

CHILDREN'S SERVICES SCRUTINY COMMITTEE

MONDAY 23RD SEPTEMBER, 2013

**AT 6.00 PM
IN COMMITTEE ROOM 2
AT THE COUNCIL HOUSE
DUDLEY**

If you (or anyone you know) is attending the meeting and requires assistance to access the venue and/or its facilities, could you please contact Democratic Services in advance and we will do our best to help you

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www.dudley.gov.uk**

IMPORTANT NOTICE

MEETINGS IN DUDLEY COUNCIL HOUSE

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Thank you for your co-operation.

Your ref:

Our ref:
JJ/jj

Please ask for:
Mr J.Jablonski

Telephone No.
(01384) 815243

11th September, 2013

Dear Member

CHILDREN'S SERVICES SCRUTINY COMMITTEE
MONDAY 23RD SEPTEMBER 2013 AT 6.00PM

You are requested to attend a meeting of the Children's Services Scrutiny Committee to be held on Monday 23rd September, 2013 at 6.00 pm in Committee Room 2 at the Council House, Dudley, to consider the business set out in the Agenda below.

The agenda and public reports are available on the Council's Website www.dudley.gov.uk and follow the links to Councillors in Dudley and Committee Management Information System.

Yours sincerely



Director of Corporate Resources

A G E N D A

1. APOLOGIES FOR ABSENCE

To receive apologies for absence from the meeting.

2. SUBSITUTE MEMBERS

To report the appointment of any substitute members serving for this meeting of the Committee.

3. DECLARATIONS OF INTEREST

To receive declarations of interest in accordance with the Members' Code of Conduct.

4. MINUTES

To approve as a correct record and sign the Minutes of the meeting of the Committee held on 13th June, 2013 (copy attached).

5. PUBLIC FORUM

To receive questions from Members of the public

6. INTRODUCTION FROM THE CHAIR

Update briefing paper to be circulated to members at the meeting

7. CHILDREN'S CENTRES IN DUDLEY MBC (PAGES 1– 99)

To consider a report of the Director of Children's Services

8. WITNESSES FOR CHILDREN'S CENTRES

9. PREPARATION FOR THE NEXT COMMITTEE – NEXT STEPS

10. TO ANSWER QUESTIONS UNDER COUNCIL PROCEDURE RULE 11.8 (IF ANY)

To: All Members of the Children's Services Scrutiny Committee:

Councillors Arshad, Bills, Boleyn, Casey, Hill, Islam, Marrey, Perks, Vickers and Mrs Simms. Mrs Walker (for information).

Mrs Ward, Reverend Wickens; Mrs Verdegem; Ms Sinden; Mr Taylor; Mrs Coulter, Mr Ridley, Mr Lynch, Mr Nesbitt.

cc: Councillor Crumpton (Cabinet Member for Children's Services)

CHILDREN'S SERVICES SCRUTINY COMMITTEE

Thursday, 13th June, 2013 at 6.00 p.m.
in Committee Room 2 at the Council House, Dudley

PRESENT:-

Councillor Marrey (Chair)

Councillors Arshad, Bills, Casey, Hale, Hill, Islam, Mrs. Simms, Sykes, Vickers and Mrs. Walker; Mr. Lynch, Mr. Taylor, Mr. Ridney, Mr. Taylor, Mrs. Ward and the Rev. Wickens.

OFFICERS

Assistant Director, Housing Management (Directorate of Adult, Community and Housing Services) (Lead Officer to the Committee) and Mr. J. Jablonski (Directorate of Corporate Resources).

1. APOLOGIES FOR ABSENCE

Apologies for absence from the meeting were submitted on behalf of Councillors Boleyn and Perks and Mrs. Coulter.

2. APPOINTMENT OF SUBSTITUTE MEMBERS

It was reported that Councillors Sykes and Hale had been appointed as substitute Members for Councillors Boleyn and Perks respectively, for this meeting of the Committee only.

3. DECLARATIONS OF INTEREST

No Member made a declaration of interest in accordance with Members' Code of Conduct.

4. MINUTES

RESOLVED

That the Minutes of the meeting of the Committee held on 21st March, 2013, be approved as a correct record and signed.

5. TERMS OF REFERENCE AND ANNUAL SCRUTINY PROGRAMME, 2013/14

A report of the Lead Officer and the Director of Corporate Resources on the Terms of Reference of the Committee and the items included in the Annual Scrutiny Programme for detailed consideration by this Scrutiny Committee during 2013/14 was submitted. Appendix 1 to the report set out the Terms of Reference of the Committee and Appendix 2 gave more detailed information on the topics set out in the Annual Scrutiny Programme for 2013/14 referred to in paragraph 7 of the report submitted.

RESOLVED

- (1) That the Terms of Reference of the Committee, as set out in Appendix 1 to the report submitted, be noted.
- (2) That the issues contained in the Annual Scrutiny Programme for 2013/14, as referred to in paragraph 7 and Appendix 2 to the report submitted, be noted.
- (3) That it be noted that an informal development session would be held for Members and Officers at the conclusion of the formal business of this meeting, to discuss how they wish to progress the items for detailed consideration by the Committee during 2013/14.
- (4) That a "Public Forum" session be included as a standing Item of business on the agendas for future meetings of the Committee.

6. FORWARD PLAN OF KEY DECISIONS

A report of the Director of Corporate Resources was submitted on the Forward Plan of Key Decisions for the four month period commencing 1st June, 2013 and on the recommendation from the Overview and Scrutiny Management Board that this Scrutiny Committee considers whether it wishes to recommend that any items contained in the Appendix to report submitted, setting out a Schedule of Key Decisions, should be scrutinised.

RESOLVED

That the information contained in the report and the Appendix to the Report, be noted and that the Overview and Scrutiny Management Board be informed that, at this time, there were no items that this Scrutiny Committee wished to recommend be scrutinised.

The meeting ended at 6.08 p.m.

Children's Services Scrutiny Committee –23rd September 2013

Report of the Director of Children's Services

Children's Centres in Dudley MBC

Purpose of Report

1. To advise Children's Services Scrutiny Committee members of the purpose of Children's Centres service delivery, the legal framework under which they are delivered and the impact that they have made.

Background

2. The report is intended to explain the background to the development of Children's Centres in Dudley and to explain how they support the communities in which they are sited. The overall aim of Children's Centres is to identify, reach and help the families in greatest need of support. This should be achieved by providing a range of both universal and targeted services in partnership with both statutory and voluntary agencies.
3. The Local Authority is the accountable body responsible for the delivery of Children's Centres provision.
4. The provision of Children's Centres is a statutory requirement under The Apprenticeships, Skills, Children and Learning Act 2009 Children Centres service delivery are also underpinned by law in the Childcare Act 2006, and more specifically the Early Years Outcomes Duty placed upon Local Authorities, along with the Primary Care Trust, Strategic Health Authorities and Jobcentre Plus.
5. In Dudley there are twenty Children's Centres. Up until 2013, all of the Centres were commissioned and contracts were issued and performance managed by the Local Authority.
6. The decision was taken to bring back direct responsibility for all of the Children's Centres service delivery into the Local Authority when contracts ended on 31st March 2013. This decision was made in order to meet the changing agenda and to deliver services within reduced budgets.
7. The process has enabled management structures and service delivery to be reviewed and support changes which will be necessary to ensure the longer term viability and sustainability of the provision and to ensure integration with the Council's Early Intervention Strategy.
8. An immediate saving was made by bringing the direct management of Children's Centres back in-house. This was due to the removal of the additional management costs paid to the organisations which were commissioned to provide the services i.e.

Action for Children and School Governing Bodies. The savings enabled the Directorate to meet the Medium Term Financial Strategy target for Children's Centres savings of £390,000 for the financial year 2013/2014.

9. External legal advice had been sought and the procurement process which would have been necessary to follow to re-commission the Centres from 2013 onwards would have been very costly and time consuming.

Children's Centre Provision in Dudley

10. There are twenty Children's Centres which were developed over a 6 year period, in 3 different Phases, following government guidance and utilising government funding ring-fenced to Children's Centres.
11. Phase 1 centres (2002-2008) were developed in the areas of greatest disadvantage, Phase 2(2008-2009) in areas with a mix of both disadvantaged and more advantaged areas and Phase 3 (2010) in the remaining areas of the borough. Therefore, Children's Centres were not providing services to the whole borough until 2010.

See Appendix 1 for list of Children's Centres and background details of every Centre including staffing and budgets

12. Reach area

- a. Each of our Children Centres has a defined 'reach area' which is made up of a cluster of 'super output areas' (SOAs) containing around 900 children under 5. The numbers of Under 5's in the borough is rising year on year currently.
- b. These areas are not intended to restrict access of parents and children to services. Parents are able to access services at a location which is most appropriate to their needs. However, priority is given to children and families living within the Reach area and also family support/outreach workers are allocated according to Reach.

Core Purpose

13. The remit of Children's Centres has changed considerably since their inception. Initially they were targeted at those in greatest need but then their focus became universal provision for all children under 5 and their families. In addition, Centres developed within Phase 1 had to provide full day childcare. This requirement impacted considerably on these centres service delivery and financial viability.
14. The current government issued revised guidance to Local Authorities in September 2011 about the Core Purpose of Children's Centres. There is now a requirement for children's Centres to focus much more effectively on those families that need them most. This is a clear policy shift towards targeted services. The expectation is that Centres will identify, reach and help the families in greatest need of support with an emphasis on:
 - a) Child development and school readiness
 - b) Parenting aspirations and parenting skills

c) Child and family Health and life chances

15. The focus of work within Children's Centres is now family support. This includes one to one family support in families own homes or through group activities within the centre.

These activities may include:

- Parenting Support including the delivery of Family Links Nurturing Programme
 - Every Child a Talker programme (Programme supporting speech and language development)
 - Time for Twos- the 2 year old childcare/ free education pilot
 - Parents Early Education Partnership(PEEP) and Time together
16. There is a continual demand for Children's Centre support from social care and health and referrals for support are increasing. Children's Centres provide significant support to children who are subject to Child Protection Plans and who are in the category of Children in Need.

See Appendix 2 for list of services provided in Children's Centres and Appendix 3 – Sample Timetable and Newsletter

Capital Build/Accommodation

17. All centres offer some basic accommodation but do vary in size. The 3 initial Sure Start local programme buildings (Brierley Hill, Kates Hill and Sledmere and Butterfly) are the most extensive as their funding was the most generous. Phase 1 Centres offer additional accommodation in the form of full day care provision. Standard accommodation for all centres includes:
- Defined entrance and reception area
 - Multi-purpose room (for training, meetings etc)
 - Interview room (with facilities for health staff and others to do 1:1 work)
 - Small office
 - Kitchen
18. **Facilities** at centres can be used by staff from a range of agencies, for delivery of services and activities. Some examples that already exist include:
- Health Visitor baby clinics
 - Midwife clinics
 - GP surgery
 - Oral Health promotion
 - Specialist Early Years physiotherapy
 - Speech and language
 - Educational psychology support
 - Voluntary organisations services e.g. Dudley MIND, National Childbirth Trust.
 - Citizens Advice Bureau
 - Foster carers, childminding networks, Respect (Teenage Parents)
 - Young carers
 - Social care contact visits
 - Family learning/adult education
 - Library services

Partnership Working

19. Children's Centres have been established with the principle of Working Together with partner agencies to ensure that a holistic approach is taken to meet the needs of the children and families with whom they work. Due to the re-focussing of service delivery towards more targeted work with vulnerable families partnerships have become even more important as a means of identifying and engaging with these families through the universal services partners are delivering in Children's Centres e.g. Health Visitor clinics.

See Appendix 4 – Paper giving details of the partnership working with Health

Consultation

20. Every centre consults regularly with the children and families who access the centre and those who have not accessed services.
21. It is a requirement that an annual parental satisfaction survey is completed and the results of this together with ongoing consultation activity also informs the service delivery.
22. If any significant change to service delivery is proposed extensive consultation with local communities, service users and staff is required

See Appendix 5 – Example of report from parental satisfaction survey. (Gornal)

Volunteers

23. The recruitment of volunteers is of significant importance to the work of the Children's Centres.
24. A volunteer policy is in place and all centres have volunteers recruited to support the work undertaken. Some volunteers have gone on to do training and then progressed into employment due to increased confidence and self esteem.
25. A significant borough wide volunteer initiative is the breast feeding buddies project. This scheme has been developed in conjunction with Public Health who provide training and support. Breast feeding rates in Dudley are low and Obesity levels are rising.

External Regulation and DfE guidance

26. Children's Centres need to evaluate the impact of the services they are providing. From April 2010 Children's Centres have been Ofsted inspected. In Dudley there have been 14 Ofsted inspections to date. One of them was judged to be Outstanding, eleven were judged to be Good and two judged to be Satisfactory.
27. The council needs to be mindful that the DfE guidance which relates to Capital expenditure states that:
"Clawback of funding is triggered where an asset funded wholly or partly by the Department is disposed of or the asset is no longer used to meet the aims and objectives consistent with the SSEYCG or AHDC grant."

Impact Measurement

28. All Centres evaluate the impact of their service provision and the outcomes for the children and families with whom they are working.

See Appendix 6 for Data and Case Studies

Finance

29. Each centre is allocated a revenue budget. This is based on a formula which takes account of the following:
- Core budget (related to the running costs of the building and core staff costs)
- and a variable amount depending on:
- Numbers of children in the 'reach area'
 - Level of disadvantage as indicated from selected factors in the Index for Multiple Deprivation
30. Dudley's funding formula has been replicated and used as an example of good practice in the audit office report (December 2009) submitted to the Scrutiny Committee reporting to Government.
31. Since their inception until the end of March 2011 funding for Children's Centre provision was ring fenced within the Sure Start Grant.
32. However from April 2011, funding was no longer ring fenced but funding was allocated from the DfE's Early Intervention Grant to maintain service provision at all 20 Children's Centres in Dudley. The level of funding from government reduced from April 2011; so every Children's Centre received a reduced budget from April 2011. At that stage the total budget to support the provision of Children's Centres was £6,353,600 with £5,850,000 being earmarked directly to the Children's Centres.
33. For 2013/14 the revenue budget to support the provision of Children's Centres is £5,613,300 with £5,229,050 being earmarked directly for Dudley's 20 Children's Centres.
34. Since 2011/12 the overall Children's Centre budget has reduced by £740,300 as a result of either savings required to meet the Council's Medium Term Financial Strategy or Central Government Early Intervention Grant budget reductions.

Law

35. The provision of Children's Centres is a statutory requirement under the Apprenticeships, Skills, Children and Learning Act 2009 Children Centres service delivery is also underpinned by the Childcare Act 2006.

Equality Impact

36. Children's Centres provide a range of services to every child under 5 and their family. The needs of the local community are clearly identified through consultation and partnership engagement and central analysis of data and ongoing needs assessment.

Recommendation

That Children's Services Scrutiny Committee:

- Receives, discusses and reviews the report relating to Children's Centres service delivery in Dudley and interviews witnesses. This will be set in the context of visits which members have taken part in.
- Requests further evidence if required.
- Uses the Committee's findings to make recommendations to the Cabinet Member for Children's Services.



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Jane Porter
Director of Children's Services

Contact Officer:

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Appendix 1 – List of Centres and details of every centre

Appendix 2 - List of some typical services available at a Children's Centre

Appendix 3 – Timetable and Newsletter

Appendix 4 – Partnership working

Appendix 5 – Parental satisfaction survey

Appendix 6 – Data and Case Studies

Other background information to be provided:

Map of borough with centres highlighted – TO BE TABLED

Photographs of centres and groups etc attending services at centres – TO BE TABLED

Plans of 2 Children's Centre – TO BE TABLED

1 example of Ofsted report

Dudley Children’s Centres

There are 20 Children’s Centres in Dudley giving access to all children under five and their families.

6 Centres were developed within Phase 1. They are sited in the top 30% IMD9 (Index of Multiple Deprivation) areas, i.e. in the areas of greatest disadvantage.

They are:

- Brierley Hill
- Kates Hill and Sledmere
- Butterfly (Lye)
- Netherton Park
- Priory
- Wrens Nest

11 Centres were developed within Phase 2. They cover areas with a mix of 30% and 70% IMD areas.

They are:

- Woodside
- Bromley Pensnett
- Quarry Bank
- Stourbridge
- Hob Green
- Queen Victoria
- Gornal
- Coseley
- Little Hands (Cradley/Halesowen)
- Tenterfields
- Olive Hill

The final 3 centres were developed in areas serving 70% IMD areas.

They are:

- Kingswinford and Wall Heath
- Wordsley
- Peter’s Hill

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013

Children's Centres Overviews – August 2013

BRIERLEY HILL

Centre Description

Brierley Hill Children's Centre was opened in December 2003 based at 18 Parkes Street, Brierley Hill, DY5 3DY. 01384 813322 email brierleyhillcc@dudley.gov.uk. It is a purpose built facility providing a full range of services. Full day care nursery provision with outside play area was added in October 2006. It is situated in a residential part of the former industrialised area of Brierley Hill to the north of Dudley town centre; close to the Merry Hill shopping centre. The children's centre also uses a number of local venues to deliver some of its services and the reach area encompasses 3 primary schools, a local neighbourhood centre, 2 health centres and the new Brierley Hill Health and Social Care Centre, opened in January in 2010.

Examples of good practice

Good examples of partnership working evidenced through case studies. Community based activities are delivered in several local community venues, including schools, church halls and private provider premises to ensure that all communities within the Children's Centre footprint receive an accessible service. The Centre has excellent staff retention, therefore delivery is consistent. The Centre has teacher support from Kates Hill Children's Centre offering advice and guidance on delivering services to children under 5 and offers training opportunities to support staff needs.

Summary of activities organised by the CC

A range of activities are delivered by the Centre staff, including targeted one to one family support. Activities include parenting programmes, parent and toddler groups, parental support for child development, ESOL courses, speech and language groups, handling children's behaviour, family learning sessions, healthy eating, breast feeding support group, baby groups and baby massage. The Centre has encouraged the development of a thriving Dads group. A midwife provides support for pregnant women. A Speech and Language Therapy Assistant is available through the centre for babies and children under 5, for a child's language development. Health visitors also hold clinics in the Centre.

Ofsted

Inspected in **July 2011** with an overall **"Satisfactory"** assessment with some good elements(Ofsted report attached with background papers).

Budget

2012/2013 - £359,262

2013/2014 - £305,373

CC Reach area	% of children and families	Staff	Qualitative Information
1,032 children aged under 5 years live in the Reach area (Census 2011) This is an increase of 245 from	800 families with children under 5 years live in the Reach area (Census 2011) Of these there are an estimated	Children's Centre: 1 Children's Centre Manager – manages 3 centres 1 Family support co-ordinator 5 Family support workers	786 children were registered at the CC during 2012/13 and 636 families In Q1 2013/14 308 children (250 from the reach area) and 305

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>the 2001 Census</p> <p>All the children are in the 30% most deprived SOAs</p> <p><10% - 336</p> <p>10-20% - 582</p> <p>20-30% - 114</p> <p>1,032</p>	<p>237 Lone Parents with children under 5 years</p> <p>There has been an increase of 21% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 86.5% are white British</p> <p>1.6% are white non-British</p> <p>2% are of mixed ethnic origin</p> <p>8% are Asian</p> <p>1.6% are Black/African/Caribbean/Black British</p> <p>0.3% are from other ethnic groups</p> <p>There are 424 households where no adult is in employment and where there are dependent children. An estimated 200 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <p>Male 457</p> <p>Female 236</p> <p>Total 693</p> <p>This is 8.5% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants– do not equate to data released nationally)</i></p>	<p>1 Speech and language assistant(FSW)</p> <p>1 Teacher post</p> <p>1 Team leader - manages admin in cluster of 3 centres</p> <p>1 Admin Officer</p> <p>1 Caretaker</p> <p>Nursery:</p> <p>1 Child care assistant</p> <p>4 Child care workers</p> <p>1 Senior Nursery worker</p> <p>1 Deputy Nursery manager</p> <p>1 service co-ordinator</p>	<p>families have been seen at the CC</p> <p>31 new families were referred to the Family Support Team during Q1 2013/14 and a total of 51 families were supported (3.5 family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 1 disabled parent • 2 disabled children • 63 fathers • 54 lone parents • 10 teenage parents <p>8 new births were registered (13% of all notified new births)</p>

APPENDIX 1 – Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013 **Children’s Centres Overviews – August 2013**

BROMLEY PENSNETT

Centre Description

The centre is located at Bromley, Pensnett, DY5 4PJ Tel: 01384 812325 e-mail: info@bromley.dudley.sch.uk, within the heart of the Bromley Pensnett community serving an economically and socially challenging neighbourhood.

Examples of good practice within the CC

The centre engages with parents from ante natal stage onwards offering every referral a home visit. CAF procedures are well embedded within the centre.

The centre actively promotes positive mental health and emotional well being in partnership with Dudley Mind. There is a specific “time for me” group which also promotes problem solving mechanisms whilst supporting individuals to build their confidence and share experiences. The centre works in partnership with a local GP practice who run specific education and advice sessions around health related issues e.g. immunization for families. Asthma and cytology clinics are being developed in the centre.

The centre applies robust planning and evaluation tools to measure impact and identify need. The tools allow for parents and children’s voices to influence the development of further activities which are further supported by the “wishing trees”; parent and carer boards; and comments books. The centre has developed a structured volunteer’s programme where volunteers are not restricted to the CC.

Briefly describe the activities which will take place in the CC

Sessions include: Parents Early Education partnership(PEEP); Toy and Book Library, Tots Together, Scan to Pram, Time for You, baby massage, rhythm kids, music bugs/music tots/tiny toddlers, wiggles and jiggles, physical fun, soft play, sensory room fun, parent-craft, munch crunch, play workshops, jumping beans, active Dudley, waddle toddlers and regular community fun days.

Ofsted

There has not been an Ofsted inspection to date

Budget

2012/2013 - £310.302

2013/2014 - £305.382

CC Reach area	% of children and families	Staff	Qualitative Information
921 children aged under 5 years live in the Reach area (Census 2011)	724 families with children under 5 years live in the Reach area (Census 2011)	1 Children’s Centre Manager 1 Senior family support team leader	725 children were registered at the CC during 2012/13 and 578 families
This is an increase of 36 from the 2001 Census	Of these there are an estimated 212 Lone Parents with children under 5 years	2 Children’s support workers 2 Early Years and support workers 2 family support outreach workers	In Q1 2013/14 168 children (168 from the reach area) and 173 families have been seen at the CC
70% of the children aged under 5 years are in the 30% most	There has been an increase of	1 Finance and Office Manager	72 new families were referred to

APPENDIX 1 – Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013 **Children’s Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
deprived SOAs <10% - 152 10-20% - 392 20-30% - 97 641	26% in the total lone parents between 2001 and 2011 Of the resident population 92.4% are white British 1.4% are white non-British 2% are of mixed ethnic origin 3% are Asian 0.8% are Black/African/Caribbean/Black British 0.4% are from other ethnic groups There are 394 households where no adult is in employment and where there are dependent children. An estimated 158 households, where no adult is in employment, include children who are under 5 years of age Claimant Count June 2013 Male 300 Female 187 Total 487 This is 5.7% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i>	1 Admin assistant 1 clerical assistant 1 teacher 1 Caretaker 1 Cleaner	the Family Support Team during Q1 2013/14 and a total of 72 families were supported (4.6 family support staff) The following numbers of people were seen at the CC during Q1 2013/14 <ul style="list-style-type: none">• 4 disabled parents• 2 disabled children• 45 fathers• 29 lone parents• 3 teenage parent 10 new births were registered (23% of all notified new births)

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013

Children's Centres Overviews – August 2013

BUTTERFLY/LYE

Centre Description

The Butterfly Children's Centre was opened in December 2006 and is based at a purpose built facility at Lye Bypass, Lye, West Midlands, DY9 8HT; 01384 813954; email: butterflycc@dudlev.gov.uk The centre is a two-storey building standing in its own grounds with a full day care nursery. There is an outside play area and also a Forest School/Danish garden area.

Examples of good practice within the CC

Outdoor play development/Forest School. Families were invited to link to a community artist to develop a themed sculpture acting as a central focus within the space and additional resources were obtained by linking to offender programmes who have helped the development as part of their community sentence.

The Centre has a Volunteer Co-ordinator and has recruited and trained volunteers, and supported them into training, working towards employment. CAF process is well embedded following joint working initiatives between the centre and integrated service managers to develop a professional understanding of how the CAF should be integrated into existing services. Family support services have developed opportunities for enhanced partnership working. The centre has always had strong positive relationships with colleagues from the Health services such as Health Visiting and midwifery and this continues to be evidenced through the number of referrals received from Health colleagues. Partners recognize the importance of the centre's environment for engaging with hard to reach families. The centre has created a calendar designed specifically for promoting forward planning and scheduling for families. The impact is a reduction in missed appointments for a wide range of services and children and families accessing services appropriately.

Summary of the activities organised by the CC

The centre now provides a wide range of activities which are regularly reviewed and rotated. These currently include: family matters (0 to 5 year old family drop-in), toy library, family learning (rotated family learning activities including for example, safety in the home ESOL), Rattle and rhyme, weaning advice (introduction to solids), jumping beans, get cooking, breast-feeding support (including breast-feeding buddies), moving tots, baby massage, music tots, dads group. Other services are delivered if a need is identified.

Ofsted

Inspected in **March 2011** with a "Good" overall assessment.

Budget

2012/2013 - £336.178

2013/2014 - £285.751

CC Reach area	% of children and families	Staff	Qualitative Information
955 children aged under 5 years live in the Reach area (Census 2011)	713 families with children under 5 years live in the Reach area (Census 2011)	Children's Centre 1 Children's Centre Manager – managing across 2 centres 1 Practice Team Leader 1 Children's Centre teacher	972 children were registered at the CC during 2012/13 and 723 families In Q1 2013/14 561 children (427
This is an increase of 193 from	Of these there are an estimated		

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>the 2001 Census</p> <p>All the children are in the 30% most deprived SOAs</p> <p><10% - 203</p> <p>10-20% - 130</p> <p>20-30% - <u>622</u></p> <p>955</p>	<p>179 Lone Parents with children under 5 years</p> <p>There has been an increase of 27% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 72% are white British</p> <p>2% are white non-British</p> <p>1.5% are of mixed ethnic origin</p> <p>23% are Asian</p> <p>0.8% are Black/African/Caribbean/Black British</p> <p>0.8% are from other ethnic groups</p> <p>There are 347 households where no adult is in employment and where there are dependent children. An estimated 167 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <p>Male 413</p> <p>Female 185</p> <p>Total 598</p> <p>This is 8% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i></p>	<p>2 Children's Services Practitioners</p> <p>2 Family Support practitioners</p> <p>1 Children's Services worker</p> <p>2 Admin Assistants</p> <p>1 Cleaner</p> <p>1 Caretaker</p> <p>Nursery</p> <p>3 Childcare assistants</p> <p>1 Childcare practitioner</p> <p>5 Childcare workers</p> <p>1 Childcare manager</p> <p>1 Team leader administration</p> <p>1 Administrator</p>	<p>from the reach area) and 503 families have been seen at the CC</p> <p>24 new families were referred to the Family Support Team during Q1 2013/14 and a total of 79 families were supported (2.6 family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 5 disabled parents • 12 disabled children • 105 fathers • 52 lone parents • 6 teenage parent • 16 new births were registered (37% of all new births)

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

COSELEY

Centre Description

Coseley Children's Centre was opened in 2006 based at Bayer Street, Coseley, Bilston WV14 9DS; 01384 813096; email coseleycc@dudley.gov.uk The Children's Centre provides services to children aged pre-birth to 5. The Centre is located on the border of both Sandwell and Wolverhampton. The Centre's reach area is predominantly White British with pockets of families from ethnic minority backgrounds with an increasing number of Eastern European families moving into the reach area. The centre's reach area is split by the Birmingham New Road and is made up of Coseley East Ward. The Centre has one area in the reach which is in the 10% most deprived and three in the 30% most deprived. There are four primary schools and two private day nursery providers in the area.

Examples of good practice within the CC

CAF/TAC embedded; Time for Two (free education for 2 year olds) there is a tracking system in place for tracking children's progress across the Early Years Foundation Stage. Family support provision engage with parents from ante-natal stage onwards e.g. providing home visits, family links nurturing programmes, access to antenatal clinics in partnership with the local midwife, breast feeding support, baby sensory sessions and support and signposting where issues such as domestic violence / mental health needs are identified. The centre also provides a number of opportunities for health and exercise and speech and language development. The family support team works to address a wide range of needs identified through referral and assessment.

Summary of activities organised by the CC

The Centre provides integrated services including outreach sessions relating to health, family support, adult training and childcare provision. Activities include stay and play, baby groups, healthy lifestyle sessions and Saturday morning sessions monthly to encourage working parents and fathers to attend. The Centre also provides access to adult education and training courses. Some of the activity sessions are delivered in partnership with the Reach area primary schools. An advisory board with representatives from key partners and parents supports the work of the centre.

Ofsted

Inspected in August 2012 with a "Good" overall assessment

Budget

2012/13 – 248,255

2013/14 – 211,017

CC Reach area	% of children and families	Staff	Qualitative Information
1,013 children aged under 5 years live in the Reach area (Census 2011) This is an increase of 25 from the 2001 Census	812 families with children under 5 years live in the Reach area (Census 2011) Of these there are an estimated 198 Lone Parents with children	1 Children's Centre Manager – managing across 2 centres 1 Children's Centre co-ordinator 1 Senior Family support post 2 Family Support /Early Years practitioners 2 Admin Assistants	829 children were registered at the CC during 2012/13 and 720 families In Q1 2013/14 174 children (156 from the reach area) and 161 families have been seen at the

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>48% of the children aged under 5 years are in the 30% most deprived SOAs</p> <p><10% - 149</p> <p>20-30% - 337</p> <p>486</p>	<p>under 5 years</p> <p>there has been an increase of 6% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 92% are white British</p> <p>1.3% are white non-British</p> <p>1.7% are of mixed ethnic origin</p> <p>3% are Asian</p> <p>1.6% are Black/African/Caribbean/Black British</p> <p>0.1% are from other ethnic groups</p> <p>There are 385 households where no adult is in employment and where there are dependent children. An estimated 147 households, where no adult is in employment, include children who are under 5 years of age.</p> <p>Claimant Count June 2013</p> <p>Male 335</p> <p>Female 188</p> <p>Total 523</p> <p>This is 5% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i></p>	<p>1 Caretaker</p>	<p>CC</p> <p>43 new families were referred to the Family Support Team during Q1 2013/14 and a total of 43 families were supported (3.7 FTE family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 0 disabled parents • 3 disabled children • 37 fathers • 25 lone parents • 7 teenage parent <p>27 new births were registered (44% of all notified new births)</p>

APPENDIX 1 – Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013 **Children’s Centres Overviews – August 2013**

GORNAL

Centre Description

Gornal Parent and Children’s Centre was opened in 2008 based in a purpose built extension of Roberts Primary School at Robert Street, Lower Gornal, Dudley, DY3 2AZ; 01384 818274; email ccinfo@roberts.dudlev.sch.uk. It is located on the same site as the Maintained School Nursery for 3 & 4 year olds. Services established and offered through the Children’s Centre are also delivered at other schools within the reach area. The centre’s reach area is a mixture of owner occupied, rented and local authority households and includes areas in the borough with varying levels of social and economic deprivation and unemployment. The reach areas have high levels of households on welfare benefits and low adult educational attainment records. The large majority of children who attend the centre with their parents or carers start with skills, knowledge and abilities that are well below those expected for their age

Examples of good practice within the CC

The Centre has recruited & trained local parent volunteers who have gained qualifications and are working towards employment. Integrated education and childcare - Centre staff and Robert’s School Nursery staff do joint home visits before children begin nursery. A course with Family Learning has been developed to support parents with literacy and numeracy. The centre delivers evening Health Visitor clinics and tailors services for working parents. A specialist Early Years Service for children with additional needs is provided to support integration into mainstream services.

Summary of activities organised the CC

A range of activities for parents and children is provided including Moving Tots, Music Tots, Inbetweenies, Baby Group, Jumping Beans, Saturday morning Dad’s Group, family activities during school holidays and Open Days.

Ofsted

Inspected in February 2013 with a “Good” overall assessment

Budget in

2012/2013 - £239.597

2013/2014 - £235.907

CC Reach area	% of children and families	Staff	Qualitative Information
795 children aged under 5 years live in the Reach area (Census 2011)	646 families with children under 5 years live in the Reach area (Census 2011)	1 Children’s Centre manager 1 Senior family support worker 2 Childcare workers 1 Early Years Worker 2 family support workers 1 training and volunteering worker 1 receptionist 1 Administrator	645 children were registered at the CC during 2012/13 and 539 families In Q1 2013/14 267 children (198 from the reach area) and 258 families have been seen at the CC
This is a decrease of 87 from the 2001 Census	Of these there are an estimated 148 Lone Parents with children under 5 years		
43% of the children aged under 5 years are in the 30% most	There has been an increase of		15 new families were referred to

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>deprived SOAs</p> <p>10-20% - 254</p> <p>20-30% - <u>87</u></p> <p>341</p>	<p>9% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 96% are white British</p> <p>1% are white non-British</p> <p>1.2% are of mixed ethnic origin</p> <p>1.4% are Asian</p> <p>0.6% are Black/African/Caribbean/Black British</p> <p>0.1% are from other ethnic groups</p> <p>There are 229 households where no adult is in employment and where there are dependent children. An estimated 84 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <p>Male 291</p> <p>Female 161</p> <p>Total 452</p> <p>This is 4.8% of the total population aged 16 – 64 years. (<i>Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally</i>)</p>	<p>1 Caretaker</p> <p>1 Cleaner</p>	<p>the Family Support Team during Q1 2013/14 and a total of 56 families were supported (3.5 family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 6 disabled parents • 6 disabled children • 40 fathers • 33 lone parents • 7 teenage parent <p>40 new births were registered (100% of all notified new births)</p>

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

HOB GREEN

Centre description

Hob Green Children's Centre was opened in 2009, following completion of building works, and is adjacent to Hob Green Primary School, Hob Green Road, Pedmore Fields, Stourbridge, DY9 9EX; 01384 818783; email: infocc@hob-green.dudley.sch.uk. on the school site It serves a diverse community, with areas of social housing immediately adjacent to the centre which are in the 20% and 30% most disadvantaged areas in the country, and there are also a number of affluent areas within the locality.

Examples of good practice within the CC

There are well established links across a range of partnership agencies including Health Visitor and Midwife. The school and Centre meet regularly with the School Pastoral Team to ensure effective communication across the site. Family Support services have robust systems and procedures in place to support families including families with more complex needs identified through referrals. The common assessment framework is embedded at the Children's Centre. The Centre provides Family Links Nurturing Programme and is running parenting courses including baby massage and baby yoga sessions. Joint visits are undertaken with Family Support Worker and Speech and Language Specialist to local families where specific needs are identified. The Speech & Language Specialist provides workshops on a regular basis and also provides one – one session when required. Centre has established strong links with local primary schools and attends parent evenings to promote our services and opportunities, to reach and inform the wider area. There is a well established Advisory Board, supported by parents / volunteers who know the needs of the local community very well and collaboratively work towards joint visioning and meeting the needs of the area.

Summary of activities operated by the CC

The centre's core purpose is provided through a range of integrated services that include health, stay and play sessions and crèche facilities, adult training, family support and outreach work. A range of activities are available including baby groups, baby clinic, breastfeeding, baby massage, fit kids, Stay & Play, numeracy and literacy Family Learning, book loan, toy library sessions. Monthly Daddy Days is held one Saturday each month.

Ofsted

Inspected in January 2012 with a "Good" overall assessment

Budget

2012/13 - £238,296

2013/14 - £235,836

CC Reach area	% of children and families	Staff	Qualitative Information
1,019 children aged under 5 years live in the Reach area (Census 2011)	785 families with children under 5 years live in the Reach area (Census 2011)	1 Centre Manager 1 Senior Family Support Worker 2 Family Support and Outreach Workers 2 Child Care Workers 1 Early Years Worker 1 Training and Volunteer Worker	787 children were registered at the CC during 2012/13 and 686 families In Q1 2013/14 311 children (257 from the reach area) and 339
This is an increase of 119 from	Of these there are an estimated		

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>the 2001 Census</p> <p>32% of the children aged under 5 years are in the 30% most deprived SOAs</p> <p>10-20% - 128</p> <p>20-30% - 199</p> <p>327</p>	<p>130 Lone Parents with children under 5 years</p> <p>There has been an increase of 20% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 92% are white British</p> <p>1.7% are white non-British</p> <p>1.2% are of mixed ethnic origin</p> <p>4% are Asian</p> <p>0.5% are Black/African/Caribbean/Black British</p> <p>0.2% are from other ethnic groups</p> <p>There are 235 households where no adult is in employment and where there are dependent children. An estimated 81 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <p>Male 221</p> <p>Female 117</p> <p>Total 340</p> <p>This is 2.7% of the total population aged 16 – 64 years.</p> <p><i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i></p>	<p>1 Receptionist</p> <p>1 Administrator</p> <p>1 Caretaker</p> <p>1 Cleaner</p>	<p>families have been seen at the CC</p> <p>131 new families were referred to the Family Support Team during Q1 2013/14 and a total of 198 families were supported (3.6 FTE family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 3 disabled parents • 0 disabled children • 64 fathers • 32 lone parents • 1 teenage parent <p>31 new births were registered (72% of all notified new births)</p>

APPENDIX 1 – Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013 **Children’s Centres Overviews – August 2013**

KATES HILL AND SLEDMERE

Centre Description

Kate’s Hill & Sledmere Sure Start Children’s Centre main centre was completed in July 2005 and is based at Selborne Road, Dudley, DY2 8LB; 01384 812440; email: kateshill_sledmerecc@dudley.gov.uk and is situated close to the town centre in Dudley. The children’s centre covers the St Thomas Ward in Dudley which is one of the 10% most deprived wards in England. The ward has a significant minority ethnic community with many of the families of Southern Asian or Pakistani heritage. There have been major demographic changes in the area over the last five years with many of the minority ethnic communities moving to live in the Sledmere area, where previously the families were predominantly White British. This centre provides outreach and service delivery base as well as providing integrated early education and daycare places. The programme has worked in close partnership with St Thomas’s Network a local voluntary sector neighbourhood learning centre with a neighbourhood nursery. There is also an annex based at the Watson’s Green Road Estate in the Kate’s Hill area which is about 0.6 miles from the main centre. Stay and plays and some activities such as Jumping Beans and Apna Milan group run from there.

Examples of good practice within the CC

Outcomes accountability pilot with Sledmere School in supporting children’s transition into nursery and from nursery to reception for children identified with lower levels of PSED and CLL. This has now been extended to Kates Hill Primary School.

Time For Twos - meeting the needs of the most vulnerable children and early identification children with additional needs.

Through the provision of Family Support - the families that find it difficult to access services and support and dads from the BME communities are being reached through more targeted outreach and a range of appropriate services and support that meets the needs of local children and their families. The staff team reflects the cultural diversity of the area served as well as the community languages which supports the full engagement and involvement of these communities.

Summary of the activities organised by the CC

The centre provides a range of integrated services that include health, family support, adult training and early years advice and guidance. It takes referrals from, and supports families with, children in local schools and Early Years Foundation Stage settings. The day care also offers the most disadvantaged children in the area access to ‘Time for Twos’, a free education and childcare provision for up to 15 hours per week for children in the term after their third birthday. There are stay and plays, baby club, Dads group, Parents Early Education Partnership (PEEP) groups, Jumping Beans, Family learning, play talk, mobile toy library, trips and outings.

Ofsted

Inspected in January 2011 with a “Good” overall assessment

Budget

2012/13 - £435,804

2013/14 - £370,434

CC Reach area	% of children and families	Staff	Qualitative Information
1,175 children aged under 5 years live in the Reach area (Census 2011)	859 families with children under 5 years live in the Reach area (Census 2011)	Children’s Centre Staff: 1 Children’s Centre Manager – managing across 3 centres	1,134 children were registered at the CC during 2012/13 and 929 families

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>This is an increase of 222 from the 2001 Census</p> <p>79% of the children aged under 5 years are in the 30% most deprived SOAs</p> <p><10% - 789 10-20% - 140 929</p>	<p>Of these there are an estimated 256 Lone Parents with children under 5 years</p> <p>There has been an increase of 15% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 62% are white British 2.6% are white non-British 4% are of mixed ethnic origin 24% are Asian 6% are Black/African/Caribbean/Black British 0.9% are from other ethnic groups</p> <p>There are 520 households where no adult is in employment and where there are dependent children. An estimated 236 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <p>Male 512 Female 277 Total 789</p> <p>This is 9.3% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i></p>	<p>1 Team Leader Admin 1 Children's Centre teacher 2 Family support Workers 3 Family support assistants 1 Service co-ordinator 1 Children's Services worker</p> <p>Nursery Staff: 1 Lead Practitioner 4 Children's Services Practitioners 4 Children's Services Assistants</p> <p>2 Admin Officers 1 Cleaner 1 Caretaker</p>	<p>In Q1 2013/14 310 children (300 from the reach area) and 352 families have been seen at the CC</p> <p>74 new families were referred to the Family Support Team during Q1 2013/14 and a total of 74 families were supported (3.4 FTE family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 3 disabled parents • 1 disabled child • 57 fathers • 57 lone parents • 11 teenage parents <p>47 new births were registered (69% of all notified new births)</p>

APPENDIX 1 – Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013 **Children’s Centres Overviews – August 2013**

KINGSWINFORD AND WALL HEATH

Centre Description

Kingswinford and Wall Heath Children’s Centre was opened in 2010 and is based at Mimosa Walk, Kingswinford, Dudley, DY6 7EA 01384 817180; email: CCinfo@Belle-vue.dudley.sch.uk. The centre is situated in one of the most advantaged areas of the borough. It is located in a small extension on the Blanford Mere Primary School site and consists of a reception area, a consulting room and a multipurpose room. It is used by local health visitors, midwives and local training organisations offering various courses to parents and carers within the locality. It has shared facilities and staff with Wordsley Children’s Centre. The reach area covers the Church of Ascension C of E Primary School, Dawley Brook Primary School, Maidensbridge Primary School and St Mary’s C of E Primary School. This centre has a shared staff team with Wordsley Children’s Centre.

Examples of good practice within the CC

The Family Support team support child development, behaviour management, positive play opportunities, training and returning to work and signposting to other appropriate services. The Family Support team also provide the opportunity to access the Family Links Nurturing Programme.

Summary of the activities operated by the CC

This centre has built a very strong relationship with partners that has resulted in a high level of referrals for family support. Some of the activities it provides are the Family Links Nurturing Programme designed to support improved parenting skills, Jumping Beans , Toy Library Breast feeding support and baby massage are provided to improve attachment and bonding. The centre has developed a group of volunteers which supports the personal development of the volunteers themselves and service delivery.

Ofsted

The centre has not yet been inspected by Ofsted

Budget

2012/2013 - £141.817

2013/2014 - £133.048

CC Reach area	% of children and families	Staff	Qualitative Information
742 children aged under 5 years live in the Reach area (Census 2011)	590 families with children under 5 years live in the Reach area (Census 2011)	Shared Staff: 1 Children’s Centre manager 1 Deputy Children’s Centre Manager 5 family support workers	427 children were registered at the CC during 2012/13 and 373 families
This is a decrease of 87 from the 2001 Census	Of these there are an estimated 102 Lone Parents with children under 5 years	Centre specific staff	In Q1 2013/14 187 children (128 from the reach area) and 178 families have been seen at the CC

APPENDIX 1 – Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013 **Children’s Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information						
14% of the children aged under 5 years are in the 30% most deprived SOAs 20-30% - 102	<p>There has been an increase of 43% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 96% are white British 1% are white non-British 1% are of mixed ethnic origin 1.3% are Asian 0.4% are Black/African/Caribbean/Black British 0.1% are from other ethnic groups</p> <p>There are 149 households where no adult is in employment and where there are dependent children. An estimated 46 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <table><tr><td>Male</td><td>178</td></tr><tr><td>Female</td><td>78</td></tr><tr><td>Total</td><td>256</td></tr></table> <p>This is 2.5% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i></p>	Male	178	Female	78	Total	256	1 dedicated Administrator 1 Caretaker 1 cleaner	9 new families were referred to the Family Support Team during Q1 2013/14 and a total of 34 families were supported (2.3 family support staff) The following numbers of people were seen at the CC during Q1 2013/14 <ul style="list-style-type: none">• 2 disabled parents• 2 disabled children• 29 fathers• 5 lone parents• 0 teenage parent 11 new births were registered (31% of all notified new births)
Male	178								
Female	78								
Total	256								

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

LITTLE HANDS

Centre Description

Little Hands Children's Centre works across two sites and also offer activities within the community, at linked schools and within the home of parents and carers. The main site with reception open each day is at Colley Lane, Halesowen, B63 2TN; 01384 815723; however the site at Caslon Primary School, Beeches View Avenue, Halesowen, B63 2ES, 01384 817839 is used for sessions and family support on a regular basis as required. The email for each site is ccdata@caslon.dudley.sch.uk. The Colley Lane Primary school includes Little Colliers Neighbourhood Nursery which is situated in the same building as the main Children's Centre site. The centre footprint includes mixed areas of deprivation. The Caslon site now includes a Sensory Room which has proved popular

Examples of good practice within the CC

A range of methods of support for parents providing early intervention packages of support are provided as needed. The Centre has a high rate of engagement and works hard to support those most vulnerable. The centre delivers services to high numbers of teenage parents, BME communities and adults who misuse drug and alcohol.

Partnership working has been an important part of delivering targeted support to families and excellent outcomes are being achieved as a result. The Centre works effectively to encourage and promote multi-agency partnerships and has a strong and proactive relationship with the health visitors who facilitate baby clinics and assessment and development checks. Staff are based across the 2 sites to ensure access to isolated parents/ carers and children at risk.

Summary of the activities organised by the CC

All groups and one to one family support is tailored around parenting (including delivery of Family Links Nurturing Programme), preparing children for school and health awareness. Informal drop in sessions, group activities, structured stay and play groups, adult education all act as a vehicle to raise awareness and provide support to parents and carers. Services are user led.

The Centre currently engages with fathers through mainstream groups, including stay and play sessions, out of holiday activities and baby signing. A fathers and male carers group is run monthly on Saturday mornings. Evening and weekend activities are held regularly for working parents.

Ofsted

The centre has not yet been inspected by Ofsted

Budget

2012/2013 - £304.741

2013/2014 - £302.281

CC Reach area	% of children and families	Staff	Qualitative Information
1,120 children aged under 5 years live in the Reach area (Census 2011)	888 families with children under 5 years live in the Reach area (Census 2011)	1 Children's Centre Manager 5 Family support workers 1 Deputy Children's Centre manager	931 children were registered at the CC during 2012/13 and 820 families In Q1 2013/14 467 children (384

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>This is an increase of 227 from the 2001 Census</p> <p>58% of the children aged under 5 years are in the 30% most deprived SOAs</p> <p>10-20% - 124</p> <p>20-30% - <u>527</u></p> <p>651</p>	<p>Of these there are an estimated 212 Lone Parents with children under 5 years</p> <p>There has been an increase of 35% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 89% are white British</p> <p>1.4% are white non-British</p> <p>2% are of mixed ethnic origin</p> <p>3.4% are Asian</p> <p>1% are Black/African/Caribbean/Black British</p> <p>2.7% are from other ethnic groups</p> <p>There are 349 households where no adult is in employment and where there are dependent children. An estimated 144 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <p>Male 317</p> <p>Female 179</p> <p>Total 496</p> <p>This is 4.5% of the total population aged 16 – 64 years.</p> <p><i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i></p>	<p>1 childcare apprentice</p> <p>1 childcare worker</p> <p>1 Children's Centre teacher</p> <p>1 finance and monitoring manager</p> <p>1 Administrator</p> <p>2 Cleaners</p>	<p>from the reach area) and 490 families have been seen at the CC</p> <p>0 new families were referred to the Family Support Team during Q1 2013/14 and a total of 91 families were supported (5.0 family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 6 disabled parents • 10 disabled children • 184 fathers • 69 lone parents • 8 teenage parent <p>21 new births were registered (62% of all notified new births)</p>

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

NETHERTON PARK

Centre Description

Netherton Park Children's Centre opened in 2004 based at the Netherton Park Nursery School, Netherton Park, Dudley, DY2 9QF; 01384 818255; email: info@neth-nur.dudlev.sch.uk. It is an integrated nursery school and Children's Centre which has been operating multi-agency service delivery since 1996. The centre has a Governing Body which manages all services in liaison with all partnership agencies. In very close proximity (a very short walk across the park) a new Neighbourhood Learning Centre (NLC) has been established for the Netherton area. Levels of deprivation in the area range from the bottom 10% nationally to relatively advantaged families.

Examples of good practice within the CC

The arrangement in place for joint supervision for partnership arrangements ensures safe supervisory practices are adhered to whilst ensuring practitioners feel part of the Centre, contributing to the excellent working arrangements and true integration. The approach taken with children within the Time for Twos programme has been highlighted nationally as good practice. (See Appendix 6).

Summary of the activities organised by CC

The centre comprises a maintained nursery school with 106 places, a kindergarten of 50 places for children aged from birth to four and a wide range of children's and family services. Most services are run on site but there is also an increasing amount of outreach provision. There are strong partnerships with a range of social care and health agencies. The majority of users come from homes with some level of social disadvantage. A wide range of services are provided including parent and child groups, e.g. Baby Massage, Tums to Mums, Stay and Play, PEEP, Forest School, Saturday Group, Festival days and Activity Days, Family Outings, Workshops for Parents involving playing and learning alongside their children, home/school book and story sack library.

Ofsted

Inspected in September 2010 with a "Good" overall assessment

Budget

2012/13 - £377,921

2013/14 - £352,286

CC Reach area	% of children and families	Staff	Qualitative Information
<p>948 children aged under 5 years live in the Reach area (Census 2011)</p> <p>This is an increase of 56 from the 2001 Census</p> <p>84% of the children aged under 5 years are in the 30% most</p>	<p>738 families with children under 5 years live in the Reach area (Census 2011)</p> <p>Of these there are an estimated 190 Lone Parents with children under 5 years</p> <p>There has been an increase of</p>	<p>1 Head of Centre 1 Family Services Manager 3 Outreach Workers 1 Finance Administrator 1 receptionist 2 Childcare practitioners – Time for Twos</p>	<p>835 children were registered at the CC during 2012/13 and 809 families</p> <p>In Q1 2013/14 349 children (297 from the reach area) and 317 families have been seen at the CC</p> <p>13 new families were referred to</p>

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>deprived SOAs <10% - 115 10-20% - 340 20-30% - <u>342</u> 797</p>	<p>24% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 83% are white British 1.4% are white non-British 3% are of mixed ethnic origin 9.6% are Asian 2.7% are Black/African/Caribbean/Black British 0.3% are from other ethnic groups</p> <p>There are 398 households where no adult is in employment and where there are dependent children. An estimated 159 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013 Male 383 Female <u>232</u> Total 615</p> <p>This is 6.7% of the total population aged 16 – 64 years. (<i>Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally</i>)</p>	<p>A number of additional staff work across the Nursery, Children's Centre and Kindergarten</p>	<p>the Family Support Team during Q1 2013/14 and a total of 69 families were supported (5.0 FTE family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 4 disabled parents • 5 disabled children • 93 fathers • 35 lone parents • 16 teenage parent <p>15 new births were registered (29% of all notified new births)</p>

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013

Children's Centres Overviews – August 2013

OLIVE HILL

Centre Description

Olive Hill Children's Centre, opened in 2008 based at Springfield Road, Halesowen, West Midlands, B62 8JZ; 01384 81 8855; email info@olive.dudley.sch.uk. The Children's Centre shares a main reception area with Olive Hill Primary School. The Centre works jointly with the local schools within the reach area to co-ordinate and plan provision and services. It offers additional services at a satellite centre based at Lapal Primary School. Out of school activities and parent services are advertised across school sites and all local school newsletters as well as within the local community. The footprint of the centre includes a mix of disadvantage and more affluent areas. Over 40% of Olive Hill's school community have English as an additional language.

Examples of good practice within the CC

Language barriers are overcome by using language support staff at the Centre and the lead school to communicate information in mother tongue, with the longer term plan being the development of multi lingual volunteers to support these families.

"Tell us what you think" sessions where service users can voice opinions either in writing or verbally are held regularly to consult with parents about service delivery. There are strong links with schools within reach area.

Summary of the activities organised by CC

Stay & Play, First Time Mums, baby massage, music tots and yoga sessions are available. Courses delivered include Parenting Skills courses, Behaviour management. Language skills, IT courses, First Aid and cultural awareness sessions support the high BME community. Crèche is available as required.

Services are provided to support healthy eating, healthy lifestyles, including buggy Walks,. Male carers and extended families regularly attend sessions. Saturday and evening sessions are available for working carers. The centre is looking to develop more family sessions for Saturdays. Annual transition sessions for children and carers about to enter nursery are provided. Training is provided for a range of personnel including childminders, volunteers and staff from the school and children's centre.

Health staff deliver a range of services from the centre, including health visitor support, breastfeeding support, development baby clinic, parenting advice, eczema and asthma advice, midwifery booking-in clinic, and specialist support for children with a wide range of disabilities, including speech and language difficulties

Ofsted

Inspected in February 2011 with a "Good" overall assessment

Budget

2012/2013 - £222.917

2013/2014 - £213.452

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>1,010 children aged under 5 years live in the Reach area (Census 2011)</p> <p>This is an increase of 63 from the 2001 Census</p> <p>24% of the children aged under 5 years are in the 30% most deprived SOAs</p> <p>10-20% - 145</p> <p>20-30% - 99</p> <p>244</p>	<p>813 families with children under 5 years live in the Reach area (Census 2011)</p> <p>Of these there are an estimated 154 Lone Parents with children under 5 years</p> <p>There has been an increase of 28% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 83.7% are white British</p> <p>1.7% are white non-British</p> <p>2% are of mixed ethnic origin</p> <p>10.2% are Asian</p> <p>1.5% are Black/African/Caribbean/Black British</p> <p>0.9% are from other ethnic groups</p> <p>There are 215 households where no adult is in employment and where there are dependent children. An estimated 79 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <p>Male 266</p> <p>Female 137</p> <p>Total 403</p> <p>This is 3.5% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i></p>	<p>1 Children's Centre manager</p> <p>1 Deputy Manager</p> <p>1 Early Years Practitioner</p> <p>1 Family Support worker</p> <p>1 monitoring and evaluation officer</p> <p>1 Admin manager</p> <p>1 community and language support</p> <p>1 creche assistant</p> <p>1 receptionist</p> <p>1 sessional worker</p> <p>1 caretaker</p>	<p>540 children were registered at the CC during 2012/13 and 600 families</p> <p>In Q1 2013/14 243 children (179 from the reach area) and 240 families have been seen at the CC</p> <p>16 new families were referred to the Family Support Team during Q1 2013/14 and a total of 66 families were supported (2.0 family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 2 disabled parents • 4 disabled children • 11 fathers • 13 lone parents • 1 teenage parent <p>4 new births were registered (9% of all new births)</p>

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013

Children's Centres Overviews – August 2013

PETER'S HILL

Centre Description

Peter's Hill Children's Centre opened in 2010 based at Peter's Hill Road, Amblecote, Brierley Hill, DY5 2QH 01384 817723; for families and children under 5 in the Withymoor, Amblecote and Thorns areas. Based on the Peter's Hill school site, it also covers Withymoor Primary, Mount Pleasant Primary and Thorns Primary. The centre is a new build which combines services to include a PVI Nursery (non-maintained). A room in the centre also houses breakfast club and after school club.

Examples of good practice within the CC

Nursery and Children's Centre both sit under the Children's Centre Manager's remit. This enables there to be a good partnership working arrangement between the two, with relevant information sharing and exchange of communication. Nursery staff are able to 'tap into' the additional expertise available at the children's Centre through the family support workers. Shared families benefit from an holistic approach to working, shared training for both teams takes place.

Summary of the activities organised by the CC

The centre works closely with local Health Visitors, local surgeries and Health Centre enabling exchange of sensitive information and data. Health Visitors are members of management steering group. Presently working with local midwife to investigate ways of incorporating antenatal checks at the children's centre. Local mapping exercise carried out with all health professionals including breast feeding lead and CAMHS. Weaning sessions take place monthly at the CC in partnership with Health Visitor and Family Support Worker (FSW). Monthly development checks take place at the Children's Centre, with health visitor. Baby Group takes place weekly with additional breast feeding advice and support provided by FSW. FSW linked to two local primary schools and early years settings ensuring that each school has a named Family Support Worker. Referral paths to early intervention made clear to local primary schools and early years settings.

Ofsted

The centre has not yet been inspected by Ofsted

Budget

2012/2013 - £141,832

2013/2014 - £140,602

CC Reach area	% of children and families	Staff	Qualitative Information
755 children aged under 5 years live in the Reach area (Census 2011)	618 families with children under 5 years live in the Reach area (Census 2011)		628 children were registered at the CC during 2012/13 and 574 families
This is a decrease of 154 from	Of these there are an estimated		In Q1 2013/14 192 children (158 from the reach area) and 201

APPENDIX 1 – Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013 **Children’s Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>the 2001 Census</p> <p>0% of the children aged under 5 years are in the 30% most deprived SOAs</p>	<p>103 Lone Parents with children under 5 years</p> <p>There has been an increase of 12% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 95.3% are white British</p> <p>0.9% are white non-British</p> <p>1% are of mixed ethnic origin</p> <p>2.3% are Asian</p> <p>0.3% are Black/African/Caribbean/Black British</p> <p>0.1% are from other ethnic groups</p> <p>There are 119 households where no adult is in employment and where there are dependent children. An estimated 42 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <p>Male 109</p> <p>Female 82</p> <p>Total 191</p> <p>This is 2% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i></p>		<p>families have been seen at the CC</p> <p>0 new families were referred to the Family Support Team during Q1 2013/14 and a total of 0 families were supported (1.7 family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 8 disabled parents • 0 disabled children • 23 fathers • 20 lone parents • 2 teenage parent <p>7 new births were registered (21% of all notified new births)</p>

APPENDIX 1 – Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013 **Children’s Centres Overviews – August 2013**

PRIORY

Centre Description

Priory Children’s Centre opened in 2006 based at Limes Road, Dudley, DY1 4AQ; 01384 812016; email: ccentre@priory.dudlev.sch.uk. The Centre is on the Priory Primary School Site where there is also an Adult Learning Centre on site and a Nursery Unit is now based in School. Full daycare is provided within the Centre. The centre’s reach area encompasses Dudley town centre and the Priory estate. There are three primary schools and a secondary school in the area. Most of the families living in close proximity to the centre are White British, but those living on the outer edges of the reach area are predominantly from minority ethnic backgrounds. The majority of the Children’s Centre reach area is 10% most disadvantaged population

Examples of good practice within the CC

There has been a significant development with local partner agencies and health service provision since the Ofsted inspection in July 2012. The Centre now has contact with both Health Visitors and Midwife on a regular basis. Day care has undertaken a number of changes in systems which are supporting services to become sustainable. The outside area is being renewed in partnership with the Princes Trust who have developed a fairy garden for story times and a sensory garden and outdoor beach area for the under twos. The family support service is now working with more complex referrals. The relationship between the school and the Children’s Centre has developed as there are plans in place for future joint working.

Summary of the activities organised by the CC

The centre’s services include full day-care provision for children up to the age of five, nursery education for two-year-olds, groups to support new parents and children under five, a range of courses and specialist programmes for parents, and support for individual families through the centre’s family support workers. The Centre runs 2 Stay & Play groups and delivers Every Child a Talker (ECAT) and Parents Early Education Partnership (PEEP) inclusively. Learning Journeys are created through Stay & Play sessions. Family Links Nurturing Programme is also available to attend at the Centre.

Ofsted

Inspected in July 2012 with a “Satisfactory” overall assessment

Budget

2012/13 - £337,536

2013/14 – 332,616

CC Reach area	% of children and families	Staff	Qualitative Information
599 children aged under 5 years live in the Reach area (Census 2011)	457 families with children under 5 years live in the Reach area (Census 2011)	1 Centre Manager 1 Centre Teacher 1 Office Manager 1 Caretaker	481 children were registered at the CC during 2012/13 and 408 families
This is an increase of 49 from	Of these there are an estimated	Children Centre Staff:	In Q1 2013/14 166 children (117 from the reach area) and 164

APPENDIX 1 – Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013 **Children’s Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>the 2001 Census</p> <p>91% of the children aged under 5 years are in the 30% most deprived SOAs</p> <p><10% - 219</p> <p>10-20% - 181</p> <p>20-30% - <u>145</u></p> <p>545</p> <p><i>Due to the amalgamation of 1 SOA from Priory and 1 SOA from Wren’s Nest at the Census 2011; into a single SOA, some of the figures have to be estimated for each of the CC reach areas. The proportions used are 38% of the combined SOA for Priory and 62% for Wren’s Nest based on the proportions of children under 5 in the Child Benefit data 2011</i></p>	<p>121 Lone Parents with children under 5 years</p> <p>There has been an increase of 14% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 76.1% are white British</p> <p>3.2% are white non-British</p> <p>2.9% are of mixed ethnic origin</p> <p>11.6% are Asian</p> <p>5.6% are Black/African/Caribbean/Black British</p> <p>0.6% are from other ethnic groups</p> <p>There are 256 households where no adult is in employment and where there are dependent children. An estimated 105 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <p>Male 334</p> <p>Female 173</p> <p>Total 507</p> <p>This is 8.6% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i></p>	<p>1 Family Support Co-ordinator</p> <p>4 Family Support Workers</p> <p>1 Administration Officer</p> <p>1 Administration Assistant</p> <p>1 Cleaner</p> <p>Nursery Staff:</p> <p>1 Nursery Manager</p> <p>3 Nursery Officer</p> <p>3 Senior Nursery Officer</p> <p>3 Supply Nursery Assistants</p> <p>1 Housekeeper</p> <p>1 Cleaner</p>	<p>families have been seen at the CC</p> <p>0 new families were referred to the Family Support Team during Q1 2013/14 and a total of 55 families were supported (2.2 FTE family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 2 disabled parents • 3 disabled children • 20 fathers • 32 lone parents • 1 teenage parent <p>22 new births were registered (55% of all new births)</p>

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013

Children's Centres Overviews – August 2013

QUARRY BANK

Centre Description

Quarry Bank Children's Centre opened in 2008 at Quarry Bank Primary School based at High Street, Quarry Bank, West Midlands, DY5 2AD; Tel: 01384 817 954; email: infoccc@quarry.dudley.sch.uk. It serves the communities of Quarry Bank, Dudley Wood, Mushroom Green and Primrose Hill. It operates in the centre at Quarry Bank Primary School, and from Dudley Wood Neighbourhood Learning Centre, Quarry Bank Community Centre, Quarry Bank Clinic, Dudley Wood Methodist and St John the Evangelist Churches. The majority of the families registered with the centre are from a White British background. Small minorities from Pakistani, African and dual heritage backgrounds, as well as some from a Traveller background and a few asylum seekers, use the centre. Data for the reach area indicate a mixed user base in terms of deprivation.

Examples of good practice within the CC

The Centre's Management committee represents the local community need effectively. The Centre has a small building but the team have taken advantage of this by developing a varied menu of outreach services to reach the wider community. The CAF process is fully embedded in practice.

The centre has developed strong partnerships with other agencies particularly Health professionals and regularly facilitate a variety of clinics and activities supporting working with Hard to Reach families.

Summary of the activities organised by the CC

A varied menu of activities is offered including Stay & Play, Baby signing, baby groups, Dads group etc. Drop in groups were set up as a response to consultation. Parents are empowered to support their child's learning through Parents Early Education Partnership (PEEP), Every Child a Talker (ECAT) The range of activities offered by the centre includes local community baby clinics, child development checks and breastfeeding support, all of which make up a comprehensive ante and post-natal programme. The centre has links with health visitors. It provides a wide range of adult education and courses and activities designed to support parents and carers back into employment.

Ofsted - Inspected in **February 2011** with an overall **"Good"** assessment .
Budget

2012/2013 - £218.328

2013/2014 - £211.952

APPENDIX 1 – Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013 **Children’s Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>813 children aged under 5 years live in the Reach area (Census 2011)</p> <p>This is an increase of 207 from the 2001 Census</p> <p>55% of the children aged under 5 years are in the 30% most deprived SOAs</p> <p><10% - 134</p> <p>10-20% - 104</p> <p>20-30% - 209</p> <p>447</p>	<p>641 families with children under 5 years live in the Reach area (Census 2011)</p> <p>Of these there are an estimated 146 Lone Parents with children under 5 years</p> <p>There has been an increase of 43% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 92.8% are white British</p> <p>1.1% are white non-British</p> <p>1.7% are of mixed ethnic origin</p> <p>3% are Asian</p> <p>1% are Black/African/Caribbean/Black British</p> <p>0.3% are from other ethnic groups</p> <p>There are 237 households where no adult is in employment and where there are dependent children. An estimated 100 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <p>Male 213</p> <p>Female 113</p> <p>Total 326</p> <p>This is 4.5% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i></p>	<p>1 Children’s Centre Manager</p> <p>1 Deputy/family support co-ordinator</p> <p>3 family support workers</p> <p>1 Admin Assistant</p> <p>1 Administration Officer</p> <p>1 Site manager</p>	<p>720 children were registered at the CC during 2012/13 and 716 families</p> <p>In Q1 2013/14 216 children (175 from the reach area) and 224 families have been seen at the CC</p> <p>23 new families were referred to the Family Support Team during Q1 2013/14 and a total of 68 families were supported (4.0 family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 1 disabled parents • 2 disabled children • 20 fathers • 21 lone parents • 12 teenage parent <p>15 new births were registered (37% of all notified new births)</p>

APPENDIX 1 – Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013 **Children’s Centres Overviews – August 2013**

QUEEN VICTORIA

Centre Description

Queen Victoria Children’s Centre was opened in January 2008 based at School Street, Sedgley, DY3 1HU 01384 817490. The purpose built centre, which is attached to the school, has a Community room and a Health and Family room equipped for medical staff. Within the reach area there are 4 Primary Schools, a Special School and several Church Playgroups. The centre’s reach area encompasses Sedgley, Woodsetton and Upper Gornal. There are three other primary schools, two early years providers, two childminders in the area; and the centre is located in the heart of an urban area of mixed housing. Within the reach area, there are pockets of deprivation and disadvantage among relatively more advantaged areas.

Examples of good practice within the CC

Flexible use of the Family Links Nurturing Programme to deliver 1:1 and group sessions using the ethos of the programme to produce leaflets to support parents, professionals and other groups. Specific language based groups e.g. Baby Talk, Small Talk, baby signing. Family Support Workers and an Early Years Outreach Practitioner support service delivery. Consultation has resulted in the provision of weekly and evening Midwife antenatal sessions targeting working parents.

Summary of the activities organised by the CC

Sessions are run on weekends and evenings to engage working families and dads. Stay & Play, baby group, Baby massage, Music Tots, Twins group, Parents Early Education Partnership (PEEP) are also provided. Family Zone planned activities linked to Early Years Foundation Stage(EYFS) ; Termly open days with EYFS focus e.g. Numeracy, Literacy, Creative Family Learning; Birth to Five; Baby Talk, Small Talk, baby signing, Talk Together groups. The Centre signposts to speech & language therapist/hearing impaired unit/early support team for children with additional needs.

Ofsted

Inspected in February 2013 with a “Good” overall assessment

Budget

2012/12 - £238,699

2013/14 – 233,779

CC Reach area	% of children and families	Staff	Qualitative Information
818 children aged under 5 years live in the Reach area (Census 2011)	669 families with children under 5 years live in the Reach area (Census 2011)	1 Centre Manager 1 Deputy/Senior Family Support Co-ordinator 4 Early Years Practitioners 1 Early Years Outreach Practitioner	710 children were registered at the CC during 2012/13 and 643 families
This is a decrease of 119 from the 2001 Census	Of these there are an estimated 144 Lone Parents with children under 5 years	2 Health and family Support 1 Family and Administration	In Q1 2013/14 257 children (183 from the reach area) and 292 families have been seen at the CC

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>40% of the children aged under 5 years are in the 30% most deprived SOAs</p> <p>10-20% - 81</p> <p>20-30% - 247</p> <p>328</p>	<p>There has been an increase of 12% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 95.1% are white British</p> <p>0.9% are white non-British</p> <p>1.4% are of mixed ethnic origin</p> <p>1.6% are Asian</p> <p>0.9% are Black/African/Caribbean/Black British</p> <p>0.1% are from other ethnic groups</p> <p>There are 256 households where no adult is in employment and where there are dependent children. An estimated 84 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <p>Male 286</p> <p>Female 132</p> <p>Total 418</p> <p>This is 4% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i></p>	<p>Support</p> <p>1 Reception and Administration Support</p> <p>1 Modern Apprentice</p>	<p>12 new families were referred to the Family Support Team during Q1 2013/14 and a total of 52 families were supported (3.0 family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 7 disabled parents • 3 disabled children • 20 fathers • 17 lone parents • 0 teenage parent <p>14 new births were registered (74% of all notified new births)</p>

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013

Children's Centres Overviews – August 2013

STOURBRIDGE

Centre Description

Stourbridge Children's Centre was opened in 2008 based at Forge Road, Stourbridge, DY8 1XF; 01384 818780; email: stourbridgecc@dudley.gov.uk on the site of a former school and includes Greenfields nursery - a privately run pre-school with Ofsted registration. The Centre is close to Stourbridge town centre and serves a socially economically diverse community. The centre has three areas of higher deprivation in the reach area. Due to the size and space available in the centre, it is used by a number of local community groups and partnership agencies. The centre also works closely with Butterfly Children's Centre in Lye and offers a range of health, social care and family support services. Crèche facilities are arranged to support activities on site.

Examples of good practice within the CC

The Family support team offers a wide variety of services and specifically target families with additional needs. The Centre offers a dad's group on a Saturday for dads of all ages. The Centre has strong links with Health partners and facilitates monthly ante-natal birthing plan meetings in the evening to enable working parents to attend, delivered in partnership with health visitors and midwives. The centre runs a weekly provision for disabled children and their parents/carers in partnership with the Phoenix Centre, which is a specialist service for children with additional needs.

Summary of the activities organised by the CC

The Centre regularly runs Family Links courses for parents, both during the day and in the evening. This allows parents to improve their understanding of and communication with their children. In Stay and Play sessions the parents complete learning journeys for their children to help them understand and celebrate their child's development. Every Child a Talker is integrated throughout the centre services. Parenting workshops are run weekly to raise awareness of child development and safety. At the fortnightly dads group activities are provided to empower and skill up the dads and improve their confidence with their children.

Ofsted

Inspected in February 2012 with a "Good" overall assessment

Budget

2012/13 - £282,699

2013/14 – £240,294

CC Reach area	% of children and families	Staff	Qualitative Information
1,288 children aged under 5 years live in the Reach area (Census 2011) This is an increase of 57 from the 2001 Census	1,029 families with children under 5 years live in the Reach area (Census 2011) Of these there are an estimated 238 Lone Parents with children under 5 years	1 Centre Manager Across 2 Centres 1 Service Co-ordinator 6 Family Support Practitioners 1 Children's Services Worker 1 Volunteer Co-ordinator 1 Team Leader Administration 1 Admin Officer	1,035 children were registered at the CC during 2012/13 and 828 families In Q1 2013/14 385 children (244 from the reach area) and 347 families have been seen at the CC

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>25% of the children aged under 5 years are in the 30% most deprived SOAs</p> <p>10-20% - 207</p> <p>20-30% - 115</p> <p>322</p>	<p>There has been an increase of 22% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 94.7% are white British</p> <p>1.6% are white non-British</p> <p>1.3% are of mixed ethnic origin</p> <p>1.7% are Asian</p> <p>0.4% are Black/African/Caribbean/Black British</p> <p>0.2% are from other ethnic groups</p> <p>There are 342 households where no adult is in employment and where there are dependent children. An estimated 130 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <p>Male 434</p> <p>Female 232</p> <p>Total 666</p> <p>This is 4.6% of the total population aged 16 – 64 years. (Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</p>	<p>2 Administration Assistants</p>	<p>19 new families were referred to the Family Support Team during Q1 2013/14 and a total of 34 families were supported (4.0 FTE family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 1 disabled parent • 9 disabled children • 49 fathers • 20 lone parents • 2 teenage parents <p>11 new births were registered (26% of all notified new births)</p>

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

TENTERFIELDS

Centre Description

Tenterfields Children's Centre was opened in 2009 based at Tenterfields Primary School, Tenterfields, Halesowen, B63 3LH; 01384 818563; email: ccentre@tenter.dudley.sch.uk. It is based situated within the school site of Tenterfields Primary School. The footprint of centre includes an area of high levels of deprivation as well as areas of affluence. There are 7 schools within the reach area of the children's centre.

Examples of good practice within the CC

The centre supports a large BME community through the provision of ESOL based activities that encourage language and literacy development as well as parenting and behavior management skills. Work with volunteers provides additional input into specific communities for women having their first babies.

Briefly describe the activities which will take place in the CC, e.g. stay and play, dads and lads, baby group

Sessions are developed in partnership with schools, faith groups and community organisations to meet joint needs within the reach area. Activities include Parent Early Education Partnership (PEEP)/Time Together (TITO) play provision, parenting programmes, health based provision such as midwife and health visitor clinics and support, speech and language develop themes running through all play provision. Services provided through ESOL based activities have specific themes embedded within them such as parenting.

Ofsted

The centre has not yet been inspected by Ofsted

Budget

2012/13 - £244,181

2013/14 - £234,615

CC Reach area	% of children and families	Staff	Qualitative Information
1,060 children aged under 5 years live in the Reach area (Census 2011) This is an increase of 127 from the 2001 Census 26% of the children aged under 5 years are in the 30% most deprived SOAs <10% - 165 20-30% - 107 272	838 families with children under 5 years live in the Reach area (Census 2011) Of these there are an estimated 183 Lone Parents with children under 5 years There has been an increase of 33% in the total lone parents between 2001 and 2011 Of the resident population	1 Centre Manager 1 Family Support Co-ordinator 3 Family Support Workers 1 Training and Volunteer Co-ordinator 1 Crèche Workers 1 Finance Support Officer 1 Information Support Officer 1 Administrator 1 Cleaner 1 Caretaker	778 children were registered at the CC during 2012/13 and 703 families In Q1 2013/14 389 children (342 from the reach area) and 404 families have been seen at the CC 102 new families were referred to the Family Support Team during Q1 2013/14 and a total of 102 families were supported (4.0 family support staff)

APPENDIX 1 – Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013 **Children’s Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information						
	<p>90.4% are white British 1.5% are white non-British 1.5% are of mixed ethnic origin 3% are Asian 1% are Black/African/Caribbean/Black British 2.5% are from other ethnic groups</p> <p>There are 288 households where no adult is in employment and where there are dependent children. An estimated 102 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <table><tr><td>Male</td><td>329</td></tr><tr><td>Female</td><td>160</td></tr><tr><td>Total</td><td>489</td></tr></table> <p>This is 3.9% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i></p>	Male	329	Female	160	Total	489		<p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none">• 1 disabled parents• 2 disabled children• 130 fathers• 15 lone parents• 2 teenage parent <p>10 new births were registered (25% of all notified new births)</p>
Male	329								
Female	160								
Total	489								

APPENDIX 1 – Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013 **Children’s Centres Overviews – August 2013**

WOODSIDE

Centre Description

Woodside Children’s Centre was opened in 2008 based at Woodside Community School, Highgate Road, Dudley DY2 0SN; 01384 818245 email: woodsidecc@dudlev.gov.uk. The centre has been purposely designed to offer multi-agency office and community development space. Much of the centre’s provision is planned collaboratively with community partners to maximise services for families in family support, health and full day care services. Little Bears Nursery is a Private Day Nursery located on the same site managed by the Children’s Centre Manager. It provides 59 Full daycare places for 0 - 5 yr olds. The centre has joint working agreements with three early years providers within the area. The Centre shares a main entrance with the school and has a multi-screen promoting activities and services within the reach area. All local schools also have notice boards promoting services and activities available to families within the reach area. The reach area is predominantly high level of disadvantaged. It has a library hub sited in the reception area.

Examples of good practice within the CC

Centre is open 6 days a week and engages a Dads / Male Carers group on a Saturday morning which is well attended. There is also a Young Parents Group which is delivered in partnership with Respect Yourself Campaign. The centre links with local childcare providers in the reach area to deliver a range of services such as time for twos and stay and play groups. Centre has established positive links with partner agencies who co-deliver services. Family support are receiving an increased number of complex referrals and work closely with referring agencies to ensure that the package of support is effective. The Centre has an excellent model of working with volunteers.

Summary of the activities organised by the CC

Stay & Play, baby groups and toy library. Every Child A Talker(ECAT) project supports speech and language development. Time for Twos project supports two year olds access quality nursery provision. Family Learning provides local parents/carers with courses to support language and play for under 5’s.

Ofsted

Inspected in January 2013 with an “Outstanding” overall assessment (See Ofsted report attached to papers).

Budget

2012/13 - £ 390,961

2013/14 - £378,322

CC Reach area	% of children and families	Staff	Qualitative Information
<p>992 children aged under 5 years live in the Reach area (Census 2011)</p> <p>This is an increase of 139 from the 2001 Census</p>	<p>787 families with children under 5 years live in the Reach area (Census 2011)</p> <p>Of these there are an estimated 195 Lone Parents with children under 5 years</p>	<p>1 Centre Manager across 2 Centres</p> <p>2 Centre Teachers</p> <p>Community Development Officer</p> <p>Children’s Centre Staff:</p> <p>1 Family Support Co-ordinator</p> <p>5 Family Support Workers</p>	<p>810 children were registered at the CC during 2012/13 and 794 families</p> <p>In Q1 2013/14 374 children (289 from the reach area) and 386 families have been seen at the CC</p>

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

CC Reach area	% of children and families	Staff	Qualitative Information
<p>78% of the children aged under 5 years are in the 30% most deprived SOAs</p> <p><10% - 202</p> <p>10-20% - 458</p> <p>20-30% - 117</p> <p>777</p>	<p>There has been an increase of 29% in the total lone parents between 2001 and 2011</p> <p>Of the resident population 76.2% are white British</p> <p>2% are white non-British</p> <p>3.2% are of mixed ethnic origin</p> <p>13.7% are Asian</p> <p>4.2% are Black/African/Caribbean/Black British</p> <p>0.7% are from other ethnic groups</p> <p>There are 394 households where no adult is in employment and where there are dependent children. An estimated 169 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <p>Male 405</p> <p>Female 220</p> <p>Total 625</p> <p>This is 7.3% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i></p>	<p>2 Family Support Assistants</p> <p>Nursery Staff:</p> <p>1 Nursery manager</p> <p>1 Deputy Nursery Manager</p> <p>4 Nursery Officers</p> <p>4 Nursery Assistants</p> <p>1 Teaching Assistant</p> <p>1 Childcare Practitioner</p> <p>1 Administration Assistant</p> <p>2 Receptionists</p> <p>1 Administration Officer</p> <p>1 Administration Co-ordinator</p> <p>1 Hospitality</p> <p>1 Cleaner</p>	<p>11 new families were referred to the Family Support Team during Q1 2013/14 and a total of 57 families were supported (5.7 FTE family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none"> • 5 disabled parents • 0 disabled children • 86 fathers • 48 lone parents • 14 teenage parents <p>4 new births were registered (25% of all notified new births)</p>

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013

Children's Centres Overviews – August 2013

WORDSLEY

Centre Description

Wordsley Children's Centre opened in 2011 based at Lawnswood Road, Wordsley, Dudley, DY8 5BZ; 01384 817178 email: Cinfo@Belle-vue.dudley.sch.uk. It is a small extension to the existing school site at Belle Vue Primary School and accommodation consists of a reception area, a consulting room and a multipurpose room. The reach area includes Fairhaven Primary, Glynne Primary and Ashwood Park. It has shared facilities and staff with Kingswinford and Wall Heath Children's Centre. The centre is used by local health visitors, midwives and local training organisations offering various courses to parents and carers within the locality.

Examples of good practice within the CC

This centre has built a very strong relationship with partners that has resulted in a high level of referrals for family support. The Family Support team support child development, behaviour management, positive play opportunities, training and returning to work and signposting to other appropriate services; it also provide the opportunity to access the Family Links Nurturing Programme.

Summary of the activities organised by the CC

The centre provides a range of learning activities to raise awareness of Child Development including Learning Journey's, Parenting Programme 'Family Links' Sessions for babies and activities planned around the Early Years Foundation Stage. Dudley Performing Arts sessions raise awareness of Physical, Social and emotional development. Staff trained to deliver get cooking and adhere to eat well guidelines. Physical activities such as Jumping Beans are delivered. Services delivered include busy bees toddler group, music tots, moving tots, get cooking and jumping beans

Ofsted

The centre has not yet been inspected by Ofsted

Budget

2011/2013 - £164.034

2013/2014 - £155.078

CC Reach area	% of children and families	Staff	Qualitative Information
930 children aged under 5 years live in the Reach area (Census 2011) This is a decrease of 33 from the 2001 Census 9% of the children aged under 5 years are in the 30% most deprived SOAs	735 families with children under 5 years live in the Reach area (Census 2011) Of these there are an estimated 128 Lone Parents with children under 5 years There has been an increase of 39% in the total lone parents	Shared Staff: 1 Children's Centre manager 1 Deputy Children's Centre Manager 5 family support workers Centre specific staff 1 dedicated Administrator 1 Caretaker 1 cleaner	577 children were registered at the CC during 2012/13 and 510 families In Q1 2013/14 186 children (119 from the reach area) and 175 families have been seen at the CC 10 new families were referred to the Family Support Team during

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013 **Children's Centres Overviews – August 2013**

CC Reach area	% of children and families between 2001 and 2011	Staff	Qualitative Information						
20-30% - <u>82</u>	<p>between 2001 and 2011</p> <p>Of the resident population 96.9% are white British</p> <p>0.7% are white non-British</p> <p>0.8% are of mixed ethnic origin</p> <p>1.1% are Asian</p> <p>0.3% are Black/African/Caribbean/Black British</p> <p>0.2% are from other ethnic groups</p> <p>There are 141 households where no adult is in employment and where there are dependent children. An estimated 48 households, where no adult is in employment, include children who are under 5 years of age</p> <p>Claimant Count June 2013</p> <table><tr><td>Male</td><td>219</td></tr><tr><td>Female</td><td>111</td></tr><tr><td>Total</td><td>330</td></tr></table> <p>This is 2.8% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i></p>	Male	219	Female	111	Total	330		<p>Q1 2013/14 and a total of 31 families were supported (2.3 family support staff)</p> <p>The following numbers of people were seen at the CC during Q1 2013/14</p> <ul style="list-style-type: none">• 1 disabled parent• 1 disabled child• 29 fathers• 2 lone parents• 0 teenage parent <p>19 new births were registered (44% of all new births)</p>
Male	219								
Female	111								
Total	330								

APPENDIX 1 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013

Children's Centres Overviews – August 2013

WRENS NEST

Centre Description

Wren's Nest Children's Centre was opened in 2006 based at the Wrens Nest Primary School site at Marigold Crescent, Dudley DY1 3NX; 01384 817383. There are close links to the school and a neighbouring community resource centre. The Child Support Unit provides Sessional childcare for time for twos. Wrens Nest estate is amongst the 10% most deprived areas and is in the 3% most deprived areas in England. There is exceptionally low attainment on admission into Nursery with low parental aspiration and a significant number of young children with additional needs.

Examples of good practice within the CC

The Parent Information pack aims to provide easy to understand phrases and is designed with appropriate pictures and promotes a positive approach to childcare. Parents/carers are actively encouraged to develop self help groups; other parent groups are facilitated and geared to improving outcomes. Family support are receiving increasing numbers of complex referrals.

Summary of the activities organised by the CC

Stay & Play, Time for Twos offering toddler time, teenage parent group, Coffee & chat, Story sack, buggy fit, antenatal sessions, smoking cessation group. CAB, police drop in, Health visitor drop-in, school nurse drop in. Tea & talk, new starters plus and new starters, baby massage, weaning. Get cooking, adult literacy & numeracy, behavior management. Family Links now established in partnership with Priority Children's Centre.

Ofsted

Inspected in November 2011 with a "Good" overall assessment

Budget

2012/13 - £375,172

2013/14 - £350,991

CC Reach area	% of children and families	Staff	Qualitative Information
882 children aged under 5 years live in the Reach area (Census 2011) This is an increase of 106 from the 2001 Census 63% of the children aged under 5 years are in the 30% most deprived SOAs	675 families with children under 5 years live in the Reach area (Census 2011) Of these there are an estimated 194 Lone Parents with children under 5 years There has been an increase of 36% in the total lone parents	1 Admin Level 1 2 Admin Level 2 1 Caretaker 2 Child Support Key Worker 1 Child Support Manager 4 Cleaners 3 Crèche Workers 2 Family Support Assistants 1 Family Support Co-ordinator 5 Family Support Workers SALT Specialist Teaching	641 children were registered at the CC during 2012/13 and 510 families In Q1 2013/14 337 children (258 from the reach area) and 334 families have been seen at the CC 27 new families were referred to the Family Support Team during

APPENDIX 1 – Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013 **Children’s Centres Overviews – August 2013**














CC Reach area	% of children and families	Staff	Qualitative Information
<10% - 307 10-20% - 147 20-30% - 106 560 Due to the amalgamation of 1 SOA from Priory and 1 SOA from Wren's Nest at the Census 2011; into a single SOA, some of the figures have to be estimated for each of the CC reach areas. The proportions used are 38% of the combined SOA for Priory and 62% for Wren's Nest based on the proportions of children under 5 in the Child Benefit data 2011	between 2001 and 2011 Of the resident population 86.8% are white British 1.3% are white non-British 3.1% are of mixed ethnic origin 5.9% are Asian 2.5% are Black/African/Caribbean/Black British 0.3% are from other ethnic groups There are 354 households where no adult is in employment and where there are dependent children. An estimated 146 households, where no adult is in employment, include children who are under 5 years of age Claimant Count June 2013 Male 290 Female 163 Total 453 This is 6.4% of the total population aged 16 – 64 years. <i>(Calculated locally from the Census 2011 data to provide an idea of relative levels of claimants – do not equate to data released nationally)</i>	Assistant SEN Early Years Specialist Teaching Assistant SENCO Centre Teacher Head Teacher Strategic Finance Manager	Q1 2013/14 and a total of 72 families were supported (4.0 FTE family support staff) The following numbers of people were seen at the CC during Q1 2013/14 <ul style="list-style-type: none">• 4 disabled parents• 3 disabled children• 54 fathers• 96 lone parents• 9 teenage parent 4 new births were registered (12% of all new births)

APPENDIX 2 – List of typical Children’s Centres services - Report of the Director of Children’s Services to Children’s Services Scrutiny Committee – 23rd September 2013

Family Support (one to one help at home or at the centre)
Parenting group sessions
Family Links Nurturing Programme
Family Learning
Parents Early Education Partnership (PEEP)
Stay and Play sessions
Antenatal Sessions
Teenage pregnancy support
Midwife sessions including checks & clinics
Breastfeeding support
Health Visitor sessions including checks & clinics
Stopping smoking sessions
Nutrition & Cooking
Sessions for Teenage mothers
Fitness and Exercise sessions
Healthy lifestyles
Baby activity sessions – aged 0 – 18 months
Baby massage
Sleep problems and routines
Feeding and weaning
Baby exercises
Toddler activity sessions – aged 18 months to 3 years
Play and stimulation
Time for Twos
Dance and movement sessions
Activities for children aged 3 to 4 years
Every Child a Talker (ECAT) and Speech and Language sessions for children
Behaviour Management
Fathers’ Activities
Trips and Events
Saturday Club
Toy Library
Holiday play schemes
Home safety
Sensory rooms (where available)
Childminder sessions
Volunteer co-ordination and support
Help with managing a Budget
Help from Citizens Advice Bureau (CAB)
Help from Jobcentre Plus
Training courses and workshops for Parents
English for Speakers of Other Languages (ESOL)

TIMETABLE OF GROUPS AND SERVICES PROVIDED

*All sessions are free unless where stated. Please call for further information

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning	<p>Introduction into Childcare</p> <p>Woodside Community School & Children's Centre</p> <p>Ask for details</p> 	<p>CAB</p> <p>9.00 a.m. - 9.30 a.m. drop in 9.45 am - 12.00 noon -Appt only</p> <p>Woodside CC</p>   <p>Family Links Nurturing Programme</p> <p>10.30am - 12.30am</p> <p>Woodside CC</p> <p>Ask for details</p> 	<p>Stay & Play</p> <p>(0 - 4 years)</p> <p>(including Toy Library)</p> <p>9.00 a.m. - 10.30 a.m.</p> <p>Blowers Green Primary School</p> <p>Rays of Sunshine</p> <p>9.30 a.m. - 11.00 a.m.</p> <p>For parents of children with special/additional needs</p> <p>Woodside CC</p> <p>Toy Library</p> <p>10.15 a.m. - 11.00 a.m.</p> <p>Westley Street</p> <p>Neo Natal Group</p> <p>Monthly Group</p> <p>Ask for details</p>	<p>Little Explorers</p> <p>(Under 12 months)</p> <p>10.00 a.m. - 12.00 noon</p> <p>Woodside CC</p> <p>Adult Numeracy</p> <p>9.00 a.m. - 11.00 a.m.</p> <p>Woodside CC</p>  <p>Rising Stars</p> <p>(1 - 2 years)</p> <p>10.00 a.m. - 11.30 a.m.</p> <p>Milking Bank</p> <p>Call for Info</p> 	<p>Rattle & Rhyme</p> <p>9.30 a.m. - 10.30 a.m.</p> <p>Woodside CC</p> <p>Baby Massage/Yoga</p> <p>9.30 a.m. - 10.30 a.m.</p> <p>Ring for details</p> <p>Woodside CC</p> <p>Young Parents Group</p> <p>(under 19's) Respect Yourself Campaign</p> <p>10.00 am - 1.30 pm</p> <p>Woodside Community Centre</p>	<p>Just4Dads</p> <p>10.00 a.m. - 12.00 noon</p> <p>1st Saturday of every month</p> <p>Woodside CC</p> <p>Family Day</p> <p>10.00 a.m. - 12.00 noon</p> <p>3rd Saturday of every month</p> <p>Woodside CC</p> <p>(different theme each month i.e. baking, cinema, craft, tea party)</p> 
Afternoon	<p>Stay & Play</p> <p>(0 - 4 years)</p> <p>1.00 p.m. - 2.30 p.m</p> <p>Woodside Community Centre</p>  <p>Toy Library</p> <p>1.00 p.m. - 2.30 p.m.</p> <p>Woodside Community Centre</p>	<p>Adult Education - ESOL - (English as a foreign language)</p> <p>12.45 p.m. - 2.45 p.m.</p> <p>Woodside CC</p> <p>Adult Literacy</p> <p>12.30 p.m. - 3.00 p.m.</p> <p>Woodside CC</p> 	<p>Adult Learning</p> <p>We run a range of short course</p> <p>Please ask for latest information</p> 	<p>Baby Clinic</p> <p>1.00 p.m. - 3.00 p.m.</p> <p>Woodside CC</p>  <p>Toy Library</p> <p>2.15 p.m. - 3.15 p.m.</p> <p>Woodside CC</p>	<p>Rhymes Stay & Play</p> <p>(0 - 4 years)</p> <p>1.15 p.m. - 2.45 p.m.</p> <p>Rhymes Dav Nursery</p>  <p>Little Squealers</p> <p>(under 25's)</p> <p>1.00 p.m. - 2.30 p.m.</p> <p>Woodside CC</p>	<p>We also offer:</p> <ul style="list-style-type: none"> • Early Learning Support • Parenting & Family Support • Full day care childcare • Health Services • Support with training and employment • Up to 15 hours funded time in Little Bears Nursery • Health Trainer 

Congratulations!!

Five of our mums gained qualifications in Numeracy at the end of the summer! This was through our Family Learning course. Why don't you join us for our next courses—you too could be gaining ; qualifications, experience, new friends, new skills!



Adult Learning We have **NEW** courses starting in September for **Literacy**



And **IT** *Interested?*



Please ask at Reception
and you too could be on one/both of these courses!
Crèche places are available but must be booked.

Literacy—You must have less than a Grade C qualification to take part in this, as the course will lead up to a test for an award.

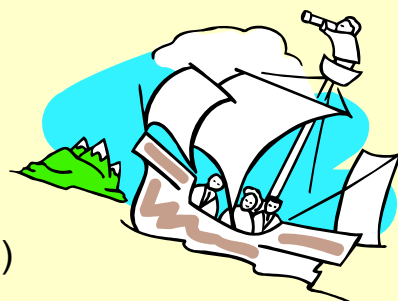
Family Learning are delivering a NEW and EXCITING session called
'FANTASTIC JOURNEYS'

on **MONDAYS 9.30-11am**

Providing craft activities for
parents and children to enjoy together!

Book your place **NOW**
for this 6 week course

£2/Session (unless on benefits)



Newsletter

Issue 26
Aug 2013

'First Steps For A Sure Start'
Sure Start Children's Centres



Welcome to our 'New Look' Newsletter!

Bookcrawl



Within our Toddler Stop session throughout last term we have been promoting our book library by setting up a "Bookcrawl". This is to encourage children and their grown-ups to spend some quality time together reading. Each time a book was taken home they would receive a Bookcrawl sticker. Once the children had collected 10 stickers we had a big celebration and presented them with their very own "Bookcrawl" "certificate".

Congratulations and well done to all our Toddler Stop children who took part in our Bookcrawl and a Big **Thank you**.

This Newsletter is available in larger print on request

Parents' Voice

24th September—10am-12noon

Some of our parents are establishing a voluntary group called

'Friends of Hob Green'

Anybody wishing to find out more information, please come along to this meeting!

If you need a crèche place, please ensure you book this with us so we can arrange for staff accordingly. Many thanks.



Family Links Parenting Programme

Congratulations to the 22 parents
who have successfully completed this programme over the last year!

Some parents comments have been;

I'm becoming more in control of my household and there is a calmer environment.

I have gained more tools to deal with unwanted behaviour.

I can deal with situations involving my child's behaviour in a more calming and less stressful way.

There is more laughter in our house.



If you would like to do this course, or would like more details please contact us.

Hob Green Children's Centre, Hob Green Primary School, Hob Green Road,
Pedmore Fields, Stourbridge DY9 9EX

Website: <http://childrenscentres.dudley.gov.uk/>

Tel: 01384 818783

My Story.....by Heather Cheslin

I started coming to the Children's Centre in 2008 when my son was nearly two. I had just moved to the area after the relationship with my partner had broken down. I found myself a single mum, alone with few friends and very little support. At this time I was also suffering from depression.

The staff at the Children's Centre took me and my son under their wing, and began to help rebuild my confidence and self-esteem by providing immeasurable support. They made and accompanied me to appointments, made a budget plan and put me in touch with the CAB so I could manage my finances better, gave me childcare and parenting advice and invited me to a toddler group and a mums support group. BUT more importantly; they listened! If I ever felt down or overwhelmed, I knew there would always be a friendly face waiting for me and someone that genuinely cared, who I could talk to in confidence. Sometimes, that's all you need to get you through hard times. They make every parent and child feel important because every parent and child IS important to them.

I also received constant help and support during my second pregnancy, which was quite difficult. I was in constant pain and felt very low at times. If it wasn't for the support and encouragement I received I can't imagine how I would have coped.

I began to spend more time at the Centre during this time, and after my daughter was born I joined some more groups; Tums2Mums, Time 4 U, Get Cooking and baby massage.

As well as getting me out of the house (having a new born can be isolating at times!) They provided me with practical and social skills. The groups have also been invaluable in socialising my daughter. I have since gained greatly in confidence and built up a good network of friends. I now feel able to give back by sharing my experiences with others and becoming a volunteer in the same mums group that helped me so much. I have also joined some other mums in starting a volunteer group who will be fund raising for projects aimed to enrich the lives of families in our local community. Our motto is;

'Helping each other to help each other'.

This was inspired by the work that the Children's Centre staff have done for me and my family.

My greatest wish is to give to others what I have received by helping to create a ripple effect of this caring attitude towards others.



To the ladies of Hob Green Children's Centre, my family and I cannot thank you enough for all that you have done for us.

Love from Heather

Rowan (age 6 yrs) and Marley (age 9 months)

Children's Centres and Partnerships with Health colleagues

1. There has been a huge amount of attention and activity nationally around the integration of Health and Children's Centres resulting in the production of statutory guidance which states that Health must consider the delivery of services through Children's Centres.

2. **UNICEF Baby Friendly Status**

In 2008 in partnership with Dudley Public Health we launched a Baby Friendly initiative to encourage the uptake and sustaining of breast feeding across the borough. Children's Centres actively recruited volunteers to work as breast feeding buddies to support this leading to the appointment of breast feeding co-ordinator for Dudley. We have been successful in achieving Stage One and Stage Two accreditation for **UNICEF Baby Friendly Status** in partnership with Public Health. The impact of this is that mothers can now breast feed in all Children's Centres across Dudley and we now have a workforce, both Health and other professionals, who are specifically trained in supporting breast feeding. There are a vast number of requirements for all organisations involved across the borough in terms of what can and cannot be supported and promoted to improve the health of babies and we have been successful in encouraging and persuading a vast range of organisations and partners to support us in this project.

3. **Direct Referral System – Ante natal contacts**

All Children's Centres are now receiving referrals directly from the midwifery service of pregnant women who are booking with them. We have developed services that will encourage these ladies to use their Children's Centres and access services that will improve their experience of pregnancy, prepare them for parenting and help them maintain a healthy and happy lifestyle throughout. Specific projects have been developed to support this process:

4. **Distribution of Free Antenatal Vitamins**

Under '**Healthy Start**' women on benefits and low income are entitled to free vitamins whilst pregnant, and post natal drops for their babies. We are working with Dudley Public Health to distribute these vitamins through a coupon redemption process in the Phase 1 Children's Centres. These Centres are Brierley Hill, Kates Hill and Sledmere, Lye and Wollescote, Netherton Park, Wrens Nest and Priory.

5. **National Childbirth Trust (NCT)**

We were approached by NCT to pilot a birth and beyond community buddy project. This project is targeted specifically at BME communities to work with pregnant women to support them in their booking for ante-natal services and throughout their pregnancy and parenting pathway. This is a unique opportunity to target women who may have language and literacy difficulties and therefore are higher risk of missing screening and other pregnancy related matters due to

not understanding what is available and how to access. This is operating in Little Hands, Kates Hill, Tenterfields and Butterfly.

Volunteers from the Children's Centres are being trained through an OCR accredited programme to mentor women.

6. Antenatal 'Waddle' and exercise

A safe and recommended exercise programme for pregnant women was developed in conjunction with colleagues from Public Health to support the obesity pathway during pregnancy. Children's Centre staff were trained to lead walks and developed a programme for pregnant women. Colleagues in Public Health funded instructors to teach ante-natal exercise classes and Children's Centre facilitated the programme by allocating room and staff for co-ordination.

7. Pilot - GP Surgery in Children's Centres

A GP practice in a disadvantaged area in Dudley is working with the Children's Centre to support the achievement of their targets. Clinical staff are attending specific clinics at the Centre as they are finding that this allows them to engage with their hard to Reach patients. The practice is delivering services, which includes cytology screening, childhood asthma clinics and other "coughs and colds" related symptoms. Patients were unable to read their information leaflets because literacy levels were so low. By partnering with the Children's Centres the practice can refer directly their patients to literacy classes but also ensure that children's health is being managed properly because parents can understand the instructions. This pilot has been so successful that the practice now wishes to use 2 other Children's Centres.

8. Health Visitor Partnerships

There is a named Health Visitor for every Children's Centre and the Local Authority is currently working with Black Country Partnership to fully embed Health Visiting services within Children's Centres provision. A communication policy was developed following the team's involvement on the development of the Child Health Strategy "**Healthy Lives Brighter Futures**". This policy is being up-dated currently following the recent "**Call to Action for Health Visitors.**"

As part of "**Call to Action**" the Local Authority are working closely with Health Visiting to develop ante-natal groups across the borough. Health Visitors are already delivering Baby Clinics in Children's Centres.

9. Midwife Clinics

Midwife clinics are now delivered in some Children's Centres across the borough. This service reinforces the antenatal work that the centres are delivering and provides all those pregnant ladies who have not engaged previously a chance to

visit and learn about Children's Centres. In addition, Children's Centres are piloting post-natal midwife clinics in some centres.

10. Healthy Eating and Exercise Programmes

Children's Centres have a role to play in supporting the reduction of Obesity rates in Reception Class. Through the Weight Management Programme children are weighed with their parents' permission on admission to school. All Children's Centres give advice on healthy eating and have specific groups which support this agenda. Since 2008, Children's Centres have been fully involved in the delivery of the Jumping Beans Programme. The Local Authority initially identified 2 centres to be trained in a programme called Mini Mend. We then worked with colleagues in Public Health and School Physical Education to re-badge the programme as Jumping Beans and roll it out across the borough.

Get Cooking training is offered to all Children's Centres and is provided by Public Health to Children's Centres staff. A contract is held with Public Health for reimbursement of ingredient costs in exchange for evaluation documentation. This is a small part of the Public Health Obesity programme supported by Children's Centres.

11. Paediatric Physiotherapy therapeutic intervention and Early years support for children with profound disabilities

A Children's Centre has been providing a therapeutic intervention service combined with Early Years provision via an SLA with Dudley PCT/CCG since 2006. In addition 2 further Children's Centres have been facilitating specific groups for additional children with profound disabilities on behalf of the specialist Early Years Local Authority service. The same children and families have also been asked to attend physiotherapy outpatient appointments at another Health venue in the borough.

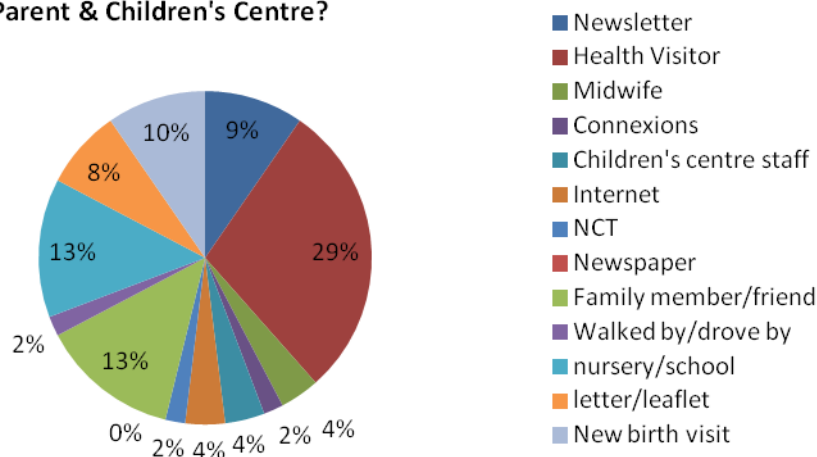
Discussions are currently taking place to consider evolving the service to reduce the amount of appointments and venues that the child and parents are having to attend and also to provide extra support for the parents. It is being suggested that this service could be provided at 3 different Children's Centres across the borough in areas where analysis of partners waiting lists has identified the highest need.

Parental Satisfaction Survey Feedback Results 2012

A Parental Satisfaction Survey was sent out to 508 families in May 2011, of which 52 replies were received. This equates to 10.23% return.

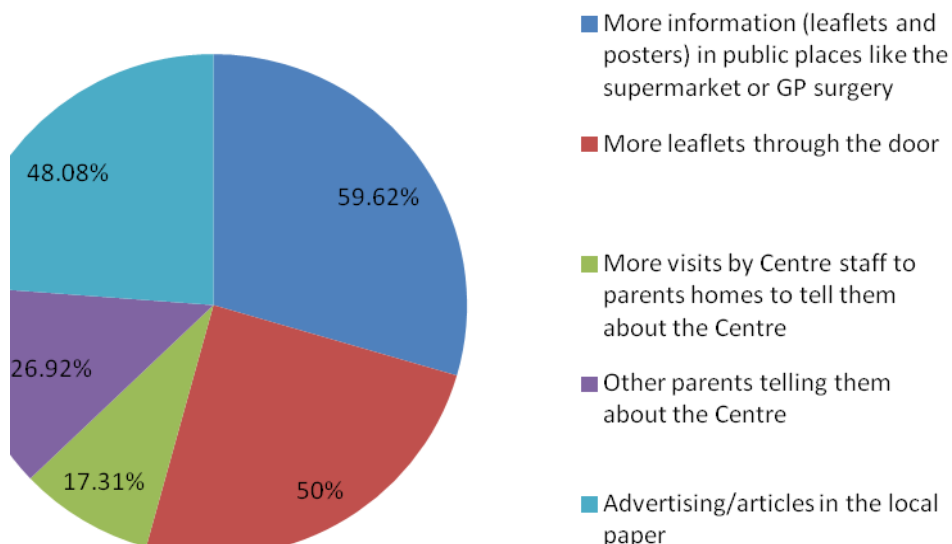
Parents were asked how they found out about the Centre.

Parental Satisfaction Survey 2012
How did you find out about
Gornal Parent & Children's Centre?



Parents were asked what they considered would be the most effective way to make parents aware of the Centre. More information in public place, more leaflets through the door and advertising in the local paper were the top three answers.

Most effective way to make parents aware of the centre



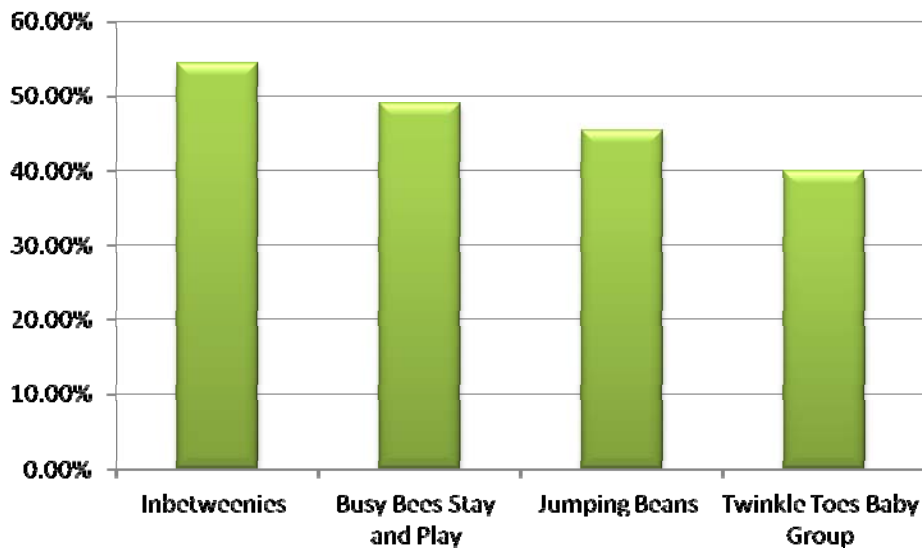
Other suggestions were Social media, Facebook etc, a Facebook page for parents to share and open days.

Parents were asked which sessions they had attended.

The services used by respondents were as follows :

Sessions/Groups	Used
Santas Grotto	32.69%
Tea Time Teddies	32.69%
New Birth Visit in your own home	26.92%
PEEP for 1 and 2 year olds	26.92%
Mothers Day Photos	25.00%
PEEP Babies	23.08%
Baby Massage	23.08%
School Holiday Activities	19.23%
NCT Antenatal Classes	17.31%
Midwife and Health Visitor Appointment at Centre	17.31%
Evening Baby Clinic	17.31%
Volunteer Induction Training	15.38%
Introduction to solids by Health Visitors	15.38%
Stay and Play at Straits Primary	13.46%
My Fun Bus	13.46%
Adult Learners Award Ceremony	13.46%
Speech and Language Therapist Appointment at the Centre	11.54%
Family Support in own home	11.54%
Family Learning Art Course	11.54%
Beauty Course	11.54%
Triple P	11.54%
Time for Twos	11.54%
PEEP 3 with Roberts Nursery	9.62%
TTT Group/ Gornal Talk and Support	9.62%
Lets Get Cooking	9.62%
Bumps to Babies	7.69%
Safeguarding Training	5.77%
Family Finance Course	5.77%
Citizens Advice Bureau	5.77%
First Aid Training	5.77%
Active Dudley	5.77%
Waddle and Toddle	3.85%
Jumping Beans	3.85%
Parents Voice	3.85%
Solo Group	3.85%
Breast Feeding Buddies Training	3.85%
New Nursery and Reception Parents Coffee Mornings	3.85%
Talking Tots	3.85%
Antenatal information/advice	3.85%
Bookstart Corner	3.85%
YogaBugs Mini Bugs	3.85%
Yoga Bugs Mighty Bugs	3.85%
Volunteer Coffee Morning	3.85%
Groovy Guys Dads Group	1.92%
Family Links Nurturing Programme	1.92%
Breastfeeding Buddies Support	1.92%
Primary Mental Health Nurse appointment at the Centre	0.00%

The services most used by respondents were:



The services that have the least use by respondents are Health and Wellbeing Nurse and Asthma clinic, followed by Boobiful Babies and Breastfeeding Support.

Parents were asked to rate the sessions they had attended.

The sessions with the highest percentage (over 10%) of very good and good ratings were:

Santas Grotto	32.69%
Tea Time Teddies	28.84%
PEEP for 1 and 2 year olds	25.00%
Baby Massage	23.07%
Mothers Day Photos	23.07%
PEEP Babies	21.16%
School Holiday Activities	19.23%
Evening Baby Clinic	17.30%
New Birth Visit in your own home	17.30%
Midwife and Health Visitor Appointment at Centre	15.39%
NCT Antenatal Classes	15.38%
Volunteer Induction Training	15.38%
Stay and Play at Straits Primary	13.47%
Adult Learners Award Ceremony	13.46%
Introduction to solids by Health Visitors	13.46%
My Fun Bus	13.47%
Family Support in own home	11.54%
Beauty Course	11.54%
Triple P	11.54%
Time for Twos	11.54%

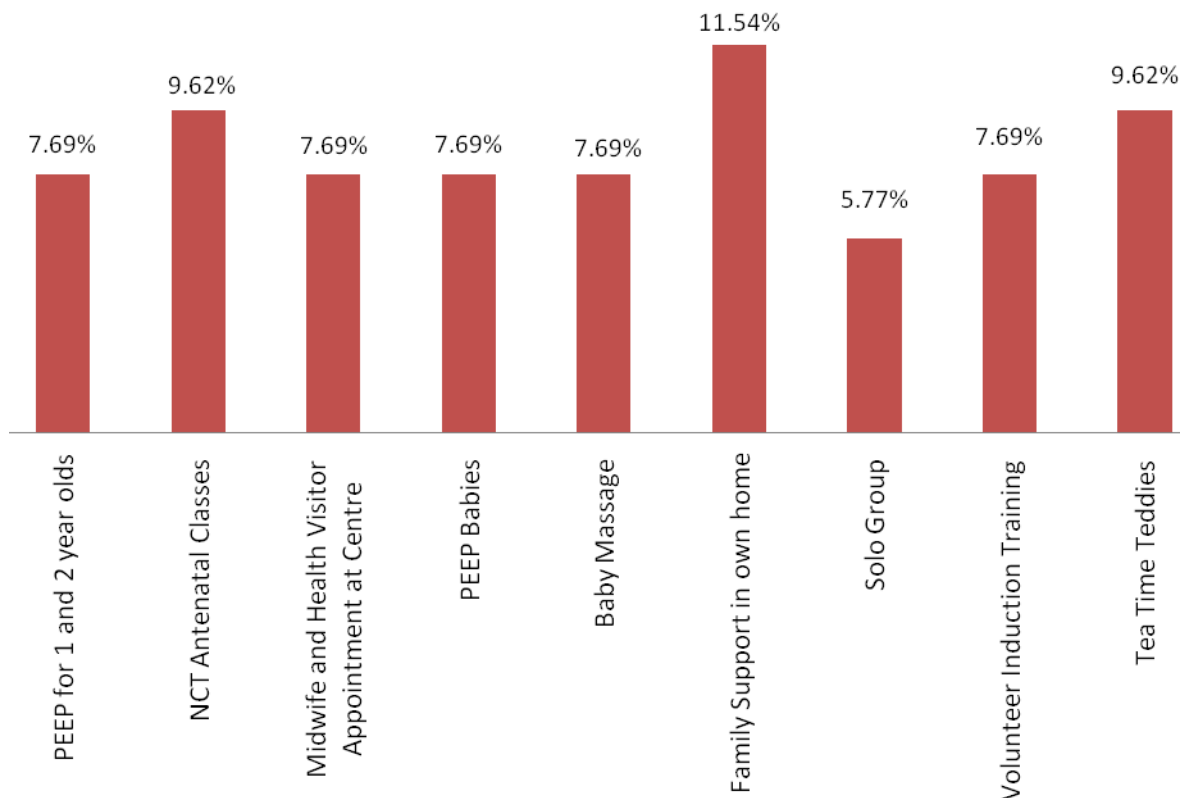
Those with the lowest percentages were were:

Waddle and Toddle	3.84%
Jumping Beans	3.85%
Parents Voice	3.85%
Solo Group	3.85%
Breast Feeding Buddies Training	3.85%
Groovy Guys Dads Group	0.00%
New Nursery and Reception Parents Coffee Mornings	1.92%
Family Links Nurturing Programme	1.92%
Talking Tots	3.85%
Yoga Bugs Mini Bugs	1.92%
Yogs Bugs Mighty Bugs	3.84%
Volunteer Coffee Morning	3.85%
Primary Mental Health Nurse appointment at the	0.00%

Poor and very poor ratings were as follows:

	Poor	Very Poor
Speech and Language Therapist Appointment at the Centre	1.92%	
Lets Get Cooking	1.92%	
Mothers Day Photos		1.92%

The services that most attracted respondents to the Centre



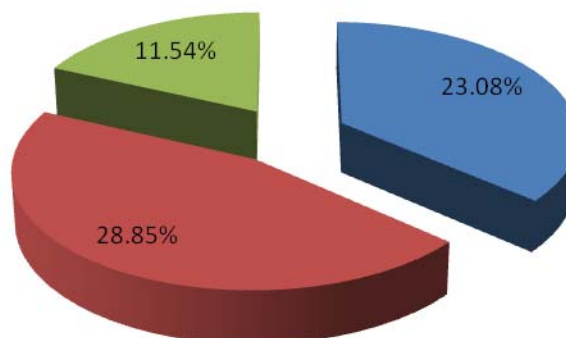
Family support in own home was the top response followed by NCT Classes and Tea Time Teddies.

Some of the respondents were not aware of all of the sessions. The sessions they were mostly unaware of were

Yoga Bugs Mini Bugs	11.54%
Yogs Bugs Mighty Bugs	11.54%
First Aid Training	9.62%
Primary Mental Health Nurse appointment at the Centre	9.62%
Volunteer Coffee Morning	9.62%
Waddle and Toddle	7.69%
PEEP 3 with Roberts Nursery	7.69%
Triple P	7.69%
Breastfeeding Buddies Support	7.69%
Antenatal information/advice	7.69%
Bookstart Corner	7.69%
Family Links Nurturing Programme	7.69%

Parents considered that their child benefitted most from:

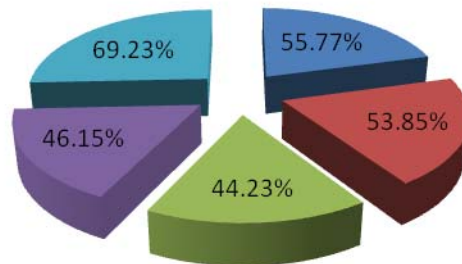
- My child is learning more or learning new skills
(such as communication and speech, to paint, draw, write, count, read)
- My child is making friends with other children and socialising more
- My child's speech and language has improved



The most popular answer last year was 'My child is learning more or learning new skills' (20%) followed by 'It's a safe environment for my child to explore' (16.36%)

Personal benefits to the parents highest ratings were:

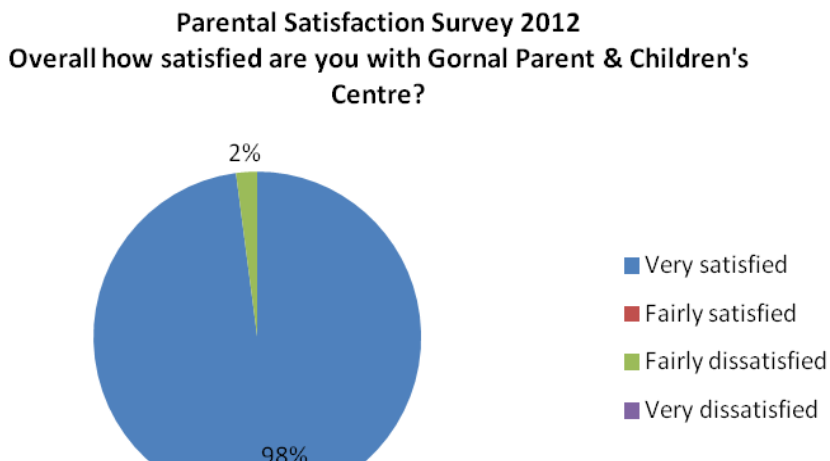
- I am meeting and socialising more with other parents
- It gets me out of the house
- I understand my child's development better
- I can get advice and support when I need it (e.g. about education, training or claiming benefits)
- It's a pleasant environment with friendly staff and quality services



The main benefit that stood out for all parents was ' I am meeting and socialising more with other parents 26.92%

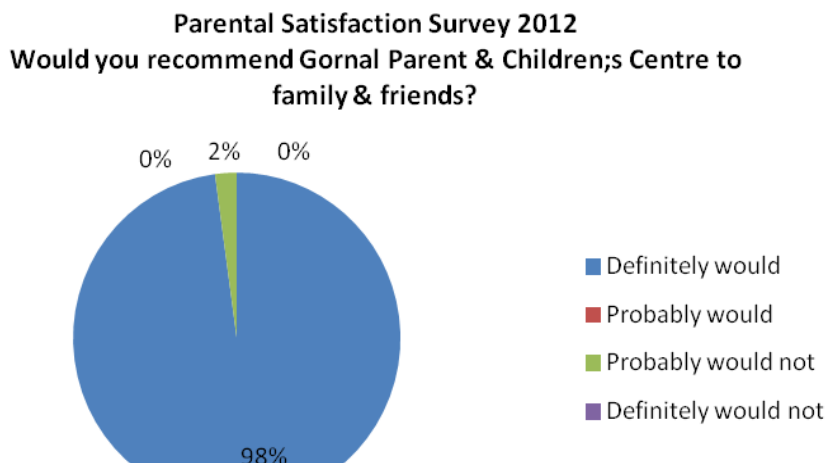
This compares with the previous year when the top response was also I am meeting and socialising more with other parents

The parents were asked ' Overall how satisfied are you with Gornal Children's Centre



This shows that 98% were satisfied and only 2% fairly dissatisfied. This compares to the previous year when 92.72% were satisfied and 3.6% fairly dissatisfied. This indicates that the Centre is maintaining a high rate of satisfaction amongst users.

Parents were asked if they would recommend the Centre to family and friends



Parents were asked if there were any other services that the Centre could offer

59.62% of parents could not suggest any other services that could be provided that are not already available.

17.31% made the following suggestions:

Coffee morning with crèche for full time parents

A lunch/tea time group for baby led weaners.

Baby signing

Baby Yoga

Parent exercise classes

Something to help children progress from Time for Twos into nursery

More courses and more places on the courses

Sign language

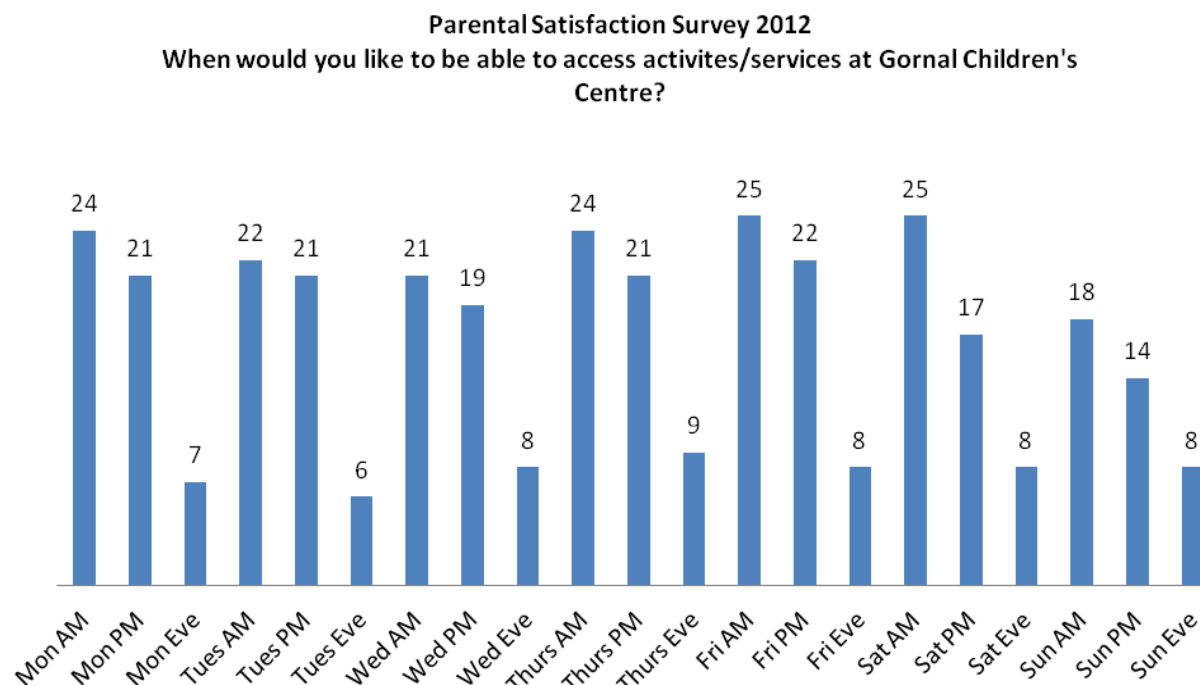
Baby massage with more places available

Gornal Talk and Support to continue through the holidays

A toy library

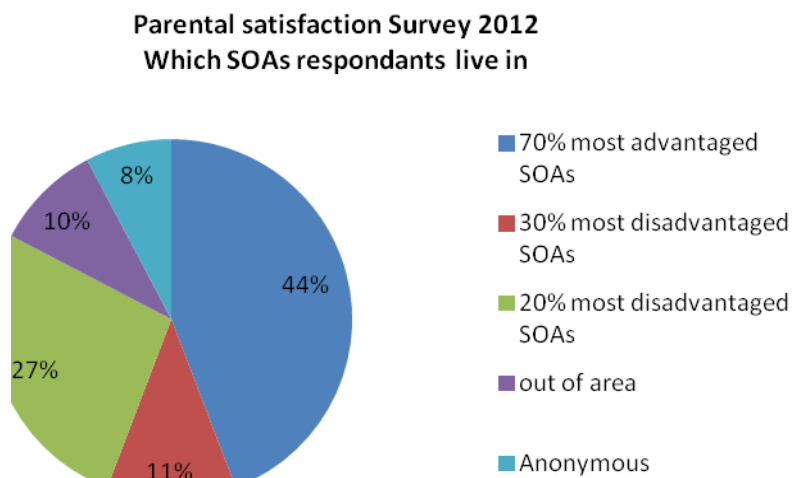
A group for full time mums.

The You said/we did table demonstrates how we have or plan to amend provisions as a result of these suggestions. (See Appendix)

The parents were asked when they would like to access activities and services at the Centre.

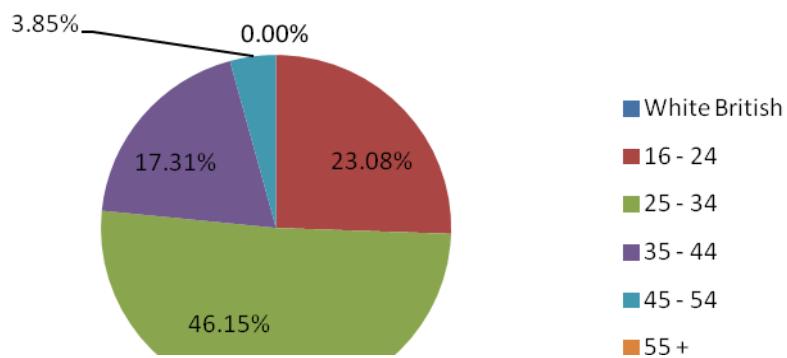
About the respondents

The returned forms received by area were:

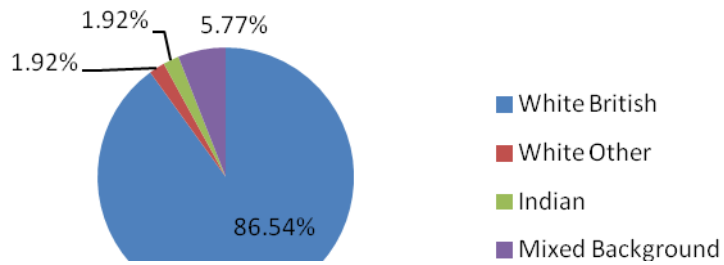


The majority of adults using the centre are female, 84.62%, males make up 5.77%. Of those 82.69% are parents.

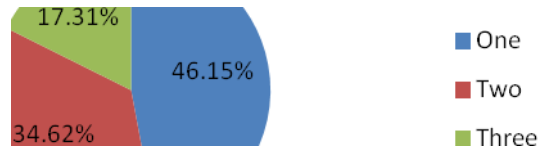
Age of parents



Ethnicity

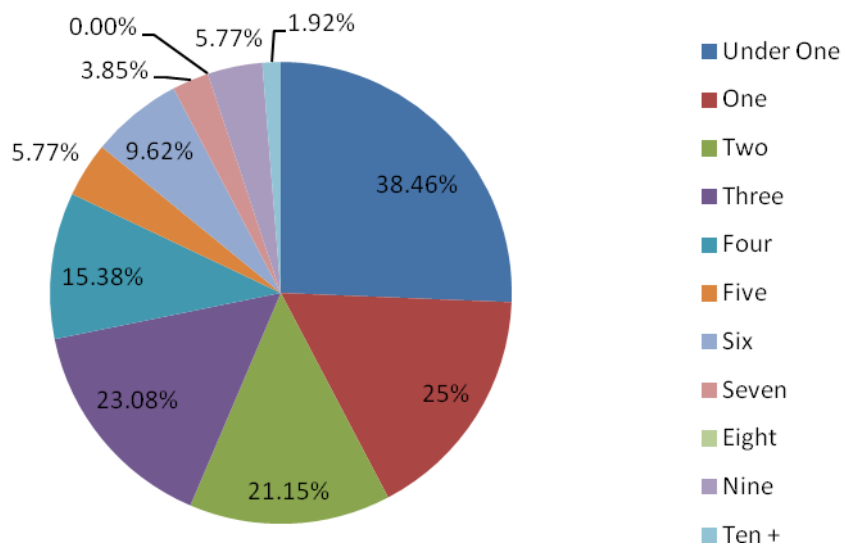


Numbers of children living in the

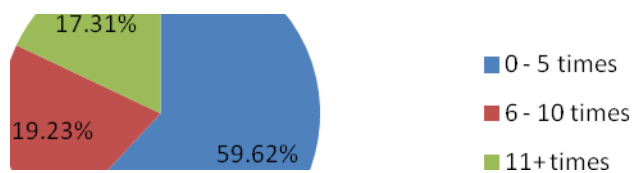


house

Children's ages 0 to 4 years



Attendance in the last month



Parents were asked if they or their children had a disability

3.85% of adults surveyed said they had a disability. 5.77% of the children were disabled.

This compares to 3.6% of adults and 1.81% of children last year

Further comments by parents

The vast majority of comments that parents made were very positive and appreciative towards members of Centre staff. Some respondent wanted input earlier in pregnancy, access to services in the home due to health reasons and Saturday activities. We have produced a You said/we did table to highlight how we are reacting to parents feedback. (See Appendix)

Positive comments included:
I have been coming to the Children's Centre for over two years, it is great. Has really helped me a lot with different training. My child also really enjoys coming here. Would recommend it to anyone.
Would like to go to PEEP 1 - 2 again
If it wasn't for the staff being so friendly I wouldn't of come back to the Children's Centre, so thank you.
Staff are always very friendly and welcoming
You are all fabulous and we love coming to the centre
Helpful friendly staff. Clean safe environment
All staff are very friendly and understand everything what I want.
Friendly helpful staff
Other comments:
Needed more input earlier in pregnancy. By the time I was contacted for a home visit I had already been going to the centre for almost a month.
(In relation to when would you be able to access services) I could attend all the days and times but I work shifts and they are not set shifts
Activities on a Saturday would be fantastic
Access services in the home due to health reasons
Negative Comments
Found PEEP babies disappointing, Was no structure to sessions , time and day kept changing and group split in two so lost contact with PEEP. My child was not engaged because there were few activities, only 2 or 3 in 5 months we came. Environment not very safe when parents leave hot tea on floor with crawling babies.

88.46% of respondents said they would definitely recommend the Centre to family and friends. 1.92% said they would probably wouldn't recommend the Centre to family and friends.

This compares to the previous year when 86% of respondents said they would definitely recommend the Centre to family and friends.

Training

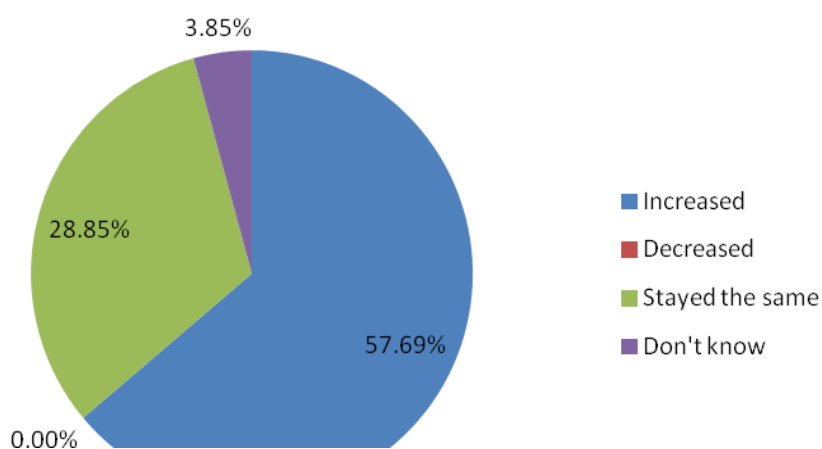
23.08% of respondents had done some training at the Centre. Of those, 11.54% had gone on to do further training elsewhere.

Comments about other training as follows:

In September I will be doing the cache level 2 at Castle and Prory Centre.
Volunteer training led to me signing up for an NVQ level 3 in child services
Cache Level 3, Safeguarding, First Aid
Level 3 in childcare
Teaching Assistant training at Priory Learning Centre
Currently looking for a volunteer position
Going to access higher education in September

Since attending training 0.00% had gone on to gain employment

Respondents were asked to say if their confidence since attending the Centre has increased, decreased, stayed the same or don't know.



We want to find out your views about the services we have provided between 1st Aug 2011 and 31st July 2012. We are also interested in finding out what services you want in the future.

Most questions require you to simply tick one box per question. You will also have the option to provide your own comments in the text boxes provided.

If you would like this questionnaire in a different format i.e. large print or audio tape please contact Gornal Parent and Children's Centre on 01384 818274.

Please return completed questionnaires to Gornal Parent and Children's Centre, Robert Street, Lower Gornal DY3 2AZ or alternatively you can complete the form online at <http://childrenscentres.dudley.gov.uk/gornal> and return it to ccinfo@roberts.dudley.sch.uk

Questionnaires can be completed anonymously but if you would like to be entered into our prize draw for a chance to **win £30.00 Tesco vouchers** you need to fill in your name, address and telephone number and return the questionnaire to us by 31st August 2012.

How did you find out about Gornal Parent and Children's Centre?

Which of the following group sessions have you used and how do you rate them?

	Used	Not Used	Not aware of	Very Good	Good	Poor	Very Poor	Don't Know
PEEP for 1 and 2 year olds.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waddle and Toddle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jumping Beans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NCT Antenatal Classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Midwife and Health Visitor Appointment at Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speech and Language Therapist Appointment at the Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PEEP Babies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bumps to Babies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Baby Massage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parents Voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening Baby Clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family Support in own home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family Finance Course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PEEP 3 with Roberts Nursery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please continue overleaf

1.

New Birth Visit in your own home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family Learning Art Course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beauty Course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safeguarding Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School Holiday Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Citizens Advice Bureau	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solo Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer Induction Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TTT Group/ Gornal Talk and Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Triple P	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
First Aid Training.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Breast Feeding Buddies Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Groovy Guys Dads Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lets Get Cooking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stay and Play at Straits Primary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduction to solids by Health Visitors.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Fun Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Nursery and Reception Parents Coffee Mornings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family Links Nurturing Programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mothers Day Photos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time for Twos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Santas Grotto	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking Tots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tea Time Teddies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YogaBugs Mini Bugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Yoga Bugs Mighty Bugs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer Coffee Morning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Breastfeeding Buddies Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Active Dudley	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Learners Award Ceremony	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Antenatal information/advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bookstart Corner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary Mental Health Nurse appointment at the Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.

Which one of these services most attracted you to use Gornal Children's Centre in the first place?
(Please tick only one)

PEEP for 1 and 2 year olds.....	<input type="checkbox"/>	First Aid Training	<input type="checkbox"/>
Waddle and Toddle	<input type="checkbox"/>	Breast Feeding Buddies Training	<input type="checkbox"/>
Jumping Beans	<input type="checkbox"/>	Groovy Guys Dads Group	<input type="checkbox"/>
NCT Antenatal Classes	<input type="checkbox"/>	Lets Get Cooking	<input type="checkbox"/>
Midwife and Health Visitor Appointment at Centre	<input type="checkbox"/>	Stay and Play Straits Primary	<input type="checkbox"/>
Speech and Language Therapist Appointment at the Centre	<input type="checkbox"/>	Introduction to solids by Health Visitor	<input type="checkbox"/>
PEEP Babies	<input type="checkbox"/>	My Fun Bus	<input type="checkbox"/>
Bumps to Babies	<input type="checkbox"/>	New Nursery and Reception Parents Coffee Morning	<input type="checkbox"/>
Baby Massage	<input type="checkbox"/>		<input type="checkbox"/>
Talking Tots	<input type="checkbox"/>	Family Links Nurturing Programme	<input type="checkbox"/>
Parents Voice	<input type="checkbox"/>	Mothers Day Photos	<input type="checkbox"/>
Family support in your own home	<input type="checkbox"/>	Time for twos	<input type="checkbox"/>
Family Finance Course	<input type="checkbox"/>	Santas Grotto	<input type="checkbox"/>
Breastfeeding Buddies Support	<input type="checkbox"/>	Tea Time Teddies	<input type="checkbox"/>
PEEP 3 with Roberts Nursery	<input type="checkbox"/>	YogBugs Mini Bugs	<input type="checkbox"/>
New Birth Visit in your own home	<input type="checkbox"/>	YogaBugs Mighty Bugs	<input type="checkbox"/>
	<input type="checkbox"/>	Volunteer Coffee Morning	<input type="checkbox"/>
Family Learning Art Course	<input type="checkbox"/>	Evening Baby Clinic	<input type="checkbox"/>
Beauty Course	<input type="checkbox"/>	Active Dudley	<input type="checkbox"/>
Safeguarding Training	<input type="checkbox"/>	Adult Learners Award Ceremony	<input type="checkbox"/>
	<input type="checkbox"/>		<input type="checkbox"/>

School Holiday Activities

Antenatal Information and Advice

Citizens Advice Bureau ☐

Bookstart Corner ☐

Solo Group ☐

Primary Mental Health Nurse appointment ☐
at the centre

Volunteer Induction Training ☐

Triple P..... ☐

TTT Group /Gornal Talk and Support..... ☐

3.

Which of the following best describes your ethnic group? Please tick one box

☐ White British ☐ White Irish ☐ White Other ☐ Mixed background

☐ Black African ☐ Black Caribbean ☐ Black Other

☐ Indian ☐ Bangladeshi ☐ Pakistani

☐ Vietnamese ☐ Chinese ☐ Traveller

Other:

How many children live in your house?

How old are the children?

Child 1 Child 2: Child 3: Child 4: Child 5:

Do you consider yourself to have a special need or disability?

☐ Yes ☐ No ☐ Don't Know ☐ Refused

Does any child in your household have a special need or disability?

☐ Yes ☐ No ☐ Don't Know ☐ Refused

So we can provide you with the best possible service Gornal Children's Centre may wish to carry out further research projects. Would you be willing to be contacted in the future, to take part in further research?

☐ Yes ☐ No

To be entered into a free prize draw for a chance to win £30.00 Tesco Vouchers you need to fill in your name, address and telephone number and return the questionnaire to Gornal Parent and Children's Centre, Robert Street, Lower Gornal, Dudley. DY3 2AZ by 31st August 2012.

Name:

Address:

Post Code:

Telephone Number:

Mobile:

THANK YOU FOR TAKING TIME TO COMPLETE THIS SURVEY

Once you have completed the survey please return it to Gornal Parent and Children's Centre, Robert Street, Lower Gornal DY3 2AZ or alternatively you can complete the form online at

<http://childrenscentres.dudley.gov.uk/gornal> and return it to ccinfo@roberts.dudley.sch.uk



8.

Which of these benefits has your child found from using the Centre? (Please tick all that apply)

- ☐ My child is learning more or learning new skills
(such as communication and speech, to paint, draw, write, count, read)
- ☐ My child has more or better opportunities to play
- ☐ My child is making friends with other children and socialising more
- ☐ My child has been given the opportunity to explore their imagination i.e. art, music, movement, dance etc.
- ☐ It's a safe environment for my child to explore
- ☐ My child's health has improved
- ☐ My child's speech and language has improved
- ☐ My child has better access to health services and other specialist services
- ☐ No benefits
- ☐ Don't know
- ☐ Other please specify:

Which of these has been the main benefit to your child? (Please tick only one)

- ☐ My child is learning more or learning new skills
(such as communication and speech, to paint, draw, write, count, read)

- ☐ APPENDIX 5 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013

My child has more or better opportunities to play

- ☐ My child is making friends with other children and socialising more
- ☐ My child has been given the opportunity to explore their imagination i.e. art, music, movement, dance etc.
- ☐ It's a safe environment for my child to explore
- ☐ My child's health has improved
- ☐ My child's speech and language has improved
- ☐ My child has better access to health services and other specialist services
- ☐ No benefits/ no main benefit
- ☐ Don't Know
- ☐ Other, please specify:

4.
Which of these benefits have you personally found from using the Centre? (Please tick all that apply)

- ☐ I am meeting and socialising more with other parents
- ☐ It gets me out of the house
- ☐ I feel more confident as a parent/have better parenting skills
- ☐ I understand my child's development better
- ☐ I can get advice and support when I need it (e.g. about education, training or claiming benefits)
- ☐ I have better access to health services
- ☐ It's a pleasant environment with friendly staff and quality services
- ☐ I can access all these services under one roof
- ☐ I can access training courses at the Centre
- ☐ I can access volunteering opportunities at the Centre
- ☐ No benefits
- ☐ Don't know

☐ Other, please specify:

Which of those has been the main benefit to you personally? (Please tick one)

- ☐ I am meeting and socialising more with other parents
- ☐ It gets me out of the house
- ☐ I feel more confident as a parent/have better parenting skills
- ☐ I understand my child's development better
- ☐ I can get advice and support when I need it (e.g. about education, training or claiming benefits)
- ☐ I have better access to health services
- ☐ It's a pleasant environment with friendly staff and quality services
- ☐ I can access all these services under one roof
- ☐ I can access training courses at the Centre
- ☐ I can access volunteering opportunities at the Centre
- ☐ No benefits/main benefit
- ☐ Don't know
- ☐ Other, please specify:

5.

Overall how satisfied are you with Gornal Children's Centre?

- | | |
|----------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Very Satisfied | <input type="checkbox"/> Fairly Satisfied |
| <input type="checkbox"/> Fairly Dissatisfied | <input type="checkbox"/> Very Dissatisfied |

Would you recommend Gornal Children's Centre to family and friends?

- | | |
|--------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Definitely Would | <input type="checkbox"/> Probably Would |
| <input type="checkbox"/> Probably Wouldn't | <input type="checkbox"/> Definitely Wouldn't |

If you wouldn't recommend Gornal Children's Centre please state why

In the last month how many times have you visited Gornal Children's Centre?

☐ 0 – 5 times ☐ 6 – 10 times ☐ 11+ times

Are there any services that you would like Gornal Children's Centre to offer that are not already available?

☐ Yes ☐ No If yes please tell us what these are?

We want to encourage more parents to use Gornal Children's Centre. Which of the following would be most effective to make parents more aware of the Centre? (Please tick all that apply).

- ☐ More information (leaflets and posters) in public places like the supermarket or GP surgery
- ☐ More leaflets through the door
- ☐ More visits by Centre staff to parent's homes to tell them about the Centre
- ☐ Other parents telling them about the Centre
- ☐ Advertising/articles in the local paper
- ☐ Other please specify:

6.

When would you like to be able to access activities and services at Gornal Children's Centre?

	AM	PM	EVENING
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other comments you would like to make?

Have you done any training at Gornal Parent and Children's Centre?

☐ Yes ☐ No

If so, have you gone on to do further training elsewhere?

☐ Yes ☐ No

Please give details below of any further training that you have done

Since attending training at Gornal Parent and Children's Centre have you gone on to gain employment?

☐ Yes ☐ No

Since attending Gornal Parent and Children's Centre would you say that your confidence as a parent has ..

☐ Increased ☐ Decreased ☐ Stayed the same ☐ Don't know

So we can ensure we are offering services to different groups of people, please complete the following,

Are you:

☐ Male ☐ Female ☐ Parent ☐ Carer

☐ Under 16 ☐ 16 – 24 ☐ 25 – 34 ☐ 35 – 44 ☐ 45 – 54 ☐ 55+

7.

Dudley Children's Centres - Summary of Census 2011 Data and Estart Data for Dudley Area

Introduction

The Census 2011 data has now been released by Super Output Areas (SOAs) and has been amalgamated into reach areas for each of the 20 children's centres and also produced totals for the Dudley borough area. Additionally the data from the Estart system which counts activities within the centres has also been collated and tables produced summarising the data by centre and totalled for Dudley. The data used has been the latest quarter's information up to 30th June 2013; and where available the annual totals for 2012/13 (ending 31st March 2013).

This document provides a summary of the data for the Dudley Borough area; it considers data related to deprivation levels (measured by the Index of Multiple Deprivation IMD 2010) and creates percentages of Estart figures against Census data where possible.

Children Aged 0-4 years in Dudley Borough Council area

Number of children 0-4 years (Census 2011)	18,867
• Number in the 10% most deprived SOAs	2,771
• Number in the 10-20% most deprived SOAs	3,413
• Number in the 20-30% most deprived SOAs	3,654
• Number outside the 30% most deprived SOAs	9,029

Children aged 0-4 years registered at a children's centre at 31st March 2013 –
14,991 (79% of total children)

Number of children who attended sessions or were supported by CC in Quarter 1 2013/14 and taken part in at least one activity – 5,861 (31% of all children 0-4 years)
1,232 (21%) of these were from outside of the reach areas of the children's centres but within the borough area

Children 0-4 from deprived areas attending CC or supported during Q1 2013/14

- 848 children from the 10% most deprived SOAs (i.e. 31% of all children 0-4 years from the 10% SOAs)
- 944 children from the 10-20% most deprived SOAs (i.e. 28% of all children 0-4 years from the 10-20% SOAs)
- 1,054 children from the 20-30% most deprived SOA (i.e. 29% of all children 0-4 years from the 20-30% SOAs)
- 2,846 children from outside the 30% most deprived SOAs (i.e. 29% of all children 0-4 years from the SOAs outside the 30% most deprived)

(these figures relate to the children from within the reach area of a children's centre in order to compare them with the most deprived SOAs)

Figures for 2012/13 not included because of the likelihood of duplications between quarterly figures

Families with Children Aged 0-4 years

Number of Families with children aged 0-4 years (Census 2011)	14,817
Families registered at a children's centre	12,799 (86%)
Total families attending sessions/supported in Quarter 1 2013/14	5,912 (40%)
Lone parents with children 0-4 years (Census 2011)	3,470
Lone parents registered at 31 st March 2013	2007 (58%)
Lone Parents attending sessions/supported in Quarter 1 2013/14	675 (19%)
Fathers with children aged 0-4 years (Census 2011)	11,664
Fathers registered at 31 st March 2013	9,415 (81%)
Fathers-to-be registered at 31 st March 2013	465
Stepfathers; male carers and foster fathers registered	56
All fathers attending sessions/supported Quarter 1 2013/14	1,159 (10%)

Children aged 0-4 by Ethnic Groups	Registrations at 31/03/2013	Attended CC Quarter 1 2013/14	% of Attendance by each Group
Total	14,861	4,632	31%
White: British	10,406	3,424	33%
White: Irish	19	7	37%
White: Any Other White	234	85	36%
Mixed Background: White and Black Caribbean	338	119	35%
Mixed Background: White and Black African	72	55	76%
Mixed Background: White and Asian	207	89	43%
Mixed Background: Any Other Mixed Background	252	80	32%
Asian: Indian	241	75	31%
Asian: Pakistani	1,272	520	41%
Asian: Bangladeshi	43	15	35%
Asian: Any Other Asian Background	153	60	39%
Black: Black Caribbean	72	22	31%
Black: Black African	161	57	35%
Black: Any Other Black Background	37	15	41%
Other: Chinese	47	24	51%

Other: Any Other Ethnic Group	301	118	39%
Ethnic Background not recorded	1,020	261	26%

At present Census data does not include Ethnic Groups by age; therefore proportions of each group registering and attending the children's centres cannot be calculated. However 70% of registrations at the children's centres are white British whereas 89% of all residents in Dudley are white British. This infers that the minority ethnic groups are more likely to use children's centres and/or there are a higher proportion of younger children who are from the minority groups.

Family Support

Number of FTE Family Support Workers	70.1
Referrals for family support made during Q1 2013/14	632
Caseloads for family support during Q1 2013/14	1,304
Average number on caseload per Family Support Worker	19

Time for Twos

Referrals made during Q1 2013/14	178
Number of children accessing centre Q1 2013/14	236
Number still accessing at end of quarter 1	248

Antenatal Support

Referrals 2012/13	1,689
Registrations during 2012/13	591
Number attending centre and supported 2012/13	1,460
Number attending centre and supported Q1 2013/14	330

New Births

New Births referred to the children's centres 2012/13	3,226
Families contacted by the children's centres 2012/13	3,184
New births registered by the children's centres 2012/13	1,308
% of new births registered	41%
New Births referred to the children's centres Q1 2013/14	836
New births registered by the children's centres Q1 2013/14	336
% of new births registered	40%

Teenage Pregnancies

Numbers registered at 31 st March 2013	32
Number attending centre and supported 2012/13	92
Number attending centre and supported Q1 2013/14	43

Teenage Parents

Numbers registered at 31 st March 2013	272
Number attending centre and supported 2012/13	1,027

APPENDIX 6 - Report of the Director of Children's Services to Children's Services Scrutiny Committee – 23rd September 2013

Number attending centre and supported Q1 2013/14	112
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Disabled Parents

Numbers registered at 31 st March 2013	216
New registrations during 2012/13	30
Number attending centre and supported 2012/13	286
Number attending centre and supported Q1 2013/14	59

Disabled Children

Numbers registered at 31 st March 2013	153
New registrations during 2012/13	34
Number attending centre and supported 2012/13	220
Number attending centre and supported Q1 2013/14	66

Volunteers

Number recruited during 2012/13	173
Number active 2012/13	156
Number gaining employment 2012/13	33
Number recruited during Q1 2013/14	47
Number gaining employment Q1 2013/14	0

Citizens Advice Bureau

New service users 2012/13	820
Repeat users 2012/13	442
Total issues 2012/13	3,396
Money gained 2012/13	£1,114,078
New service users Q1 2013/14	176
Repeat users Q1 2013/14	77
Money gained Q1 2013/14	£374,507

Sample of Activities Recorded on Estart for 2012/13

Jumping Beans	Female Carers/Children	35/40
Family Links	Mothers/Fathers	279/35
Referrals to Jobcentre Plus		70
Signposted to Adult Learning		622
Acquired paid employment		45
Attendees at Get Cooking sessions		150
Bookstart Packs issued		626
Vitamins Issued	Women/Children	119/249
NCT sessions	Pregnant women attendees	188
	Male birthing partners	108
	Other birthing partners	11

Case Study 1

This family was referred to a Dudley Children’s Centre in July 2012 by a health visitor who suggested that the family provides mother with some support with behaviour management for the youngest child (referred to as child A) who is one of five children. The family has experienced significant trauma over the last few years and domestic abuse has played a significant part in this trauma. As a result of the domestic abuse, the child A had not had any social interaction outside the family home due to mother being reluctant to leave the house alone as she was in fear of her life.

The Children’s Centre offered this family support and the child A has been attending Time for Two’s since September 2012. To support mother and child A, a flexible induction process was undertaken to enable child A to settle at his own pace and for mother to gain trust within the centre. Control measures have also been put in place to enable mother to continue to feel safe using the Children’s Centre’s provision and to avoid further incidences of threat from the abuser’s family members. Security measures have been put in place in the reception area to ensure that child A is only collected by previously identified persons. A photograph of the father is held at the centre so should he attempt to collect child A that there is an early recognition which enables staff to respond appropriately to the needs and safety of the child and his mother.

For child A, staff observed the following positive impact:

- Improvement in speech, language and communication skills
- Improvement in behaviour
- The early intervention will continue through until nursery provision hence consistently building on child A’s school readiness and social skills in an environment where both the child and the mother feel safe and secure and have built positive relationships with professionals

For the mother, staff observed the following impact:

- Child A’s attendance at the session has enabled his Mother to attend weekly counselling sessions with victim support following the violent assault from her ex partner
- Mother has had to attend court appointments to reinstate the restraining order following further threats from her ex partner, child A’s attendance in time for two’s has allowed Mom to attend these appointments knowing that child A is in a safe environment. Mom is able to attend the family links parenting programme. Mom attends this group with her eldest son who is 18. Mother has begun to recognise that some elements in her parenting have an impact on all of her children’s behaviour. It is also giving her eldest son an insight into parenting and appropriate adult role modelling
- Mother has made new friends and widened her social support networks with other parents who use the provision
- Child A attending his time for two’s placement allows time for one to one work within the home environment without the child being present and protects him from having to hear mom’s distress.

To date, this provision has made a considerable positive impact to both child A and his mother and has improved their quality of life as a whole. Mother has built trust with the professionals at the centre and feels that she can phone the Children’s Centre at anytime with any concerns and is offered flexibility with the Time for Twos provision enabling mother to attend her appointments.

TOTAL COST OF CHILDREN’S CENTRE’S INTERVENTION- £1949 per annum in this case.

(Childcare costs – cost neutral due to separate central government funding).

Case Study 2

This family was referred to a Dudley Children’s Centre by a health visitor. The family was new to area and therefore requested an introduction to services. The family has moved around from borough to borough. There are now 3 children in the family. They previously lived in Worcester (where child N was subject to a child protection plan) and then moved to Wolverhampton in March 2010 (where child N was still subject to a child protection plan). The family has issues with domestic abuse and the father has ADHD and was in prison when child N was born.

Child N started to attend the Children’s Centre nursery from September 2011 and the parents were encouraged to bring other children to appropriate groups. Following an incident in January 2012, the children were removed from the parents and brought into care of the local authority, a SECTION 47 (Child Protection) investigation started, agreement of care was recommended. The children were deregistered from CP plan and their needs were met through the looked after process.

In September 2012, the children were returned to their mother’s care only with a full support package from all agencies involved, including Children’s Centre services.

The centre offered the following support to this family:

- 1 -1 support/monitoring/attendance at all relevant LAC/CP/Core group meetings from outreach worker @ NPNSCC/home – ongoing involvement.
- Stair gates & Fireguard supplied/delivered to home.
- Family Links Nurturing Programme offered and attended – mum.
- Domestic Abuse course sessions – mum
- Advice/guidance re: routines, sleep, sterilising, health & hygiene, etc.
- Child In Need place initially offered and attended, followed by Time for two’s provision for L, ongoing.
- Child In Need place initially offered and still attending, to be followed by Time for two’s provision to start January 2014 for K, ongoing.

TOTAL COST OF CHILDREN’S CENTRE’S INTERVENTION- £3129 per annum in this case i.e. £1043 per child

(Childcare costs – cost neutral due to separate central government funding).

Case Study 3

This family have two children, one aged two years and five months and the other is one year old. The family were referred to a Dudley Children’s Centre from Children’s Services in August 2012 requesting that the family be engaged into groups. Concerns were raised from midwifery team around Mothers use of heroin and history of the use of crack cocaine whilst being pregnant with her second child.

Mother is a long standing drug user, her drug use is erratic, Mother has used methadone and street heroin sporadically. However the Father to the youngest sibling was the protective factor for the children. The children witnessed a domestic violence incident between Mother and Father, Mother ended the relationship and moved in with Maternal Grandmother who has quite complex health needs. A referral was made to Children’s services. Father to the youngest sibling committed suicide within a month of the relationship ending, Mother found him dead in their flat. Following the recent events and the uncertainty of the situation, the children became subject to a Child In Need Plan. The concern was raised that Mother had never parented the children alone. A comprehensive support package was put into place; however Mother continued to prioritise her drug use over her children’s needs. The children are now subject to a Child Protection Plan. Youngest sibling was placed into temporary foster care after Maternal Grandmother took the eldest sibling on holiday. Alongside this, the youngest sibling was offered a Child In Need place at the Children’s Centre’s childcare provision to ease the pressure on Maternal Grandmother.

One to one Family Support was offered. Due to the range of professionals involved, a CAF was raised where the Children’s Centre worker was identified as the lead professional. Regular liaison with all professionals from Health, Housing and Drug rehabilitation was required including attendance at a post- natal group.

To date, the family have accessed Stay and Play, Peep One’s, Family Links, Citizens Advice Bureau, Black Country food bank through the children’s centre, Time for Two’s and have engaged well with the CAF.

The oldest sibling has accessed the time for two’s place. Engagement with this service is excellent, Mother engaged with the family group times at the end of the sessions. Mother has built good relationships with key workers. By accessing a time for two’s place, key workers noted that this child showed a delay in speech and language development. A referral for Speech and language has been made. The time for two’s place has provided a consistent and stable environment throughout the recent changes in the children’s lives. The place has also widened Mother’s support networks through meeting with other professionals on a daily basis.

At present, Maternal Grandmother is the protective factor in the children’s lives while Mother remains the main carer under Maternal Grandmothers supervision and remains to reside in maternal Grandmothers house. Both children will remain subject to a Child Protection Plan until professionals are satisfied that Mother can prioritise her children’s needs over her drug use, clean drug samples are to be provided over a period of time. A

community based assessment will be completed after this period of clean drug samples with a view to the children living with their mother.

TOTAL COST OF CHILDREN’S CENTRE’S INTERVENTION- £2126 per annum in this case i.e. £1063 per child.

(Childcare costs – cost neutral due to separate central government funding).

N.B.

The current average external foster placement costs that Dudley is paying are:

- under 5s - £37,400 pa
- Ages 5 - 10 - £39,300 pa
- 11+ - £40,600 pa

Internal fostering, based on level two fee and allowance is:

- 0-4 - £10, 900 pa
- 5-10 - £12 400 pa
- 11-15 - £15 400 pa
- 16+ - £18 700 pa

The current external residential placements average cost is £152 700 pa. (These are currently all aged between 10 and 18 years.)

Therefore, the cost benefit of Children’s Centre provision is significant. It can be demonstrated that Children’s Centres support has re-united families and enabled them to remain together.

NETHERTON PARK – ARTICLE PUBLISHED IN NURSERY WORLD RE TIME FOR TWOS PROGRAMME

Netherton Park Children’s Centre is a large Nursery School and Children’s centre situated in Dudley in the West Midlands. Its reach area captures one of the most deprived parts of the Black Country region; most of the children live in areas classified as being in the top 30% for disadvantage on IMD data, with a substantial number in the top 10% and 20% areas.

Unemployment rates are high and rising with the current economic downturn. Families are struggling socially with a variety of circumstances including poor housing, substance and alcohol misuse and domestic abuse.

The community that uses the centre has a rich, varied and vibrant heritage. It is a relatively stable group consisting mainly of families of white British origin, with a substantial minority [approximately 35%] of Urdu and Pashto speaking families from Pakistan.

The Centre has a long history of working successfully with families, from its beginnings in 1938 as a Nursery School, through becoming a Family Centre in the 1990’s and finally a Phase 1 Children’s Centre in 2004.

Increasingly our remit has been endeavouring to engage the most disadvantaged families through a variety of initiatives. One of these has been the provision of 15 hours free education and care for two year olds. In our area this is known as ‘Time for two’s’

From the outset, our local authority prioritised those children most in need by specifying they should not only live in areas of significant deprivation but should also have some element of social vulnerability as well as economic hardship.

We decided to offer each child four morning or afternoon sessions a week. Additionally, a package would be offered to parents enabling them to gain support in relation to parenting, positive relationships with their children, healthy eating and ways of supporting their play and development.

A very experienced early years practitioner coordinates the programme. Children access two and half hours of integrated care and education on four days of the week without their parents. These sessions are provided within our existing kindergarten day care setting.

We leave one day a week as non contact time for the ‘Time for twos’ coordinator. This enables her to attend to the large volume of Child Protection, Child in Need, SEN and CAF meetings inherent to the offer, without affecting quality for the children. It also ensures she has time to produce accurate, meaningful and high quality learning stories, assessments and reports.

The team work hard to ensure children access an excellent early years curriculum in a purpose built environment with free flow into an exciting outdoor area.

This is essential for the development of the children, as many live in flats or have limited or no access to outdoor play spaces. The children also have weekly sessions in our Forest School area, led by a qualified Forest School leader.

In this very favourable context children rapidly develop the social and emotional and language skills which enable them to fully participate in the group and lay a firm foundation for their future learning and well being.

We believe our children’s progress in this respect is better served by provision of shorter sessions spread over four days a week rather than taking the full 15 hours over just 2 long days as is currently being proposed. Our approach is supported by the findings of the EPPE Project 2003.

At the end of each session parents are encouraged to join the group for a Family Time which lasts 30 minutes. The family time includes a varied range of sensory and creative play opportunities, developmental movement play, nursery rhymes and songs.

In addition to the daily Family Time sessions, parents also have access to the Family Links Nurturing Programme, the Get Cooking course and a PEEP programme [Parents Early Education Partnership]. Where necessary, parents also have access to individual family support.

We are fortunate this year to have an Artist, Lorna Rose, working with children and parents across the Centre. Lorna has made a valuable contribution to the Family Time sessions using natural and recycled materials including clay and supporting children’s explorations in Forest School.

She has also undertaken workshops with parents to evaluate our services and listen to the ‘parents’ voice’ about how they felt the Time for Two’s programme was going.

Feedback from parents has been extremely positive and the group has been very popular with parents. They report a closer relationship with their child with one father saying:

‘She now knows how to play with things at home, like everyday stuff. It is really rewarding to come and spend time with my child – it has brought a closer bond between us.’

The Family Links and PEEP programmes have been equally well received. Parents feel they are more confident in how they interact with their children and have high hopes for them both now and in the future.

Some comments from parents include:

‘I am feeling more confident at everything and most importantly being a mum’

‘I’m learning so much more about my childhood and understanding how I got to where I am’

‘I feel equal to everyone – such a kind and lovely group made me feel valued’

We have tracked the first cohort of ‘Time for Two’s’ children who transferred to our Nursery School in September.

All of these children have made excellent progress. In fact this year we have seen the highest achievements ever made. Children’s progress in personal social and emotional development and communication language and literacy progress has been exceptional. We believe that the Time for Two’s programme has made an important contribution to this.

An equally important outcome has been the continuing growth in parents’ confidence and skills as first educators of their own children. They have come to see themselves as intrinsic to their children’s development and success.

It is our belief that our unique approach to the two year old offer has had the following beneficial effects:

- Children enter school having had more experience and opportunities for development
- Outcomes in terms of progress and attainment are generally higher
- The combination of family support, parental involvement and high quality integrated care and education makes a vital contribution to our efforts to ‘close the gap’.
- Children and adults are encouraged to work in partnership with peers and professionals

We appreciate that part of the reason for funding the free offer for two year olds is to help parents back into employment. However, in communities such as ours, we believe there should be a strong commitment to a collaborative offer of education, care and family support.

If we are to raise outcomes for children in disadvantaged areas we have to involve their parents and inspire them to want the very best for their child as well as offering them child care.

One parent describing how she felt about the group wrote:

‘They [the other parents] are lovely people – from different backgrounds-all probably wanting the same – the best for their families.’

We believe that the 15 hour offer for disadvantaged two year olds will not achieve this on its own.

Case study

Jamie and Fiona were referred to the Centre by social care due to home circumstances and domestic abuse. They were teenage parents with two young children. Both parents were really keen to engage and readily accepted the offer of a Time for Two’s place.

Freddie started the group and both parents became more involved with the end of session activities and attended Family links and Get Cooking. Freddie was discovered to have some additional educational needs and received early intervention for his behaviour and language difficulties

Jamie particularly liked the Family Time sessions because ‘they give me ideas of how I can encourage him to play at home’.

Fiona reports to feeling calmer and understanding that Freddie behaves as he does ‘because he is two rather than because he is being difficult’.

Now in our Nursery School, Freddie consistently expresses high levels of wellbeing and involvement and has made rapid progress in his development and learning. He is moving into his primary school with attainment in all areas of learning well in line with what is expected for a child of his age, and in some areas he is working at a level above expectations.

Dad has now found employment and Mum is looking to start volunteering with us once her younger child is in school

Inspection report for Woodside Children's Centre

Local authority	Dudley
Inspection number	406989
Inspection dates	9–10 January 2013
Reporting inspector	Deborah Udakis HMI

Centre leader	Sarah Tuck
Date of previous inspection	Not applicable
Centre address	Highgate Road Woodside West Midlands DY2 0SN
Telephone number	01384 818245
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Email address	sarah.tuck@dudley.gov.uk

Linked school if applicable	Woodside Community School URN 103817
Linked early years and childcare, if applicable	Rhymes Nursery EY382012 Little Bears Nursery EY387625 Bumble Beezzz EY258816 Silver Bells EY286929

The inspection of this Sure Start children's centre was carried out under Part 3A of the Childcare Act 2006 as inserted by section 199 of the Apprenticeships, Skills, Children and Learning Act 2009.

Report published: January 2013

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Introduction

The inspection addresses the centre's contribution to:

- facilitating access to early childhood services by parents, prospective parents and young children
- maximising the benefit of those services to parents, prospective parents and young children
- improving the well-being of young children.

The report is made to the local authority and a copy is sent to the children's centre. The local authority may send the report to such persons it considers appropriate and must arrange for an action plan to be produced in relation to the findings in this report.

This inspection was carried out by one of Her Majesty's Inspectors and an early years inspector.

The inspectors held meetings with the centre leaders, centre staff, members of the management board, partner agencies and parents. They observed the centre's work, and looked at a range of relevant documentation, including the centre's self-evaluation document, data provided by the local authority and the centre, documents and policies, and minutes of meetings.

Information about the centre

Woodside Children's Centre is co-located on the site of Woodside Community School in the borough of Dudley. Until December 2012, the centre was under the governance of the school. The centre is led by the centre leader on behalf of the local authority. The centre fulfils its core purpose through a range of integrated services relating to health, family support, and adult training. The centre has service level agreements with three early years providers within the area. All three settings are inspected separately. Childcare provided on-site is managed by the local authority and is also inspected separately.

The centre's management board supports the centre's governance and accountability arrangements. The membership of the board is drawn from a range of partners including health, education, adult education and family learning, library services, Job Centre Plus, police, maternity services, the local authority and parents.

The centre's staff team consists of a centre manager, a leadership team, family support workers, early years professionals and an administration team.

Woodside was designated as a phase 2 children's centre as part of the Sure Start Local Programme in December 2008. It is one of 20 centres in the borough. It serves an urban population. The centre has been purposely designed to offer multi-agency

office and community development space. Much of the centre's provision is planned collaboratively with community partners to maximise services for families.

The proportions of families who claim benefits or are workless are above the national average. Parts of the reach area are ranked within the most socially and economically disadvantaged areas in the country. The large majority of families living in the reach area are white British. Approximately 35% of families are from other minority ethnic backgrounds. There are an increasing number of families who have moved to the area seeking asylum.

Within the reach area, there are 940 children who are under five years of age. Children enter early years provision with skills, knowledge and abilities that are below those expected for their age.

Inspection judgements

Grades: 1 is outstanding, 2 is good, 3 is satisfactory, and 4 is inadequate

Overall effectiveness

The effectiveness of the children's centre in meeting the needs of and improving outcomes for families

1

Capacity for sustained improvement

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

1

Main findings

This outstanding children's centre provides high-quality services which are responsive, enabling and inclusive. As a result, most outcomes for children and their families are outstanding and the provision and leadership and management are outstanding in all respects.

'These genuine staff, bend over backwards to support families and to see things through to completion', commented one parent, who spoke passionately about the excellent care, guidance and support families receive at this outstanding centre. Membership of the centre has increased year-on-year and impressively, now stands at 92.3% of families living in the area. Engagement with teenage parents is a notable success with 86% of those living in the area in regular contact. The partnerships with Bromford Housing and the 'Respect Yourself' teenage parent team are exemplary. Together with the centre team, they very successfully targeted support for young parents to help them develop confidence; reduce feelings of isolation and help them build strong trusting relationships. As a result of the excellent support provided, an increasing number of young people are in further education, or developing essential workplace skills and experience through the volunteer

programme at the centre.

The highly effective and skilled leaders have safely steered the centre through a period of significant transition. The centre reverted back to the control and leadership of the local authority from the commissioned leadership of the co-located school in December 2012. Leaders have supported the staff team extremely well during this anxious time and staff remain highly motivated and enthusiastic.

Outcomes for families are significantly improved as a result of their engagement with the centre. Data shows a staggering increase in childrens achievement, over the last two years, in their learning and development in the Early Years Foundation Stage. Also, the centre has contributed significantly to the improved health of families as a result of well-planned health promotion activities and the provision of high-quality health services on-site.

The excellent range of services and learning activities are making a huge difference to the lives of families, and especially those families made vulnerable by their circumstances. A total of 28 parents have participated in the highly professional, and well-planned, 10 week induction and training programme for volunteers. Many of these individuals have achieved additional success as they have gone on to further education or into employment. Impressively, one parent volunteer, who leads on a number of key projects at the centre, including the coordination of the toy library service, received a nationally recognised award for their volunteering work in 2012.

The leadership of the centre is excellent. Leaders at all levels share ambitions for this highly successful centre. Agreed targets and objectives are routinely exceeded by a significant margin. For instance, the percentage of fathers engaged with the centre has increased by over 150% in the last year, as a result of concerted and determined efforts by staff and volunteers. Over 240 fathers are registered with the centre. Safeguarding arrangements are very secure and extremely thorough. The centre has equality, diversity and inclusion at its heart and this is evident in all aspects of its work. Leaders know the centre's strengths and areas for further development very well and they take a highly pro-active approach to driving improvements. They are determined to increase the part parents play in the governance of the centre; and are determined to plug any gaps in data to show the number of parents who are active learners and those moving into employment living in the area. As a result, the centre has outstanding capacity to improve.

What does the centre need to do to improve further?

Recommendations for further improvement

- extend the use of available data to demonstrate the impact of adult learning courses, provided away from the centre, on individuals employment opportunities and families' economic well-being
- enhance further parents' contribution to the governance of the centre so their views are fully taken into account.

How good are outcomes for families?

1

There have been significant improvements in the health of families, as evidenced by very impressive data collation and analysis. For instance, 100% of all mothers in the reach area, who are actively engaging with the centre, initiate breastfeeding. At 6 weeks, 61% of mothers continue to breastfeed their babies. At 93% the engagement of families in health services provided at the centre is excellent. The percentage of women smoking at the time of giving birth has halved in the last year and is now at 12.9%. The proportion of children who are considered obese at the end of reception is considerably lower than the national average.

Children make huge leaps in their learning and development as a result of the excellent childcare provision available to them. The most recent Early Years Foundation Stage profile data for the area shows an extremely positive and improved picture of children's achievement. There has been a dramatic increase in the percentage of children achieving the expected levels at the end of the Early Years Foundation Stage. For instance, in 2010 32.6% of children achieved the expected 78+ points across the Early Years Foundation Stage Profile; in 2012, this figure leapt to 93.8%. There is also powerful evidence that the gap between the highest and lowest achieving children has narrowed considerably from 26.7% in 2011, to 18.2% in 2012. Early years provision within the reach is predominantly outstanding, with no provision judged less than good. This is due, in part, to the excellent support, provided to early years settings by highly skilled early years teachers, working at the centre in partnership with the school.

The safety and security of children and families is of paramount importance to all leaders and staff. The use of rigorous risk assessments, high levels of security, the excellent use of the Common Assessment Framework and Team Around the Child processes, all contribute to the highly effective safeguarding arrangements at the centre. There is a very strong and determined focus on preventing harm to children, and the effective early identification of child protection concerns means that children and families receive the help they need promptly. All groups, and most learning activities, provide invaluable information and support to parents about how to keep their children safe. Several parents have completed paediatric first aid and are in a good position to ensure their children receive immediate first aid if they become injured. Children subject to child protection plans are very closely monitored at the centre and by partner agencies. Case studies provide very convincing evidence that the early help is making a significant and positive difference to the welfare of children.

Woodside is a highly inclusive centre and parents' views and comments are routinely used to evaluate its effectiveness. There is a parent representative on the management board and the 'Parents Voice' meeting is an increasingly popular forum where parents can make their views known. However, the number of parents involved in these meetings is relatively few. Childrens views are captured effectively through observations, of their play and learning, conducted by staff. Children's comment, interests and learning and development needs are used to inform planning of activities during 'Stay and play' and other groups.

The economic well-being of families is good because of the excellent opportunities that enable parents to develop self-esteem and confidence. Adult education activities at the centre and the volunteer programme provide opportunities for parents to equip them with the skills, experiences and aptitudes needed for essential employment readiness. While 37% of parents are engaged with very credible learning and development activities at the centre, there is no data available to show how many parents are active learners at other educational settings, or how many of these have moved into employment.

These are the grades for the outcomes for families

The extent to which children, including those from target groups, are physically, mentally and emotionally healthy and families have healthy lifestyles	1
The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them	1
The extent to which all children and parents, including those from target groups, enjoy and achieve educationally and in their personal and social development	1
The extent to which children engage in positive behaviour and develop positive relationships and parents, including those from target groups, contribute to decision-making and governance of the centre	2
The extent to which children are developing skills for the future and parents, including those from target groups, are developing economic stability and independence including access to training and employment	2

How good is the provision?

1

The excellent provision and the high levels of engagement with families result from the leaders and staff's incredible efforts to know and understand the needs of the community and those of families considered to be in greatest need. The on-site library provides an excellent community resource and supports children's and adults learning success. The highly prized partnership with the health visiting services has led to most families accessing a range of health services via the centre.

The timetable of activities supports the outstanding outcomes for families. For

instance, one-to-one support, translations services and English as a second language (ESOL) classes play a vital part in helping families new to the area, including asylum seekers, to settle, make friends and become part of the community. In one area the centre provides an invaluable 'Stay and play' service to a significant Pakistani Muslim community; with 90% of the group attending from this population. The centre continues to reach out to those families who prove to be particularly difficult to engage with by providing services within their communities. For example, the toy library is run from a variety of locations, and home visits are routinely carried out, by the highly skilled and dedicated family support workers, to ensure no family is excluded from the excellent services provided.

All parents who expressed a view spoke with very high regard of the work of the centre, its services, staff and leaders. The care, guidance and support all families receive are excellent. Parents explained that they are assigned a named member of staff as their care worker and that they are extremely well supported by other staff. One parent spoke of their named worker; 'I can go to them to discuss anything'. Another parent said; 'This is a fantastic centre, the work that they do is amazing and they have made an immense difference to the lives of families in this area.'

These are the grades for the quality of provision

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

How effective are the leadership and management?

1

The highly skilled and experienced centre leader plays a pivotal role in the overall leadership and governance of the centre. She is extremely well supported by leaders from the local authority and also via the highly effective management board, which emerged from the previous school governing board. Those members of the board who made their views known were unanimous in their passion, ambition and commitment to the centre and for improving outcomes for families. One member said; 'This is the best children's centre I have ever been in. Everything about the centre is welcoming and interesting'.

Clear and highly effective development plans support the centre's drive for excellence in all they do. Leaders make exceptional use of available data to support their evaluation and analysis of the effectiveness of the centre. All staff receives first-rate professional support, regular relevant training opportunities, and performance management systems are well-embedded and are very effective. The centre's

success is shared by the superb partnerships which have been established with high quality providers of services and professional agencies.

Safeguarding arrangements at the centre are extremely well-established. Centre staff, leaders, members of the management board and parent volunteers have all attended relevant child protection training in recent times; their commitment to safeguarding the well-being of children is universal. Everyone involved with the centre has undergone checks to ensure they are suitable to work with children and families; the record of these checks is very well maintained, and staff recruitment processes are very rigorous to root out any unsuitable applicants. Families living with, or who have experienced, domestic abuse receive sensitive, high quality help as the centre works extremely well with key professionals, including the local women's refuge. Significantly, many families attend this centre from outside of the reach area because of the high quality provision available.

Significantly, the centre is exceptionally successful at engaging with the most disadvantaged families. The centre provides exemplary support and services to the wide community, including; teenage parents, fathers, Asian families, disabled parents and asylum seekers. Children with disabilities have their needs met exceptionally well in high quality childcare provision, on-site and within the reach, where they make outstanding progress from their starting points. Within the centre, photographs depict a wide range of family situations, including same sex parents, and provide a very positive visual commitment to inclusion which is mirrored in all aspects of the centre's performance.

The engagement with families in areas of high levels of crime and reported incidents of intimidation has been prioritised by the centre. This has resulted in 100% of all families with young children living in these areas engaging routinely with the centre and accessing community policing services via the centre. This total commitment and determination to support the most vulnerable families is present in all aspects of the centre's work.

The centre provides outstanding value for money and is making a substantial difference to the lives of children and their families living in the area.

These are the grades for leadership and management

The extent to which governance, accountability, professional supervision and day-to-day management arrangements are clear and understood	1
The effectiveness of evaluation and its use in setting ambitious targets which secure improvement in outcomes	1
The extent to which resources are used and managed efficiently and effectively to meet the needs of families, including those in target groups	1
The extent to which equality is promoted and diversity celebrated,	1

illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties	
The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults	1
The extent to which partnerships with other agencies ensure the integrated delivery of the range of services provided by the centre to meet its core purpose	1
The extent to which the centre supports and encourages families in the reach area to engage with services and uses their views to develop the range of provision	1

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

Little Bears Nursery was inspected in 2012 and was judged to be outstanding.
 Bumble Beezzz was inspected in 2011 and was judged to be outstanding.
 Rhymes Nursery was inspected October 2012 and was judged to be outstanding. At its previous inspection in 2009, the nursery was judged to be satisfactory.
 Silverbells Pre-school was inspected in 2009 and was judged to be good.
 Woodside Community School was judged to be an outstanding school in 2008.

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Summary for centre users

We inspected the Woodside Children's Centre on 9–10 January 2013. We judged the centre as outstanding overall.

Thank you for coming into the centre and for being so willing to talk with inspectors during the inspection. You were unanimous in your praise of the work of the centre and centre staff. You were really keen to tell the inspectors about how well staff have supported families, helped to raise your self-esteem and confidence and have encouraged you to achieve. The care, guidance and support of families and children are excellent. This is largely as a result of the extremely successful close partnerships that staff forge with you and the way they engage you in the work of the centre. The outstanding partnerships the centre has developed with other providers and professional agencies ensures that you access high-quality services as quickly as possible. Key partners, who spoke to inspectors, all spoke about the excellent work the centre was doing and importantly how they too play a part in the success of the centre. All said they hold the centre and the work of its staff in very high regard and told us about the excellent partnerships that exist between different agencies.

Your children's centre is highly valued and is relied upon for the well-being of large numbers of people. It plays a vital role within the community and for bringing families and community groups together. Many of you said that your involvement with the centre has resulted in you making friends and has reduced feelings of isolation. The centre is exceptionally welcoming and inclusive and ensures that all families are greeted warmly and gain access to high-quality services. The outstanding leadership and highly successful teamwork mean that families are provided with a range of excellent services tailored to meet their particular needs.

The centre is making a very positive difference to children's well-being and learning. In particular, it is making a significant difference to helping children to experience a safe and healthy start to childhood. It is very reassuring that all parents say that they feel safe at the centre and excellent safeguarding arrangements help to protect children from harm. Children are making excellent progress in their learning in the early years as they access high quality childcare provision on-site and within the area. This is helping them to prepare for their next phase of their education.

Leaders and managers understand the needs of the families extremely well. They take great care to monitor that staff are doing a good job and make sure that all staff receive excellent supervision and support. They use your feedback and their own analysis to ensure that services on offer are making a positive difference to people's lives. They show that they are determined to improve the lives of families even more.

Inspectors have asked the centre to make some further improvements to the excellent work that is already being done. We have asked the centre to explore how more parents can be involved in the governance of the centre; and to review the use of available data so that they can see how many parents are attending adult education away from the centre and how many of these individuals have gone on to gain employment.

Thank you again for helping us with the inspection. It was good to meet you all and we wish you all the very best for the future.

The full report is available from your centre or on our website: www.ofsted.gov.uk.