

# Beckton & Royal Docks Children's Centre



## Children's Centre Annual Report 2017 - 2018

## FOREWORD AND KEY ACHIEVEMENTS

### Children's Centre Manager's Foreword

We have come to the end of our second year of The Mayors Best Start in Life offer and it has been yet another year full of challenge and development here at Beckton & Royal Docks Children's Centre.

The centre has gone from strength to strength over the last year and we have firmly secured our presence in the neighbourhood area. As always we face the challenges with funding - with this constant dark cloud hanging over us we have put a lot of focus on ensuring that BaRD's presence is known and that we are recognised for all the important work we do within the community.

The team here at BaRD CC have remained resilient throughout this past year, embracing all the changes and challenges thrown at them. They have all been working actively with our community too in order to empower parents and build their confidence and build their resilience.

**Leena Choi**  
**BSiL Children's Centre Manger**

### **Parent Feedback**

*"Children's centre staff do a fantastic job. More sessions always welcomed"*

**Annual Satisfaction Survey 2018**



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### Key Achievements Over the Last 12 Months

#### **Achievement of 3 Awards**

Over the last year we have concentrated on working hard to get the centre recognised for its quality and impact. We gained a total of 3 awards over the course of the year.

The 'EQUALITIES Award' was the first of the three we gained; this nationally recognised award shows that we demonstrate our outstanding commitment towards equality in line with the Equality Act 2010. This Award recognises that BaRD CC has undergone an in-depth self-evaluation process to prove that we are active in eliminating discrimination, advancing in equality of opportunity and fostering good relations with all. We are the only Children's Centre in Newham to have achieved this award that makes up a small handful within London.

Then second of the awards is the 'Health & Wellbeing Award at Bronze Level'. This is a locally recognised nutrition award gained through Early Start Nutrition. We have been recognised as being committed in promoting healthy lifestyle options to children under 5 and their families.

The third award is the nationally recognised 'Families First Quality Award' through the Family and Childcare Trust. This award is a quality assurance process and quality improvement framework designed to help us provide gold standard information to families and keep families at the heart of our work. Again we are the only Newham Children's Centre to have achieved this award.



# FOREWORD AND KEY ACHIEVEMENTS

## Key Achievements The Last 12 Months

### Partnerships

#### **Establishment of New Partnership with Richard House**



In addition to the Health Visiting team, Beckton & Royal Docks Children's Centre is proud to have established many effective partnerships with a range of providers to ensure that we are meeting the needs of the community. With the BSiL offer, Early Start became our supporting provider allowing us to offer a range of different services across the wider neighbourhood area. January of this year saw the development of the partnership with another local school, Winsor Primary, the school have been very supportive of the work we do within the community and are as passionate as we are about supporting the local community. Other partnerships include: **Bart's Midwifery, Newham Family Learning, Newham Learning & Achievement Team and Workplace.**

### Staff Development

BaRD CC believe in the importance of upskilling the workforce, supporting staff to develop their professional practice in order to deliver a high quality Children's Centre.

This year the Children's Centre Manager achieved, National Professional Qualification in Senior Leadership (NPQSL) to complement her (NPQICL) and the Early Education Practitioner achieved National Professional Qualification in Middle Leadership (NPQML) whilst one of the Family Support Workers achieved Foundation level in Systemic Family Therapy, supporting her with her work with families.

### Signalong Training

BaRD CC this year set up a training element to support our colleagues with their professional development by offering the Signalong Foundation Course at a competitive price. We utilised the skills of one of the Family Support Workers who is an accredited Signalong Tutor. To date we have been able to deliver 2 successful Signalong Foundation Stage courses for a range of professionals from school staff to childminders. Any profit made go back to developing the centre to improve services for children and their families.

# OVERVIEW OF OFFER

## Best Start in Life Guarantee...



15 hours of free eligible childcare, with this increasing to 30 hours when the Government's proposals are rolled out



regular Stay and Play sessions every week in each Community Neighbourhood



programmes, workshops and sessions offering evidence-based advice and guidance to improve parenting capacity in each Neighbourhood



regular employment advice sessions will be available in each Neighbourhood



in each Neighbourhood, a range of family health and development sessions including: antenatal support; the transition to parenthood; the early weeks of life; perinatal wellbeing; breastfeeding initiation; healthy weight and nutrition; managing minor ailments and reducing accidents; and supporting speech and language development.

## The offer at Beckton & Royal Docks Children's Centre...

Our Childcare provision supports the delivery of the 15 hours Free Early Education 2 as well as being on the pilot scheme for the 3 year old offer. We also have an Early Education Practitioner supporting parents to access their entitlement through various means.

Beckton & Royal Docks – a total of 8 weekly sessions on offer  
 Pier Parade – a total of 6 weekly sessions on offer  
 Winsor Primary School – a total of 3 weekly Term Time sessions on offer  
 Richard House Children's Hospice – a total of 2 weekly sessions are on offer

Quarterly Triple P groups are delivered, ranging from Triple P Group to Triple P Stepping Stones.  
 Triple P Discussion Groups are also delivered, covering the following topics: Bedtime Routines, Toilet Training, Dealing with Disobedience and Hassel free Shopping.  
 Parent Protect is delivered quarterly too.

Workplace Engagement Officers are now in post and attending a range of sessions to offer support and advice around accessing employment.  
 We also have referral system in place that allows us to refer to Workplace, through the boroughs data monitoring systems we will be able to track these families.

Antenatal – Waterbirth Workshop, Antenatal Classes, Relax for Birth are offered regularly. Speech & Language - Chatterbox sessions delivered twice a week.  
 Health Visiting – Drop in's, 12-16 Week, 1 Year and 2.5 Year Health Reviews and awareness sessions around the 6 high need areas are delivered quarterly.

## **PARENT CASE STUDY – Volunteer**

### **What support was offered / Background information**

Parent of the children's centre, she has two children, the eldest has recently started secondary school and the youngest is attending our primary school. Parent accessed a range of services with the younger child such as Messy Play.

Younger child accessed his "2 Year Old Free Early Education Grant" through our nursery on site, Little Ellies and then went on to access his 3 year old entitlement at our primary school nursery and is now our primary school, Ellen Wilkinson.

When the youngest started full time school Parent wanted to start thinking about getting back into training or employment. Parent was our first parent volunteer to apply when we launched the programme in January 2015 when we were still Ellen Wilkinson and she started volunteering with the centre on 13th February 2015. Parent began volunteering weekly, supporting the delivery of groups such as Stay & Play, Messy Play helping the Outreach Workers to set up and deliver sessions. Parent also developed her confidence to speak with parents and promote our other services. Parent was very willing to learn and often supported the receptionists with ensuing parents were registered and directed them to the right place during busy times.

In April 2016, under the Best Start in Life changes, the centre signed up to the Early Start Volunteering programme, this programme provided training around Safeguarding, Five to Thrive and Oral Health prior to placement. Parent continued to volunteer and then found a weekend job in Primark and then moved onto working in a GP surgery as a receptionist, working the hours that suit the children.

### **Outcomes / Impact**

Increased confidence for parent to seek employment  
Employment was found with Primark and then later as receptionist at a GP surgery.  
Parent was able to improve her economic wellbeing.

### **Building on the future**

Parent would still like to volunteer in the afternoon where possible in the centre.  
She still wishes to complete further education in childcare, to complete a relevant course that will allow her to gain a job within a school /childcare setting.

She will be welcomed to apply for any roles we may have available at the Children's Centre or our Childcare setting.

### **Other professionals involved**

Early Start Volunteering

## Exciting services on offer through Beckton & Royal Docks Children's Centre for families living in Beckton & Royal Docks Neighbourhood area which include



- Parent and Toddler Groups
- Employment and Training Advice
- Family Support Services
- Information Services
- Trips and Outings
- Speech and Language Support
- Breastfeeding Support
- Maternity Support Services
- Drop in Health Visitors Clinic
- Health Visitor Awareness sessions
- English Classes
- Parenting Workshops



If you have a child under 5 or are expecting a baby and would like to register and access any of these great services then please get in touch!

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## PARENT CASE STUDY – Childminder

### History

CM completed her Childminding training through the London Borough of Newham in October 2011. It was during this time initial connect was made through the Children's centre and the childminding coordinator at the time. After this time the support and contact was maintained through the allocated Local Authority support network. It was not until 2014 that CM became a registered childminder under the support of the designated coordinator for her area. She then became a registered Childminder in December 2014. CM started accessing the children's centre in June 2016.

### Building on the future

CM has a strong business and continues to grow and develop her practices; she seeks out knowledge if she is unsure of anything. Her training will develop as her business develops.

### Outcomes / Impact

CM started to access the children's centre in June 2016, she attended the childminder network group regularly, which helped her establish links with other childminders and build on her relationship with the EEP.

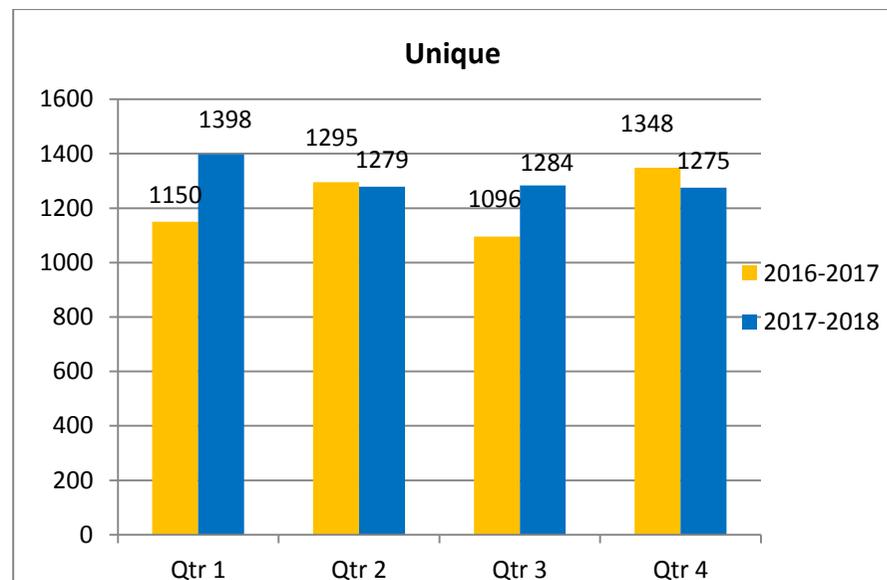
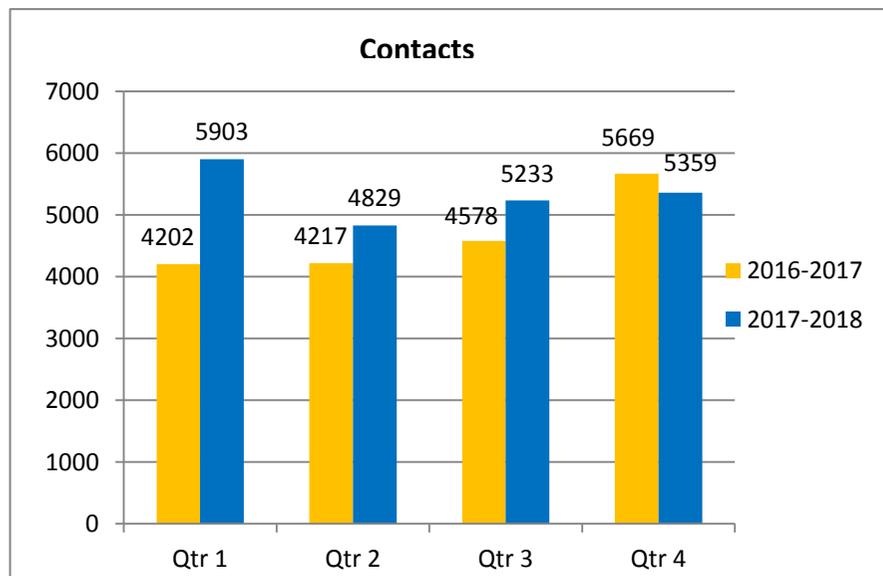
Once CM had children on role, she continued to access the centre as she felt it was developmentally good for the children within her setting.

My first visit to CM setting was in September, during this visit I offered support around her setting and guidance on paperwork we agreed working actions to ensure the setting was Ofsted ready. This was followed up by another visit to confirm actions have been achieved. This process of support was effective for CM as she was now prepared for her first Ofsted inspection. CM received her first Ofsted inspection in October 2016 the outcome was graded 'Good'.

CM was now eligible to offer the 2 year Free Education and the 30 hours Childcare Scheme, although there were delays in this process regarding updating core training, I supported CM with this and worked in conjunction with the Learning and Achievement team to ensure CM could complete her core training. CM is now a provider for the 2 year Free Education and the 30 hours of Childcare. CM is now able to support families through the childcare schemes. She has recently registered one family for the 2 year offer and is in the process of registering a family for the 30 hours offer.

CM is a very proactive Childminder as such uses the children's centre to promote her business by bringing her minded children to session provided by the centre. CM attends training session within in the children's centre and those hosted by the Local Authority. The Early Education Practitioner has provided training which CM has attended, these include FGM, Section 11 and she has also attended other events facilitated by the Early Education Practitioner.

## DATA & ACCOUNTABILITY



**Quarter 1, April to June 2017 – 5903 (+28% Increase from previous year)**  
**Quarter 2, July to September 2017 – 4829 (+14% Increase from previous year)**  
**Quarter 3, October to December 2017 – 5233 (+14% Increase from previous year)**  
**Quarter 4, January to March 2018 – 5359 (-5% Decrease from previous year)**

**Quarter 1, April to June 2017 – 1398 (+21% Increase from previous year)**  
**Quarter 2, July to September 2017 – 1279 (-1% Decrease from previous year)**  
**Quarter 3, October to December 2017 – 1284 (+17% Increase from previous year)**  
**Quarter 4, January to March 2018 – 1275 (-5% Decrease from previous year)**

We have had an increase in Contacts and Unique for majority of quarters in comparison to the delivery year 2016-17. We can also see that we have had an increase in contacts and unique for most quarters.

**74 users answered an Annual Satisfaction Survey for this year and 100% reported “Yes” to the following:**

- Are you happy with the services offered?
- Are staff friendly and helpful?
- Are you happy with the venues?
- Is it easy to access services?

Many of the parent / carers who took part in the survey would like more sessions to be delivered at Winsor Primary School and BaRD CC. They would like session’s morning and afternoon.

## PARENT CASE STUDY - Family Support Case

### What Support was offered?

FSW to support family to access sessions at the Children Centre and to support with child's play social interaction and development.  
Support Development of Care plan needs to be devised by health, Nursery manager and parents.  
Support Parent to attend workshop and start the Potty Training Process with the support from the nursery.

### Why was support offered?

Parent has a son with severe skin condition called Ichthyosis en Confetti and has some concerns in regards to him accessing nursery and Children Centre sessions, however she feels that she would like some support in accessing the play sessions. Mum would also like to look into an application for the FE2 nursery place if the nursery is able to meet his medical needs.  
Parent has also requested some guidance with potty training and preparation for nursery.

### What are the Outcomes for the Child(ren)?

Child has settled well into the nursery setting, care plan needs are being met by the key worker.  
Parent and nursery will continue to liaise to provide ongoing support for child whilst attending nursery.

### Families Comments including voice of the child

Parents were really grateful of the support received and feel that they are now familiar with their community, child is settled into nursery and family are receiving support from all the appropriate professionals to support child's needs and care plan.

Parent has been booked to attend the toilet training workshop at the Children Centre on the 13th December, mother has started the process at home and nursery is happy to support the process in nursery when parent and child are ready.

Child has settled really well in the nursery and has developed a good relationship with his key worker; he really enjoys the social interaction with his peers and is happy to engage with other adults.

**Was Staff approachable?** Yes

**Was the information given relevant?** Yes

**Were you supported to access services?** N/A

**Has the family support work helped you to build links to your community?**

Yes – through attending Children's Centre Services.

### Who did we work with – other organisations?

Nursery  
Health visitor

### What are the next steps for the family (exit plan)

To continue accessing sessions at Children's Centre  
To contact centre staff if needs further support or information.

### Additional Questions?

Did the Family remain engaged until all initial outcomes were met? **Yes**

Did the Family remain engaged until additional outcomes were met? **N/A**

Have the Family continued to access Children Centres after all outcomes were met? **Yes**

Has Social Care (SC) intervention been reduced or removed? **N/A**

If yes, was the case a step-down from CP / CIN, provide brief details:  
SC intervention has been potentially reduced or removed? **N/A**

## FEEDBACK FROM OUR USERS...

5 Star Rating "I had a great experience with the baby massage course held at this children's centre. The instructor was friendly and knowledgeable. I have also attended heuristic play and sensory play sessions here. It's interesting that there is a different theme to the play every week (wood, fabric, etc). The sensory room is also nice; however, it is in the school next door so you need to be escorted if you need to leave the session early- but the children's centre staff have been very accommodating with this in my experience". Google Review, May 2018

**"It's really good program. I really enjoy the program. Love the henna, the information about the workplace, training etc. Well done we look forward to other programs coming".  
Ladies Day**

**"Thank you very much. It is an amazing experience. Beckton and Royal Docks Children's Centre always gives us the very best services including parties like today and play sessions and singing and more..."  
World Book Day, March 2018**

My baby really enjoys play alongside with other children and learning from them. By attending these sessions, I feel I help my baby learn and develop.  
Messy Play

"A BIG 'Thank You'. Beckton & Royal Docks Children's Centre is the most friendly and helpful place we have been. Staff is always very supportive. We are very lucky to be able to use your services from time to time, (baby enjoy), thank you guys and see you soon. xx" Christmas Party, 2017

5 Stars "The best children's centre in Newham by far. My children absolutely love this place. We try and attend their regular playgroups and events they organise throughout the year. There are always plenty of things to do and new skills to learn for them as they grow. The centre set up is very welcoming and clean. What really makes this place special is the staff that work there. They always have a smile for you, they are all very attentive, inclusive and promote positive environment where children and the community can grow well together. You can tell that they really care. Thank you for being so great!"  
Google Review May 2018



## FUTURE PLANS FOR BECKTON & ROYAL DOCKS CHILDRENS CENTRE

- To continue with the good practice that is carried out within the Beckton & Royal Docks Neighbourhood area, across all sites.
- To further develop how the centre shows progress and impact, bringing all aspects of delivery together.
- To continue to develop on the existing partnerships to improve outcomes for families within the area.
- To develop the SEND offer within the centre, ensuring that parents and children get appropriate support.

**Please refer to the BaRD CC Development Plan, 2018-19 for full breakdown in the priorities.**