

# Sure Start Children's Centre summary self-evaluation form for a centre or group of centres

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## Section A. Self-evaluation

### Introduction

This self-evaluation form is linked to the judgements that Ofsted will make at inspection. Its purpose is to:

- help you in your own self-evaluation
- be used as a basis for the inspection of your children's centre/s.

You do not need to complete this form if you have a different way of recording the self-evaluation for your children's centre/s. We will consider any evidence of self-evaluation that you wish us to consider.

Where a centre is part of a group of centres that share leadership and management and integrated services, and is recorded as such for inspection purposes on the Surestart-on database, you should consider only having one SEF for the group.

You should refer closely to the grade descriptors in the evaluation schedule when deciding on a grade; briefly listing your major reasons for deciding on this grade. You should include only the minimum amount of detail in support of your judgement; bullet points are quite acceptable. You do not need to include any detailed analysis or evidence.

Each question in this self-evaluation form starts by asking centres to grade aspects of their work on a four-point scale:

- Grade 1: outstanding
- Grade 2: good
- Grade 3: requires improvement
- Grade 4: inadequate.

<b>Access to services by young children and families</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Grade:		X		

Briefly list your main reasons for deciding on this grade for the centre or group of centres. Include the strengths of individual centres within a group and key areas for development.

Tiverton Children's Centres work with the local authority and partner agencies to identify children under 5 and their families within its reach area. New processes have recently been introduced alongside health that theoretically should ensure that the centres capture every new birth in the reach area. These processes and other methods are detailed in the centres Action Plan which describes the ways in which we aim to ensure that we register every child under 5. Children potentially eligible for future 2 year old funding are known to the centre and this data combined with our own local knowledge helps us to maintain an understanding of where we might need to explore gaps in membership and access to children's centre services by children before these new processes were introduced.

**In Tiverton Information and data are shared effectively between partners and demonstrate that most families with young children in the reach area are known, and that target groups are identified.**

- Tiverton Children's Centres work with the local authority and partner agencies to identify children under 5 and their families within its reach area. New processes have recently been introduced alongside health that theoretically should ensure that the centres capture every new birth in the reach area.
- These processes and other methods are detailed in the centres Action Plan which describes the ways in which we aim to ensure that we register every child under 5.
- The local authority figures indicate a total of 1587 children under 5 living in the Tiverton area. Devon's target registration is that we register 85% of that total. Currently Tiverton has registered 1303 children which is 82.1%.
- Our overall reach figures between 1/1/15-30/6/15 is 634 (48.6% of registration and 39.9% of population)

**In Tiverton a large majority of families from target groups within the area the centre serves are registered with the centre and have access to information, advice and guidance about early childhood services through the centre, its partners or its outreach work.**

- Refer to children centre Action plan.
- Yearly newsletter
- regular email updates sent to service users and partners.

**In Tiverton Consultation, referrals, outreach work, universal services, observations, assessments and discussions are used effectively to identify needs and match families to the services they need, including specialist services.**

- Children's centre attends 100% of the initial Child Protection meetings to which we are invited.
- We maintain a spreadsheet that records and monitors children currently receiving individual support which includes those involved in CP, CIN, Early Help and DAF.
- All family support practitioners have completed Action For Children's recording and assessment training, supporting clear and focussed recording in children's case files.
- Family Outcome Star is used for all new cases open to one to one work. This enables us (and our commissioners) to monitor and review outcomes achieved by families.
- Family support team are using DAF as part of a wider multi-agency initiative. Involving the family in a holistic, strength based and multi agency approach to understanding and prioritising needs. All family support practitioners are DAF trained and DAF2 forms are initiated where appropriate.
- Challenge is health team failing to provide DAF1 form.
- Fortnightly allocation meetings led by lead Practitioner, ensuring that needs are understood sufficiently to

- enable the most appropriate allocation of support worker.
- Assessment, analysis and action is recorded on Action for Children eAspire electronic recording system.
- All open case files are reviewed through regular case supervision and audited periodically by senior management.
- Plan that is developed with the family is reviewed and revised as appropriate and progress towards outcomes are recorded on the outcome star.
- All staff have received safeguarding training, and attended Domestic Violence training.
- All MASH (Multi Agency Safeguarding Hub) enquiries are logged onto our Family Support monitoring Spreadsheet.
- Clear process agreed with Action for Children for reporting such referrals (See blank CP1 & MASH referral forms)
- Lead Practitioner attends monthly health allocation meetings.
- Regular meetings with senior Midwifery, children centre staff and Health colleagues to embed greater partnership working and effective signposting to post-natal children centre activities. This supports the level of understanding of all agencies capacity.
- Health staff invited to appropriate training we deliver or commission.

**In Tiverton there are effective systems for monitoring access to services, attendance and participation. These systems identify any targeted families that fail to participate regularly.**

- The children centre team monitors access to services using Estart, looking at overall reach as well as reach by target groups and in target areas. reports are produced after all target delivery and the data is discussed at local delivery group and cluster advisory board. This enables partners and the children centre to maintain an awareness of the families not accessing services.

**In Tiverton 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.**

Tiverton Children's centre service plan provided by the local authority has identified key priority areas that the centres are required to focus on. Quarterly reports show numbers of children and families identified as being in 'Greatest Need' that are being reached by the centres. This data is broken down to vulnerable characteristics and indicates our reach to families having from 1 to 4 recognised vulnerable characteristics. (see separate reports on reach to families in greatest need and families for whom there has been a MASH enquiry who are known to the centres)

Working alongside our Cluster advisory board, Local Delivery Group, Family Voice and partner agencies we have identified the following groups as priority targets based on Local knowledge, and needs of the local community and interrogating evidence and data to support this.

**Our Local priority groups are**

- **Family mental health, including PND, Emotional Well-being of children who have experienced trauma, improved attachment.**
- **Children exposed to the impact of domestic abuse.**
- **Children with additional needs.**

**Family Mental Health**

- Antenatal programme offered to all parents, priority give to most vulnerable families (Families identified and referred by Midwifery & health)
- 1 to 1 antenatal support offered.
- family practitioners offer 1 to 1 support for mothers suffering from PND
- Promotion of early attachment through Here's looking at you bump and baby, baby Bistro, baby Club, baby massage, signing & yoga.
- All staff are THRIVE trained and this underpins all service delivery in groups and crèches.

- Strong links with Silverlea (Mental health and recovery team)

#### **Children exposed to the impact of domestic abuse**

- Pattern changing course delivered at centre (creche provided by CC. Starting points used and all staff Thrive trained. Child development team will feed back to CC worker delivering Pattern Changing re impact on child)
- All staff trained in appropriate level of DV awareness and impact.
- Good links with SPLITZ (Devon's chosen provider of DA services)
- Family practitioners offer 1 to 1 support
- All staff are THRIVE trained
- See Domestic Abuse Analysis and Impact Action plan
- Monthly reports to the Community Safety partnership local action group
- Awareness campaign set up for November 2015
- Specialist DV social worker employed by CYPS for Exeter, Mid, East and Mid Devon
- Signage and information readily available in Centres and outreach settings.

#### **Children with additional needs**

- Strong partnership links with Honeylands
- New monthly drop in session for Mid Devon Cluster starting in September 2015
- Weekly drop in at Two Moors Primary school starting September 2015
- Partnership working with health and EY settings to identify these children
- 1 to 1 family support offered.
- All group delivery is inclusive
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#### **In Tiverton Outreach work is effective in supporting families in target groups and helping them to access and sustain their involvement with services so that the large majority of families in those groups continue to remain engaged until their needs are met effectively.**

- Delivery of services in local settings and Primary schools has supported engagement of vulnerable families that otherwise are unknown to the children's centre. These include Solihull parenting and Bookstart Corner.
- Events held in our local super output area Lowman.
- Partnership delivery of outreach services, including Library and toddler groups.

#### **Most children of families from targeted groups take up the free entitlement to early education through the centre's own provision or through the centre helping families to find high-quality provision elsewhere.**

- See DCC Early years take-up audit.
- The children's centres involvement in supporting families to access this funding has improved relationships with settings.
- Positive relationships with settings improving information sharing.
- Designated children centre worker as main link between settings and centre.
- We target children eligible for 2 year old funding for Bookstart Corner resources. Information shared by DCC allows us to check if the children are registered with the centre.
- Foundation Stage profile for schools within the Tiverton learning community informs us that the average FSP is above the National average but below the Devon average at 65.1% (autumn 2014). This has increased from 2013 by 0.9%. The gap between children achieving a good level of development who are in receipt of free school meals is 12.2% significantly lower than the Devon and national averages, and a 10.1% increase from 2013.

#### **8) Assessment at age two, where available to the centre, identifies which children are most in need of**

**early intervention and the centre works with families and other agencies to enable most children identified through this process to access the help they need.**

- The centre is not directly involved in 2 year assessments
- Health visitors share findings from developmental checks (including schedule of growing skills) as part of collaborative support of some families.
- Joint working with health team to deliver Let's talk More.
- Thrive assessments undertaken by designated children centre worker.

<b>The quality and impact of practice and services</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Grade:		X		

Briefly list your main reasons for deciding on this grade for the centre or group of centres. Include the strengths of individual centres within a group and key areas for development.

**1) In Tiverton planning, observation, assessment of progress and tracking are effective and demonstrate a clear focus on improving outcomes and reducing inequalities for a majority of young children and targeted families.**

- Planning sheets indicate the purpose of each service
- Observations and assessments are used to inform planning.
- Learning journeys used in all targeted work.
- Starting points used in all targeted groups.
- All sessions are delivered incorporating and demonstrating an understanding of the EYFS.
- All staff trained in EYFS
- All groups promote children's PSED
- Appropriate balance of universal and targeted services successfully engages an large majority of children and families in the Tiverton area, making a good contribution to their personal development and well-being. (See Estart data)

**2) In Tiverton tracking shows that a large majority of children from target groups have made good progress from their individual 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.**

- Individual Action Plans are shared with parents and referrers. Reviewed and updated either through DAF/Tac (Team around the child) or child protection/child in need review process.
- Where progress is made, parents and professionals will review plan and agree moving forward with any new action points.
- At point of closure, appropriate ending is undertaken with the family and families are signposted to other agencies where appropriate and made aware of services available to them.
- We recognise with families that their individual work with us has been part of an on-going journey, which we will continue to follow as part of our commitment to them.

We are confident that parents and partner agencies value the services the children centre delivers. We have a highly skilled, motivated and committed team of practitioners and volunteers. We are aware that we need to develop more effective and robust processes for tracking progress and for systematically seeking feedback and evidencing how this supports planning. We also plan to include references to the child's progress in relation to EYFS in case files.

**3) In Tiverton a large majority of targeted families in the area identified as needing to develop and extend their parenting skills complete appropriate courses and tracking shows the positive impact of the course on family life.**

- Solihull Parenting Programme (tracking and evaluation with parents according to programme schedule and crèche learning journeys). Follow up session with parents and children to monitor progress.
- Pattern Changing (tracking and evaluation with parents according to programme schedule and crèche learning journeys)
- Here's Looking at you Baby/Little One delivered as part of the child's journey with the centre service. (tracking and evaluation according to the programme schedule)

**4) In Tiverton almost all adults supported by the centre develop a good understanding of their responsibilities for their children's well-being and how to ensure the safety of their families. Data show that targeted intervention, prevention and early help provided through the centre or partner agencies have a significant and positive impact on children.**

- Evidenced and Monitored through E start
- Evidenced through Annual DCC profile data.
- Evidenced through e Aspire data
- Evidenced through Outcome Star data
- Evidenced through Centre Report cards
- Evidenced through PHT Data

**5) The centre provides access to high-quality services for most adults identified as needing help to acquire the learning, training, qualifications and advice necessary to improve their economic stability and chances of employment. A large majority of adults who access courses complete them and tracking shows that targeted adults improve their literacy, numeracy and/or language skills and/or the qualifications or skills needed to improve their chances of employment.**

- Learn Devon deliver a weekly adult learning session (Term time) to enable adults to gain relevant literacy and numeracy skills leading to a recognised qualification. Evidenced through LDG minutes, E start data, Learn Devon Tracking.
- Children Centre has Close links with Petroc. Family education programmes and Lone parent programmes delivered by Petroc.
- Adult learning opportunities are provided through the volunteer strategy.

**6) Almost all of the centre's health-specific targets are met as a result of services provided directly by the centre, or by services provided by partner agencies.**

- Improved liaison with Midwifery and Health Visitors antenatally will support early engagement with more vulnerable expectant families.
- Targeted interventions using learning from HLAY Bump/baby to promote attachment.
- Partners and staff will support priority group parents to engage.
- Baby massage, yoga and signing offered to all new parents.
- Evidenced through E Start data, course report cards.

**7) The centre provides effective support, advice and training which is improving the quality of linked early years provision in the local area.**

- All staff are trained in Safeguarding as part of their mandatory training with Action for Children.
- Practitioners undertake Multiagency level 3 training delivered by DCC safeguarding board.
- All staff are THRIVE trained
- All family support practitioners and Child Development Leader are trained to deliver Solihull parenting

programme.

- Managers (Lead Practitioner, Centre Lead and Children's service manager) undertake DCC level 4 safeguarding training and Action for Children Safeguarding for managers programme.
- All staff undertake level 1 in domestic violence awareness
- All front line staff undertake level 2 understanding the impact of children of domestic abuse.
- Safeguarding for managers training also covers safer recruitment.
- All staff undertaking home visits are aware of Action for children Lone working policy.
- Designated member of staff supports all EY settings and primary schools.
- Evidenced through training records, team meeting minutes, supervision, and APR's.

**8) Effective cooperation and data/information sharing between professionals ensures assessment is robust. As a result, a large majority of families in target groups receive the help they need, including from more specialist services, in a timely manner.**

- Children Centre attends 100% of all CP Meetings
- Lead Practitioner attends Health Team allocations monthly.
- Fortnightly allocation meetings held by Lead practitioner and Family support practitioners.
- Robust referral system in place.
- Monthly Practitioner meetings (Evidenced through minutes)

**9) Assessments of need, case files and records are maintained to a high standard, are up-to-date and reflect the targeted families' views and wishes and the involvement of other professionals.**

- All case files are accessible to parents upon written consent.
- Assessments, plans and reviews agreed and signed by parents.
- Regular audits of case files ensures that the quality of recording is consistent with organisational expectations.
- Recordings are child focussed and outcome focussed, including reference to the action for Children Outcomes Framework.
- data is extracted from electronic recording system for reporting to Advisory board and commissioners on various aspects of case work and to assist in management oversight of the work being undertaken.
- Case files are audited by the management team
- Safeguarding audits are completed and submitted to Action for Children (Part of the centres Performance management reporting)
- Audits provide an opportunity for quality assurance through objective scrutiny, identifying areas of good practice as well as .
- Monitoring of DAF's as well as use of the Outcomes Star feed back data to Devon County Council.

**10) The centre is a hub for the community and a majority of parents from target groups actively contribute to the development of activities. They also volunteer in the centre and local community, establish their own informal networks of support and contribute new ideas. Achievements are regularly celebrated and individuals are encouraged to build on these in order to improve their life chances.**

- Children's centre cluster implementing a new **Family Voice** strategy in consultation with the current Parent's Voice
- Family voice will address the changing work of the centres and have a clearer understanding of how the children's centres work.
- Family voice will support the centres achieve their goals.
- The new strategy includes recruiting four family champions who will be empowered to be knowledgeable on the centre services, service plan and data.
- They will attend the Advisory board and Local delivery groups.
- Family voice will be part of the second phase of the strategy to hold two major consultation exercises which will be analysed and used to support service planning.
- Family voice will feed findings back to parents.
- Volunteer co-ordinator works across the Mid Devon Cluster to recruit, induct and provide ongoing support and supervision.

- Volunteer strategy in place.
- 'Rainbow Journey' in place to support volunteers to identify their needs and learning requirements.

<b>The effectiveness of leadership, governance and management</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Grade:		X		

Briefly list your main reasons for deciding on this grade for the centre or group of centres. Include the strengths of individual centres within a group and key areas for development.

We have rated this area as Good. We have strong management systems in place, both locally, and within the wider organisations (Action for Children and Devon County Council).

**1) The local authority, any other relevant agencies and the centre agree and implement appropriate, precise and challenging outcome and performance measures, based on a secure and accurate analysis of the needs of targeted families in the centre's area, and have ambitious aspirations for them. A very large majority of performance measures are met and lead to sustained and demonstrable improvements for families, especially those in target groups.**

- Mid Devon Children's Centres have a Cluster Advisory Board which meets quarterly in line with reporting requirements.
- Tiverton Cluster has a Local delivery group which meets quarterly to review service plan and evaluate multi-agency progress against the plan.
- Family Voice meets quarterly
- Impact meeting monthly (Cluster managers)

Evidenced through AB Cluster minutes, LDG Minutes, family Voice minutes, Quarterly reports to DCC, Impact meeting minutes.

Link Service Plan

**2) Governance arrangements are well-embedded, provide effective challenge and are demonstrably driving the centre's continuous improvement.**

Evidenced through AB Cluster minutes, LDG Minutes, family Voice minutes, Quarterly reports to DCC, Impact meeting minutes.

Link Term of reference and Action plans

**3) There are effective service level agreements and other protocols in place at strategic and local levels to enable good cooperation and information sharing between the centre and its partners. Leaders monitor cross-agency partnerships to make sure there are no barriers to information sharing or access to the services families need, and this contributes to good or strongly improving outcomes for those families most in need.**

See links to SLA etc..

**4) The culture of safeguarding is embedded and robust policies, procedures and practices are in place and ensure that safeguarding and the welfare of children remain at the forefront of the centre's purpose. The centre works collaboratively with partners to reduce the risk of harm to children successfully.**

- Action for Children has robust systems in place to ensure a high level of implementation of a safe culture for



children and their families. The culture of safeguarding is embedded and robust policies, procedures and practice are in place and ensure that safeguarding and the welfare of children remain at the forefront of the Centres' purpose. All members of staff and volunteers attend mandatory training in safeguarding, and most attend training at a higher level. Reporting structures ensure that case work is appropriately and safely scrutinised, staff supervision is undertaken to an agreed framework which includes regular observation of practice, File Audits and Safeguarding Audits and that all services are monitored for effective risk assessment and hazard management.

- Organisational and Local Authority systems are well understood and used effectively by members of staff, for example MASH referral and identification of other concerns. Liaison with colleagues in CYPS and Action for Children, as well as safeguarding leads in partner organisations is strong, and helps to ensure that the safety of all children is at the forefront of thinking and decision making.

[Link to Supervision template, APR Template, Quarterly health-check](#)

**5) Parents and children are consulted about their needs and any changes 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's services. They report a consistently high level of satisfaction with the quality and the ability of services to meet their needs and improve outcomes for them.**

[Link consultations.](#)

[Link to Family Voice Strategy](#)

**6) There are effective arrangements for evaluation and improvement of services and activities including those delivered by partners. Parents, children and practitioners all contribute to an evaluation of the centre and the outcomes of evaluation are used systematically and in a timely way to shape service developments and improvement.**

[Link to Family Voice Strategy.](#)

[Link to action plans](#)

[Link to consultations](#)

**7) Data and management information, including that from consultations, concerns and complaints, are used well to deliver continuous improvement and sustain high-quality provision that is sensitive to the diverse needs of the local community.**

[Link to AFC policies](#)

**8) Performance management and professional supervision are well established and consistently applied across all aspects of the centre. Poor and mediocre performance is swiftly identified and tackled and further training and professional development opportunities identified and secured.**

[Link to AFC policies.](#)

**9) Financial resources available to the centre are well deployed through effective partnership working, integrated service delivery and innovative practice. Resources are used effectively and efficiently to allow the centre to meet its targets and improve outcomes for those in most need.**

Finance resources are well deployed. Budgets are agreed by Action for Children and DCC, and scrutinised regularly throughout the year by both organisations as well as the Cluster Advisory Board to ensure compliance with forecast and to monitor any variance. The Advisory Board contributes to the setting of the budget, and plays a key part in the decision making process in responding to any changes in budget allocation.

<b>Overall effectiveness</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Grade:		X		

Briefly list your main reasons for deciding on this grade for the centre or group of centres. Include the strengths of individual centres within a group and key areas for development.

**1) The centre's practice enables most targeted children and their families to access good-quality services that improve children's wellbeing and achieve the centre's stated outcomes.**

**2) Other key aspects of the centre's work are likely to be at least good.**

**Access to services**

The Centres receive a high number of referrals from partner organisations for support for vulnerable children and their families, and has consistently achieved targets for DAF initiation and allocation of 2 year funded places. This is linked with a higher than average referral rate from Early Years providers, something that it has been hard to embed throughout Devon.

The Centres enable many targeted children and their families to access services; we are aware that there are still vulnerable children and families that are not yet engaged in Children's Centre services, and are able to demonstrate increasing trends as well as plans for further improvement in their access to services. (see data report June 2014)

**Quality and impact**

The Centres have developed strong and effective partnerships with a range of providers. This is enabling us, together with more focussed analysis of data and local knowledge, to understand the needs of the more vulnerable families in our area, and to adapt our services to become more appropriate and accessible to them. Our involvement in the Targeted Family Support programme (now Early help) is recognised as committed and effective.

Our commissioners and Advisory Board recognise the progress that has been made, and are supportive of the plans for continuation being implemented by the Children's Centres' team, while maintaining high expectations of achieving agreed targets and outcomes.

Safeguarding practice and the quality of family support interventions are strengths of our Centre Services, as evidenced with the Outcomes Stars, Case studies and case file audits. The principles of 'Working Together' are carried out in practice by the team and partner providers, with members of staff keeping the child at the centre whatever the engagement with the child and family.

Staff are well qualified for their roles and supported in ongoing learning and development. There is a good understanding of child development and of the Early Years Framework; this is promoted to parents, as are strategies to support them to develop their home learning environment in order to effect sustainable benefits for their child. Team members recognise the particular skills of colleagues in the team and are confident in seeking and receiving support from each other. Our advisory Teacher observes and provides feedback to groups and staff on areas for attention and development and then reviews regularly progress and supports with plans of action (Teacher reports). The Children's Centres feel confident that we can evidence our strength in our knowledge of the local area and being able to identify those children and families from different target groups. Having this strength in knowledge ensures the Children's Centre can co-ordinate and deliver services in the right areas to best meet the needs of the children who live there.

The Children's Centre is very fortunate to show strength in the Parent Forum group Parent's Voice, a large amount of this effectiveness in their role is down to their own enthusiasm, hard work and passion. As a Centre

we recognise and acknowledge this with support. This effective parent forum is enabling us to increase reach, obtain feedback from service users, enable services to be delivered and be part of the decision making process to ensure it is user specific.

Feedback from families is positive. We are developing more effective questionnaires in order to stimulate more reflection on the part of parents and children, and to give us more useful feedback on their experience.

Services are of good quality and enjoyed by children and parents. Outcomes Stars and case studies show that children and families are able to demonstrate positive outcomes as a result of individual and targeted interventions. We are developing processes to both enable parents to have a stronger understanding of their child's development and how our services support this, and to track children's development and the impact of services over time.

Data shows many areas of improvement, such as the local Early Years Foundation Stage profile. Some data does not yet show a consistent picture, such as the data for obesity and overweight at school entry. We hope that continued focus on healthy lifestyles, such as through services, and local promotional events (Be Healthy Month and AcTiv) will generate a more consistent reduction in both criteria.

### **Leadership, governance and management**

Leadership and management structures are good, and well supported by Action for Children as well as partner providers and the community through the Advisory Board and Local Operational Group. The core membership of these groups is consistent and understands very well the needs of the area. Members are confident in raising issues of concern within the community, and in constructively challenging the Centres where appropriate.

Team members commit to monthly team meetings as well as individual supervision. Team meetings provide opportunities to share learning, to analyse and learn from adverse or unusual situations, to celebrate success, to understand progress or lack of it, and to develop strategies to stimulate or maintain improvement.

### **Summary**

The Centres are able to evidence areas of good and effective practice. We are mindful of the need for continuous improvement, and maintain a focus on the areas we have identified in order to continue to deliver Good or Outstanding Children's Centre services.

The main areas for development are:

- Clear and agreed processes for sharing information with key partners about the most vulnerable children and their families.
- Demonstration of engagement with the most vulnerable children and families.
- Improved and consistent processes for identifying and tracking the difference made for children and families as a result of engagement with Children's Centre services.

## Section B. Factual information about your children's centre/s

This section to include:

### Information about the area/locality (centre or group of centres to be inspected)

Include information on the name and number of centres in the group or locality; if appropriate, list separately the numbers of children under five years living in each of the centre's reach areas.

State the level of the offer made by each of the centre/s.

Wilcombe Children's Centre (Tiverton 1) is a phase 2 Centre, designated in 2007. Two Moors Children's Centre (Tiverton 2) is Phase 3 and was designated in 2009. Currently our combined 0-5 population is 1587, there are 1335 children registered at 80.3%

Tiverton is a town in the County of Devon. Tiverton is the major town in Mid Devon; it is also the administrative centre for the Mid Devon district, with a population of around 18,000. There is a large library based within the Council buildings that has regular and extensive opening hours. There is also a leisure centre, swimming pool, large secondary school and a college of further education. There is also a large public school in Tiverton. Tiverton is a market town with a relatively large town centre, a number of churches and its own museum. There are bus links to most places and a train station on the outskirts of the town.

**Local context: Tiverton has a reach of 1587 children 0 -5.** Wilcombe (Tiverton 1) is a phase two centre, Two Moors (Tiverton 2) is a phase three centre incorporating our Lower super output area of most deprived within the Lowman area.. Both centres have now been combined into one Tiverton Centre.

Wilcombe Children's Centre covers the Wilcombe, Westexe and Walronds, Palmerston Park, Cotteylands estates. We are affiliated to the Tiverton Learning Community and the primary schools in this area: Heathcoat Primary School, St John's Primary School, Tidcombe Primary School and Wilcombe Primary School. There is also a public school, Blundells with a preparatory school and pre-prep facility. Dialogue is starting with the Learning Community about the level of Children's Centre involvement with the Learning Community as it develops a Cooperative Learning Trust.

There is one full day care nursery, integrated child care provider, Park Hill based at Wilcombe. There are three foundation units covering the EYFS for children aged 3 up to the end of their reception year, these are located at Wilcombe Primary School, Tidcombe Primary School and St John's Primary School. There is a separate nursery unit at Heathcoat Primary School.

As well as this the Tiverton One area is linked to two small villages Halberton (Population roughly 1000) and Bickleigh (Population roughly 250). These are small villages with their own primary schools. Each primary school has a pre-school on site also. Within Bickleigh there is one toddler group delivered in partnership between the pre-school and the Children's Centre. Both of these villages are small with few amenities, but bus links are very

good through both into Tiverton. Work is also done in the Chevithorne area in partnership with the Nursery there, Wooden House Nursery School.

Two Moors Children's Centre covers the Moorhayes and Cowleymoore estates and most of the town centre. There are three primary schools in this area. They are: Castle Primary School, Bolham Primary School and Two Moors Primary School. There are three full day care nurseries. These are Woodside Nursery and Sandcastles. There are separate nursery units at Two Moors Primary School and Sandcastles (on the grounds of Castle Primary School). There is also an independent pre-school: Little Stars, at Tiverton Methodist Church.

As well as this, the Tiverton Two area is linked to two small villages Bampton (Population roughly 1500) and Rackenford (Population roughly 400). These are small villages with their own primary schools. Bampton Primary School has a foundation unit covering the EYFS for children aged 3 up to the end of their reception year. An independent full day care nursery is run in Rackenford: Little Angels. There is one toddler group run in Bampton and one in the Rackenford area. Rackenford is a very small village with few amenities, there are no bus links and the area is very rural. Bampton is a larger area with a small library, its own doctors' surgery and shops and amenities within it.

## Governance, leadership and management arrangements

Please outline the governance arrangements – standalone, group or merger (include whether advisory boards are separate or shared).

Please outline the leadership and management arrangements (for example a group or locality manager or leader).

Please outline whether the centre/s is/are managed on behalf of the local authority by a school or other third party organisation.

Wilcombe Children's Centre (Tiverton 1) was a phase 2 Centre, designated in 2007. Two Moors Children's Centre (Tiverton 2) was Phase 3 and was designated in 2009. Currently our combined 0-5 population is 1587, there are 1335 children registered at 80.3%

Tiverton is a town in the County of Devon. Tiverton is the major town in Mid Devon; it is also the administrative centre for the Mid Devon district, with a population of around 18,000. There is a large library based within the Council buildings that has regular and extensive opening hours. There is also a leisure centre, swimming pool, large secondary school and a college of further education. There is also a large public school in Tiverton. Tiverton is a market town with a relatively large town centre, a number of churches and its own museum. There are bus links to most places and a train station on the outskirts of the town.

**Local context: Tiverton has a reach of 1587 children 0 -5.** Wilcombe (Tiverton 1) is a phase two centre Two Moors (Tiverton 2) is a phase three centre Both centres have now been combined into one Tiverton Centre.

Wilcombe Children's Centre covers the Wilcombe, Westexe and Walronds, Palmerston Park, Cotteylands estates. We are affiliated to the Tiverton Learning Community and the primary schools in this area: Heathcoat Primary School, St John's Primary School, Tidcombe Primary School and Wilcombe Primary School. There is also a public school, Blundells with a preparatory school and pre-prep facility. Dialogue is starting with the Learning Community about the level of Children's Centre involvement with the Learning Community as it develops a Cooperative Learning Trust.

There is one full day care nursery, integrated child care provider, Park Hill based at Wilcombe. There are three foundation units covering the EYFS for children aged 3 up to the end of their reception year, these are located at Wilcombe Primary School, Tidcombe Primary School and St John's Primary School. There is a separate nursery unit at Heathcoat Primary School.

As well as this the Tiverton One area is linked to two small villages Halberton (Population roughly 1000) and Bickleigh (Population roughly 250). These are small villages with their own primary schools. Each primary school has a pre-school on site also. An independent toddler group is run in Halberton, as well as a group delivered in partnership between the pre-school and the Children's Centre. Within Bickleigh there is one toddler group delivered in partnership between the pre-school and the Children's Centre. Both of these villages are small with few amenities, but bus links are very good through both into Tiverton. Work is also done in the Chevithorne area in partnership with the Nursery there, Wooden House Nursery School.

Two Moors Children's Centre covers the Moorhayes and Cowleymoor estates and most of the town centre. There are three primary schools in this area. They are: Castle Primary School, Bolham Primary School and Two Moors Primary School. There are three full day care nurseries. These are Kingfishers Nursery, Woodside Nursery and Sandcastles. There are separate nursery units at Two Moors Primary School and Sandcastles (on the grounds of Castle Primary School). There is also an independent pre-school: Little Stars, at Tiverton Methodist Church.

As well as this, the Tiverton Two area is linked to two small villages Bampton (Population roughly 1500) and Rackenford (Population roughly 400). These are small villages with their own primary schools. Bampton Primary School has a foundation unit covering the EYFS for children aged 3 up to the end of their reception year. An independent full day care nursery is run in Rackenford: Little Angels. There is one toddler group run in Bampton and one in the Rackenford area. Rackenford is a very small village with few amenities, there are no bus links and the area is very rural. Bampton is a larger area with a small library, its own doctors' surgery and shops and amenities within it.

## Context

Include a description of the geographical area served by the centre/s or area/locality; levels of deprivation; ethnicity of the area.

**Levels of deprivation in the Tiverton area:** There is 1 Lower Super Output (Lowman) area in the reach area of Children's Centres in the 20% with highest levels of deprivation, Numbers of teenage parents are above

average and comparable with the Devon (Profile data: rankings). Numbers of children with a Child Protection Plan or recognised as a Child in Need are higher than the Devon average. The Centre has a high target for implementation of DAFs, and reached this target last year. Current initiation rates are also higher than average. A large number of children are eligible for 2 year funded childcare and education, and uptake has been good. Uptake of 3-4 year funding is slightly lower than the Devon average. Although the Foundation stage profiles and % gaps are still lower than Devon or national averages, both are demonstrating improvement over the last few years. Child obesity and overweight at school entry both appear to be reducing, although levels of obesity are still similar to the Devon average. Uptake of the childcare element of the Working Families Tax Credit is low. The Centres are working with others to promote this, and linking this with promotion of the uptake of Free School meals when the children start school. Reported Domestic Abuse incidents where a child is present are higher than average in Tiverton 2, and average in Tiverton 1. Links with SAFE, the Community Safety Partnership and others are helping to develop a more consistent approach to supporting victims of domestic abuse.

**Cultural diversity:** Many families have lived in the Tiverton area for generations, so some families have a high level of family support. However, recent building, increases in small industry and the proximity to the Motorway have brought more families into the area. There are few Gypsy and Roma travellers moving in and out of the area, although we do have members of traveller families in local social housing. Liaison with the Travellers Support teams within DCC and the NHS help us to offer appropriate support as needed. Mid Devon has recently experienced a high volume of families moving to the area from Eastern Europe, principally from Poland and Latvia. We have links with teams within DCC Adult and Community Learning and an interpretation company, Multilingua, to help us to support their needs. The Polish School has met at Two Moors Children's Centre for several years. In the Tiverton Learning Community (covering the 2 Children's Centres), 7.21% of children starting school in 2012 were non-white, although a significantly smaller proportion (1%) did not have English as their first language.

**Housing:** Mid Devon District Council is the main Social Housing landlord. The Children's Centre team has good links with MDDC Housing officers at both practitioner and managerial levels. There is also a Christian Housing Charity (CHAT), supporting young people, including a mother and baby unit. Again, practitioners in each organisation have good working relationships. There has been considerable housing development over the last few years in the Tiverton area. A significant proportion of the privately owned new-built properties are now let by private landlords. This is particularly evident at the new Moorhayes estate, close to Two Moors Children's Centre. A proposal has been submitted for further significant development to the east of the town, which will have an impact on school, health and other infrastructure, as well as Children's Centre capacity

**Employment:** There are a number of larger employers in the Tiverton area: Included in the public sector, NHS (Tiverton Hospital, community health services), DCC and MDDC (schools, social care, other local authority services), and included in the private sector: Heathcoats fabric factory, Two Sisters poultry processing plant. In 2011, the unemployment rate in Tiverton was slightly lower than the Devon average, although rates for overall unemployment, long-term unemployment and youth unemployment have continued to rise over recent years. (<http://www.devon.gov.uk/index/councildemocracy/neighbourhoodsvillages/devontownprofiles.htm>) The Tiverton Children's Centres appear to have about the Devon average number of children living in a household where no-one is working.

**Partnership work:** We have very close links with Health service providers, especially Midwives and Health Visitors. We liaise with Midwives about universal provision of ante-natal classes, as well as where a need for targeted support is identified in the ante-natal period. Health Visitors are key partners, and refer a high proportion of our individual support work. We deliver some services in partnership, including provision for parents with young babies. We will be co-facilitating a parenting course with them at Bampton School in the spring term 2014. SPLITZ (Domestic abuse support) regularly meet clients in the Children's Centres, where victims report that they feel comfortable and un-stigmatised. The Targeted Family Support programme has been working in Tiverton for a year, and has good support from a wide spectrum of agencies, including the Children's Centre. Practitioners are recognising the effectiveness of the new approach in their work with families.

Integrated working is a key feature of our operation and parents appear to value this multi-agency approach (See *timetable of activities*)

## The needs of children and their families

Describe the significant target groups identified by the centre/s as in most need of support, such as workless households; teenage mothers.

DCC provides the Children's Centres with the E-Start data base to record details of service users, and map this against other local data and knowledge. The database enables the Centres to identify numbers of children and parents registering with the Centres and accessing services. Categories include: ethnicity, teen parent, gender of parent, disability of child or parent, lone parent.

DCC data suggests that in Tiverton, there may be up to 60 teen parents (data is not absolutely reliable) (5.48% of children with a teen parent in Tiverton 1; 6.67% children with a teen parent in Tiverton 2), 14 of whom are registered with the Children's Centre. This shows that there may be a high number of teenage parents not yet known to the Children's Centres. The Centres are currently working with colleagues in Health Visiting, Youth and education services to identify teen parents with each other, and to ensure that teen parents in Tiverton are receiving appropriate support. CHAT (housing charity) has identified more young parents recently than other agencies.

There is a high number of children in Tiverton with additional needs or a recognised disability. Until summer 2013, we were running a Step-by-Step group at Two Moors Children's Centre in partnership with Portage. However, they were unable to maintain this provision, so we are working with our Health Visitor and education colleagues as well as parents to consider the most appropriate supports for these families in the future. Liaison with parent support groups such as Family Voice also help us to ensure that the services we deliver are suited to the needs of the service user group.

We have a small number of parents with a disability or other long-term medical condition. Liaison with them as well as partner agencies is consistently part of our work with these families.

Worklessness is a key focus of the work of the Early Help Programme; we are also aware of worklessness as a feature in eligibility for 2 year funding. Links with the Families Action programme as well as Job Centre Plus, and Learn Devon help us to offer appropriate supports to families in seeking work experience (possibly through volunteering) or training to improve their readiness for work.

## Any other relevant information

Please provide information of any particular features of the centre/s or area/locality. Note any significant changes since any previous inspection, such as changes to group/cluster arrangements/mergers, etc.

Tiverton Children's Centres have been managed by Action for Children since April 2012. The Centres were commissioned as part of a Group or Cluster with the other Mid Devon Children's Centres in Culm Valley and Crediton.

Previously, there was a Centre Lead for each of the Tiverton Children's Centres, and a Service Manager overseeing the two of them. The tender was awarded on the understanding that there would be 1 Centre Lead for the 2 Tiverton Centres, and a Lead Practitioner for the Cluster as well as the Cluster Manager (Children's Services Manager) and a Finance and Admin Lead for the Cluster.

The Children's Services Manager came into post in September 2012 and following retirement has been replaced



by a new Manager in May 2014. In December 2012, the current Centre Lead was confirmed in post as Centre Lead for the two Tiverton Children's Centres. In January 2013, the Finance and Administration Lead was confirmed in post (both of these through internal recruitment). In March 2013, the Lead Practitioner commenced in post following a national recruitment campaign.

All other members of staff were employed by Barnardo's prior to transfer; all have decided to transfer to Action for Children terms and conditions. This process was completed by the end of March 2013.

#### Current Staff Structure

- Cluster Children's Service manger
- Centre Lead
- Cluster Lead Practitioner
- Cluster Volunteer Co-Ordinator
- 4 Family Support Practitioners (3x 37hr 1x 22hr)
- 1 Child Development Leader (30hr)
- 2 Child Development Practitioners (1x30hr 1x 34hr)
- 3 Casual wokrs
- 1 BSO2 Admin (35 hr)
- 1 cluster BSO4 Admin Manager

25 volunteers