

Inspection report for Rouzanna Children's Centre

Local authority	London Borough of Hammersmith and Fulham
Inspection number	367743
Inspection dates	7–8 July 2011
Reporting inspector	Nina Bee

Centre governance	London Borough of Hammersmith and Fulham
Centre leader	Katie Erskine
Date of previous inspection	N/A
Centre address	50 Paynes Walk Hammersmith London W6 8PF
Telephone number	0207 3855366
Email address	cmanager@bayonne.lbhf.sch.uk

Linked school if applicable	N/A
Linked early years and childcare, if applicable	Bayonne Nursery

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: July 2011



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.

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/, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.ofsted.gov.uk/publications/100024.

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

Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.ofsted.gov.uk

No. 100024

© Crown copyright 2010



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.

An inspection of the maintained nursery 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.

This inspection was carried out by one additional inspector and one early years inspector. The inspectors held meetings with the headteacher of the Nursery school, the centre manager, the Chair of the Governing Body and a local authority representative as well as partner agencies, including a representative from the health service. The work of the centre was observed along with a range of the centre's documentation, including key policies, photographic evidence of previous work, the centre's service delivery plan, some evaluations of services, and data about the users of the centre.

Information about the centre

Rouzanna Children's Centre was opened in 2008 and shares the same building as Bayonne Nursery. It is a phase two centre which is open for 48 weeks each year. The centre is situated in Fulham and serves the Bayonne Road estate. Most children come from White British or other White backgrounds; the remainder come from a small number of minority ethnic groups. Less than 20 percent of users are known to live in workless households or are teenager parents. Not all users live in the centre's reach area. The centre offers education and family support, outreach and home visiting, health services and advice on training, employability and benefits. In addition to services provided in the centre, users are signposted to other services in the immediate locality such as Job Centre Plus. Occasionally sessions are run elsewhere for example Zumba classes recently took place in a local gymnasium. Users have the opportunity to use crèche facilities. On entry to early years provision, children's levels are variable but generally below those expected for their ages. An advisory group is established to monitor and evaluate the work of the centre.

Currently the local authority is reviewing and restructuring the way children’s centres work in their area.

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 users and the wider community

3

Capacity for sustained improvement

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

3

Main findings

Rouzanna Children’s Centre is a safe and welcoming place for its users to visit. During a drop-in coffee morning, parents and carers said they thoroughly enjoyed attending the centre because staff were always approachable, interesting activities were put out for their children, and the room was very child-friendly and always immaculately clean. As a result, children were seen to be gaining confidence, as they ventured away from their parents and carers, and took part in the exciting things which had been put out for them to play with. Learning and development are good in these relaxed sessions which are enjoyed by all.

A significant strength is the care, support and guidance offered to its users. Evaluations and discussions with users show that they are very appreciative of the work the centre staff have done to develop, for example their parenting skills, and signpost them to other external agencies such as outreach workers which have improved their everyday lives. The centre focuses highly on the health and safety of all users. Safeguarding and child protection arrangements are secure and all staff are effectively vetted before they are allowed to work in the centre. Staff work conscientiously to ensure that all areas, both inside and out, are safe and secure. Users say their children enjoy playing and exploring outside, especially those who do not have gardens at home. Because users are given clear guidance regarding the safety gate in the centre and how to use the adjoining kitchen safely, children begin to understand for example, how hot drinks can be dangerous. Consequently, everyone who uses the centre develops their own awareness on the importance of keeping themselves safe. The promotion of the need to develop healthy lifestyles is focused on effectively. Adults and children learn well during courses such as Active Planet and Boost which improve their awareness of the importance of not only eating

healthily but also taking regular exercise. Attractive displays around the room reinforce and develop awareness further. Photographic evidence, centre documentation and a few observations during the inspection show learning is effectively promoted. Learning and children's development are well documented in individual booklets and in files during crèche times. Children and adults are encouraged to build on their achievements. Adults have opportunities to take part in courses, for example to improve their English skills. However, there is little recorded evidence to indicate how well children achieve in relation to their starting points, or how adults do when they take courses to improve their skills.

There is a good focus on ensuring that all users have equality of opportunity to access all services on offer. However, the analysis of centre data related to local needs is not detailed enough to confidently assume that the centre is reaching all hard to reach groups in their area. There are some good evaluations of courses users have completed but not all courses are adequately evaluated. In the best instances, there is evidence to show that evaluations are effectively linked to future development planning. The advisory group has identified strengths and priority areas and these have been developed into an action plan and then worked on. The centre works well with parents and carers. Services deliver cohesive provision for users which has some positive impact on their lives. There are some good examples of how outreach support has made a difference to families. Currently, outreach work is limited due to no outreach worker in post. The centre manager has taken on some of her caseload. Learning and development are good as are care, guidance and support. These successes set against the task of staff finding ways of attracting hard to reach potential users and improve some evaluations of courses, result in the judgement that the centre has a satisfactory capacity to improve. All children's centres in the local authority are under review and many are said to be changing their status next term.

What does the centre need to do to improve further?

Recommendations for further improvement

- Work with the local authority to ensure that more refined data are provided and that all hard to reach groups are effectively targeted.
- Ensure that all services are effectively evaluated and then make sure this information is sharply linked to future development planning.

How good are outcomes for users?

3

Outcomes are satisfactory. Health visitors and other external specialists provide mothers with useful information about keeping babies fit and healthy. These sessions allow parents to learn more about the needs of their young babies. The needs of vulnerable groups are effectively met and the few children with special educational needs and/or disabilities are well supported. Children who have special educational

needs and/or disabilities are well catered for because staff work closely with external agencies and keep detailed documentation of the support and guidance they receive. Healthy lifestyles and the need to take regular exercise and always be safe are focused on well during activities and specific courses. Dental hygiene is promoted well. Healthy meals are provided for mums-to-be and any children that eat in the centre. As a result, parents develop a good understanding of how to keep themselves and their children healthy. Parents say they feel safe when in the centre and inspection evidence shows that the building is safe and secure both inside and out. Sessions are well documented through photographic evidence and along with observations during the inspection, much enjoyment is evident. Achievement is not so well documented because children's starting points are less securely identified and not all courses are effectively evaluated. The Nursery, where most of the children eventually attend, enables children to achieve well.

Adult users are soundly supported if they wish to access further learning. For example, adults who want to improve their English skills are signposted to relevant courses. Other courses, such as improving parenting skills, are offered. As a result, parents are able to support their children better when they start school. Adults gain confidence from these courses and they enable some of them to think about future employment. One or two adults have gained places in local colleges. There are good opportunities for parents, carers and child minders to attend stay and play sessions with children. Behaviour is good during these sessions. Adults and children have many good opportunities to socialise and learn from others. Discussions and observations also show that these sessions allow adults to be directed to services which enable them to develop economic stability and independence.

Attendance at sessions is variable. Stay and play sessions are well attended and resourced and enable children to learn and develop well. The centre has limited recorded information on the outcomes of its work. There is no detailed analysis showing how successful the centre is at reaching out to hard to reach groups in their area. Adults are able to contribute satisfactorily to decision-making and governance of the centre by applying to become a governor or a member of the advisory group. A parents' forum has also recently been formed and allows users to contribute their views.

These are the grades for the outcomes for users

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	3
The extent to which children engage in positive behaviour and develop positive relationships and users contribute to decision-making and governance of the centre	3

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?

3

The needs of users are satisfactorily assessed. Learning and development are good for all users, particularly through the weekly stay and play sessions. The development of communication skills is focused on effectively by the speech therapist who visits these sessions regularly. Sessions for young parents and future mums-to-be give users good opportunities to meet with health specialists and discuss any concerns or worries they may have. Child minders, and the children they look after, have weekly opportunities to drop into the centre and link with others. A thriving dads' session is developing well.

Adults have sound opportunities to take part in courses, for example to improve their English skills. or to participate in courses which allow them to develop skills to return to the world of work if they wish. Parent appreciate the courses which help them to improve their parenting skills. Other courses focus on relaxation and exercise such as the Zumba dancing course which was enjoyed by all. The centre is particularly good at providing for families in crisis by directing them to agencies to enable them to improve certain aspects of their lives. Parents are very appreciative of this support

Clear and effective systems are in place to guide and support all users of the centre. An informative notice board gives adults good information relating to jobs that are available. Individual needs are generally effectively catered for, particularly of those children who are identified as having special educational needs and/or disabilities. Good guidance, from people from the health service, is given to users, which develops understanding in many areas, for example dental hygiene, the dangers of smoking and sexual health advice. A number of users have written to thank centre staff about the good quality support and guidance they have received. Others spoke of how approachable centre staff are and how they always have time to listen to them.

These are the grades for the quality of provision

The effectiveness of the assessment of the needs of children, parents and other users	3
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	3
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?

3

The centre manager links well with nursery staff and all have worked hard to ensure that there is an appropriate range of provision for users. This is having a satisfactory impact on the outcomes for individuals. The centre runs smoothly because day-to-day arrangements are satisfactory and the centre staff are soundly supported by the governing body and the advisory group. Self-evaluation is satisfactory and involves centre staff, some partners and users. Areas for further improvement are identified and focused on in the service delivery plan. Relationships between staff and partners are clear but not all partners are fully involved in relation to evaluating their courses and then feeding information back to the centre. When courses are effectively evaluated this valuable information is then used to shape further courses. Staff have been suitably trained and so focus well on the health and safety of children and adults who use the centre. Safeguarding arrangements are secure, as is the centre's approach to child protection and safe recruitment. These procedures ensure that everyone is safe when they visit the centre. Parents are adamant that the centre is a safe place for their children to play and learn. The few children identified with special educational needs and/or disabilities are effectively supported and assessed by centre staff and external agencies which has led to their needs being correctly met.

The centre actively promotes the inclusion of all its users, including vulnerable families and children with special educational needs and/or disabilities. Resources are soundly matched to the needs of users to provide satisfactory value for money. Comprehensive data supplied by the local authority provide a useful baseline about the reach area. The centre manager acknowledges that data about the reach area have not been effectively used to identify all hard to reach groups in the wider community.

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	3
The extent to which ambitious targets drive improvement, provision is integrated and there are high expectations for users and the wider community	3
The extent to which resources are used and managed efficiently and effectively to meet the needs of users and the wider community	3
The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties	3
The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults	2

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	3
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	3

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

Some information, particularly about attainment and progress, identified in the Section 5 inspection of the Bayonne Nursery, which took place the same week as this inspection, was used for the report.

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. If you would like us to send you a copy of the guidance, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

Summary for centre users

We inspected the Rouzanna Children’s Centre on 7 – 8 July 2011. We judged the centre as satisfactory overall.

Parents, carers and all other users are extremely supportive of the work of the centre and they are particularly appreciative of help and advice they have received from outreach workers, health workers and the crèche being available when they wish to attend a course such as Zumba dancing. During discussions with users a number of parents spoke of how much they enjoyed this course. It was nice to meet and talk to so many people who told us how the centre has helped them and their children. Thank you for your contribution to the inspection. All of you who use the centre are well looked after and cared for, because staff focus effectively on your health, safety and well-being.

Those of you who use the centre are now much more aware of the importance of eating healthily and staying safe and you have lots of opportunities to learn important information about pregnancy and how to look after babies and young children. We agree with you that the centre is a welcoming place for adults and a child-friendly place for young children to play safely and securely. The centre works well with other agencies, such as the health service, to help children and families who need extra support and help.

When you attend sessions in the centre, you and your children benefit from purposeful learning which you told us is enjoyed by yourselves and your children. We

could see this for ourselves when we joined you in one or two of the sessions. A few of you have attended adult courses to improve your skills, such as learning more about becoming a parent and looking after children. Others have completed courses on improving their English skills. We have asked the centre to make sure that all courses are evaluated by the leaders so that this important information can be used to develop provision further.

The sound leadership at the centre and the many partners who work with the staff provide families with a wide range of services that are well adapted to the needs of those who use the centre. We have asked the staff at the centre to begin to analyse information which they receive from the local authority so that they can include more people in their area who we know are hard to reach.

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