

Focused Improvement Plan Following Ofsted Inspection

Setting Name Hamsey Green Children's Centre

Date : 22nd July 2014

Step needed to be taken to improve provision further:

**Ensure that more families overall, and especially from the centre's identified priority group living in the Whyteleafe district, access and engage with services by:
assessing the specific needs of families in areas where registrations are low and finding out why more are not using the centre.
Using information more effectively to monitor the access and engagement of families from groups who need most support.**

Success Criteria: How will we know when we have achieved this?

Action (What do we need to do?)	Personnel (Who's going to it?)	Timeline (When is it going to happen?)	Resources (What do we need to help us succeed?)	Monitoring (Who is going to check what we are doing? How will we achieve this?)	Evaluation (What went well? What could have gone better?)	Impact (what difference has it made to our setting?)
Review the outreach support at the Whyteleafe Temporary Housing Unit to identify specific needs and outreach support required. Continue to work with Caterham CC to meet the needs for outreach support.	CM and ORW to liaise with WTHU caretaker, health team and other partners.	July 2014 – CM until ORW in post	Recruitment of ORW. ORW support from Caterham CC. Partnership working between CM's.	CM and ORW half termly ORW reviews. Telephone WTHU every Monday to establish outreach need. Telephone BEFORE visits		

				to ensure family are in. CC Advisor. SBM. Advisory Board.		
<p>The centre has reviewed the outreach role to ensure that it is focused on pure outreach. To identify the need for the outreach services in the Whyteleafe area SOA 860 (Whyteleafe towards Kenley) Lowest IDACI SOA by contacting all settings/groups/schools in the area i.e. attend events already in place. Liaising with partners to identify need.</p> <p>Contact Purley CC to establish if families are accessing services there and why.</p>	<p>CM and ORW</p> <p>CM</p>	<p>Jan 2015</p> <p>Oct 2014</p>	<p>Recruitment of ORW.</p> <p>Partnership working. Attending local events.</p> <p>Partnership working with OOA CC's.</p>	<p>CM and ORW half termly ORW reviews.</p> <p>CC Advisor. SBM. Advisory Board</p>		
<p>Increase registrations across whole reach area by visiting all settings/groups/partners to increase contacts and promote CC's services.</p>	<p>CM and ORW</p>	<p>Jan 2015</p>	<p>Recruitment of ORW.</p>	<p>ORW CM CC Advisor. SBM. Advisory Board.</p>		

Swopping of SOA 844 with SOA 852.	Surrey EYCS	Oct 2014	Partnership working.	CC Advisory Team Manager		
Collaborative working between Hamsey Green and Caterham Children's Centres.	CM's	Sept 2014	Joint SDP			
To review booking system to filter families so that those in our reach area have priority. Display reaches area postcodes on website.	CM and AIR	Sept 2014				

Step needed to be taken to improve provision further:
Enable more families, especially from priority groups, to improve their education and employability and monitor the outcomes by:
Working with the local authority to develop more links with local adult education providers, Jobcentre Plus and other support agencies to provide adults with a wider range of information, guidance and opportunity.
Develop a consistent system to get feedback from partners and to monitor the benefits of the centre's support and signposting.

Success Criteria: How will we know when we have achieved this?

Action (What do we need to do?)	Personnel (Who's going to it?)	Timeline (When is it going to happen?)	Resources (What do we need to help us succeed?)	Monitoring (Who is going to check what we are doing? How will we achieve this?)	Evaluation (What went well? What could have gone better?)	Impact (What difference has it made to our setting?)
AIR to make contact with local training providers to obtain information and keep it up to date.	CM and AIR Training providers.	Oct 2014	Partnership working.	CM CC Advisor. SBM.		

<p>AIR to record all advice and guidance given on returning to work on e-start. CM to liaise with partners to record progress/outcome for parents/carers. To liaise with parents accessing services to benefit further education or getting back to work i.e. Parenting Puzzle follow up calls. A clear focused information folder for parents.</p>				Advisory Board.		
<p>Make links with Job Centre Plus to promote CC services and develop partnership working to promote 'getting back to work'.</p>	<p>Job Centre Advisor Local Authority CM</p>	<p>Jan 2015</p>	<p>Partnership working.</p>	<p>CM CC Advisor. SBM. Advisory Board.</p>		
<p>Step needed to be taken to improve provision further: The local authority, leaders, governors and managers should ensure that information about families' access and engagement is always clear, up to date and analysed effectively to ensure the needs of priority groups, in particular, are met.</p> <p>Success Criteria: How will we know when we, achieved this?</p>						
<p>CM to resource/EYCS to provide EXCEL training to gain a better understanding of data and have confidence in explaining</p>	<p>EYCS – CC Advisory Team Leader CM</p>	<p>Jan 2015</p>	<p>Training</p>	<p>CM CC Advisor. SBM. Advisory</p>		

<p>data to partners/Ofsted. i.e. pivot tables recording engagement.</p> <p>AIR to continue to attend e-start Workshops and continue to ensure that estart is kept up to date.</p>	<p>AIR, CM</p>	<p>Sept 2014</p>	<p>Training Supervision</p>	<p>Board.</p>		
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Step needed to be taken to improve provision further:
Those who lead, govern and manage the centre should ensure that all safeguarding policies relate specifically to those who use the centre, including vulnerable adults, and that regular fire drills are carried out when families are on the premises.

Success Criteria: How will we know when we, achieved this?

<p>To review the Safeguarding policy and e-policy i.e. text to apply to the children's centre.</p> <p>A member of staff ensures a safety audit is carried out half termly and reported to the FGB.</p> <p>Fire Drills to be diarised to provide half termly drills. CM to liaise with site manager and SBM. CM to ensure that Fire Drill recording is kept</p>	<p>CM, SBM, FGB</p> <p>CM, SBM, School Site Manager</p> <p>CM, SBM, School Site Manager</p>	<p>Sept 2014</p> <p>July 2014</p> <p>Sept 2014</p>		<p>SBM CC Advisor Advisory Board FGB</p>		
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up to date and signed.						
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Step needed to be taken to improve provision further:

Involve a higher number of families in shaping services by:

Encouraging more volunteers from the area served by the centre.

Setting up a formal parents' group.

Increasing the number of parent representatives, especially from priority groups, on the advisory board.

Success Criteria: How will we know when we, achieved this?

<p>To promote volunteering in the centre through the website. To arrange a themed day at the centre and invite registered volunteers.</p> <p>To liaise with parents/carers to encourage participation in the centre services. To work with parents who have approached CM to fund raise and set up a 'friends of the centre' group.</p> <p>To continue to encourage those families in our priority groups to feedback their view: ORW closure forms questionnaire feedback at sessions</p>	CM, AIR	Sept 2014	Volunteers	CM SBM CC Advisor Advisory Board		
	CM, SBM	Jan 2015				
	CM	Sept 2014	Parents Carers Partnership Working			
	CM, ORW, AIR	July 2014	Parents Carers Partnership Working			