

# Coteford Children's Centre

Coreford Infant School, Fore Street, Eastcote, Pinner, HA5 2HX

<b>Inspection dates</b>	30 April – 2 May 2014
Previous inspection date	Not previously inspected

<b>Overall effectiveness</b>	<b>This inspection:</b>	<b>Good</b>	<b>2</b>
	Previous inspection:	Not applicable	
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.

- Leaders and managers have good local knowledge about the needs within the community they serve. They use this information well to identify, plan and offer a range of good quality services. As a result, a large majority of families are actively engaging with the centre and are benefiting from the well-matched services on offer.
- The large majority of those who are most in need of support and those who live in the most deprived areas make good use of the services that the centre delivers and significantly benefit from the support they receive.
- Highly committed centre staff provide a good level of individual care, guidance and support to families both in the centre and through outreach work.
- Staff in the centre and the infant school work together effectively. As a result, children are well prepared for school.
- Excellent support is provided for families with special educational needs and/or disabilities needs. Parents speak highly of these services and describe them as, 'a lifeline for the family' and they say it is, 'extremely welcoming and both my child and myself felt at home straight away'.
- Parents and the local community contribute effectively to the way the centre is run.

### It is not outstanding because:

- The local authority has not ensured that the centre gets the right amount and type of information it needs. This hinders the centres ability to plan and measure more robustly the effectiveness of its services.
- Not enough adults are supported to improve their chances of employment by volunteering at the centre.

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

- So that centre leaders can further improve the planning of services and measure the impact of the centre more robustly the local authority should ensure that:
  - there are more effective protocols in place for sharing information between appropriate agencies in the voluntary, private and public sectors
  - that all of the appropriate information from social care, health and police services, housing and schools is given promptly to the centre staff
  - the locality wide advisory board provides the centre with sufficient challenge.
- Create more opportunities for adults to volunteer at the centre to support them to develop confidence and employability skills.

### 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 one of Her Majesty's Inspectors and one Additional Inspector.

The inspectors held meetings with with leaders, managers, staff, and representatives from partner organisations and the local authority. The inspectors also spoke with parents, centre volunteers and outreach workers.

The inspectors observed the centre's work including play, health and adult education sessions and looked at a range of relevant documentation. The commissioned provider and the centre manager attended all team meetings.

### Inspection team

Susan Smith Lead inspector

Her Majesty's Inspector

Ann Janssen

Additional inspector

## Full report

### Information about the centre/group

In July 2013, the London Borough of Hillingdon reorganised its children's centre services into three locality groups. Coteford children's centre became one of four centres in the Locality group 1 in the North of the Borough. The other centres in the group are Harefield, Hillside and South Ruislip Children's Centres. Following the restructuring the centres individual advisory boards were replaced with a locality advisory board, to oversee all four centres in the locality group. The three other centres in the Locality are subject to separate inspections. Their reports can be found at [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

Coteford Children's Centre is located in the north of the London Borough of Hillingdon. It is situated alongside Coteford Infant School who manage the centre on behalf of the local authority. The centre does not provide childcare however within the school site there is a privately run day nursery. There is a voluntary 'Coteford Consultation Group' and 'Parent Forum' that support and monitor the centre's work. The services offered include family support, family play and learning sessions, access to childcare and early education, ante and post-natal midwife support, children's health services and support to adults to find jobs and training. The centre delivers services at the main site and through outreach in the community.

The centre serves a diverse area. The very large majority of families are relatively affluent, in professional employment and live in owner-occupied housing. In contrast, a very small minority of families experience high levels of social and economic disadvantage. There are around 1280 children under five years of age. Most families are of White British heritage with the minority being from Asian heritage. The centre's key groups who require targeted support are: families living in the most deprived housing estates and Force families. The vast majority of children in the area attend early education in Nursery classes in school from the age of three. Overall, children enter early education with levels of skill, knowledge and ability that are typical for their age.

## Inspection judgements

### Access to services by young children and families Good

- The information about the local community provided by the local authority does not sufficiently help the centre to identify families who are in most need. Nevertheless, the centre knows the community very well and has skilfully used this knowledge, alongside feedback from families, to shape services that respond to their needs. Isolation for families is a key issue and activities have been highly successful in ensuring that a large majority of families engage in services, develop friendship groups and feel comfortable to ask for advice or support.
- Outreach work with families in their own homes and communities is particularly effective in engaging with families of children with a parent in the Armed Forces and families living on the most deprived housing estates. This enables them to benefit from the full range of services and support provided.
- The take-up of three and four-year-old early education is high, and almost all children in the local authority attend Nursery and Reception classes in schools. The centre has worked hard to raise general awareness of the availability of funded places for two-year-old children as a result, the take up of places for children identified as being the most in most need has increased.
- The centre works very productively with its partners in health to support families with the health and well-being of their children. Activities, such as Busy Babies and Baby Massage, as well as a range of advice on topics such as weaning and breastfeeding, ensure that the local authority's health-related targets in the area are largely met.
- Parents access a broad range of good quality adult learning and welfare advice services that help families improve their own circumstances. Parents completing the 'Positive Steps' course, gain

self-confidence and belief in abilities which enables them to progress into employment or to obtain qualifications.

### **The quality of practice and services**

Good

- Groups are carefully planned to reflect the Early Years Foundation Stage educational programme. Children's progress is closely monitored and the children receive good support to ensure that they achieve well. This is recorded and shared with parents.
- Children make good progress in developing their readiness for school. They settle well into their next steps in learning. The centre and the school staff ensure that children settle quickly into school. Families are supported well when they start school through dedicated 'transition sessions'.
- Centre staff are aware of the importance of developing children's reading, writing and speaking skills. They are vigilant in identifying where children have delay in their speech development, and have developed activities such as Look who talking which provide the support they need at an early stage. In addition, the strong links with speech and language specialist services mean that families can easily access the specialised support they require.
- Support to help parents develop their parenting skills is good. Parents grow in confidence and develop their capacity well through attending parenting workshops and through specific parenting programmes. They develop better insight into their child's development and behaviour and quickly build their own skills to help their children grow and develop.
- Some parents have taken advantage of the opportunity to volunteer at the centre to improve their confidence and skills. The centre has been selected by the local authority to introduce a volunteer programme which will give more opportunities to parent to gain valuable volunteering experience and to gain a qualification.
- Excellent support for families with disabled children and those with special educational needs. The centre provides a comprehensive range of specialised services such as a siblings group and after school club. Parents attending the Early Bird course comment on how they find this invaluable and how it helps them to gain a better understanding of autism and how to meet the needs of their child.

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

Good

- Families benefit from well-planned, well-located, good quality services. The highly motivated staff team use their expertise to respond positively to childrens' and families' needs and are committed to making sure local families live a healthy and fulfilling life and overcome the challenges they face.
- The centre's governance, leadership and management at the local level are good. Resources are used effectively to meet local priorities and the needs of the identified target groups. The local authority has recently implemented a locality structure for children's centres within the borough. This model has one advisory board to oversee the work of the centres in each locality. However, it has not had time to become fully established and provide sufficient support and challenge to the work of the centre.
- The local authority has adequate procedures in place to support the centre in identifying its priorities and targets and monitoring its performance, but the recording format is too rigid and the centre finds it hard to show the full extent of the work it is completing. Line management and supervision arrangements are robust and are effective in identifying individual and centre training needs.
- It is not always easy for centre managers to monitor the number of families who are most in need of support that access the centre and the services they engage with, as the local authority information system does not readily provide the information needed and monitoring is often done manually. Despite this the centre can demonstrate that it is working with the large majority of families who need support the most.
- The centre has effective partnerships with other agencies to ensure that families in most need get

the specialist services they require. However, due to a lack of effective protocols between the local authority and other agencies for sharing information, the centre's leaders are not always provided with relevant up-to-date information. This hinders the ability of the centre to demonstrate the impact of its work.

- Safeguarding is a high priority in the centre and policies and procedures reflect this. Through participation on relevant panels, staff work closely with social care and health partners to support children who are subject to child protection plans and children in need. The Early Help Assessment is used effectively to assess need and coordinate support for families. Case studies demonstrate that the centre's involvement has helped to reduce the level of support needed for families in most need, including those subject to child protection and children in need.
- Relationships among centre users and with staff are warm and friendly, and these underpin the good participation rates. Parents' views and ideas are routinely sought through a variety of consultation methods and show the high level of satisfaction among centre users. Parents contribute to the running of the centre through their representation on the consultative group and parents' forum.
- A strong, inclusive community spirit drives the centre, with staff and managers demonstrating a strong commitment to reducing barriers for families in most need. Staff have a good knowledge of families and have a genuine interest in their welfare. As a result, families speak very highly of the support they have received and the importance they place on knowing that there is always someone there for them when they need it.

**What inspection judgements mean**

<b>Grade</b>	<b>Judgement</b>	<b>Description</b>
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.

**Centre details**

<b>Unique reference number</b>	20828
<b>Local authority</b>	Hillingdon
<b>Inspection number</b>	444764
<b>Managed by</b>	Coteford Infants School on behalf of the local authority

<b>Approximate number of children under five in the reach area</b>	1280
<b>Centre leader</b>	Lorraine Dorrington
<b>Date of previous inspection</b>	Not previously inspected
<b>Telephone number</b>	01895 671952
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