

# Hillview Children's Centre

2 Grange Road, South Harrow, HA2 0LW

**Inspection date** 26-27 June 2013

<b>Overall effectiveness</b>	<b>This inspection:</b>	<b>Good</b>	<b>2</b>
	Previous inspection:	Not previously inspected	
Access to services by young children and families		Good	2
The quality of practice and services		Good	2
The effectiveness of leadership, governance and management		Good	2

## Summary of key findings for children and families

### This is a good centre.

- The centre reaches the large majority of local families with its services, particularly those from minority ethnic groups, those in most need of support and many who live in the most disadvantaged areas within the community. These families benefit from a wide range of services that help to improve the quality of their lives.
- The centre, along with its key partners, uses and shares information well to work out the needs of its local community and to routinely monitor which families within the community do not use the centre as well as others. This enables the centre to take decisive action to reach out to those families.
- The quality of services and resources to help adults learn how to support their children's health and development is good. Workshops on topics such as 'toilet learning' and practical learning resources such as 'development wheels', help parents develop a good understanding of how they can support their children's development.
- Governance arrangements are effective and the centre is improving. Leaders and managers have been very successful in working jointly with partners to provide good quality services that reflect local priorities and also meets the needs of all kinds of families.

### It is not outstanding because:

- Systems to track the individual progress of children who attend the centre and progress onto school are in the early stages of development and the centre is therefore not fully able to evidence the difference it makes.
- Not enough information is collected about parents who progress from courses and activities at the centre into further education or employment.

## **Information about this inspection**

The inspection of this children's centre was carried out under Part 3A of the Childcare Act 2006 as amended by the Apprenticeships, Skills, Children and Learning Act 2009.

This inspection was carried out by two Additional Inspectors.

The inspectors held meetings with the centre manager, hub staff, senior leaders, local authority staff and partners from health and education organisations. They also met parents and members of the advisory board.

The inspectors visited the following delivery sites, The Grange, The Pinner Centre, Rayners Lane and Roxbourne.

The inspectors observed the centre's work, and looked at a range of relevant documentation.

## **Inspection team**

Priscilla McGuire	Additional Inspector, Lead Inspector
Anthony Mundy	Additional Inspector
Steve Nelson	Additional Inspector

## Full report

### Information about the centre/group

Hillview Children's Centre Hub is a new hub of one main children's centre and six delivery sites which offer services across south Harrow. Three of the delivery sites previously operated as children's centres. Hillview Nursery School is co-located at the main site but not managed by the centre. It is subject to separate inspection arrangements. The hub is directly managed by the local authority and was formed in June 2013 as a result of a re-structuring of services. The hub manager and staff team work across the hub. Governance is through an advisory board which reports to an advisory group which has a strategic role and which has representation from health, education and other partners. The advisory board was recently formed to reflect the new hub structure.

There are approximately 2,780 children aged 0-4 living within the reach area. Of these, around 67% live in the 30% most deprived areas of England and 25% live in households dependent on workless benefits. There are 25 lower Super Output Areas (SOAs) in the locality and 15 of these are in the 30% most deprived areas of England. The majority of children are from minority ethnic groups and around 60% do not speak English as their first language. Services offered by the hub include health clinics, adult learning provision, early years activities and family support. Children's levels on entry to early years provision are below what is expected for their age. The main groups assessed as in most needs include families from minority ethnic groups, disabled children and families living in areas identified as disadvantaged.

### What does the centre/group need to do to improve further?

- Strengthen systems to track and monitor the progress of individual children in relation to the Early Years Foundation Stage profile so that the centre can demonstrate with more precision the impact of its work on the development of children.
- Implement systems to monitor and track the progress of parents who progress onto further education courses or into employment.

## Inspection judgements

### Access to services by young children and families

Good

- The large majority of families within the community use centre services. There is an improving and strong trend of more parents from different types of families such as those from minority ethnic groups, disabled children and those living in disadvantaged areas, using centre services. Leaders and managers take decisive action to help these families overcome any barriers that could prevent them from benefiting from the services offered.
- The centre's good quality marketing plan is key to its success in using a variety of communication methods to attract new families to the centre. These include leaflet drops, social media, newspaper stories to publicise services and participation in local community events. These methods enable the centre to attract an increasing number of families to the centre and to maintain contact with them.
- Centre staff work productively with a wide range of partners from health, social care and education organisations. As a result of this work and also effective sharing of information, families with the most needs are quickly identified and early help is provided to ensure problems do not escalate.
- Centre staff respond quickly with help and support to families most in need of support. Designated staff act as 'enablers' and work in a very targeted way with these families. The early help and individualised support they provide, reduces the risk of harm to families.

### The quality of practice and services

Good

- The centre has achieved a good balance between providing a range of high quality services which are open to all families and more specialised services which are targeted at families with the

greatest needs. As a result, families access services that are the most relevant to their circumstances and needs.

- A large majority of parents benefit from a range of good quality learning activities that improve their knowledge, skills and the lives of their families. Attendance is good on courses that provide training in parenting skills and also on courses such as English for Speakers of Other Languages (ESOL). However, the centre does not collect enough information about parents who progress from these courses onto other courses or employment. As a result the centre is not always able to demonstrate the impact of these course.
- Through effective partnership working with health professionals such as midwives, nutritionists and dentists, the centre makes a good contribution to the improving health of the community. Strong evidence of the positive impact of the centre's work is seen in the falling obesity rates in reception year, which are now lower than national rates. Parents' increased understanding of routines they can use to teach their children how to look after their teeth, also demonstrates the positive outcomes of the centre's work.
- Sessions such as 'rising stars' help children become better prepared for the transition to school. Data for the local area show that children's attainment across the Early Years Foundation Stage profile is strongly improving and the gap between those who do well and those who do not is narrowing. However, the centre's systems for tracking the individual progress of children are in the early stages of development. As a result the centre is not therefore fully able to demonstrate the impact of its activities in services.

### **The effectiveness of leadership, governance and management**

Good

- Leadership, management and governance arrangements are effective in enabling the centre to meet its priorities. The advisory group has good representation from a wide range of partners. The advisory board which reports to the advisory group, is a new board that was set up to reflect the new hub structure and is still establishing its role.
- The good quality of leadership and management and commitment of managers to doing their best for families is seen in the way managers successfully implemented the new hub structure with minimum disruption to families. Staff and their partners have adapted well to this new way of working and this has ensured that the centre remains an important part of families' lives.
- Local authority managers work well with centre staff to monitor the centre's performance by routinely reviewing its progress against short and long term priorities. Monitoring reviews take place frequently and are well informed by good quality information. This enable managers to ensure families from all backgrounds and living with a range of circumstances can all benefit equally from what the centre offers.
- The quality and provision of resources and services to meet families' needs is good. Services are well located at different delivery sites within the community and practical resources to promote learning for parents and children are impressive. Excellent learning resources such as 'development wheels' use pictures and words to help families learn about topics such as 'sleep' and 'home safety'.
- Safeguarding of families is a top priority of all staff. They effectively implement policies and procedures to reduce any risk of harm to children. This includes using the Common Assessment Framework to assess needs and to ensure that the most appropriate agencies provide early intervention and support to families, particularly those with the most needs. On a regular basis, the centre receives information about children on child protection plans and children in need and uses this information well to ensure the most appropriate support is provided for these families.
- Parents are highly satisfied with the centre's work and contribute well to its operation. They do this by contributing to the centre's self-evaluation processes and are also well represented on the advisory board.

**What inspection judgements mean**

Grade	Judgement	Description
Grade 1	Outstanding	Practice consistently reflects the highest aspirations for children and their families and as a result inequalities are reducing rapidly and gaps are closing.
Grade 2	Good	Practice enables most children and their families to access good quality services that improve children's wellbeing and achieve the stated outcomes for families.
Grade 3	Requires improvement	Performance is not as good as it might reasonably be expected to be in one or more key areas.
Grade 4	Inadequate	The needs of children and families in its area are not being met and/or the leaders and managers are not providing sufficient challenge to bring about improvement to the quality of services.

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<b>Local authority</b>	Harrow
<b>Inspection number</b>	423226
<b>Managed by</b>	The local authority

<b>Approximate number of children under five in the reach area</b>	2780
<b>Centre leader</b>	Carina Ryan
<b>Date of previous inspection</b>	Not previously inspected
<b>Telephone number</b>	0208-422-4692
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