

# Inspection report for Tyssen Children's Centre

---

<b>Local authority</b>	Hackney
<b>Inspection number</b>	383469
<b>Inspection dates</b>	7–8 March 2012
<b>Reporting inspector</b>	Priscilla McGuire

<b>Centre leader</b>	Paul Fleming
<b>Date of previous inspection</b>	Not applicable
<b>Centre address</b>	Oldhill Street, Hackney, London N16 6QA
<b>Telephone number</b>	020 8806 4130
<b>Fax number</b>	020 8806 3620
<b>Email address</b>	admin@tyssen.hackney.sch.uk

<b>Linked school if applicable</b>	Tyssen Community Primary School
<b>Linked early years and childcare, if applicable</b>	Not applicable

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.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory Support Service (Cafcass), schools, colleges, initial teacher training, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence/](http://www.nationalarchives.gov.uk/doc/open-government-licence/), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.ofsted.gov.uk/publications/100080](http://www.ofsted.gov.uk/publications/100080).

To receive regular email alerts about new publications, including survey reports and school inspection reports, please visit our website and go to 'Subscribe'.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

No.100080

© Crown copyright 2012

## Introduction

The inspection addresses the centre's contribution to:

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

An inspection of the co-located primary school was carried out at the same time as the inspection of the centre under section 5 of the Education Act 2005. The report of this inspection is available on our website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

This inspection was carried out by an additional inspector and an early years inspector.

The inspectors held meetings with senior managers, the headteacher of the linked school, representatives from partner organisations including health, social care and community organisations, advisory board members, front-line staff and families who use the centre.

They observed the centre's work, and looked at a range of relevant documentation.

## Information about the centre

Tyssen Children's Centre is a phase one centre in Hackney, London, and was set up in 2007. The centre shares its site with Tyssen Community Primary School and delivers services from this location and from other community venues within the reach area. The centre is commissioned by The Learning Trust, a not-for-profit company which runs all the education services for Hackney on behalf of the local authority. The school governing body has overall responsibility for the centre and is supported by an advisory board. The headteacher of the school is also the head of the children's centre and is supported by a manager who takes lead responsibility for the centre.

The majority of families in the reach area are members of the Orthodox Jewish community. About 15% of families describe themselves as 'Religious Muslim'. Other families in the area are from various ethnic backgrounds. Six of the 18 wards in the reach area are in the top 10% of the most deprived in the country. Unemployment rates are higher than average. The most recent quarterly data show that 15% of children live in workless households where benefits are claimed.

Services offered include early years learning education, childcare services, adult learning provision, health provision, information and guidance services and family and outreach support. On entry to early years provision, children's levels across the reach area vary but overall are below what are normally expected for their age. Data for children who attend independently funded schools for children of Jewish faith are not available.

## 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**

**2**

### Capacity for sustained improvement

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

**2**

## Main findings

Tyssen Children's Centre is a good centre which serves its community well. It has been successful in engaging families from an exceptionally hard-to-reach community. The majority of families within the reach area are Orthodox Jews. The centre has risen well to the challenge of reaching out to members of the Jewish community. 'We can now get to women who wouldn't normally come into the centre', was the comment from one health partner.

Good quality early years provision ensures that children make good progress across the Early Years Foundation Stage and make a good transition to school. Data for adult courses show that parents also achieve well on accredited courses. However, although the personal development of many parents is good, this is not always recorded in a way that reflects their progress.

Outcomes for families are good and constantly improving. Through excellent partnership work, the centre is successfully meeting a wide range of health needs. Regular and well-organised multi-agency team meetings are held at the centre. These bring together a wide range of partners from the voluntary and statutory sectors. As a group they work productively with the centre to plan and monitor provision.

The centre's outstanding commitment to equality drives its work. Participation data demonstrate the success of staff in significantly narrowing the gap between families

who have not previously benefited from children's centre services and the rest. This is due to the tenacious and sometimes creative approaches staff use to ensure all families have equal access to the wide range of services offered by the centre.

The centre's contribution to the community is outstanding. It is recognised as a central hub within the community where different faiths, cultures and ethnic backgrounds are respected. The centre acts as a bridge between the two major faith communities of ultra-Orthodox Jews and Muslims. Centre staff constantly promote tolerance and respect for the diverse range of beliefs and cultures represented in the community. They inspire families to become strong advocates for the centre and a significant number volunteer to help others.

Excellent support and guidance from the centre enable families to identify where they need to make changes in their lives. For many families from the Jewish community, excellent quality support and care have removed their fears and suspicions about statutory services. As a result, for the first time in their lives, many families from this community are receiving good quality individual guidance about health issues or child development. Through good promotion of safeguarding, awareness of home safety for these and other families is also effective.

The centre's strengths, areas for improvement and key priorities are well articulated in the good quality self-evaluation report and development plan. These, together with the good quality leadership and management, indicate that the centre's capacity for improvement is good. Through regular monitoring reports, services provided by partner organisations are also well monitored. Data are an integral part of the evaluation process. However, data reports are not always collated and presented in a way that easily enables staff to reflect the performance of the centre over time.

## **What does the centre need to do to improve further?**

### **Recommendations for further improvement**

- Improve systems for recording the achievement of adults in relation to their personal development
- Further refine the centre's good use of data to ensure its performance over time is well represented in data reports.

## **How good are outcomes for families?**

<b>2</b>
----------

The centre responds well to the emotional and physical health needs of families. It also raises parents' awareness of health issues. For example, parents comments include 'I didn't even know that depression was a mental health issue before I came here.' As a result of effective partnership work with a wide range of health professionals, for example health visitors, midwives, dieticians and clinical psychologists, the health of the community is improving. The most recent data show breastfeeding initiation rates are higher than average at around 91% and at 6–8 weeks are 93% and also significantly higher than average. Obesity rates in Reception

Year for 2010/11 were marginally higher than the previous year. However, the centre is making a concerted effort to reduce this by providing expert guidance to families from dieticians and nutritionists. As a result, increasing numbers of parents are preparing healthier meals for their children. In addition, good participation rates of fathers in activities such as breakfast clubs is also contributing to their increased understanding of healthy eating.

Data for the Early Years Foundation Stage show that children who attend the centre make very good progress in the co-located school. They develop good skills such as independence and make a good transition to school. During 2010/11, around 84% of children who attended the centre achieved 78 points in their Early Years Foundation Stage scores. However, scores across the reach area for all children are lower at about 57%. The gap between the lowest achieving 20% and the rest is narrowing. Parents also make good progress through participating in centre activities. Their personal development, for example in gaining confidence, is good. A significant number of parents have also developed good language skills as a result of attending English for Speakers of Other Language (ESOL) courses.

In response to data which showed that the number of accident and emergency cases were higher than average in the reach area, the centre carried out successful work to promote home safety. This raised parents' understanding of how they could make their homes safer. As a result, accident rates are now greatly reduced. For other safety issues, centre staff use the Common Assessment Framework well to identify and respond to needs. The number of children subject to child protection plans is low. However, staff work effectively with social care teams to respond early to the needs of any family where safeguarding concerns have been identified.

Through their work on the advisory board and through their excellent relationships with staff at the centre, parents make an active contribution to key decision making at the centre. For example, as a result of strong parent representation, leaders and managers re-commissioned a service which was due to be terminated. A significant number of parents also make an excellent contribution to the centre's work through volunteering on the advisory board, the parents' forum and to support centre activities. In addition, the centre's contribution to its community of religiously diverse families is outstanding. It is widely recognised for its instrumental role in promoting community cohesion and tolerance.

Centre staff work in close collaboration with various partner organisations to promote economic well-being and stability for families. Data and personal case studies show that target groups, for example families who are vulnerable because of their circumstances, receive good quality information and advice about benefits. This has led to income gains and increased economic stability for families. Some parents have also progressed well from volunteering into work. Others have developed good job search skills. For example one parent said, 'I got help to look for jobs and learnt how to improve my CV.' Through development of independence and other social skills, children are also developing good skills for the future.

*These are the grades for the outcomes for families*

<b>The extent to which children, including those from target groups, are physically, mentally and emotionally healthy and families have healthy lifestyles</b>	<b>2</b>
<b>The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them</b>	<b>2</b>
<b>The extent to which all children and parents, including those from target groups, enjoy and achieve educationally and in their personal and social development</b>	<b>2</b>
<b>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</b>	<b>1</b>
<b>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</b>	<b>2</b>

## **How good is the provision?**

**2**

Data, partnership work, local intelligence and monitoring of the centre's 'outreach action plan' all contribute to the good assessment of needs. Centre staff regularly scrutinise data to ensure that key target groups access services. As a result of this careful analysis of data, action has been taken to increase the engagement of low participating groups with the centre. For example, successful outreach work has led to the increased participation of fathers who are now actively involved in activities such as the Fathers' Forum or attend fathers only breakfast clubs.

Services are well matched to need and the good overall participation rate of 72% demonstrates this. There is a good balance between universal and targeted provision. This ensures the needs and interests of the whole community are met. Over the last year, there has been an increase in the participation rates of all the centre's key target groups, for example fathers, disabled children and families who live in the most deprived parts of the community.

Staff work productively with community leaders to ensure that provision for families is purposeful but is also 'culturally appropriate'. Activities for children facilitate their good performance across the Early Years Foundation Stage. Adult learning provision is also good quality and achievement is celebrated. Parents receive good guidance about progression opportunities onto other courses or into employment. Courses such as ESOL and family learning courses provide opportunities for parents and carers to gain knowledge and develop confidence and skills.

'They gave me a lot of power' was the comment from one parent about the impact of the centre on her life. Another said. 'Before, I couldn't do the shopping or even go to the GP – now I can go by myself.' Case studies and personal testimonies show that the outstanding quality of support and care for families empowers them to make

positive changes in their lives. It also increases their capacity to help their children.

The family support and outreach team work to a clearly defined mission statement which highlights the importance of promoting 'independent growth' of families rather than dependency. As a result, many parents make outstanding progress from requiring intensive support to being in a position to support others in their role as volunteers.

*These are the grades for the quality of provision*

<b>The extent to which the range of services, activities and opportunities meet the needs of families, including those in target groups</b>	<b>2</b>
<b>The extent to which the centre promotes purposeful learning, development and enjoyment for all families, including those in target groups</b>	<b>2</b>
<b>The quality of care, guidance and support offered to families, including those in target groups</b>	<b>1</b>

## **How effective are the leadership and management?**

**2**

Tyssen Children's Centre is well managed and led by a strong and confident team of leaders and managers. At both a strategic and operational level, the centre is effective. Governance through the advisory board is good and systems for holding the centre to account for its performance are effective. Staff are well supervised and have a good understanding of their roles and responsibilities. Resources are well managed and outcomes are good overall. The centre has invested well in staff, in their training and in partnership working. As a result of all this, value for money is good.

The centre's partnership work with a vast array of statutory and voluntary sector partners is outstanding. Exemplary relationship building with key organisations within the Orthodox Jewish and Muslim communities has led to the increased participation of families. Staff have worked exceptionally hard to gain the trust of families from the Jewish community. As a result, deep rooted suspicions and fears of statutory services are being removed. The centre also recognises parents as partners and therefore their contribution to the operation of the centre is good. Their views are captured through regular evaluations, represented on the advisory board and also through the parents' forum.

Leaders and managers have a good knowledge of the strengths and areas for improvement of the centre. They use self-evaluation, data and monitoring effectively to drive improvement. Partners complete quarterly monitoring reports as part of the evaluation cycle. This enables the centre to rigorously monitor the quality of services. As a result of effective and ambitious target setting, participation rates for all key target groups have increased and continue to increase. However, methods of recording the progress of adults in relation to aspects such as their personal



development do not fully reflect their achievements. Data, although frequently used and used well, are not always collated and presented in a way that easily reflects the performance of the centre over time.

The centre's promotion of equality is excellent. Staff also lead by example in promoting inclusion. They are very sensitive to the needs of different target groups. For example, to comply with cultural and religious requirements of different groups, staff organise some activities that ensure gender separation. Families feel safe to participate in centre activities because they feel that their religious and cultural needs are highly respected. 'My child has developed life skills and has become more independent' was the comment from one parent who uses services provided by the centre in conjunction with an Orthodox Jewish community group. This comment, along with data, show that the centre has been successful in narrowing the gap between the achievement and enjoyment of disabled children and the rest. For many of these children, being able for the first time in their lives to experience swimming, horse riding, hydrotherapy and other activities has enhanced the quality of their lives.

Safeguarding is well promoted and is a high priority for all staff. Recruitment and vetting checks are rigorously carried out and statutory requirements are well met. Multi-agency work by staff is effective in identifying cases where early referrals to social care or early intervention from other agencies are needed. In addition, the centre works effectively with a local women's refuge to promote good emotional health for women whose lives have been affected by domestic violence.

*These are the grades for leadership and management*

<b>The extent to which governance, accountability, professional supervision and day-to-day management arrangements are clear and understood</b>	<b>2</b>
<b>The effectiveness of evaluation and its use in setting ambitious targets which secure improvement in outcomes</b>	<b>2</b>
<b>The extent to which resources are used and managed efficiently and effectively to meet the needs of families, including those in target groups</b>	<b>2</b>
<b>The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties</b>	<b>1</b>
<b>The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults</b>	<b>2</b>
<b>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</b>	<b>1</b>
<b>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</b>	<b>2</b>

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

Findings from the concurrent inspection of Tyssen Community Primary School.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance, *Complaining about inspections*, which is available from our website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk). If you would like us to send you a copy of the guidance, please telephone 0300 123 1231 or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

## Summary for centre users

We inspected the Tyssen Children's Centre on 7 March. We judged the centre as good overall.

During the inspection of your centre, we were privileged to talk to so many of you and share your overwhelmingly positive views of Tyssen Children's Centre. We were very impressed with the tireless way staff have worked hard to get to understand your different cultures and faiths. They show great respect for your beliefs and we know how much this matters to you. It helps you to feel safe and welcome at the centre and to benefit from the range of activities that are offered. We think that the way the centre promotes equality for all families is one of its most outstanding strengths.

We were also impressed with the way that your centre promotes understanding within the community and brings people together. In fact, some of you have been inspired to work as volunteers for the centre. Others have told friends and family how they can benefit from activities that are organised not just at the centre but at different locations within the community.

We know from looking at statistics and other evidence that children do really well at school once they have attended the centre. They settle into school much better because of the centre's work. Many of you parents have also made very good progress in life and with your education because of the centre's work. We want to make sure staff record all aspects of parents' progress, so we have asked them to improve the way they record things such as the improvement parents make in gaining confidence or developing other personal skills.

From our observations of activities and from looking at all sorts of evidence, we found that another outstanding strength of the centre is the way it works with other organisations. Staff work exceptionally well with professionals to provide health services and activities to help parents and children learn and enjoy learning. They also provide activities to make sure that fathers play their part and are actively involved in helping their children to thrive.

We can see the impact of all the hard work of staff from your centre and from the partners they work with in statistics. These show that each year, more and more families from all sorts of backgrounds are using the centre.

We want your centre to not only be successful but to be in a good position to show off its success. That is why we have asked staff to improve the way they collect and present statistics to make sure they reflects all the good work that is being done.

We cannot thank you enough for taking the time to talk to us during the inspection. We really appreciate your help and wish you and your children the very best for the future.

The full report is available from your centre or on our website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk).