mean that your homes are safer places for your children. As a result, fewer children need to be treated by accident and emergency services.

Centre staff work very hard to make the centre as good as it can be. They are good at finding out what the centre's strengths are and where improvements can be made. The advisory board acts as an effective critical friend and challenges the centre to do even more. We would encourage more of you to take part in the centre's decision making by becoming actively involved in the advisory board so that you can ensure the centre takes full account of the families who use its services. The centre sets challenging targets in order to improve services to you, although not all targets are precise enough for the centre to easily measure its success. We have, therefore, asked them to ensure all targets are very specific.

We were pleased to hear how the centre is making a real difference to improving your lives and to learn how much more confident you feel as a result of the excellent care and support offered to you. It was also good to hear about those of you who have undertaken training to increase your confidence and develop your skills, which may help you secure employment in the future. However, we recognise that the formal systems to give the centre feedback of your success are not as effective as they could be. We have therefore asked the centre to work with others to improve this information so that the centre can fully evaluate how well it is doing in helping you improve your economic stability.

Thank you once again for your welcome and your willingness to share your views with us. We can see why the staff enjoy working with you so much and wish you every success in the future.

The full report is available from your centre or on our website [www.ofsted.gov.uk](http://www.ofsted.gov.uk).