

# Sure Start Children's Centre Beverley Rural

Coltman Avenue, Beverley, East Yorkshire, HU17 9LP

**Inspection date** 22–23 October 2013

<b>Overall effectiveness</b>	<b>This inspection:</b>	<b>Requires improvement</b>	<b>3</b>
	<b>Previous inspection:</b>	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 is a centre that requires improvement. It is not good because:

- Leaders are not fully held to account by the local authority and advisory board, as attendance of those families using the centre services is not robustly monitored. As a result the centre is unable to target those families who are not accessing and who may be in most need of this support.
- Leaders and staff do not thoroughly gather and monitor evidence to enable the local authority and advisory board to challenge and hold them to account for the difference the centre services and activities are making to the lives of the children and their families.
- There is not enough provision out in the rural communities to enable more rurally isolated families to access services.
- Not enough parents are taking part in personal and professional development opportunities, for example training, volunteering, and parenting and well-being courses, to improve their personal skills, education and employability. Where parents have accessed these, staff are not tracking their journeys to show the difference these have made to their lives in the longer term.

### This centre has the following strengths:

- Leaders have secured strong partnership working due to a range of professionals being intentionally located in the centre. This has significantly enhanced the quality of the services and support delivered to families. Information about families is shared well and a range of services is delivered jointly. As a result more children and families swiftly receive a good package of tailored support to promote their safety and well-being.
- The quality of practice and services are improving because leaders support staff well to become highly skilled in their roles, and sessions and activities are planned well, are generally of good quality and are shaped to meet the needs of those accessing them. The provision for some of the families who are most in need, particularly through one-to-one support, is a significant strength.
- The health, welfare and safety of staff, partners and users are given the highest priority and policies and procedures are stringently followed, significantly enhancing their safety.

**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.

This inspection was carried out by one of Her Majesty’s Inspectors and one additional inspector.

The inspectors held meetings with parents, staff, partners, the senior leadership team and representatives from the local authority and advisory board.

The inspectors visited a range of venues in the local community where children’s centre services are provided through outreach.

They observed the centre’s work, and looked at a range of relevant documentation, including the results of parent surveys and evaluations.

**Inspection team**

Rachael Flesher, Lead inspector

Her Majesty’s Inspector

Jean-Marie Blakeley

Additional inspector

## Full report

### Information about the centre

Sure Start Children's Centre Beverley Rural is a phase three centre. It provides outreach services to families living in a rural area spanning 73 square miles, through home visits and using community venues and attending community groups. The area covers 18 villages, an army base and a small residential area on the outskirts of the market town of Beverley. It is a stand-alone centre that works collaboratively with Sure Start Children's Centre Beverley One (Swinemoor) where staff have an office base. Sure Start Children's Centre Beverley One (Swinemoor) is subject to a separate inspection and their report can be found on the Ofsted website [www.ofsted.gov.uk](http://www.ofsted.gov.uk). The centre is managed by a centre leader and is governed by the local authority. It shares an advisory board and services, including staff, with Sure Start Children's Centre Beverley One (Swinemoor). The centre offers a wide range of services for families including health services, family support and adult learning.

The centre serves 908 children under the age of five years living in an area that is one of the least deprived in the country. It is a largely affluent area and worklessness is low with 7.7% of children living in households claiming out-of-work benefits. There are very few lone-parent families. The vast majority of families with young children living in the area are White British. The target groups identified by the centre are transient families, for example armed forces families, disabled children and parents with mental health issues linked to rural isolation, domestic abuse and postnatal depression. Children enter early years provision with skills and knowledge generally in line with those expected for their age. Almost all children eligible for the two-, three- and four-year-old early education entitlement are taking up their places, many of these in provision that is good or better.

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

- Improve leadership, governance and management arrangements to ensure the centre services and activities are making a positive difference to more families, particularly those the centre has identified as in most need of support by:
  - rigorously monitoring the attendance and engagement of children and families to identify better those not accessing them and target accordingly
  - deploying more resources out in the rural communities to enable children and families who are rurally isolated to benefit from them
  - encouraging and enabling more adults to access opportunities to participate in activities that improve their personal skills, education and employability
  - Developing the processes for monitoring and demonstrating the centre's performance to enable leaders and staff to provide robust evidence of the difference they and their services are making to those families who need them, both in the short and long term.

## Inspection judgements

### Access to services by young children and families

### Requires improvement

- The centre has had varied success in engaging with the families from the groups it has identified as in most need of support. It cannot demonstrate that it has established and maintained contact with the large majority of these families.
- There are very few services currently being provided out in the vast rural community for families who are rurally isolated. Where provision is targeted to particular children and families, at times few attend. It is more successful where provision is being delivered from venues local to the families with whom the centre is trying to engage. For example, on Leconfield Army camp and in village halls.
- Attendance of children and families, particularly those the centre has identified as in most need of support, in some services and activities fluctuates and, at times, is relatively low. Leaders and staff have secured strong partnerships working with a range of professionals and community members, particularly through the community link role, and the centre services are being promoted more widely. As a result more families are getting to know about the centre services and a large majority of families are registered.
- Systems to enable the centre to identify and support parents with mental health issues linked to rural isolation, domestic abuse and postnatal depression and armed forces families, some of those families it has highlighted as in most need of their support, are not well established.
- Very few parents are supported by the centre to engage in adult learning, volunteering or other activities to improve their personal skills, education and employability.
- The centre receives referrals, information and data from a range of partners including health, portage, early support and social care to target and support other families identified as in need of their services. The centre also receives a number of self-referrals for services from families already registered with them, demonstrating families' growing awareness of what is available.
- The antenatal pathway and the co-delivery of health services ensure that the centre knows of almost all expectant mothers and is very successfully engaging them in the centre pre-and post natally. This leads to high number of babies being seen by the centre and a good number accessing universal services during their first year.

### The quality of practice and services

### Requires improvement

- The centre does not have adequate tracking systems in place to demonstrate the journeys adults have been supported on, and the progress they have made over time, in order to improve their chances of employment.
- There is insufficient use of initial and on-going observational assessment to monitor and demonstrate the difference sessions available to all families to promote children's learning and development are making to their progress over time. These sessions are delivered by skilled staff and are generally well planned to ensure a good balance of play and learning opportunities to promote children's school readiness.
- Case files show that the needs of families are assessed well; records are maintained to a high standard and reflect the views of families and professionals involved. They show that targeted intervention, prevention and early help provided through the centre and partner agencies have a positive impact on children and families. Once families are identified, staff quickly put in place a good package of tailored support to meet their needs.
- The centre provides good support for those disabled children and their parents who are engaged in centre services. This has a positive impact on children's development and parents' confidence and understanding of how they can help their child.
- The centre actively seeks the views of parents who access the centre and can demonstrate that it listens to their views and uses them to shape services. Parents who access services show through their feedback and evaluations that they are satisfied with the services and receive good care, support and guidance. Parents told inspectors, 'The support I have received has transformed my life.', 'They made me want to live my life.' and 'Staff are so enthusiastic and encourage you to take part even when you don't want to.'

- The centre services and activities available to all families, and those provided to families the centre has identified as in most need of their support, are of good quality overall, carefully planned and matched to the identified needs of those attending.

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

### **Requires improvement**

- Leaders do not fully analyse and use the engagement and attendance data they record to set targets to improve these aspects and demonstrate any success. In addition, not enough resources are available to families living in rural isolation to support their needs.
- Leaders and staff are not robustly collating and monitoring evidence to demonstrate fully the difference all the centre services and activities are making to children and their families. In case files and the few courses where this is done well, assessments are carried out and documented at both the beginning and the end, demonstrating the progress made over time. However, these are not re-visited to monitor and demonstrate the difference that centre services and activities are making in the long term.
- The local authority, parents, staff and partners, provides centre leaders with a range of information and data about families they know about living in their area which is shared with the advisory board. This is used well to set appropriate targets for improvement, plan services to meet the identified needs of these families and to demonstrate how they are improving the lives of the families they are working with to the local authority and the advisory board. Leaders, together with the joint Chairs of the advisory board, have developed a good quality induction programme, so they and board members are confident in their role to support and challenge the centre's performance.
- Strong partnership working helps the centre work collaboratively with others to support looked-after children, children identified as in need and children subject to child-protection plans and Common Assessment Framework processes. This significantly reduces the risk of harm to children and has prevented children being re-referred to social care.
- Case files contain clear information and highlight the good level of support from family support workers, the close supervision and challenge by managers and effective partnership working with relevant professionals.
- Staff receive good professional and personal support and supervision from their leader. They are confident and skilled in their roles and deployed well to families taking full account of their strengths and areas of expertise. They have good opportunities to cascade training, share best practice and find solutions together through team meetings and mapping exercises. Staff state, 'We are a happy team and we like coming to work.' and 'The centre leader listens and you get a straight answer. Her door is always open.'

## 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**

<b>Unique reference number</b>	20287
<b>Local authority</b>	East Riding
<b>Inspection number</b>	427536
<b>Managed by</b>	The local authority
<b>Approximate number of children under five in the reach area</b>	908
<b>Centre manager</b>	Leone Deverson
<b>Date of previous inspection</b>	Not previously inspected
<b>Telephone number</b>	01482 880066
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