

Inspection report for Broadwater Farm Children's Centre

Local authority	Haringey
Inspection number	373082
Inspection dates	23–24 March 2011
Reporting inspector	Christine Davies HMI

Centre governance	Governing body of Broadwater Farm Primary School and Children's Centre
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Date of previous inspection	Not previously inspected
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Linked school if applicable	Broadwater Farm Primary School
Linked early years and childcare, if applicable	Broadwater Farm Children's Centre

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.

Published: April 2011



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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 additional inspector. The inspectors held meetings with managers, staff, parents, governors and representatives from the local authority. They also talked to parents and children using the centre. They observed the centre's work and looked at a range of relevant documentation including case studies.

Inspection judgements

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

Information about the centre

The centre is based in a single-storey purpose-built unit with extensive outdoor areas adjoining Broadwater Farm Primary School. The centre provides the full core offer of integrated learning and development opportunities for children under five and their families. The centre was designated in 2005. The centre is managed by the governing body of the school on behalf of Haringey Council and serves the Bruce Grove and West Green communities of Tottenham. These are among the 10% and 30% most deprived areas in the country, respectively. Nearly half the families in the area are workless and approximately one quarter are headed by lone parents. Nearly half the families live in social or private rented housing with no gardens. Over 80% of children in the area have an ethnic heritage other than White British and most of these children and their families speak English as an additional language. The most prominent ethnic groups in the community are Turkish, Polish, Somali and Ghanaian. Most children enter nursery education with skills that are well below the expectations for their age.

The centre provides integrated care and education for up to 100 children at one time, including funded nursery education and extended days, places for funded two-year-olds and 21 places of affordable childcare for children under three years of age.

The main building accommodates the self-contained childcare and nursery unit, a sensory room, a soft play area and five safely enclosed, accessible outdoor areas for play and learning. At the time of the inspection, new community provision was being rebuilt. Until completion of the works, some activities and a crèche are being provided in other accessible venues in the locality. The centre manager is assisted by 24 staff including qualified early years teachers and carers, an outreach worker, information and administrative officers, and a business manager who is shared with the school. The governing body receives advice from the Haringey South West Cluster Group for Children's Centres made up of professionals from partner organisations and a sub-committee of the governing body with parent and community representation.

Overall effectiveness

The effectiveness of the children's centre in meeting the needs of and improving outcomes for users and the wider community

2

Capacity for sustained improvement

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

2

Main findings

Broadwater Farm Children's Centre provides good support for young children and their families. Inclusion drives the work of the centre and shapes its ambitious vision to place the children's centre at the heart of an inclusive campus of care, education and health facilities by September 2012. The centre is being well managed during the extensive construction work that is currently underway to ensure that the good range of services that the centre has built up is maintained. Managers and staff work energetically to provide personalised care and flexible support programmes, using the centre and other buildings nearby. All legal requirements for safety and security are met. Childcare and education continues to run smoothly at full capacity in spite of the construction work.

Parents greatly appreciate the uninterrupted care and continued high quality of provision. Typical of their comments were 'The staff haven't cut back on anything for me or my children. Once you get inside you wouldn't even know that everything is being torn up outside.', and 'You feel your children are as safe as ever when you come into the centre.' Regular consultation with users ensures that their views have been influential in planning for change.

Partners in health, education, employment support and social care services share information effectively in a cluster group of five children's centres so that thoughtfully integrated services are in place. From joint work at this level, the centre gains a good understanding of the challenges faced by groups in the community, such as the levels of worklessness, social isolation and lone parenthood. Satisfactory staff training and vetting procedures, which are shared with the school, are in place to meet legal safeguarding requirements, although in a few respects the shared

policies do not comprehensively reflect recommended good practice for children's centres. Highly skilled practice among outreach workers and other staff ensures that vulnerable individuals are identified well and, when in immediate need, they get direct access to specialist health, education and safeguarding services. Support to ensure children and adults with special educational needs and/or disabilities, and those with English as an additional language, are included is good.

The take-up of routine midwife and health visitor checks by users within walking distance of the centre is very high, with good effect on their health outcomes. The centre's focus on nurturing activities and skilled guidance by well-qualified staff improves the emotional well-being and personal development of users. Families take up healthier eating and more active lifestyles. Parents gain confidence in their caring skills, children in the centre's childcare make good progress and are well prepared to move on to school. Users' views are effectively taken into account in shaping the centre's programme through the 'Children's Voices' scheme and an active and enterprising Parents' Forum. Parents have access to up-to-date information on work, benefits and training. Some users begin to take steps on the route to qualifications and future employment through the courses provided.

Strong leadership and management ensure that provision is good. Effective quality monitoring by knowledgeable managers and the continual professional development among all staff are evident in the attractive range of activities. As a result, equality is promoted well, user satisfaction is high and activities are running at full capacity. However, the centre does not have specific data about all of the outcomes for users from its work in the centre's reach area or collate data about the achievements of all children and adult users to be able to measure the impact of all areas of its work consistently well. The governing body secures regular advice through meetings of the local cluster group of children's centres managers and partners. However, there is no clearly identifiable advisory body in place for the centre to ensure the centre's distinct interests are supported.

Financial management is sound and value for money is good. Strong partnerships support the work of the centre and users' views are influential in shaping services and contributing to the centre's accurate self-evaluation. The centre has built and maintained good quality services, achieving good outcomes for the inclusion, personal development, health and safeguarding of users. The centre has good capacity to build on its good provision and further improve outcomes.

What does the centre need to do to improve further?

Recommendations for further improvement

- Ensure that a clearly identifiable advisory board is in place, which may be shared by a group of centres but must provide advice that is particular to Broadwater Farm Children's Centre.
- Work with the local authority and local partners to gather information about outcomes for all users that is specific to the centre, so that it can consistently measure and track progress towards its ambitious targets in all its activities.

How good are outcomes for users?

2

The health and well-being of the centre's users is good and improving. The warm and nurturing welcome to families, including those with English as an additional language, is recognised by health partners as having an impressive impact on families taking up routine midwife and health visitor checks. Attendance at sessions is at the maximum capacity that health professionals can provide and the health of regular attendees is good. Access to specialist child and adult health services, including services for children with special educational needs and/or disabilities, is good. One parent said, 'It's so reassuring that there are always real experts here.' Speech and language and sensory impairment services are integrated into children's care at the centre. Health and children's centre workers act impressively well together to secure appropriate services when users' health and development needs are identified, as seen in cases of postnatal depression. Most centre users take up healthy lifestyles. Children in the centre's childcare eat healthily, for example two-year-olds enjoy helping themselves to salad at lunchtime, and they are physically active throughout the day. Parents learn to cook and eat healthily and provide healthy packed lunches for their children.

The safety of children and adult users is a prime concern of the centre and outcomes are good. In all activities, children are supported through the good example and vigilance of staff to avoid accidents to themselves and avoid harming others. Parents develop their skills in managing their children's behaviour in structured parenting classes and through discussion with children's key workers. All staff are well trained and alert to signs of abuse, ensuring that children in need of safeguarding are referred to children's services. Children are kept safe through effective use of the Common Assessment Framework and prompt referral to children's services. Families facing challenges in their lives, such as those newly arrived in the area or suffering domestic violence, readily confide in the centre's staff and are signposted to the services they need. The centre supports a number of children on protection plans successfully.

Children in the centre's childcare and nursery provision make good progress from starting points that are well below average. Children develop good attitudes to learning and are able to work together, preparing them well for their start in school. They begin to improve their communication, language and literacy skills from a very low baseline, as assessed by the centre. The 50% or so of children who move on from the nursery to the adjoining school have a smooth, phased transfer and progress more rapidly in Reception class than children who transfer from other settings. Although the centre does not keep detailed records of all children's and adults' progress when they attend courses, a crèche or play sessions such as 'Tweenies', evaluations show that regular attendees develop good confidence and self-esteem. All users, including increasing numbers of fathers who previously did not attend the centre, enjoy their activities at the centre.

Children and adults using the centre develop very positive relationships with the

staff. A sense of belonging to the centre and the community is fostered by all managers and staff which results in parents and children wanting to get involved. Parents and staff treat each other with respect. A parent attending the midwife session said, 'You've only got to look at the warm welcome each and every person is given to want to send your child here.' The centre has developed workers' skills in listening to children through a structured 'Children's Voices' approach which results in more positive, confident behaviour and good learning outcomes for the children attending regularly. Parents are learning from this approach. Parent representation on the governing body is good. Users, including those with English as an additional language, are encouraged to respond to surveys and talk to parent representatives in their own language or through an interpreter. Diverse groups of parents come together through the active Parents' Forum to enjoy each other's company and add to the centre's continual drive for improvement. The Forum has arranged enterprising family camping trips and summer outings to the seaside, harnessing new personal organisation and teamwork skills.

Although the good progress made by most children in developing skills for the future is well known and understood by the centre, the outcomes for adult users are not given such a sharp focus. Outcomes for only some adult users are known and the overall impact of activities for adults is satisfactory. A parent now using the affordable childcare told inspectors that, because of the centre's constant encouragement and support, they are now successfully making the first steps to economic independence and stability. Some adults achieve qualifications through English as a second language and basic numeracy courses, which are for many the first formal learning opportunities they have had since leaving school. A small number of staff have acquired qualifications and become employed through volunteering at the centre. Personalised advice and guidance on training and employment is available through visits from Jobcentre Plus advisers. Information is continuously available through a dedicated touch screen portal in the centre's reception area.

The extent to which children, including those from vulnerable groups, are physically, mentally and emotionally healthy and families have healthy lifestyles	2
The extent to which children are safe and protected, and their welfare concerns are identified and appropriate steps taken to address them	2
The extent to which all users enjoy and achieve educationally and in their personal and social development	2
The extent to which children engage in positive behaviour and develop positive relationships and users contribute to decision-making and governance of the centre	2
The extent to which children are developing skills for the future and parents are developing economic stability and independence including access to training and employment	3

How good is the provision?

2

Information about the needs of individual children and adult users is gathered in a variety of ways when users first come into contact with the centre. Partnership-working to assess needs is coherent and brings in reliable information from health, education and social care services. Outreach workers are effective in identifying the needs of individuals and of groups, such as the growing number of Polish residents in the area who are isolated. Staff continue to observe and assess users' progress skilfully so that they are always aware of regular users' changing needs. Ongoing assessment of children's development, health and social care needs is often formalised in the Common Assessment Framework and other services' review processes where children have identified needs.

Provision to help users learn and develop is good, staff are well qualified and highly motivated to help users develop all their skills. Staff are aware of the limited time that young families may be in contact with them and have kept up a high quality for all users during the centre's redevelopment. Consequently, there has no discernible dip in users' learning and development. Support to adults with specific learning or physical needs is good. Staff celebrate the achievements of children in the centre's childcare, in professionally collated, annotated 'Special Books'. In parents' eyes, the records live up to their name and are a prized gift when they take them with them when their children leave. One member of staff reflected the approach of the centre when she said, 'All children need to be confident in their abilities.'

The range of services provided is broad and, due to strong partnership working, services are good, well integrated and coherent. Health visiting, midwifery and health therapies are commissioned by the local authority and planned through the local cluster groups to ensure the centre has coverage. The needs most frequently and urgently found in the community are met by the services provided, and overall, the services meet the needs of most users and potential users. The centre's childcare has a high reputation for quality and is operating at full capacity. Attendance on courses and at popular stay and play activities is high and has reached the centre's target number. Participation by targeted groups in the centre's reach area, such as teenage parents and lone parents, is improving year-on-year.

Care, guidance and support provision is highly personalised for users and is good quality. Staff build continually on their successes and have maintained good quality in the centre's registered childcare since its last inspection. Users coming to the centre for one activity enjoy and take up other suggestions for activities that are available, so developing their own and their families' well-being across all outcomes. Good quality information on a range of health, safeguarding, benefits and employment issues is accessible to all users, including through interpretation. Front-line staff are skilled at directing users to the services they need.

The effectiveness of the assessment of the needs of children, parents and other users	2
The extent to which the centre promotes purposeful learning, development and enjoyment for all users	2
The extent to which the range of services, activities and opportunities meet the needs of users and the wider community	2
The quality of care, guidance and support offered to users within the centre and the wider community	2

How effective are the leadership and management?

2

Governance and accountability arrangements for the centre are satisfactory because strategic and operational partners work closely together to improve outcomes for inclusion, health, development and safety of young families in the area. The centre does not have a clearly defined advisory body to pull together the separate strands of advice that the governing body receives from a sub-group and the local cluster group for children's centres. As a result, although accountability arrangements are clear to all parties and are effective, arrangements are not always sharply focused to achieve even better outcomes for the centre.

Leaders and managers are focused on securing the centre's place in the ambitious plans for the inclusion campus of integrated schools, health and social care facilities. The centre is leading the way, through its continued provision of good-quality integrated and inclusive care and learning as stage one of the development is nearing completion. Staff and users all reflect enthusiasm for the vision. The quality assurance arrangement in place and good project planning ensure that current users' needs and wishes continue to be met through good provision, as well as enabling the centre to look to the future.

The value placed by managers and staff at all levels on inclusion and diversity is integral to the centre's good outcomes. One member of staff reflected the views of many when she said, 'I want all children to have the skills to interact with any social groups and to use their diversity to do well and value others.' These values accord strongly with the views of users. The centre implements equalities and disability legislation well through the accessible design of the building and the accessibility of services.

Partnerships have had a continued good effect on the centre being able to provide a good range of high-quality services to affect all outcomes. Work with the Neighbourhood Management organisation and the Broadwater Farm Community Centre has given users opportunities to improve community cohesion and contribute to improving the local environment through the 'Back to Earth' project. Concerted action with partners for children at an early stage of acquiring English and for children with special educational needs and/or disabilities has resulted in a narrowing of the achievement gap by the end of the Early Years Foundation Stage for these

groups of children.

The centre meets all legal requirements for safe recruitment and vetting. Staff training and update procedures are satisfactorily managed. A safeguarding policy is in place and is adequate, although it is encompassed in one policy for the school and children's centre together. It does not always reflect the highest standards of practice or specific language used in children's centres. This leaves some clumsy gaps in policy that are made up for by the good skill and knowledge among staff. Protocols and practice for making referrals and sharing information with other agencies to protect children and vulnerable adults are in place and meet legal requirements.

There is some shared evaluation with other agencies through the cluster group for children's centres in the area. Although the cluster is improving the management of data, some of the information received is too general and the centre does not always have specific information about outcomes for this centre. Evaluations help the centre to plan priorities and activities in the short term. Procedures for evaluating all the centre's activities are thorough and reflective practice is embedded. Sensitive observations of children are taken into account. Users' views always form a major part in the centre's evaluation of its success. For example, users influenced the timing of events to suit the maximum number of families and brought about the continuation of the popular 'Muck Around' creative play groups.

Resources are managed well, with good deployment of staff and sound financial controls in place. In all, the centre provides good value for money. The childcare provision and most other activities are at full occupancy. The environment is welcoming and safe. The number of families using the centre is increasing and the total number of users exceeds the centre's own target, gaining the centre a great reputation in an area of considerable deprivation.

The centre's achievement of good provision and good and improving outcomes has been sustained over a number of years. Strong leadership and management are in place. With continued active partnerships and full support from users, the centre's capacity for sustained improvement is good.

The extent to which governance, accountability, professional supervision and day-to-day management arrangements are clear and understood	3
The extent to which ambitious targets drive improvement, provision is integrated and there are high expectations for users and the wider community	2
The extent to which resources are used and managed efficiently and effectively to meet the needs of users and the wider community	2

The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties	2
The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults	3
The extent to which evaluation is used to shape and improve services and activities	3
The extent to which partnerships with other agencies ensure the integrated delivery of the range of services the centre has been commissioned to provide	2
The extent to which the centre supports and encourages the wider community to engage with services and uses their views to develop the range of provision	2

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

The report for Broadwater Farm Primary School, incorporating in the Early Years Foundation Stage and a report on the nursery provision and childcare in Broadwater Farm Children's Centre. The report was carried out in September 2009 under section 5 of the Education Act 2005.

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Summary for centre users

We inspected the Broadwater Farm Children's Centre on 23 and 24 March 2011. We judged the centre as good overall.

On behalf of the inspectors, I thank the parents, carers and volunteers who gave their time to tell us about the work of the centre.

Those of you we spoke to told us how much you and your children enjoy spending time at the children's centre. You said that all the staff are very friendly and make you very welcome.

You say that the centre has done its best to keep things going for you during the building work and children have not lost any valuable learning time. The main building has been kept safe and secure and the other places used are suitable for you in the short run.

Nearly everyone we spoke to said that the centre helps them to find the right specialists to talk to if they have a question or a crisis. It is good that health professionals, job and benefit advisers, nutritionists and other experts come to the centre. This is especially useful if your child has special educational needs and/or disabilities and needs specialist services as these are integrated into your child's day at nursery or in childcare.

We found that the centre gives good support to children under five and their parents and carers. Staff are well qualified for their posts.

The centre finds out as much as it can about the people living in the area to know what help they need to improve their own and their young children's lives. Staff get to know you very well and listen to your views.

The centre asks all the users and other young families living in the area what services they would like. They also ask other organisations, like schools and health visitors, to make sure that workers are not all doing the same thing and are not leaving too many gaps. As a result, the activities offered are very popular and the childcare is full to capacity.

Parents we spoke to, including fathers, said they enjoyed playing and learning with their children. You learn to cook and eat healthily. It was pleasure to see so many children choosing large portions of healthy salads with their meal at lunchtime.

We found that the centre does a good job to keep children and their parents safe from abuse and is having a good effect helping young families develop all-round health and well-being.

The centre has helped parents who speak English as an additional language to join in with activities. Also, the centre puts on practical English as a second language courses that help parents to understand what their children are learning at school.

We were really pleased to see that some parents get more involved with the work of the centre through volunteering or the Parents' Forum. It was good to hear that parents have organised camping and summer holiday trips. Also, it is good to see that the centre's users had a hand in redesigning the community centre garden.

The centre puts on high-quality activities and uses all its resources well. Staff and managers are looking forward to opening up the new part of the building soon to give you more training and community facilities on site.

The higher levels of management and day-to-day management of the centre are good. We have asked the leaders and managers of the centre to improve some of their work to make the centre even better. For instance, they should set up a group called an 'advisory board' to help the governing body gather information and make decisions. They should also work with the local authority and other organisations locally to gather information about how well adults and children who are not in the

childcare are doing. This will enable the centre to find out which activities to put on to meet local needs and which are effective.

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