

Inspection report for Jubilee Children's Centre

Local authority	Ealing
Inspection number	406852
Inspection dates	23–24 January 2013
Reporting inspector	Susan Mann HMI

Centre leader	Marilyn Borlase
Date of previous inspection	Not previously inspected
Centre address	Felix Road West Ealing London W13 0NY
Telephone number	020 8567 6251
Email address	admin@st-johns.ealing.sch.uk

Linked school if applicable	St John's Primary School URN101873
Linked early years and childcare, if applicable	Aktiva Camps at St John's Jubilee EY452405 Cybertots on the Green EY281374

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.

Report published: February 2013



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/100080.

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

Piccadilly Gate
Store Street
Manchester
M1 2WD

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

No.100080

© Crown copyright 2011



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 early years inspector.

The inspectors held meetings with parents, partners and leaders. They also met with representatives of the local authority. They observed the centre's work, including the linked early years setting and childcare provision, and looked at a range of relevant documentation.

Information about the centre

Jubilee Children's Centre is in the borough of Ealing. It opened in 2010, having been designated in 2008 as a phase 2 centre. It is integrated with St John's Primary School and is attached to Jubilee Hall. The school's governing body manage the centre on behalf of the local authority. The headteacher of the school is also the Head of Centre. Early years provision is delivered from a range of settings in the centre's reach area: the centre has close links with a private nursery, Cybertots on the Green. A private provider, Aktiva, delivers crèche and childcare provision at the centre. Both are subject to separate inspections. Children's skills and abilities on entry to early years provision are generally below age-related expectations.

The centre is situated in a pocket of deprivation bordered by more affluent areas. One area falls within the 10% most economically deprived areas in England: three more areas are deemed to be in the 15% most deprived areas. Regeneration of some areas within the centre's catchment results in many families moving out of the area.

Ealing has the highest proportion of residents in receipt of workless benefits in West London, and 9.5% of working-age adults are not employed. The majority of children live in workless or households defined as 'low-income' (50.3%): this proportion is higher than national and local averages. There is a greater proportion of children living in households (23.6%) dependent on workless benefits than is seen nationally.

There are 960 children aged under five years living in the centre's reach area. The large majority (70%) of children who attend the centre are from a range of ethnic minority backgrounds. Of these, 11% are of Eastern European origin.

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

Jubilee Children's Centre delivers good services for families living within its catchment. It provides a harmonious environment where families from a wide range of backgrounds get along well together. As one parent commented, 'The centre is a welcoming environment: all families are included and no one is left out.' Parents readily give their views about services through evaluations and comments, as well as through contributing to centre governance. Arrangements to keep families safe are effective. Staff work closely with partner organisations including health and early years providers to deliver a wide range of quality provision that meets the needs of local families well, especially those who are most in need. As a result outcomes are good and the lives of children and their parents who use groups and services are improved. In recent months, leaders have worked proactively with the local authority to deliver provision while senior staff were absent. The support provided by the local authority through the Strategic Lead has been effective in ensuring that services for families were not compromised during this time, and the centre has continued with its improvement planning. This has resulted in a steady rise in the number of families, including teenage and lone parents, who have contact with the centre and most recent data indicate that 91% of eligible families are registered with the centre.

The local authority provides very good data on a quarterly 'report card' basis that depicts the centre's catchment area and families who use the centre. This information is used well by leaders and forms the basis of the centre's monitoring of its effectiveness and to inform development planning. This approach enables accurate analysis of the needs of the local community and keeps track of the levels of participation of families. As a consequence, the centre has good capacity for sustained improvement.

The centre works well with a broad range of partners, including health professionals. This enhances the range of services families access to improve their overall outcomes. Partner involvement in evaluation and development planning is well established through their participation on the advisory and partnership boards. Strategic meetings enhance collaborative working further, such as meetings between the local authority and health services to deliver the Healthy Child programme. The advisory board has recently reviewed its systems to engage partners in the further sharing of knowledge and evaluation, although this is too recent to have become fully established.

Outreach services work well and families in need receive good levels of support to improve their overall well-being. Outreach is currently provided by an external agency working in partnership with the centre. However, the agreement for this provision ends in April 2013. After this time, the local authority will operate outreach services. Clear plans are already in place to ensure changes do not disadvantage families in need of support during the handover period.

What does the centre need to do to improve further?

Recommendations for further improvement

- Ensure arrangements for the transition of outreach services from a partner provider to the centre maintain consistent high-quality provision for families, especially those most in need of support.
- Enhance partnership working so all relevant agencies are fully involved in processes to evaluate and plan the centre's development.

How good are outcomes for families?

2

Families improve their health by attending the centre. Take-up of services is good, and parents appreciate the child-friendly environment when they attend child health check appointments at the centre. The proportion of mothers breastfeeding at 74% is better than the local and national averages. Mothers say that the weekly breastfeeding support drop-in group helps them sustain breastfeeding and cope with any challenges they might face. The proportion of children being immunised has increased steeply over the past year to 93.6%, which is above the local authority average of 89.8%. Levels of childhood obesity are well above local and national levels, and 15.2% of children are obese at the end of Reception Year. The centre works closely with partners, including health services, and has successfully helped some families reduce levels of childhood obesity. For example, Sticky Fingers provides targeted and universal education to parents and children, and evaluations show families develop their understanding of healthy eating well from these sessions.

Families appreciate the safe environment provided by the centre. Premises are secure and when asked, the overwhelming majority of respondents said they felt safe at the centre. Good partnership links with the police and local community organisations improve levels of personal and road safety in the reach area. Children

on the child protection register receive good support from centre services and partners to improve their outcomes. Staff are confident in their use of the Common Assessment Framework (CAF) to assess and deliver a wide range of provision to protect children and enhance their well-being. Furthermore, children benefit from better living accommodation and parents develop their parenting skills as a result of difficulties being identified through the CAF process. Early intervention successfully prevents concerns escalating. Staff vigilance and their readiness to listen ensure parents can share difficulties and be supported to use appropriate services, such as the local partner, Supportive Actions for Families in Ealing (SAFE). Adults who have experienced domestic abuse improve their lives significantly as a result of enabling and compassionate support to gain protection and support.

Children living in the centre’s catchment area make good progress in their learning and development, including those who receive two-year-old funding. In particular, the gap (26.3%) between the lowest achieving 20% and the rest has narrowed more markedly in the centre’s area than seen nationally (30.1%) or within the local authority as a whole (32.3%). Vulnerable children are catching up with their peers as a result of experiencing good quality provision and they are well prepared for school. Adults develop a wide range of skills from attending a variety of courses. User evaluations measure the impact of these groups, and show almost all learners make good progress in their parenting skills. For example, parents, including those from Eastern European backgrounds, learn and develop their use of spoken English well. These parents are eager to learn and enjoy the classes, stating they become more confident in their use of English, for example when speaking with their child’s school or general practitioner (GP).

Improved levels of English and other skills learned from centre services help many families seek further training or work. Families most in need receive individual expert assessment to ensure they receive the correct benefits and have help with housing issues. The centre’s volunteer programme helps many take the first step towards paid employment. They gain experience and confidence by helping locally or within the centre. Several parents have moved on to jobs as a result of volunteering. Staff give support and signpost adults to agencies to prepare for employment. A number of parents have successfully become employed as a result.

Some parents are active participants in the centre governance. Most give their views and complete course evaluations which leaders use to plan future services. There are several examples where the views of parents have led to additional events or a change in services. For example, the centre arranged more sessions to teach English and introduced a Zumba exercise class as a result of user feedback.

These are the grades for the outcomes for families.

<p>The extent to which children, including those from target groups, are physically, mentally and emotionally healthy and families have healthy lifestyles</p>	<p>2</p>
---	-----------------

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	2
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	2

How good is the provision?

2

The range of services offered by the centre meets the needs of the local area well. This is because accurate and well-presented quarterly data clearly identify how well groups are reached and engaged. Target groups are engaging well with the centre. For example, the overwhelming majority of workless households have had some contact with the centre, and 72.1% of families from minority ethnic backgrounds use its services. Events, such as the Job fair, promote good links between families and Jobcentre Plus, as well as highlighting the centre's work within its community. The provision made for families in need of additional support is good. Outreach provision is targeted and engages with a broad range of partners to improve family outcomes. The arrangements for current outreach provision are changing in a few months' time. However, the local authority has robust plans in place to ensure families continue to receive support and outreach.

There is a good range of information available at the centre. A number of well-presented displays inform parents about safety and other important aspects. Staff readily share their knowledge about local services on offer and are trained in helping smokers to stop. In times of crisis, adults are given caring and practical support that always prioritises children's safety and well-being. Provision is tailored appropriately to meet learners' requirements: entry-level and advanced courses run for those learning English, for example. Participation rates are good. Great emphasis is placed on building self-esteem and confidence both in groups and in more informal interactions with staff and partners. Success is celebrated, such as in the giving of certificates, which values participants' achievements. Those agencies and staff that deliver early years provision collaborate well to enhance its quality and provide consistently good quality. All staff are trained and plan activities to support children's learning and development through the Early Years Foundation Stage. Staff observe children to identify the activities that will interest them and help them learn effectively.

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	2
The quality of care, guidance and support offered to families, including those in target groups	2

How effective are the leadership and management?

2

Effective governance is well established at the centre. The local authority has an accurate view of how well it performs from regular contact and monitoring the quarterly data reports. The governors and advisory board take an active role in rigorous governance. The parents' forum provides good opportunities for parents to express their views, and attendance at this is good. Recent input by the acting advisory board chair has already had a significant impact in increasing the effectiveness of meetings and the board's input to centre development. Evaluation, data and improvement planning are examined and debated to ensure good use of resources to meet the needs of families living within the centre's catchment. Partners are involved in these discussions through their participation on the advisory board, and their role in assessment and onward planning is being developed further. The centre's leadership team works cohesively to ensure efficient day-to-day operation, good performance management and strong development. Strong links with the Extended Schools team enhance this further. Good partnership working adds value to the centre's work and together with the good outcomes mean the centre provides good value for money.

Good safeguarding arrangements underpin the centre's work, especially with vulnerable families. Thorough vetting checks are made on all adults at the centre to protect children and vulnerable adults. The centre and school work well in partnership to implement rigorous procedures of referral of concerns. Clear case chronologies give staff a quick progress overview so each case is vigilantly monitored. Collaboration with early intervention and integrated response agencies ensures good response to concerns raised. Protection of victims of domestic abuse is good, especially through the Uplift course and work with the Family Links organisation.

The centre's promotion of equality and diversity is well established throughout its work. Children of disabled parents are supported well through successful referral to two-year-old funded nursery places. The centre's community reflects the rich ethnic mix of local families, and all are represented by those using the centre. Staff work proactively with families to address cultural differences and concerns, about women attending the centre alone, for example, which enables all to enjoy the benefits of its services and feel welcomed there.

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	2
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	2
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

None.

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 Jubilee Centre on 23–24 January 2013. We judged the centre as good overall.

Thank you to all of you who spoke with us when we visited your centre recently. We appreciated hearing about the positive difference the centre makes to the lives of you and your families.

We found that your centre provides a good range of services that improve your health and well-being. It is a safe place, and many of you told us how much you value the friendliness of the staff. Those in charge know the area well from working with partner agencies such as health, outreach and community organisations. They

make good use of the high-quality information provided to them by the local authority about the area. This means that the groups they organise are useful to you, such as the classes that help many of you to learn English or the Sticky Fingers sessions that promote healthy eating.

Children enjoy their time at Stay and Play, the crèche and other sessions because staff provide good quality activities. For children about to start school, their development of key skills, such as communication and independence, help them a great deal. Help with housing and benefit advice has helped many of you improve your standard of living. Some of you have been successful in training and getting a job as a result of help from the centre, or from gaining experience as a volunteer. In the most recent survey, everyone who has used the centre says it has helped them.

Leaders have a clear view of the strengths of the centre. They know what is needed to make it even better. Some of you are involved in the advisory board and parents' forum, and so already make a valuable contribution to how the centre is run. We have asked leaders to work on two aspects of their work to improve the centre even more.

The first is about partner agencies such as health services and providers of courses. These organisations already play a part in assessing how well services meet everyone's needs and planning improvements. We have suggested that this could be even better, and that all partners should become more involved in giving their views.

The second area for development is to make sure outreach services continue to be effective and of good quality. You might already know that there are some changes planned in the company that provides the centre's outreach services. Leaders have already prepared a plan to make sure that everyone's needs continue to be met properly, especially for those families who are in greatest need of help. We have asked leaders to keep a close eye on this process so that the handover to the new outreach arrangements goes well, and continues to give good support to those families needing help.

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