

Totnes (TCC) Sure Start Children's Centre - summary self-evaluation form for a single Centre, part of a group.

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.

Access to services by young children and families	1	2	3	4
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. (Boxes will expand.)

Totnes children's' centre (TCC) works closely with partner organisations to seek to meet the needs of the under-fives population and their families.

Profile of Key partnership services;

	Totnes	
Reach (total <5s in area) as July 2015	858	
Secondary School	1	KEVICC
Primary Schools	10	St Johns , Grove, Landscope, Berry, Stoke Gabriel, Harbertonford, Dartington, Broadhempston, Diptford, Marldon
Special Schools	1	Bidwell Brook
Independent Schools	2	St Christophers, Park School,
Early Years Settings	11	Rainbow, Daisy, Humpty Dumpty , Marldon, Stoke Gabriel, Broadhempston, Compton, Park, St Christopher's , Steiner, Diptford
Parent Toddler groups	6	Pippins Dartington school , Harbertonford, Methodist, Stoke Gabriel, St Christopher's, Humpty Dumpty
Child minders	9	
GP Surgeries	2	Leatside, Catherine house

TCC works in partnership with other services in order to identify children under 5 and their families in the area. The Centre provides a multi-agency service, meeting family's needs through its effective partnership with the following:

- Midwifery: - antenatal clinic and classes held at the centre, referrals received from the midwifery service. Registration forms given to parents.
- Health Visiting: - Weekly Baby and Toddler Clinics at the centre, developmental checks, SOGS appointments, weaning information sessions, monthly family liaison meetings with the Centre Lead, referrals for family support. DAF registration forms given to CC following first postnatal visit to enable direct registration.
- GP: - provides health care appointments from two surgeries in the main town.
- Citizens Advice Bureau:- signposting to the service and feedback from parents.
- Learn Devon: - ongoing rolling programme providing progression routes for parents and opportunities to support literacy and numeracy needs
- Domestic Violence and Abuse Services / SPLITZ / Bridge : - Pattern Changing course held at Totnes Centre in 2014 – 14 women were accepted on to the course and 10 of these fully completed) – a further course planned for end 2015 / early 2016 , attendance

will be identified through clear referral criteria, however many parents are already identified as indicating a need.(see Folder SEF2 section 10)

- Children and Young Peoples Services: - children's centre invited to 100% of initial child protection case conferences; (i.e. 9 meetings attended April 14-march 15) all CIN meetings(24 meetings attended April 14-march 15) partnership work with level 3 families, supervised contact held at centre. Agreed de-escalation process to DAF.
- Home Start: - partnership work with case file families.
- Speech and Language Therapy :- referrals to and from SLT, liaison through Talk More programme with Early Language Lead Practitioner (ELLP)
- Early Years Settings:- contact through 2gether funding allocation, Early Years meetings, parent and toddler groups if part of setting, all centre newsletters and information sent out on termly basis (via email and Facebook), referrals for DAFs and family support, Early Years partnership agreement
- Parent and Toddler groups:- Learning Through Play sessions provided to groups by centre on a termly basis, these provide basic information on the importance of play in child development and encourages the home learning environment, registrations completed, Group visits have been made to Stoke Gabriel, Marldon, Methodist Church hall, Play Station, Harbertonford, Totnes Library and Broadhempston.
- Early Help – attend monthly practitioner meetings, share family information, referrals support Early Help DAF action plans
- Half termly Interagency Breakfast meetings are held inviting all key local agencies and individuals to network, share information and support each other to provide the best possible services to local families. Average attendance is 10.
- Totnes Food Bank – Families are signposted to this service to access emergency food provisions.(3 families referred Dec 14-june 15)
- Totnes Food Shed – an exciting new project which will bring good quality local food to local families in the most cost effective way with services based at the CC. Launch anticipated for spring 2016.
- Food in Community – graded out, organic produce used and distributed at the Centre.
- Daisy and Rainbow Childcare – sharing play resources, service information, shared support to provide the second hand goods to parents.
- Parent Support Advisor – liaison with support services for vulnerable families with school aged children, targeted groups delivered at the centre.
- Rape Crisis Support Team – Centre used for appointments with vulnerable women.
- ASD Support Service – families with children with ASD supported by weekly groups held at the Centre with referrals welcomed.
- Totnes Learning Community – senior leadership meeting attended by Centre Lead
- Counselling – sessions provided by student counsellor.
- Mum and baby fitness – families registered – average attendance 4-5 mums
- Dads Rock and Roll group – partnership for registrations planned from Sept 2015

Data Tables relating to Access

NOTE All figures used in tables worse than the Devon average are shown in **RED**, those close to the average are shown in **AMBER** and those better than, are shown in **GREEN**

Registration and Reach (as June 2015)

	Number in Totnes	Detail	Devon
Total potential Child Reach aged 0-4yrs old	858		
Total No Children Registered 0-4yrs	680	79.25% of possible reach Large majority	82.4%

Total Reach to 0-4yrs	409	60% of those registered majority	50.4%
Total No of Contacts - Volume	5134	12.55 average contacts per child seen	9.2
Number of children aged up to 3yrs Registered	396	46% of total 0-4s population	
Reach to under 3s	333	84% very large majority	
Total number of under 2's registered	220		
Total number of under 2's reached	259	118% vast overwhelming majority	
Total 3 + 4 yr olds (as Sept 2014) living in Totnes reach eligible for EY funding	352	No In a School 114 No in EY Setting 238	
Total Reach to 3 and 4 yr olds	76		

Analysis

- Registration Data** – TCC has a slightly lower than average registration of children

Targeted Response – We are aware that registration is low in Marldon due to many families accessing Torbay services – ie there are 37 carers and 23 children registered (as Aug 2015) of a possible 79 that we know live in the ward,, 29 are in funded education – we maintain links with the Marldon preschool and have an Early Years partnership agreement with them. We have also taken Learning through Play into that community to increase access. We have agreed a shared registration process with the health visiting team who will be providing us with relevant registration information when consent is given to share on completion of the Devon Assessment Framework (DAF). Currently the Health Visiting team do not cover the Marldon ward, we are aware of a planned border change which may encompass this patch in the future.
- Reach Data** – Reach data is higher than the Devon average which indicates that a majority of children are seen by the Centre once they are registered with us. This indicates that engagement levels are positive.

Targeted response the Reach data is monitored by the Centres on a quarterly basis, with further reports indicating which groups are being most effective at reaching the families most in need. The data is used to reflect upon services and make changes where needed to ensure that the reach is improved to those most in need. The data is presented to the Advisory Board to enable challenge and support.
- Reach** reduces as the child gets older – from age 2 they access early years settings and schools hence we work to develop our partnership communication and encourage referrals to support those families most in need.
- Contact Data** – TCC contact data indicates that children are seen an average of 12.55 times over the year, this is higher than the Devon average, and indicates that families are receiving services that support their needs so are returning on a regular basis to access further support.

Profile data, Registration, Reach, Target Groups,

Note the information in the table below seeks to provide an overview of the profile data available to us. The data points are at different times. Local data searches provide local evidence of registration and reach.

	Totnes County profile data	Devon County profile data	Local Numbers as June 2015 Total registered	Total number reached of those registered Over a year	% Reached of those registered	OfSTED grade descriptor
No of births to teenage parents 2012-13	4		2 mothers 1 father	4 1	200% 100%	Vast overwhelming majority
No children aged 0-4yrs in care. Sept 2013 Per 1000 (2013)	0 0	2 2.4	1 known	1	100%	Vast overwhelming majority
% Children living in lone parent families 2011	18.8	21.6	69	45	65%	Large majority
No BME Foundation stage pupils 2013 %	8.2	6.4	32	25	78.1%	Large majority
No of children with additional needs 2012 (per 1000 of under 5s population)	10 12.2	13.1	22	14	64%	majority
% families with one or more parents in armed forces.	0.7	NA	0	0	0	-
Male parents / carers			510	154	30%	Small minority
Disabled carers			22	14	64%	majority
Children in LSOAs EO1020181/82/83 and 84 Totnes areas of greatest deprivation			246	168	68.1%	Large majority

Analysis – of those children living within a target groups we are reaching at least a majority, or greater, of those registered with the Centre, other than male carers where, although the centre reaches only a small minority, this is yet a good reach figure for this particular group.

Profile data – the TCC profile indicates a higher than Devon average for BME children, otherwise all other groups are similar to or smaller than the Devon average.

Targeted Response – TCC facilitates a monthly bilingual group and target contacts all registered BME families to seek to alert BME families to our services and hence to improve contacts. Referrals for this group are encouraged from partner agencies. Despite a generally low number of

children who require early SAL interventions based upon the Let's talk More screenings the Centre runs 2 targeted SAL groups to which the BME families where children have English as a second language are referred in to

Access to Early education

Spring 2015	Total No	Total 4 yr olds in school	Total funded children in EY settings	Eligible children	Take-Up Children	Devon wide take-up
2yr olds			34		57.65% majority	68.4%
3 yr olds	165		158	165	95.8% vast majority	96.2%
4 yr olds	187	114	69	73	94.5% vast majority	96.4%
Total 3+4 yr olds	352		227	238	95.4% vast majority	96.3%

Analysis and response

Although slightly lower than the Devon average there are a vast majority of 3 and 4 yr olds accessing childcare however only a majority of 2 yr olds take a place. TCC response is to contact all eligible children when alerted with the details by Devon and inform them how to access their funding and support with finding a place when needed.

Family Support work with those families most in Need

The family Outcome Star is used as an assessment tool with all families that the family Support worker works with. This assessment enables us to track, monitor and review outcomes with the parent/s. The DAF assessment is used in partnership with other agencies, ensuring the appropriate package of support for families with needs at level 2.

Data Analysis, consultation, evaluation and reflection Systems

The Centre uses Devon Children's Centre profile data, E-start data and local data and information to monitor and plan services monitoring service plan targets and needs of the local area. On a quarterly basis we analyse E-start data to monitor target groups attendance in the centres service provision.

The South Hams Centres undertake regular consultations with parents, staff and partnership agencies. Consultation is undertaken in the following ways:

- regular evaluation of activities and courses
- 'air and share' events to gather feedback from parents when pertinent
- Play and share cafe facilitated by a Centre worker.
- Centre staff evaluate and reflect on every activity asking for parent's feedback
- Monthly performance management supervision entails review of each form of service delivery with individuals associated with the facilitation.
- Staff complete a twice per year summary for the services they run and reflect upon this with the Centre Lead agreeing any action points aimed at improving delivery and

outcomes.

- Monthly family liaison meetings take place with Health Visitors and Centre Lead to discuss individual cases, needs and evaluate current effectiveness of services
- Monthly South Hams Cluster meetings with Service Manager and Centre leads to exchange good practice and further develop a South Hams vision
- Twice termly interagency breakfast meetings with frontline practitioners.
- Use of Devon's Children's Centre Profile to address key areas of needs to work on
- Quarterly Advisory Board meetings to monitor and evaluate service delivery

The quality and impact of practice and services	1	2	3	4
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.

Tracked Child and family Progress following Targeted family Support intervention

TCC receives the majority of their referrals for one to one family support from Health Professionals and Children and Young Peoples services. The Family support workers have a good working relationship with these agencies, early years' settings and other agency professionals with regards to their family support case load, either involving an E-Aspire, Outcomes Star, DAF, CIN or CP action plan. This partnership approach and clear procedures ensure an early identification of needs and an appropriate, effective response.

- One to one family support is monitored through regular monthly, case file supervision from the Centre Lead.
- The Safeguarding Lead Professional conducts regular case file audits across the centre.
- Action for Children's E-Aspire system is used as is the Outcome Star for assessment and review of a family's progression.
- Case studies are produced at case closure tracking progression of both children and parents.
- Following case closure a select number of targeted families are further tracked to ensure support can continue to be provided as the family progresses.
- Ongoing tracking processes enable the Centre to target interventions at our most vulnerable groups even when the family has no open case file record.
- This reflective and supportive approach to case management delivers good quality support and monitors positive outcomes for families.

Partnership work with Early Help (Troubled families), Midwifery, Health Visiting, Learn Devon and local services supports the centre to provide a programme of weekly activities with a strong multi-agency approach (please see attached centre timetable). These activities are needs-led and planned using our understanding of the community. This is achieved through consultation with partner agencies and local information and data where available, alongside the Devon Children's Centre profile and participation of the service users (e.g. termly Air and Share, Parent Participation Survey). This inclusive approach

allows an effective and targeted use of limited resources.

Shared Service Delivery Model

Early Help processes enable an effective multi-agency group of professionals to be able to accurately assess family needs and to target appropriate interventions. Management meetings, attended by the CSM are held monthly. Practitioner meetings, held monthly, are attended by the centre lead. Referrals are shared and family outcomes monitored. Shared work is captured within case studies when the case closes.

Midwives provide regular weekly antenatal clinics and work with us to co-deliver a rolling programme of 6 courses of antenatal classes throughout the year at the centre. The CSM meets with the strategic lead for Midwifery, whilst the local team leader is in the centre on a regular basis and this promotes effective communication between services. The children's centre receives referrals from the midwifery team and is therefore able to provide appropriate intervention at the earliest stage. The midwives attend the professional interagency breakfast meetings. The Children's Services manager attends the midwifery Early Years forum. The centre is in current consultation with the MSLC to be able to provide local forums from within the Centre.

Health visitors provide a weekly baby and toddler clinic at the centre alongside a Stay and Play session delivered by the CC team. This time is significant for share conversations and timely support for families. The Children's Centre Lead and the local health team meets on a monthly basis to share information on the support delivered to families. This ensures that activities and services can be promoted appropriately and specific families signposted to services relevant to their needs. The Health team deliver regular weaning sessions. Joint delivery of services ensures that families receive a multi-agency approach to meeting their needs.

Learn Devon (LD) provide a termly programme in the centre which provide progression routes for parents with literacy and numeracy needs whilst focussing on topics such as healthy eating and budgeting. LD also provide a work unit specifically supporting parents back into training and employment opportunities. A review process involving the LD and CC team ensures that the courses are planned to provide effective progression routes to targeted parents. Learn Devon provide parent feedback through evaluations completed on their courses. A progression programme is provided during the year, allowing parents to achieve increasing levels in either literacy or numeracy Job Centre Plus are aware of our services and sign post appropriately to the Centre for support to parents wishing to take up progression opportunities. Tracking records are maintained to monitor parental progressions for identified parents in key target groups. Over the year we have run courses aimed at developing increasing English language skills with the intention of working towards some qualification. See the session evaluation folder for sessions outcomes data and registers.

Two fully trained **Breast Feeding Peer supporters** attend sessions to give targeted enablement and support providing advice and guidance where needed. The centre has a fully trained Breast Feeding Champion who provides direct support to mothers and supports the CC teams across the wider cluster. A breast pump is available for hire. Records are maintained.

Parent Support Advisor –PSA- based within the Centre runs a number of groups for DV, lone parenting, parenting primary aged children and parenting teenage children. Continual

and ongoing liaison ensures that service and appropriate family information is shared.

Student Counsellor – offers counselling sessions, up to 10 weeks, for parents and staff to access support and contribute to family outcomes. 10 clients over 52 hours have been achieved Nov14- Aug 15.

Rock and Roll with dad –A group provided by a CC volunteer on Saturdays from Sept 15 to support fathers to become attuned to their young child through movement. Registrations will be taken.

Baby and Me Fitness – a weekly group provided by a mum focusing upon both parental and child health through movement. Registrations are taken.

Soundart radio and HealthWatch Devon – providing 3 fully facilitated outdoor play sessions during the Summer 2015

Forest School Volunteers – providing five “families in the Woods” sessions over summer 15. This reached 31 children and 22 carers

Totnes Library – provides at least two sessions per week targeted at parents with children under 5 yrs – these sessions are delivered at the library. Combined sessions are delivered when a course of Chatter book concludes or following the provision of individual Bookstart corner sessions provided in the family’s own home.

Baby Massage Volunteer has been delivering baby massage now for some four years since having an employed role at the centre. The sessions are integrated into a morning delivery of services aimed at meeting the needs of young babies and their parent carers. Outcomes include emotional well-being of baby and carer and the development of attachment

The centre receives graded out organic fruit and veg from a local social enterprise – **Food InC** – this group have supported previous delivery of cooking sessions for young parents, Early help parents, a late afternoon soup group and lunch sessions. Much of the food is also distributed to families for home cooking.

DCH – A local housing association has recently started to work with the centre. A joint community engagement day is planned for August 2015. Clinics for DCH residents offered within the Centre. Referrals for DCH personal and community grants

The centre anticipates being able to host **Bridge Associates** again to deliver a further pattern changing course for those who have survived domestic abuse. Planned for late 2015 / early 2016. The centre will provide direct crèche facilities.

A volunteer **relationships skills tutor** attends each of the Parents 2B groups and the parenting groups to support parents with their understanding about how to manage effective relationships. The centre also refers parents to this service as a part of the family support package.

SignPosting

We signpost to partner agencies who also attend the Interagency breakfast Meetings to enable families to access services outside of the Centre, for example.

- Citizens Advice Bureau – CAB – benefits, DLA
- Christian’s Against Poverty - CAP
- Job Centre Plus – JCP
- South Hams District Council – SHDC – Housing, environmental health
- Opportunity South West – additional adult learning opportunities
- Learn Devon at the mansion – additional adult learning opportunities

Child progression – EYFS

The Totnes Centre is based within the grounds of St Johns Primary school with a preschool based within the same building with a sister nursery provision based in the main town. The Centre Lead attends the Learning community meetings and ensures that the local head teachers are aware of the processes for referral in to the Centre to access younger sibling support. There are close links between the local Early Years settings and the Children’s Centre enabling effective communication regarding more vulnerable families i.e. through the 2gether programme and family support and DAF referrals. Early years setting leaders are invited to attend the half termly interagency breakfast meetings. The close relationship with Daisy preschool and Rainbow nursery has allowed for joint training days and an improved flow of communication. A previous training day led to a meeting with the Early Years Development worker to seek to provide a role out of CC awareness training alongside planned DAF training to take place at the Centre,

The Centre has good links to Early Years settings and local parent and toddler groups. The Centre Lead regularly attends Early Years Network meetings that take place across the locality, receiving updates from settings and updating practitioners on Children Centre services. The Centre has established good links with settings through the 2gether funding for two year olds, although now the county manages the process directly with parents hence the CC role has diminished. In spring 2015 thirty four 2yr olds accessed 2gether funding.

All planning for all groups facilitated by children's centre staff is produced with reference to the Early Years Foundation Stage. Observation led planning supports us to deliver high quality activities which promote children’s development in the prime areas of learning: Personal, Social and Emotional; Communication and Language; Physical. This also supports identification of children who are developing appropriately for their age and stage and supports children’s communication, speech and language development. A cloud based observation and assessment system, **2Simple**, is utilised to ensure that progress is monitored, tracked and gaps filled. This supports planning that is child centred.

Parents are encouraged to learn about the EYFS and to take an active part in making observations of their child’s progress to share with the CC staff member facilitating the group. Totnes CC has developed its own system of “**Flower Pots**” where parents monitor weekly progress and this information is saved in the child’s individual progress folder. All of the universal and group sessions facilitated through the Totnes CC are designed to target one of the Prime areas of EYFS development with a spread of key services ensuring good coverage of the EYFS.

Through its **outreach Learning Through Play** project with local parent and toddler groups, the centre has registered and reached more families across the rural area, informing them of children centre services. The objective of these sessions is to encourage home learning through accessible play activities, whilst informing parents and volunteer providers about aspects of the Early Years Foundation Stage.

Chatter Box – Chatter Time and Chatter Book are a series of sessions which have been developed to offer targeted support to children in need of further speech and language development support and those identified through the Lets talk more programme. The sessions also take work with the Bookstart corner materials to increase outcomes for parents and children together.

Economic Wellbeing Indicators

	Totnes	Devon
No children living in poverty (march 2014) % 2011	195 14	6.3
No eligible families benefiting from the childcare element of WTC March 2014) % 2011-2012	180 12.7	14.4
No foundation stage pupils eligible for free school meals (march 2014) (%) 2013	240 11.1	13.2

Analysis and Targeted response to the data

The economic wellbeing data above indicates that in general the population has a higher than County average of families who have a low income, although this is not so well borne out through the Free School meal eligibility data. In order to increase the access of these groups to the centre a focus is given to providing signposting and services that route in to increasing self-esteem, access to debt advice, budgeting and training which may lead to employment. A current group of parents is being supported to improve their literacy skills through the Learn Devon programme delivery. Successful groups were facilitated over 2014 engaging parents in ways to manage their finances and to remain thrifty in outlook.

Safeguarding Indicators

Per 1000 of under 5s population	Totnes	Devon
Rate of emergency hospital admissions caused by unintentional or deliberate injuries to children aged 0-4yrs 2012-13	9.8 Should be green as below DA	12.2
2008-2012	9.29	8.39
Rates of A+E attendance for children aged 0-4yrs 2009-10 2010-13	486.5	526.2
Incidents of DV 2013	8.1	13.2
Children aged 0-4 yrs with a CP plan. 2013	10.9	7.1

Analysis and Targeted response to the data

Analysis of the greatest number of presenting injuries at A+E Totnes include soft tissue inflammation, laceration and contusion/abrasion. Safety notices are shared with parents via noticeboards, social media and through session delivery.

The Children's Centre supports 100% of child protection cases in the area for 0-5 year olds those children at level 3 has increased over the last year (2013-14). The family support worker works with CYPS and other agencies in meeting the Child Protection Action plan and attending all CP meetings in support of families at this level.

All Multi Agency Safeguarding Hub (MASH) enquiries are logged, providing details of family and reasons for referral. The completed enquiry sheet enables us to identify if the family has been seen by us and inform the MASH the contact we have had. This then provides a possible action plan for future work as appropriate.

A current plan is in place to deliver a course to support parents who have survived DV – this will run alongside the current 3 Cs support group

Early Years achievement Indicators

	Totnes	Devon
% children achieving a good level of development 2013	71	64
No 2yr olds accessing funded childcare Jan-March 2014	23 out of 26	
No 3+4yr olds who accessed funded childcare in Summer 2013.	242 out of 281 86%	94.7
FSP Gap data 2013	20	26
% statemented foundation stage pupils 2013	2.8	NA
% foundation stage pupils with English as first language. 2013	98	97.1
Rate of children with a speech and language and communication need	3	
Per 1000 of under 5s population	3.65	6.95

Analysis and targeted response to the data

All planning for all groups facilitated by Children's Centre staff is done with reference to the Early Years Foundation Stage. Observation led planning supports us to deliver high quality activities which promote children's development in the prime areas of learning: Personal, Social and Emotional; Communication and Language; Physical. This also supports identification of children who are not developing appropriately for their age and stage and supports children's communication, speech and language development.

The EYFS profile data at Foundation stage is good across the whole cluster. This has, in part, been achieved by the Learning Through Play programme. The Learning Through Play model is designed to increase access to services by taking EYFS led play out in to established community parent and toddler and preschool groups. This allows the Children Centre to introduce families to our wider services, enables group facilitators to learn more

of our referral systems, and supports learning through the EYFS.

The Children's Centre has been proactive in encouraging parents of eligible 2yr olds to access funded childcare with a good level of take up across the area.

Children with additional needs are supported through an open access to the Children's Centre universal services and where necessary through targeted family support and through support offered via a DAF (Devon Assessment Framework). The Step by Step group facilitated at Totnes supports referred children to attend a very targeted services for children with more profound needs. Links, through this group, are maintained with the local Special School, Bidwell Brook, and a wide arena of professionals such as Portage, specialised assessment units and parent Partnership.

To enable and support children with additional speech and language needs to attend the local CC, each of the centre has an Early Language Lead Practitioner (ELLP) in place who takes a primary role leading speech and communication groups, liaising with Health professionals regarding the Talk More programme and further liaison with the CC team.

Health Indicators

	Totnes	Devon
No children known to be breast or mixed fed at birth visit 2012-13	98	
%	77.2	64.8
No children known to be breast or mixed fed at 6 weeks. 2012-13	95	
%	68.8	53.4
No of children in Foundation year classified as overweight or obese 2012-13	28	
%	17.2	24.9

Analysis and targeted response to the data

The Centre ensures that healthy eating is reflected in the lunch sessions provided, through snacks. and exercises along with the EYFS Physical development is recognised through the provision of services.

The breastfeeding rates are notably higher in Totnes, in part due to the cultural norms of this community also the Children's Centre has a family support worker who is particularly skilled in this area. With this recognition she is used to champion breastfeeding and enable peer supporters across the whole cluster.

The effectiveness of leadership and governance	1	2	3	4
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Grade:		x		
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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.

Responsible Provider – Action for Children has become the responsible provider from May 2011 implementing a cluster approach to delivering Children’s Centre services for the whole of the South Hams (reach of 3,455 children over 4 Centres – Dartmouth, Kingsbridge, Ivybridge and Totnes). Action for Children has to fulfil the yearly contractual targets set by Devon and is financially accountable for the whole budget. Policies are developed and ratified nationally and procedures are adapted to local needs and circumstances.

Regionally Action for Children is organised in Service Patches which are led by an Operational Director of Children’s Services (ODCS). Monthly Children’s Services Operational Patch (CSOP) meetings ensure a systemic approach to project developments and management communications.

Action for Children implements clear written recruitment and selection procedures for all staff in line with the HR procedures and Working Together to Safeguard Children guidance (2006). Job descriptions for all staff that have contact with children clearly identify core responsibilities and competencies to:

- Be able to identify and report child abuse
- Be able to identify and report children in need or at risk
- Be able to undertake appropriate referrals as required.

All staff and volunteers that have contact with children will undergo the appropriate level check with the Disclosure and Baring Service. The Centres hold a single central record for all staff recording their CRB/DBS numbers and expiry dates which enables the centre leader to ensure that checks remain valid. All staff are fully qualified and have the necessary experience, skills and abilities for the posts and the Children’s Services Manager and both Centre Leads hold the NPQICL. In addition the centres hold details of all partner agencies and confirmation of their safer recruitment process.

Action for Children has a range of Policies and Standards that guide support and regulate the service delivery. These are robust and regularly reviewed. Staff are expected to be continually aware of changes in these standards and necessary updates are included in team meetings.

Local Authority – The Local Authority sets clear targets for the centres based on profile data and levels of need which are monitored through formal contract review meetings twice yearly and quarterly through representation on the advisory board. Each year a new service plan is submitted to the local authority indicating how the service will be delivered and how LA and local targets will be met.

Cluster Advisory Board – In May 2013 the Local Authority produced new Terms of References (ToR) for the Advisory Boards (A3-2) which have been discussed and

agreed. Updated Jan 15 and on the website http://www.devon.gov.uk/cc_tor-2.pdf

Following the introduction of the ToR the Advisory Board went through a restructuring from individual boards to a cluster one to improve the strategic lead for the area. The Advisory Board meets quarterly with an agenda which includes a review of the Service Plan, budget information and an analysis of performance indicators. To further improve the effectiveness of this forum a development afternoon was held in February 2014 (A3-3). It is now the South Hams CC Cluster Partnership Board and the membership consists of Public Health Nursing Lead, Job Centre Plus Partnership Officer, Learn Devon Co-ordinator, Voluntary Sector (CAB and Home Start), South Hams District and Local Authority representatives. The independent chair is a recently retired South Hams District Council officer. Recently, Social Care has also committed to this strategic board and attended both the development workshop and the board meetings. The Advisory Board views itself as a "critical friend" and challenges the Cluster Leadership Team appropriately when needed (A3-4).

Children's Services Manager – This post was central to the restructuring of services to a cluster model. Appointed in August 2011 the post holder was responsible to implement the restructuring as proposed in the tender document to Devon, line manage a team of Centre Leads and Business Support staff with the aim to achieve maximum effectiveness, efficiency and co-ordination. Further responsibilities are to drive improvements across safeguarding, implement policies and procedures locally and effectively manage the budgets of all four Centres (including Ivybridge). The overall aim is to develop a cluster vision and service which delivers positive outcomes for young children and their families. For example the Children's Services Manager organised a visioning day inviting all team members of the whole cluster. This resulted in a cluster approach to team development and training and led to the Family Support Workers of all four Centres undergoing the Solihull training together.

South Hams Cluster Leadership Team– Under the leadership of the Children's Services Manager this group which meets monthly is responsible for the development of a cluster vision and service delivery by ensuring an exchange and implementation of good practice and efficient and coordinated use of resources.

Centre Leads – Responsible for the day to day management and delivery of services and staff development. Furthermore the remit includes analysis of consultation information data and statistics which is used to formulate the service delivery plan and timetable. The Centre Lead prepares reports for the Advisory Board and provides regular supervision and performance reviews ensuring staff are appropriately motivated, skilled and qualified to undertake their duties efficiently and effectively.

Lead Practitioner - Lead Practitioner role has been introduced to improve safeguarding practice for the whole cluster. The remit includes clinical level 3 supervision for Family Support Workers, case file audits and staff development.

Supervision for Staff - Development and review of staff performance is an integral part of the Centre's work. A highly motivated and committed team is a Centre's biggest asset. The teams are subject to a Performance Management Cycle which involves targets for development being set once a year, and devising an action and training plan to ensure the successful completion of the targets. These targets are

monitored through regular supervision. **Impact** – The Centres have highly motivated teams who have been provided with the necessary skills to plan and provide high quality activities and support to service users.

Impact of leadership and management structure - The Centre has a clearly defined system of leadership and management which is transparent and understood by most partners and stakeholders in the Centre. All parties are committed to ensuring the highest quality of services and the impact of this approach is that the Centre has been good in improving outcomes for a large majority of target families and groups who attend the services and support.

Financial Governance and Accountability - The budget is planned and managed by the Children's Services Manager in consultation with the Centre Lead to ensure best value policy is adhered to for the Centre's expenditure. The Advisory Board monitors the budget report at every meeting and agrees spend priorities. **Impact** – The Advisory Board members have an accurate and up to date knowledge of the budget and uses this information to ensure that the budget is driving strategic development.

Service Plan - The Service Plan is devised by the Children's Services Manager and Centre Lead by taking into account Devon's Children's Centre Profile data, statistics, consultation information and any local needs which have been identified. In addition the Children's Services Manager meets with the Service Leads of key partners to discuss service co-delivery and integrated support. The plan has clear targets and uses a review system to monitor progress. **Impact** - The Service Plan is reviewed at all Advisory Board meetings and individual members have a good understanding of service development and progress.

Partnership work and integrated services – Effective partnership work is the key to achieving positive outcomes for vulnerable families. All key partners and professionals play an active role in providing high quality and integrated services. Key professionals have twice termly meetings with the CC staff team to share good practice. The health team meets monthly with the Centre Lead. **Impact** – This regular evaluation and assessment of needs gives a good understanding of target groups and trends. For example immunisations concerns were shared following a measles outbreak which led to an inter-agency meeting to agree a community response.

Safeguarding - The Centre Lead is the named safeguarding responsible person, with a named deputy in place. This is further supported by the Children's Services Manager and national Action for Children safeguarding protocol. All staff access safeguarding training as a mandatory requirement with regular updates and they are confident in managing its implementation. There are clear protocols in places for referral to a range of services including Social Care, Speech and Language Services and Home Start.

Evaluation and data management – Clear evaluation processes and procedures are in place including regular consultations with parents, staff session evaluations with parent feedback and quarterly analyses of participation profile of all activities and services. This allows continuous monitoring of impact and progress and ensures that the service design responds to the needs of the community and reaches the target groups.

Consultation - The Children's Centre initiated a parents Voice group which has since evolved in to the play and share café. This forum is utilised to support parents to have a voice, share skills and to fund raise.

During sessions parents are regularly consulted regarding provision of services in and out of the centre. The centre gains feedback on services also through use of Air and Share questionnaires when. Centre staff reflect upon service provision utilising their ongoing planning sheets. The centres programme of activities is a regular item on the team meeting agenda. Bi-weekly team meetings ensure that the staff have the opportunity to discuss issues, updates, reflect on the progress of particular groups and courses and allocation of resources. Twice per year each team member uses data and their facilitator experience to reflect upon their groups which is then shared with the Centre lead to agree any change in practice. Staff supervision and appraisal by the Centre Lead ensure that performance is monitored and that staff are supported and guided where necessary.

A survey, created by a parent, was utilised across the cluster in Nov 2014 to seek feedback from parents. Since this date a new approach to supporting volunteers including a new inductions system and range of experiences on offer has been engendered with an increase to the number of volunteers available to the Centre as an outcome. (Currently July 15 the Centre has 18 active volunteers) See the report in the SEF2 folder section 18.

Overall effectiveness	1	2	3	4
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.

The Centre plans and delivers services to address priorities for the community according to the range of data available from the LA and local knowledge. Its Service Plan is developed, delivered and monitored in partnership with key agencies. It has a strong focus on targeting the most vulnerable and excluded groups. Through this integrated and co-ordinated approach individual needs are being met. Parent participation in the planning and evaluation of services is well embedded.

The Centre has also strong links with community groups (e.g. Transition Town Totnes, Local parent and toddler groups, Food Bank, Food Shed, Food Inc, Caring Town Totnes) and plays an active role in community development.

The Centre can evidence good engagement of families across the area with high level of registration and reach data. Case studies are able to evidence the impact on those children and families who are engaged with the services.

The Centre have a relevant range of Adult Education opportunities and offers a progression route back into work. This includes volunteering and accessing employability courses.

Families are happy to visit the Centre and its' outreach services and comment positively about their experiences. Feedback is sought regularly to evaluate the effectiveness of services and activities. This means that services are meeting changing needs.

The Centre implements the EYFS in its practice using observation led planning which also assists the tracking of children's progression.

A small but dedicated team delivers outreach services within families' homes to provide practical parenting support which contributes to the wellbeing and levels of safety for children.

Staff supervision is carried out on a monthly basis and compliance is monitored on a quarterly basis by the organisation. The teams know what needs to improve and targets are set and monitored through team meetings and individual supervisions. All team members have an excellent understanding of safeguarding procedures and know the routes of accountability.

The budgets are managed effectively by deploying the teams flexibly across three centres and using the resources efficiently. There is a shared children's services manager and business support officer which ensures that quality practice and strategic messages are shared and health and safety and financial management streamlined. A Lead practitioner

supports the audit and provision of high level safeguarding responses.

Robust policies and procedures are in place with a wide range of support from an experienced and national organisation.

The Partnership Board plays a vital part in the development and delivery of services. It has a wide range of partners including parents and participation is consistent. The clustering of this body allows an improved strategic overview. The board is currently chaired by a community member.

The Cluster Leadership Team has high aspirations, a developing vision and a consistent approach to continually improving the quality and impact of services. They are fully committed to setting a clear direction for the success of the centres which is shared and understood by all stakeholders.

The leaders and managers have a very good understanding of staff roles and effective teamwork and ensure that they enthuse and motivate team members with their infectious dedication and drive to improve. Senior management places a high priority in appointing well qualified staff, developing their skills and deploying them to best effect.

The Centres are able to clearly identify strengths, areas for development and main priorities for the future.

Section B. Factual information about your children’s centre/s

This section should 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.

Totnes Children’s Centre started as a Mini Sure start project in 2002 with designation as a Children’s Centre in 2007.
The Centre covers the Totnes Learning Community , other than South Brent, with the following reach (April 2015):

Totnes	858
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As of July 1st 2015, 684 children under 5 were registered (80%) with a reach of 419 over the last 12 months (61%). However, in the same period 219 under 2s were registered and 259 were reached (118%; is higher than registrations because some of under 2s turned 3 during the 12 months when comparing reach figures).

Services are delivered locally in the Children’s Centre, village and school halls and in partnership with local groups and organisations.

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.

The Centre has been managed on behalf of the Local Authority by Action for Children since April 2011, a national charitable organisation with a clear focus upon supporting those children most in need. Totnes started as a Mini Sure start project in 2002 and managed until 2011 by a very small local parent led charity.

The three Centres, Dartmouth, Kingsbridge and Totnes have recently been recognised as a cluster by Devon (2013), along the “AXS” boundaries devised to improve integrated partnership working.

Totnes, alongside Dartmouth, Kingsbridge and Ivybridge, report to a shared Partnership

Board which convenes also to respond to a wider South Hams management cluster.

There is a Children's Service Manager in post across all four Centres.

The Totnes Centre Lead is employed part time to manage direct service delivery at Totnes, working alongside colleagues responsible for service delivery at Dartmouth, Kingsbridge and Ivybridge.

The Centre has access to a business support officer to provide administration services, 2 Family Support Workers and 2 part time Play Leaders –the staff team is structured according to local service needs and available budget. The Centre has experienced significant budget cuts over the last three years.

Context

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

The South hams area is comprised of four market towns, Ivy bridge is on the moors edge and outlying Plymouth. Kingsbridge, Dartmouth and Totnes are each steep-hilled, river-fed market towns to the South of the main trunk road the A38.

The South Hams is predominantly rural, coastal to the South with lots of small villages, hamlets and scattered communities. The area is highly dependent upon farming and tourism to drive the economy. The families in the area are predominantly white and of British origin. The area has small significant pockets of deprivation i.e. Bridgetown in Totnes and also some areas of significant wealth, typified by the high number of second and sea/river view homes. Employment is predominantly within tourism, hospitality, agriculture and local services; it is often seasonal or part time.

Totnes is known for its alternative culture and diversity of inhabitants. Transition Town Totnes is a strong local movement focused upon local sustainability. Totnes is on the mainline for rail services and bus services are generally good. It looks to Torbay for its Hospital health services. The Centre is based within St Johns primary school in Bridgetown the most deprived LSOA pocket of deprivation in the catchment area.

The Centre provides services from 9am-4.30pm each weekday, the services range from universal to targeted and individualised support in the home. The Centre has a reception area, main playroom, kitchen area, office space, store rooms, bathroom areas, a room available for health services and an outdoor play area. The Centre is fully accessible. The Centres has high level door exit systems and keypad entry panels. The building is shared with an early Years provider and also a Parent Support Advisor is based on the premises. Parking is available street-side only.

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.

Below is the profile data for the Centre identifying target and priority groups. Please, refer to the latest Partnership Board report to assess progress.

TDKCC Child	Registered 10.6.15	Reach over 12 months	% reached of those registered
Non White-British	32	25	78.1%
With additional needs	22	14	64%
Parent/Carer			
Lone Parents	69	45	65%
Teenage Mother	2	4	200%
Fathers	510	154	30%
Workless household			

Key priority focus

Children living in reduced financial circumstances:

DATA at Q3 2015

- **Families benefitting from childcare element of WTC (2012)** Devon : 14.07% England 14.37% Cluster 11.76% **Totnes 12.54%**
- **Children eligible for Free School Meals (2014)** Devon 12.25 England 17% Cluster 10.44% **Totnes 11.52%**

We continue to access grants for needy families.

The play and share café continues to run on a weekly basis.

We refer to CAP, foodbank, JCP, CAB and receive veg and eggs for distribution.

The second hand table is used to resource those parents most in need.

A current group of seven learners with Learn Devon are actively working towards improving their English skills and hence their prospects of accessing work in the future.

Facilitated an “opportunity knocks” day which brought training providers and JCP together to enable some effective networking and gave parents an opportunity to plan their next steps and book on to some courses. We continue to support parents through the Food bank, via CAP, CAB.

We worked actively with the Barclays Money Skills program to deliver at least termly events over 2014-2015.

We are seeking to promote the Skills for Success program through our parenting programs and with targeted individuals.

A Money matters Finance day is planned for the Autumn Term 2015.

Rate of A+E attendance:

DATA at Q3 2015

- **Rate of A+E Attendance per 1000 (2012-13)** Devon 526.6 England N/A **Totnes 486.5**

Child Accident Prevention week held during June – focus upon preventable accidents at tea time.

All staff are paediatric First aid trained.

The centre Lead meets monthly with the Health visiting team to agree any new accident prevention promotional work based upon H&S alerts and any known local data. ie safety messages re washing capsules and small batteries

First Aid courses are run at least once per term for parents

Focus given with the Parent 2B classes.

Clear safety Messages shared across the Centre via FB pages, email and in the Keeping your Child Safe display area.

One member of the team has a nursing background which we use to support our knowledge base further.

BME groups and children with English as an additional language:

DATA at Q3 2015

- **BME Foundation stage pupils 2014** Devon 6.87 England 29.69 **Totnes 7.36**

Child	Reg	Reach
BME	32	22 69%

We have facilitated an ongoing monthly bilingual group and have attracted a new volunteer who, with our support, plans to increase the delivery of the group to fortnightly from October 2015. As of March 2015 we had reached 78% of registered children and 47% of registered carers.

Reach to Fathers:

DATA at Q3 2015

Devon or England

Parent	Reg	Reach
fathers	540	144 27%

No Data from DCC re

We are working alongside the coordinator for the Dangerous Dads group to develop a sustainable, viable and independent group that will support the needs of fathers in our locality and also to extend best possible practice to other areas. Monthly groups are still facilitated. A recent fundraiser saw an intrepid father cycle from London to Totnes in one day!

Increase local childhood immunisation rates:

- No data available from Devon however locally it is known to likely to be the lowest take up in the County.

The data has just been made available by DCC which indicates that the levels are still low in the Totnes area (below the level required to achieve herd immunity). We continue to work with the local health teams to share any alerts and messages with parents. During each Parent 2B course immunisation is given high priority for discussion and information provided. We currently track and monitor the parents who come through the parent 2B groups to find out if they have immunised their child – thus far there is a high take-up (from a group of 11 parents 97 of a possible total 99 injections have been given). Our phone calls also give opportunity to reinforce the messages.

This subject is raised at each monthly HV meeting to seek to improve our partnership working – a recent meeting in July 15 indicated that the HV team are not as conscious of a level of resistance to immunisation than perhaps in the previous year – we are keen to work with this possible trend.

Children with a child protection plan:

DATA at Q3 2015 Children with CP plans (rate per 1000) 2013 Devon Average 7.08

Totnes 10.49, 2 cases at 2.3.15

The high level 3 and 4 work is currently low. The work is increasing with children who have a DAF My Plan in place which is increasing as referrals to early Help have grown.

We have supported the families with children at CP level and have been able to see some de-escalation taking place so that at end June 2014 there were 9 children with a plan. This is still higher than the 2013 figures above, however significantly reduced from earlier in the year. We do however now have a higher number of children at CIN and have initiated some DAFs.

Safeguarding : The Children's Centre supports 100% of child protection cases in the area for 0-5 year olds. The Family Support Workers with Children's Social Care and other agencies collaborate in meeting the Child Protection Action plan and attending all CP meetings in support of families at this level. The Family Outcome Star is used as an assessment tool with all families that the Family Support worker works with. This assessment enables us to track, monitor and review outcomes with the parent/s. The DAF assessment is used in partnership with other agencies, ensuring the appropriate package of support for families. Family Liaison meetings are held monthly with Health Visitors in order to share appropriate information regarding families that have been referred to the Centre. All families that the Family Support Worker home visits have a case file. Files are reviewed regularly through supervision and support from the Centre Lead and the Lead Practitioner for Safeguarding.

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.

Since the previous inspection at Totnes in May 2012, Totnes is now recognised by the local authority as a "Stand Alone" centre but linked to the cluster of Dartmouth and Kingsbridge.