

Inspection report for Golborne Children's Centre

Local authority	Kensington and Chelsea
Inspection number	383323
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Date of previous inspection	Not previously inspected
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Linked school if applicable	Not applicable
Linked early years and childcare, if applicable	Golborne 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.

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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.

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 an additional inspector and an early years inspector.

The inspectors held meetings with centre staff, the local authority, the children's centre manager and members of the advisory board. They met with a number of representatives of services who work through the children's centre, including health visitors and the outreach workers. Inspectors spoke to groups of parents. They observed the centre's work, and looked at a range of relevant documentation, including the centre's self-evaluation, development plan, user evaluations and case study information.

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Information about the centre

The Golborne Children's Centre is a phase one children's centre that provides full core purpose provision. Its catchment area is the Golborne Ward.

The centre manager is responsible for the day-to-day running of the centre. The advisory board reports to the local authority, which is responsible for the governance of the centre. The board consists of representatives from the local authority, partner organisations, key stakeholders that work with the children's centre, and parents.

The centre is used by a very diverse group of families. Fifty-five per cent of families are from Black heritage and Middle Eastern origin. A growing number of families using the centre are of Black African and mixed White origin. Data for the reach area place the reach area in the bottom 20% nationally for deprivation. The children's centre has 744 children under the age of five in its area. About 24% of children and adults who use the centre come from homes that are dependent on benefits and

where no-one is in work. When they start early years provision, the majority of children have skills, knowledge and abilities that are below the levels expected for their age.

The range of activities offered by the centre includes community baby clinic, ante-natal birth clinic, breast-feeding support, family nurse partnership, post-natal depression support, baby massage, speech and language therapy, support for teenage parents, Women into Business training, basic skills and computing training, parenting training, support for childminders, Jobcentre Plus intervention, and family outreach. The centre opens 50 weeks each year from 9.00am until 5.00pm Monday to Friday.

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

The centre manager conveys a strong sense of purpose and direction. She demonstrates effective organisational and communication skills, valuing the work of everyone. Consequently, on a day-to-day basis, activities run smoothly. Good outcomes for children and families are underpinned by effective provision. Children in the area make outstanding progress from their starting points in developing the skills that will help them in the future. The majority of families using the centre engage in training. Increasing numbers of adults have completed qualifications in literacy and numeracy. A parent commented, 'I have started doing the numeracy course to enable me to gain a qualification, so I can get a job to support my family.'

Parents feel comfortable in the centre and know they will get a warm welcome from the staff. One parent expressed a view that was typical of many others: 'The centre is a friendly and welcoming environment. Staff care and want to help you.' Most families using the centre express their views, participate in decision-making and develop enterprising behaviour. Nevertheless, the recently established parents' forum does not yet provide enough opportunities for parents to inform the shaping of the centre's services.

The quality and range of services offered meet the needs of the very large majority of the users in the reach area well. In particular, the recently established sensory room at Golborne Nursery effectively meets the needs of disabled children and those who have special educational needs. However, services are not sufficiently developed to encourage more lone families to make use of the centre's facilities.

The centre staff have a clear sense of drive and passion, and a good understanding of the difficulties families face in the area they serve. Partnerships with the local community and other agencies are highly effective and have a positive impact on the lives of families using the centre across all outcome areas.

The advisory board provides effective supervision and support for leaders and managers to improve provision. Accurate self-evaluation identifies the key priorities for improvement. The centre's engagement with families accessing the centre's good quality provision is excellent.

The centre's capacity to sustain improvement is good overall. Managers and staff form a committed team that is determined to improve provision and extend services to the wider community. They are focused on improving areas of weakness and gaps in provision and outcomes. The strong teamwork of staff and high levels of commitment by all stakeholders contribute effectively to improved outcomes for users. The local authority supports developments well and has good systems to monitor outcomes.

What does the centre need to do to improve further?

Recommendations for further improvement

- Increase the range of services the centre offers to encourage more lone parents to use the centre's facilities.
- Develop the centre's parents' forum so that it increases opportunities for families to contribute to shaping the centre's services.

How good are outcomes for families?

2

Health outcomes for families are good. Data supplied by the centre show that, although average, increasing numbers of mothers, including those from targeted groups, are continuing to breastfeed. Obesity rates are lower than average for the area. The weekly playgroup sessions for children and their parents encourage physical activity at the centre and home. The smoking cessation group has seen half the clients give up smoking. This is having a beneficial impact on their families. A client said, 'My home is smoke free now which benefits my daughters' health.' Families benefit from effective integrated services to promote their well-being, for example those vulnerable families referred for early intervention.

Early Years Foundation Stage data from local schools in the area indicate that children make excellent progress from their starting points in developing the skills

that will help them in the future. The centre has made a very effective contribution to reducing the achievement gap between the lowest achieving 20% in the Early Years Foundation Stage and the rest. The 'Small Steps to Speaking' sessions are particularly effective in developing children's listening and speaking skills. Activities offered by the centre are of high quality and popular. A parent attending the 'Stay and Play' sessions said, 'My daughter really enjoys attending, she gets the chance to play and socialise with other children and do activities that we can't do at home.' High numbers of parents completed the 'Family Learning' courses with 84 achieving accredited qualifications. Families using the centre make very good progress in developing their skills, including parental skills, and demonstrate improvement in their educational and personal development. Children are very well prepared for transition into nursery.

Parents say they are very safe at home because of the increased awareness of safety that the centre has given them. Fifty-four parents have completed the first-aid programme. One parent commented, 'I now feel confident to perform first aid on babies and children.' Adults are confident to approach the centre with concerns about community issues. Case studies show significant impact and improved outcomes for children on child protection plans and looked after children. Very effective working with partner agencies ensures that families who may be at risk of harm and children assessed under the Common Assessment Framework are closely monitored and kept safe.

High numbers of adults have completed the numeracy and literacy courses delivered at the centre. A parent commented, 'It was an amazing learning experience and a real joy and pleasure with loads of fun.' Families in workless households are very appreciative of the financial advice and guidance provided by the centre. A parent attending the 'Money Matters' programme said, 'I am now more confident to sort my money problems out with all the useful ideas I have learnt today.' The 'Back to Work Programme' has been highly successful in supporting over 30 people into work, primarily in the security and sports industries. The programme has been particularly effective in reaching one of the most isolated communities in the borough. Currently there are three men from the local Travellers Group undertaking the Heavy Goods Vehicle training and certificate course.

The centre has established itself at the heart of the community. Over 60 women attended the recently organised International Women's Day. Children's behaviour is good and they form positive relationships with each other. Children are able to influence the environment in which they play because sessions offer high levels of child-led play. Parents influenced the introduction of a 'Nails and Beauty' course with 15 achieving an accredited qualification. However, there are limited opportunities for parents to contribute to strategic decisions about the services offered by the centre. The centre is in the process of re-establishing a parents' forum.

These are the grades for the outcomes for families

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

How good is the provision?

2

The centre works effectively with other agencies to ensure assessments, for example those carried out for disabled children and those who have special educational needs, are robust and well informed. The use of the Common Assessment Framework is well established and effective in highlighting users who are at risk and in need of support. Families gain access to a good range of services that meets their needs. A parent who attended a parenting course, which included behaviour management techniques, said, 'I have realised that my behaviour affects my child's behaviour.' The variety of services and activities provides fun and learning opportunities. The Arabic Mothers Group is successful in engaging with the growing Arabic community. However, services are not developed enough to provide sufficient activities to encourage more lone parents to use the centre's services.

Provision for children in the Early Years Foundation Stage at the centre is excellent. Children are provided with an outstanding range of activities and learning opportunities from birth that supports their development effectively. Staff make highly effective use of assessments of children's achievements to plan the next steps in learning. Activities are very effective in engaging children and families in most need of support, such as teenage parents, disabled children and children of disabled parents. Integrated working with speech and language therapists is very effective in developing children's speech and language skills. The centre promotes purposeful learning exceptionally well. For example, a parent supported by the family outreach worker, said, 'The worker helped me to source and cook healthy meals and find value foods so I can budget.' The centre is very good at recognising families' personal development and achievements through celebrations of work produced by children and adults.

Well-tailored support effectively improves families' well-being. Families express high levels of satisfaction with the level of care, guidance and support offered by the

centre. The open-door policy provides a listening ear to support children and families all year round. A parent, who recently moved into the area and has benefited greatly from attending parent and child courses and socialising at the centre, commented, 'The centre helped my child and I quickly settle into the area and make new friends. The support is very much appreciated. Thank you.' Speech and language specialist support provided at the centre has been effective in consistently moving referrals off support. Case studies clearly show that the centre is making a noticeable difference to children whose circumstances have made them vulnerable and their families.

These are the grades for the quality of provision

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

How effective are the leadership and management?

2

Governance and accountability arrangements are clear. The advisory board and local authority provide effective supervision of the centre's activities. Links between strategic planning and service provision are effective. Rigorous performance monitoring systems assure the work of the centre staff and partners. Morale is high and belief in the centre's success is evident at all levels. Self-evaluation generally accurately identifies the centre's strengths and weaknesses. There is a good quality development plan which identifies clear improvement targets. Evaluation has resulted in changes to the provision which meets the needs of families effectively.

Good safeguarding arrangements are in place and there is a secure system to maintain and update them. The centre's staff are trained well in safeguarding, dealing with domestic violence and working with children or adults with disabilities. The centre is proactive and collaborates effectively with other key agencies to reduce the risk of harm to children. Agencies working in the centre understand the implications of the wider safeguarding agenda. Good vetting procedures safeguard children and adults. They ensure that only suitable people work with children and families. Criminal Record Bureau checks are accurately recorded and maintained well.

The centre's actions to promote greater equality for different groups are excellent in removing barriers, and highly effective for disabled children and families and those who have special educational needs. The centre has taken effective action to reduce the achievement gap between the lowest achieving 20% in the Early Years Foundation Stage and the rest, with the result that children from different ethnic backgrounds are making excellent progress. There is no discrimination and diversity is very well celebrated through community days and displays of the work produced by the diverse families representing the area.

Outreach services are highly effective in engaging with 82% of families in the area. They have been very successful in engaging targeted groups, such as teenage parents and families from Black heritage and Middle Eastern origin. Very effective partnership working has made a significant contribution to enhancing opportunities for families in the area, for example encouraging over 20 Gypsy and Traveller families to use the centre's services. Resources are well managed so that good quality services are consistently engaging and improving outcomes for families. This represents good value for money.

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	2
The effectiveness of evaluation and its use in setting ambitious targets which secure improvement in outcomes	2
The extent to which resources are used and managed efficiently and effectively to meet the needs of families, including those in target groups	2
The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties	1
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 partnerships with other agencies ensure the integrated delivery of the range of services provided by the centre to meet its core purpose	1
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 range of provision	2

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

The findings of the Golborne Nursery Section 5 inspection.

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Summary for centre users

We inspected Golborne Children's Centre on 16–17 May 2012. We judged the centre as good overall.

We are very grateful to all the parents and representatives from the centre and the professional partners who took the time to come and tell us about the work they do. You gave us a positive picture of the centre, and what you said was very useful to us in making our final judgements.

Good leadership provided by the centre's managers, coordinated teamwork of the centre's staff and the outstanding professional relationship with partners are at the core of the centre's work. Workers at the centre communicate well with each other and their feedback provides a good knowledge and understanding of the community's needs. The centre is at the heart of the community and is excellent at ensuring the inclusion of all children and families within the work of the centre.

You and your children benefit from the good services provided by the centre. Children enjoy the physical activities as they take part in sessions, for example the 'Stay and Play' sessions. You are supported well in making your homes safe and attending training in first aid to help you gain the necessary skills in the event of your children having an accident. Those of you who are feeling isolated or finding it hard to cope, report positively on how the centre has improved your confidence, self-esteem and social skills. Others of you report on how your parenting skills have improved and how you have made positive relationships. The family workers offer you good support and build positive relationships with you and your families.

High quality displays and resources promote children's learning very well. Staff provide an excellent range of activities that are linked to children's interests and which contribute to the outstanding development of their social and communication skills. Parents' comments such as, 'It's a great place for my son to come and experience new activities and mix with other children' and 'It made me realise that healthy eating can be fun', confirm some of the benefits you gain from attending activities.

Many of you engage with the centre and enjoy the good range of activities it provides. Some of you are keen to attend classes to improve your skills. These must be enjoyable because we noticed that there is regular attendance on these courses. The centre makes an outstanding contribution to your economic and social well-being. For example, many of you have successfully completed the 'English for speakers of other languages' course (ESOL). One parent commented, 'I am now able to read books with my daughter at home. I can't thank the centre enough.' The centre is excellent at working closely with other agencies, for example the health service and social services, which has a positive impact on the lives of families using the centre.

We have found a few areas that require improvement and the centre's managers are already aware of these. We are recommending that the centre's managers develop the range of services offered to increase the number of lone parents using the centre's facilities. We are also asking managers to increase opportunities for you to contribute to the development of the centre's services.

We wish you every success for the future.

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