

# Inspection report for Welbourne Children's Centre

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<b>Local authority</b>	London Borough of Haringey
<b>Inspection number</b>	404456
<b>Inspection dates</b>	16–17 January 2013
<b>Reporting inspector</b>	Joan Lindsay

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<b>Date of previous inspection</b>	Not previously inspected
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<b>Linked school if applicable</b>	Welbourne 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.

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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 an additional inspector and an early years inspector.

The inspectors held meetings with the centre leader and the early intervention coordinators (EICs), staff, representatives from the local authority, the governing body and the cluster advisory board. They also spoke to representatives of partner services, for example from health and voluntary organisations, parents and other users of the centre.

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

## Information about the centre

This phase two centre opened in January 2008 and fulfils the full core purpose. It is situated adjacent to Welbourne Primary School. The deputy headteacher of the school is the centre leader. Following a major reorganisation of the local authority's children's centres, all permanent staff at the centre, apart from the centre leader, were new to their posts in the last year. Day-to-day management is the responsibility of the early intervention coordinator (EIC), who works part time and is supported by another EIC from a neighbouring children's centre. The governing body of the school manages the centre on behalf of the local authority. There is also a joint advisory board in place serving all four centres that make up the South Tottenham cluster. Services are available from 8.00am until 5.00pm Monday to Friday for 50 weeks of the year. The principal services are run from the main site with some outreach groups taking place in the community.

The reach area includes part of the Tottenham Hale and Tottenham Green wards of Haringey Council. Of the four super output areas in the reach area, two are in the 20%, one in the 10% and one in the 5% most deprived in the United Kingdom (UK). The area is very ethnically diverse with the largest minority ethnic groups consisting

of Black African families and those classed as White Other which includes a high number of East European families. White British heritage families account for 4.5% of the population.

Some 30% of children aged from birth to four years live in households dependent on workless benefits, which is above the national average. The proportion of eligible families benefiting from the childcare element of Working Tax Credit is 5.6%, well below to the national average.

There are 656 children aged under five years living in the reach area, with 52% registered at the centre. Children’s skills, knowledge and abilities on entry to early years provision are typically significantly below the level expected for their age.

## 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**

**3**

### Capacity for sustained improvement

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

**3**

## Main findings

Welbourne Children’s Centre provides a satisfactory service to families. Although all staff are relatively new in post, they have built up the trust of families who use the centre so that they feel safe there with a typical comment being ‘It’s almost like a second home’. Safeguarding children and adults, including the most vulnerable, is given a high priority in the centre so that staff are quick to act on any concerns. This has had a positive impact on outcomes in relation to keeping families safe. Strong partnerships with a range of services such as health visitors and the Citizens Advice Bureau have led to good levels of care, guidance and support being provided. Consequently, the majority of families using the centre have seen improvements to their economic and social well-being through being supported to access benefits, extend their learning or becoming work-ready.

Children who access the centre services make good progress as can be seen from their ‘Busy Books’ and from data from the link school. However, the longer-term progress of children who move to other settings and the future benefits to adults who have accessed the centre’s services are not consistently tracked. In addition, where families have been signposted elsewhere, the outcomes are only followed up on an ad hoc basis. Measuring the centre’s impact on reaching specific target groups

is also hampered as the local authority does not provide baseline data for most groups. Where this can be measured such as for teenage parents, the centre can show that it is reaching the majority.

The number of families registering at the centre is steadily increasing but the long period of uncertainty resulting from the reorganisation and the complete change of personnel has had some adverse impact on this. Also, while the highest percentage of registrations, 62%, is in the most deprived area, there are pockets of the centre's reach area such as the Ferry Lane estate where numbers who register are very low. In addition data show that 75% of those who use the centre are not from the immediate reach area. The centre's current information does not give a comprehensive picture to show that families from its reach area are accessing children's centre services elsewhere.

Families feel very welcome in the centre and have positive views about it, especially the support they receive. While they have plenty of opportunities to voice their opinions, the numbers who do so formally through the parents' forum or by returning evaluations are relatively small. Parents are well represented on the school's governing body but there are no parent representatives from any of the four children's centres on the cluster advisory board.

There is a clear understanding among leaders and managers of the centre's strengths and areas for development. The new staff team has already had a positive impact on some outcomes. There is a strong commitment to reach more families in the local community so they can benefit from the good partnerships and range of services available across the cluster. Targets are based on an accurate assessment of families' needs in the local area. Consequently, there is a satisfactory capacity to continue to improve.

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

### **Recommendations for further improvement**

- Develop a consistent method to track the progress of children and adults who access the centre and, hence, measure the impact of provision and identify where precisely to target services by:
  - working with schools, early years settings and the local authority to devise a system to track children when they move on to the next stage in their education
  - liaising with partners to develop a consistent method to track the progress of adults when they have accessed training, further education, employment advice or services at other children's centres in the cluster.
- Work with the local authority to ensure that data are accurate in relation to baseline information about target groups and that as much reach area data as possible are made available to enable the centre to measure the impact of its work more precisely.

- Increase the number of reach area families who access centre services and improve their formal involvement in the management of the centre by:
  - marketing and targeting services to families in specific areas such as the Ferry Lane estate
  - increasing membership and regularity of the meetings of the parents' forum
  - having parent representation on the cluster advisory board.

## How good are outcomes for families?

<b>3</b>
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Childhood obesity levels are higher in the reach area than in the borough as a whole but there is no trend data available to measure the centre's impact on seeking to reduce them. Immunisation and sustained breastfeeding rates are improving although both are relatively low compared to national and local figures. However, strong links with health services such as holding baby weighing clinics at the centre and the very popular weekly breastfeeding support group commonly described by parents as dispensing 'absolutely brilliant, excellent advice', are having a positive impact on the numbers accessing health services. Families' emotional and mental health needs are well supported by strong links with the Parent and Infant Psychological Therapies Service (PIPS) and health visitors. Parents are encouraged to only bring healthy snacks for their children. Consequently, most families using the centre have a satisfactory and growing understanding of how to keep themselves healthy.

Parents can access a good range of structured programmes across the cluster to help them develop parenting skills and understand how to keep their children safe. Child safety week has a particular focus on road safety given the major roads that surround the centre. Although only in post for eight months, the community development outreach worker has worked hard to gain the trust of families. Consequently, most families have confidence to share their concerns with the centre, frequently stating: 'Without it I don't know what I would have done because I was really struggling.' Outcomes have been good for the majority of children who have been subject to child protection plans and for looked after children as a result of the targeted and sustained support from the centre.

Early Years Foundation Stage Profile results fluctuate from year to year and across the three reach area schools. However, overall there is an improving trend, although they are still well below the national figure. The gap between the lowest achieving 20% of children and the rest has widened over the past three years largely as a result of a large influx of families where children have significant learning needs or speak little or no English. Information from the link school shows that children who access the centre services settle well and make better progress overall compared to others. The centre lays down a strong foundation, but it is not tracking the achievement in the longer term. Children and adults obviously enjoy the activities such as junk-modelling and making a guitar in the Creative Workshop. Parents appreciate being able to contribute to, and see, how their children make progress, as recorded in the Busy Books that each child who attends the Stay and Play sessions

can have.

Children behave well in the centre and develop sound relationships. Their preferences are taken into account when the activities are planned. The majority of families express their views informally. These views are taken into account such as organising a trip to a farm in response to their request for more outings. Two parents contribute to the centre through volunteering and more do so in the link school. However, the number who complete evaluations and surveys or contribute to the suggestions box is relatively low. Furthermore, the parents' forum meetings have dwindled in frequency and in the numbers who attend. Several parents serve as governors but the cluster advisory board has not recruited any parents from its constituent centres as yet.

The reach area is one of high unemployment. Consequently, the centre has focused on helping parents become work-ready through courses that help with curriculum vitae writing and how to access job vacancies on line. This has helped some individuals to return to work or to set up their own businesses. Weekly drop-in sessions with the Citizens Advice Bureau have seen 135 clients access the service in the past year resulting in increased benefits overall of over £87,000. Support to access improved housing, opportunities to develop English language skills and family learning opportunities as well as help to access two-year-old funded nursery places have done much to enhance the economic and social well-being of the majority of families.

*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>3</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>3</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>3</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?**

**3**

Increasing numbers of families are registering from across all target groups and especially from across all the minority ethnic groups in the area. However, there are some pockets of the reach area where the numbers registered are relatively low. This is partly due to redefined boundaries which means the centre is less accessible

due to being separated physically by major roads. However, at present the centre's outreach and marketing work is not targeted at any specific areas. In addition, although the most deprived area has the highest number of registrations, there are some parts of the reach area where only a small minority of families are registered. The local authority does not provide baseline data for all target groups. The senior monitoring and evaluation officer has been proactive in trying to provide information, for example sourcing the number of teenage pregnancies from the Family Nurse Practitioner. However, the lack of data makes it hard for the centre to measure the impact of its services on specific target groups such as fathers and disabled children.

Children's achievements are celebrated well through photos, displays and especially their Busy Books. Adults receive certificates at the end of courses which enhance their self-esteem. Good links with the early years staff of the link school mean that children's learning is promoted effectively. The cluster timetable encourages families to access activities across all four children's centres. However, staff do not consistently follow up when they signpost families elsewhere so personal targets and purposeful learning are not always sufficiently individualised.

The quality of care, guidance and support that families who access the centre receive is high because new staff have quickly gained families' trust. Strong partnerships, including the allocated family support worker, are galvanised very effectively to provide tailored support to meet often complex needs. This is especially so in times of crisis such as where there are mental health issues or serious domestic violence problems. Good levels of information exchange, such as regular updates on children subject to child protection plans and involvement in multi-agency meetings often hosted by the centre, have led to good outcomes for many of the most vulnerable families.

*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>3</b>
<b>The extent to which the centre promotes purposeful learning, development and enjoyment for all families, including those in target groups</b>	<b>3</b>
<b>The quality of care, guidance and support offered to families, including those in target groups</b>	<b>2</b>

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

**3**

Shared day-to-day management by the two early intervention coordinators is sound and overseen effectively by the centre leader. The governing body has a good understanding of the centre although the level of challenge is not as strong as the amount of support given. The cluster advisory board is a relatively new body and although there is good partner representation there are no parent representatives yet. Leaders and managers at all levels have an accurate picture of the centre's strengths and areas for development. This self-evaluation is used effectively to set



targets and define priorities in the centre's development plan that are appropriate and focused on improving outcomes for those most in need of support.

Resources in the centre are good quality and much appreciated by parents. Books and learning tools are available to borrow. The spacious outdoor area benefits families who have no access to outdoor space. Families can also access more specialist services across the cluster such as the Young Parents Group and English language classes. Staff expertise in the cluster is shared well too. However, a far higher percentage of families from outside the reach area use the services and some groups and geographic areas are under-represented so the centre's value for money is judged as satisfactory.

Everyone is made to feel welcome; equality and diversity are promoted soundly. The wide variety of ethnic groups at all the activities reflects this. Although there are no specific groups for disabled children across the cluster, close links with a specialist facility, the Markfield Centre, meets their needs. The purpose built centre is fully accessible to the disabled. Where the centre has targeted its actions such as in improving families' social and economic well-being it has had some impact in narrowing the achievement gap between groups.

Safeguarding is given a high priority in all the centre's work. Strong lines of communication with the link school have also been instrumental in protecting children. Staff are well trained and proactive in responding to any possible signs of abuse, picking up on changes in behaviour of adults and children, for example. Good links with the family support service, and effective use of the Common Assessment Framework and multi-agency working do much to safeguard the most vulnerable children. All appropriate Criminal Records Bureau checks are carried out on anyone working in the centre.

Good partnerships are in place with a wide variety of services. Many partners speak highly of the relationship, mentioning the 'very supportive and flexible' staff. Health services available at the centre, including the specialist work of the PIPs, highly effective support from CAB and very beneficial links with Welbourne Primary School, have all contributed to outcomes that are good or improving across most aspects. This is especially so for the most vulnerable families. Some links such as with other schools and early years settings are less well established as a result of staff changes and the need to prioritise where it was felt to be most important.

Families using the centre are pleased with the service they receive. They are invited to evaluate and participate in deciding the direction the centre should take. However, the numbers who do so are relatively low. This is partly due to the disruption caused by staff changes as well as families moving on to support the school when their children transfer there. Nevertheless, their views and those of their children are taken into account when shaping services at the centre and across the cluster.

*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>3</b>
<b>The effectiveness of evaluation and its use in setting ambitious targets which secure improvement in outcomes</b>	<b>3</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>3</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>3</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>2</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 range of provision</b>	<b>3</b>

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

The findings of the last inspection for Welbourne Primary School which took place on 6–7 July 2009 were used to inform the judgements made by this inspection.

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### **Summary for centre users**

We inspected the Welbourne Children's Centre on 16–17 January 2013. We judged the centre as satisfactory overall.

Thank you for your participation in the inspection and for taking the time to tell us about the centre's work and how staff have helped you and your children. It was very helpful to visit the activities taking place such as the Stay and Play and Creative Workshop and thank you for welcoming us into your groups. Here is a summary of what we found:

Outcomes overall are satisfactory for families who use the centre. The strengths are that you feel safe there and have already built up a lot of trust in the relatively new staff and especially in the community outreach and development worker. Typical comments such as: 'Without it, I don't know what I would have done because I was really struggling' sum up how much you appreciate how well you and your children are cared for, safeguarded and supported. We agree this is the case because staff are well trained and there are good partnerships in place with health services such as the Parent and Infant Psychological Therapies Service (PIPS), health visitors and midwives. Other support, such as from the Citizens Advice Bureau and assistance with finding work mean that many of you have been helped to improve your economic and social well-being. Most of you are developing a satisfactory understanding of how to lead healthy lives with a focus on bringing only healthy snacks for your children and the good work of the breastfeeding support group, typically described as giving 'absolutely brilliant, excellent advice', adding to this knowledge.

Children who come to the centre make good progress as many of you told us and as can be seen from their Busy Books. However, the centre does not track children's progress in the longer term if they go to schools other than Welbourne Primary School. This is also the case with the longer-term achievements of adults. The centre lays the foundations well but is not consistent in the way it follows this up especially if families use other partners' services or attend other children's centres. We have asked the centre to look at ways it can address this. We have also asked the centre to work with the local authority to get more information about specific groups in the area closest to the centre such as how many fathers or disabled children there are. This will help the centre to see how successful it is in making sure everyone who needs the services most are getting access to them. At the moment, there are some parts of the local community, such as the Ferry Lane estate, where relatively low numbers are registering with the centre. Also the number of people who are using the centre who live outside its area is far greater than those who live closest to it.

'It's almost like a second home' sums up how the majority of you have positive views about the centre. You are happy to give those views when asked. The centre often acts on them such as by organising a trip to the farm or changing the time of the Stay and Play sessions. However, relatively low numbers of you take part more formally by completing evaluations and surveys or through having an active role in the parents' forum. There is a good level of parent representation on the governing body but as yet, none of the children's centres that make up the South Tottenham cluster has a parent representative on the cluster advisory board. These are things we have asked the centre to work on and you can help by being prepared to participate more formally in the way your centre is managed. It is good to see some of you supporting your centre by volunteering and making a valuable contribution this way.

The two early intervention coordinators who jointly manage the centre on a day-to-day basis do so effectively. Everyone has a clear understanding of what the centre does well and where improvements are needed. There have already been

improvements in many of your lives, especially where help and support have been needed most. There is a strong commitment from all the staff to ensure more families benefit from their work and so the capacity to sustain this improvement is satisfactory.

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