

# Sure Start Children's Centre Hedon

19 George Street, Hedon, East Yorkshire, HU12 8JH

<b>Inspection dates</b>	10–11 February 2015
<b>Previous inspection date</b>	Not previously inspected

<b>Overall effectiveness</b>	<b>This inspection:</b>	<b>Good</b>	<b>2</b>
	Previous inspection:	Not previously inspected	
Access to services by young children and families		<b>Good</b>	<b>2</b>
The quality of practice and services		<b>Good</b>	<b>2</b>
The effectiveness of leadership, governance and management		<b>Good</b>	<b>2</b>

## Summary of key findings for children and families

### This is a good centre.

- Leadership, governance and management at all levels are strong. They know what the centre does well and where further improvements are required. As a result, the centre is in a good position to continually improve its services and performance.
- Partnerships with health teams are good. The established ante-natal pathway enables swift, early identification of those who need additional support. As a result, the vast majority of expectant and new parents engage with the centre's services.
- Staff deliver high-quality support and activities in the centre and in the community so that more families' can easily access them. Consequently, overall a large majority of families that are known to the centre, including those identified as most in need, access the centre's services.
- Staff are well-trained and take real pride in their work to help keep children and families safe.
- A strength of the centre is their joint working with a good range of key partners. Families whose circumstances make them vulnerable receive high-quality support from those who are keen to do their very best to help them.

### It is not outstanding because:

- Not all families identified by the centre as having needs or circumstance that require additional support are using the centre and benefiting from their good services.
- Parental membership on the advisory board is low and there are few volunteers. As a result, opportunities for parents to be involved in the planning of services and contributing to decision-making to support the centre's priorities at a more formal level are restricted.

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

- Increase the participation of those families living in the most deprived areas to make sure that they benefit fully from the good services the centre offers.
- Increase the number of parents that are meaningfully involved in decision-making and supporting the centre's priorities and planning of services. For example, as members of the advisory board or acting as a volunteer.

### 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 two additional inspectors.

The inspectors held meetings with the children's centre leader, representatives from the local authority, staff, advisory board members, representatives of key partners and parents.

An inspector visited the 'Child Health Clinic'. They observed the centre's work, and looked at a range of relevant documentation including self-evaluation, case files, centre policies and activity plans. They observed the 'Creepy Crawlies' session and conducted a joint observation of the 'Baby Massage' group.

### Inspection team

Sue Pepper, Lead inspector	Additional inspector
Ken Fisher	Additional inspector

## Full report

### Information about the centre

Sure Start Children's Centre Hedon, in the East Riding of Yorkshire, is based in the centre of Hedon town. The single centre runs from a two-storey building shared with the children's safeguarding team. The centre became operational in 2007 and it offers health services, family support and adult learning.

The centre covers a widespread rural area which includes, Burton Pidsea, Bilton, Sproatley, Burstwick, Keyingham, Preston Paull and Thorngumbald. Transport links are poor; therefore services are delivered at a range of community outreach venues. The majority of families live in affluent areas, however, small pockets of families live in areas ranked as the 30% most deprived nationally and a few children live in workless households.

The centre has identified children living in the most deprived areas, teenage parents, children with additional needs, and children subject to a child protection plan as most in need of their support. The main issue that some families face is mothers suffering with postnatal depression and social isolation.

The vast majority of families are of White British heritage. There are approximately 940 children under the age of five years living in the centre's area. Children generally enter early years provision with skills typical for their age.

The local authority is responsible for the governance of the centre. The centre shares its advisory board with Withernsea Children's Centre.

## Inspection judgements

### Access to services by young children and families

**Good**

- Overall a large majority of children living in the area are using the centre's services. Resources are transported across the widespread rural area to break down barriers to access and encourage more families to participate in relevant services, including those who may be less likely to do so. Many services are delivered regularly from a range of community and school venues which families can more easily access.
- Many families with children that are subject to child protection plans, who are particularly vulnerable or who have additional needs also regularly use the centre's services. Centre staff have a real commitment to tackling parent's feelings of social isolation and to prevent low mood. However, not all families living in the most deprived areas are benefitting from this good level of support or using the centre's services.
- Ante-natal and post-natal appointments at the centre or the 'Child Health Clinic' are well used. Effective joint partnership working with health partners ensures almost all expectant parents are known to the centre and those that have postnatal depression or who need additional support are quickly identified. As a result, the vast majority of expectant and new parents use the centre services regularly.
- The vast majority of teenage parents are known to the centre. Support is tailored to meet their needs and also delivered in their own homes. Staff regularly review any changes to their circumstances to ensure that planned support continues to meet their needs and is consistently helping to improve their circumstances.
- Good partnerships work with schools and providers of childcare help the centre to share their parent friendly information on the activities that the centre runs from their base in the 'heart of the town'. Good knowledge of families with very young children results in most vulnerable two-year-olds accessing funded nursery places.

**The quality of practice and services****Good**

- The number of mothers choosing to breastfeed is low. However, plans to encourage mothers to continue to breastfeed once they have chosen to do so are beginning to show signs of success. Those who use the established 'Breastfeeding Café' say that the good support has enabled them to have a 'fantastic experience'.
- A good balance of services is provided; some are appointment only whilst other opportunities are open to all. Activities such as 'Creepy Crawlies' enable mothers to exchange child-rearing experiences and provide time for young babies to enjoy learning. The centre leader regularly observes the services running from the centre to make sure they are consistently of a high-quality and promote children's learning, safety and well-being.
- Parents describe the emotional and practical support provided by the family support workers as 'invaluable' and share examples of how the centre's services have improved the lives of their families. Consequently, parents demonstrate high levels of satisfaction.
- The centre environment is full of creative, eye catching displays that cover a range of topics, useful information and helpful tips, particularly on the importance of promoting children's early communication and language skills. At child height, there is a great deal for children to see, touch and explore. The well-equipped sensory room is described as 'the best in the area'. Consequently, parents are helped to understand the value of stimulating their young children's senses.
- Staff closely monitor the progress of individual children who regularly attend their services to ensure those who need additional help are well supported. The provision of low-cost homemade craft activities, along with plenty of ideas for parents to further accelerate children's learning at home, is extremely popular. As a result, a large majority of children achieve a good level of development at the end of the Early Years Foundation Stage and inequalities are reducing.
- Well-established family learning programmes help to develop better parenting skills. Consequently, parents learn different ways to manage children's behaviour and provide effective routines that have a positive impact on their own self-confidence and family relationships.
- The centre recognises that parents are the first educators of their children. As a result, they develop adult's skills through good collaboration with adult education providers. This has resulted in a wide range of courses that are well attended by parents. A few parents are keen to work as volunteers in the centre but volunteering opportunities are not effectively promoted.

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

- The centre leader demonstrates excellent leadership and management skills. The local authority fully recognises her effective and efficient monitoring of the centre's improving performance and the significant progress the centre has made since her appointment. The dynamic centre leader effectively shares good practice with others. The centre uses their high-quality resources particularly well, including those resources they have made, to meet the specific needs of young children and their families.
- The centre's self-evaluation process is accurate and data is analysed effectively to measure the difference the centre is making to reduce inequalities particularly for young children. Regular supervision of the staff team help to promote their continuous professional development and support their enthusiastic approach to their work. In addition, individual roles of responsibility aid the enhancing of specific skills and promote greater job satisfaction.
- The motivated staff team are extremely passionate about doing their very best to help support the lives of children and their families. The centre's environment has been dramatically transformed into a child and parent friendly place. For example, the yard has become a rich learning environment where children are able to access a wealth of different experiences outdoors.
- Well-established relationships with the local authority, joint working arrangements with health, the children's safeguarding team, schools and the private and voluntary sector are evident. A good collaborative and cohesive partnership approach is in place. As a result, families whose circumstances make them vulnerable receive high-quality support.

- The well-established joint advisory board is attended by a range of partners and led by an independent chairperson. Members have dedicated time prior to meetings to read the quarterly progress reports. They use this time effectively to formulate questions and to challenge the centre to continually improve.
- Parent representation on the centre's advisory board is limited. While a wider range of parent's views is sought from analysing evaluations following parents' attendance at the centre services, there is scope to engage more parents to be actively involved in meaningful decision-making.
- Safeguarding arrangements are robust and use of the Common Assessment Framework is well-established. Case files are maintained to a high standard and a range of policies and procedures underpin the centre's good work. Children subject to a child protection plan and those identified in need of early support are very well supported.

**What inspection judgements mean**

<b>Grade</b>	<b>Judgement</b>	<b>Description</b>
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 details**

<b>Unique reference number</b>	21445
<b>Local authority</b>	East Riding of Yorkshire
<b>Inspection number</b>	454015
<b>Managed by</b>	The local authority
<b>Approximate number of children under five in the reach area</b>	940
<b>Centre leader</b>	Gemma Russell
<b>Date of previous inspection</b>	Not previously inspected
<b>Telephone number</b>	01482 896300
<b>Email address</b>	hedon.cc@eastriding.gov.uk

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