

Quaggy Children's Centre

Orchard Hill, Greenwich, London, SE13 7QZ

Inspection dates	1–2 July 2014
Previous inspection date	Not previously inspected

Overall effectiveness	This inspection: Previous inspection:	Good	2
		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.

- The centre is located at the heart of the area it serves and forms part of the wide range of community related activities offered for people of all ages. It therefore acts as the main hub for community activities, where all families feel welcomed and valued.
- Almost all children and families from priority groups in the area are registered with the centre. A large majority access children's centre services regularly, especially young parents and those from workless households and families living in the most deprived areas.
- The quality and impact of services, especially support for families in most need, is good. Staff know the local community well and work effectively with other professionals operating in the community. They listen to families and provide good quality support that meets their needs well. Partnership working with parents and community organisations is strong; as a result, there is good capacity to make further improvements.
- The centre accurately evaluates its strengths and areas for improvement and the development plan used by the centre is highly effective and accurate with a clear focus on improvement; this ensures that leadership, management and governance are good. Staff and members of the advisory board and trustees work well together to serve local families.

It is not outstanding because:

- Despite recent increases, not enough lone parents, male carers or Asian heritage families are regularly accessing children's centre services.
- There are not enough opportunities for adults to train or acquire skills that will improve their chances of improving their education or gaining employment.
- Quality assurance activities do not always identify issues that would lead to the further improvement of sessions delivered at the centre and other outreach sites.

What does the centre need to do to improve further?

Increase engagement with lone parents, male carers and Asian heritage families still further by reviewing existing practices, with particular attention to what activities are run and where, how centre activities are marketed, and the effectiveness of outreach activities for these groups.

Extend the opportunities for more adults, particularly from workless homes, to improve their economic well-being by increasing the number of opportunities for adults to participate in activities, better advertising the opportunities for adults locally and working more closely with partners to track the impact of services for adults.

Improve the effectiveness of quality assurance arrangements to ensure that they lead to a continuous improvement of services provided by the centre.

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 senior leaders and managers in the local authority, health, education and social care partners, parents, outreach workers, early years practitioners, volunteers and representatives from the board of trustees, advisory board and parent forum.

The inspectors visited the centre and linked nursery. They observed the centre's work, such as 'Little Quaggy Stay & Play' and other activities run both at the centre and in the community. One observation was undertaken jointly with centre staff.

The inspectors looked at the centre's self-evaluation, development plan, a sample of case files, safeguarding policy, procedures and practice, and a range of other relevant documentation.

Inspection team

Alan Comerford-Dunbar, Lead inspector	Additional inspector
Sarah McDermott	Additional inspector

Full report

Information about the centre

Quaggy Children's Centre is a stand-alone centre located in Greenwich. The centre has a nursery provision run by Quaggy Development Trust (URN EY282060), which is subject to a separate inspection. Governance is through a board of trustees on behalf of the local authority. An advisory board works in partnership with the centre to manage the centre service delivery. The board is made up of members of the community, professional agencies and parents.

The centre has identified that target families are those families with lone parents, Asian heritage families, workless households and deprived areas, male carers and young parents. Services offered include 'Little Quaggy Stay & Play', 'Young Parents Group' and 'Theatre Tots', as well as other activities run at the centre and community outreach venues.

The community served by the centre is urban and densely populated with areas of significant wealth as well as other areas of social deprivation. Some 23% of families live in workless homes and 20% of families are claiming the childcare element of Working Tax Credit.

Currently 590 children under the age of 5 years live in the area, of whom 99% are registered with the centre. The largest group of families are of White British heritage (50%). Other minority groups are of Black Caribbean, Black African, Asian and Eastern European heritage families.

Most children enter Reception classes with a range of skills and knowledge that are well above the expected standard for their age.

Inspection judgements

Access to services by young children and families Good

- Quaggy Development Trust is long established and, together with the children's centre, has a remit to serve the community; the building in which the centre is located is a busy, vibrant place with lots of activities for people of all ages. Many staff live in the community they serve, and as a result, centre staff know their families extremely well. Services available for everyone are well attended.
- Access to early childhood activities by families, including expectant mothers, is good. Breastfeeding activities, such as the Breastfeeding Café run at the centre, are well attended by mothers. All two-year-old targeted children and most three- and/or four-year-olds take up their free entitlement to early education.
- Staff who work with families in their own home are highly effective in engaging with families. The centre makes good use of a variety of information to identify those families most in need of intervention and support. Access for families in most need of support is good, especially so for young parents and those from workless households and families living in the most deprived areas.
- Almost all children who live in the area are registered with the centre and a large majority access services. The centre promotes information about its activities and other services of help and advice well, to encourage those less likely to access services. However, despite recent increases, too few lone parents, male carers and Asian heritage families attend activities on a regular basis.

The quality of practice and services

Good

- The children's centre provides a good range of services to promote family health and well-being and children's early education. The balance of universal and targeted services is well matched to the area. The promotion of healthy living is particularly strong for new mothers and babies. Health visitors work effectively to ensure a high proportion of new mothers are encouraged to use children centre services. Breastfeeding rates are high and set babies off on a good start to life.
- Children are well prepared for school through their attendance at the centre which contributes well to good levels of learning by the time children leave for Reception class. They have plenty of opportunities to pick up early reading skills, count and sing. However, in some sessions, there is not enough emphasis in carefully planning activities to match specific learning based on previous assessment.
- The centre works particularly well with needy families. Staff are very quick to notice if any parent or child is in need of extra help and quickly source the right support. Of particular note is the very strong counselling service helping families to get back on track. Case study evidence demonstrates the centre's success in taking appropriate and timely action to keep children safe, particularly for families in times of crisis.
- Despite some innovative joint working with Jobcentre Plus and Careers' Services, the impact of centre services on families' economic well-being is less well developed. There are examples where individuals have been supported back into work. However, too few adults, particularly those from workless households, have been helped to take up training that enhances their skills, employability and life chances.

The effectiveness of leadership, governance and management

Good

- The children's centre and other services offered by Quaggy Development Trust are a much loved and appreciated hub of the community. The parents' forum spreads the word well and the annual Quaggy Carnival, organised by the centre, is the highlight of the year in the local neighbourhood, with over 2,500 people attending the event. Residents of all ages are fully included in numerous activities run at the centre. As one mother put it, 'This centre caters from the cradle to the grave and is an essential part of community life.'
- Leadership, management and governance arrangements are good as a result of highly effective support and challenge provided by the local authority, especially through the work of the centre improvement partner. Centre leaders are passionate and extremely focused on improving life chances for local families. Staff training ensures all staff benefit from continuous professional development.
- Information about the community the centre serves is detailed and current. Good use is made of the self-evaluation process and centre development plan to ensure challenging targets for improvement are set and monitored. All involved in the centre are very aware of the strengths and current challenges facing the centre.
- Safeguarding arrangements are appropriately robust and meet requirements. Policies and procedures are well written and followed by staff and managers. Staff are vigilant and parents understand the importance of adopting safe practices. Staff's good knowledge of safeguarding plays an important role in meetings with other professionals about children who are subject to early help assessment, children in need or child protection plans.
- Leaders work well with key partners to share resources, especially from the Quaggy Development Trust, and this enables them to respond effectively to the needs of families. Parents are fully involved in helping to shape services as well as being an integral part of

the advisory board and board of trustees. Feedback from families on events run at the centre are overwhelming positive about the work of staff who come from a range of professional backgrounds, are well trained, appropriately qualified and highly motivated.

- Leaders and managers regularly monitor and check the activities provided in-house or by outside providers. However, these checks tend to concentrate on process and not enough on the quality of provision and whether users are making progress in their learning. For example, not all leaders ensure that providers are making use of past assessment to inform what is planned for individual children for the next session.

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.

Centre/Group details

Unique reference number	22441
Local authority	Greenwich
Inspection number	446710
Managed by	The Quaggy Development Trust on behalf of the local authority

Approximate number of children under five in the reach area	590
Centre leader	Dawn Jacovou
Telephone number	020 8465 9785
Email address	dawn@quaggychildrenscentre.org.uk

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Raising concerns and making complaints about Ofsted', which is available from Ofsted's website: www.ofsted.gov.uk. If you would like Ofsted to send you a copy of the guidance, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

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.

Further copies of this report are obtainable from the school. Under the Education Act 2005, the school must provide a copy of this report free of charge to certain categories of people. A charge not exceeding the full cost of reproduction may be made for any other copies supplied.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may copy all or parts of this document for non-commercial educational purposes, as long as you give details of the source and date of publication and do not alter the information in any way.

This template is available at www.ofsted.gov.uk/resources/130186.

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 St
Manchester
M1 2WD

T: 0300 123 4234
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.ofsted.gov.uk

No. 130186

© Crown copyright 2014

