

Charville Children's Centre

Bury Avenue, Hayes, UB4 8LF

Inspection dates	9–11 June 2015
Previous inspection date	Not previously inspected

Overall effectiveness	This inspection:	Requires improvement	3
	Previous inspection:	Requires improvement	3
Access to services by young children and families		Requires improvement	3
The quality of practice and services		Requires improvement	3
The effectiveness of leadership, governance and management		Requires improvement	3

Summary of key findings for children and families

This is a centre that requires improvement. It is not good because:

- Not enough children and families from target groups sustain their engagement in centre services.
- Only 45% of eligible two-year-old children take up their entitlement to a free early education place.
- The gap in achievement between children from the poorest backgrounds and others is not reducing quickly enough. The centre is not tracking children's progress well enough to demonstrate whether their learning and development are good or not.
- The take up of available courses to enhance parents' learning and skills is currently too low.
- The local authority does not provide the centre staff with sufficient or reliable information about target groups. Arrangements for the sharing of information are not yet in place and this restricts the ability of leaders to fully assess priority groups' needs and plan appropriate services to meet them.
- The monitoring undertaken by the local authority is not robust enough and targets set lack challenge. Reviews undertaken do not provide an accurate picture of the centre's effectiveness.

This centre has the following strengths:

- The centre manager and staff have created a warm and welcoming children's centre which makes a discernible difference to the lives of those families who access services, information, advice or guidance.
- Parents speak very highly of the centre and children and families say that they really enjoy attending activities such as Messy Play. Several parents told inspectors how 'life changing' the centre has been to them, particularly mothers who have experienced postnatal depression.
- Partnerships with midwives and health visitors are good and have contributed strongly to improving registration rates and positive health outcomes for families.
- The governance and leadership provided by the school are effective and contribute to the centre's good capacity for sustained improvement.
- The locality advisory board is appropriately challenging and helping to strengthen the work of the centres well.

What does the centre need to do to improve further?

- Increase the sustained contact of all target groups so that the large majority access appropriate services until their needs are met.
- Increase the take up of free early education by eligible two-year-olds so that most, if not all, get off to the very best start. Look to providing appropriate activities for more two-year-olds and target the third that has accessed services at some point, but who are not currently doing so.
- Work with the local authority and partners to improve the quality and timeliness of data made available to the centre to help define and assess target groups' needs. Ensure that information about children under five who are in need or subject to a child protection plan and living in the area served by the centre, is shared regularly.
- Sharpen the tracking of children's progress during centre activities and over the longer term. Work with early years partners to find out how many children who access children's centre services achieve a good level of development when they are five. Work more proactively to close the gap in achievement and improve the outcomes for children from the poorest backgrounds.
- Build stronger links with Jobcentre Plus, colleges and training providers to extend the range of further learning and skills training for parents, particularly those from target groups. Increase parents' take up of opportunities to enhance their economic well-being.
- Sharpen the use of data so that staff and local authority officers can check and review levels of engagement by target groups. Ensure that this information is used to inform priorities for improvement, so that realistic and challenging targets are set and are reviewed regularly to ensure a good pace of positive change.

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. It was carried out at the same time as three other children's centres, Pinkwell, Barra Hall and Yeading.

This inspection was carried out by three Additional Inspectors.

The inspectors held meetings with the centre manager, frontline staff, parents, members of the locality advisory board, the governing body, the local authority, and representatives from health services, adult learning and Jobcentre Plus.

The inspectors visited a range of activities and services including a crèche and a class for parents new to learning English.

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

Inspectors took into account parents' views as expressed directly to them during the inspection, as well as through their recorded evaluations about the centre's work.

The centre managers from all four children's centres attended all team meetings which were held jointly with lead and team inspectors.

Inspection team

Michael Blakey, Lead Inspector	Additional Inspector
Graham Saltmarsh	Additional Inspector
Libby Dickson	Additional Inspector

Full report

Information about the centre

Charville Children's Centre is a stand-alone centre. It is currently one of eight children's centres that comprise the South-East Locality in the London Borough of Hillingdon. The eight children's centres collaborate to help deliver a range of services in order to meet local needs. Services provided include activities to promote early learning, family support, child and family health, careers, adult learning and volunteering. Barra Hall Children's Centre, Yeading Children's Centre and Pinkwell Children's Centre were inspected at the same time as Charville. The other four children's centres in group – Uxbridge College, Belmore, Nestle's Avenue and Macmillan have all been inspected previously. Reports can be found at <http://reports.ofsted.gov.uk>.

The centre is managed directly by the governing body of Charville Primary School on behalf of the local authority. The school was inspected in March 2015. The centre's governance is supported by the locality advisory board, shared by the other eight centres.

There are approximately 958 children under the age of five years living in the area served by the centre, which lies to the North of Hayes. Two of the areas served by the centre are in the top 30% most deprived in England. Approximately one in four children is considered to be living in poverty.

Just over a half of children are of White British heritage. Children enter early education provision at levels below those typical for their age.

Target groups identified by the centre are: two-year-old children eligible for free education; children living in workless households; and, vulnerable children including those subject to child protection plans and in need.

Inspection judgements

Access to services by young children and families

Requires improvement

- A minority of priority children, including two-year-olds eligible for free early education and those living in workless households, sustain their contact with the centre.
- The local authority has not organised the sharing of up-to-date and reliable information on the number of children living in the local area, particularly from some target groups. This includes birth information from health visitors. The information that the centre does hold is not broken down in sufficient detail to help leaders target more effectively their work in the community, for example helping priority families living in the most deprived areas where leaders know that higher proportions of children underachieve at the end of Reception.
- All three- and four-year-olds take up their free early education places. The centre has registered 65% of the eligible two-year-olds and the majority of these sustain contact with the centre. However, the centre rightly recognises it has much more to do to ensure that the proportion of two-year-olds taking up their entitlement increases from the current low level (45%).
- Very effective partnerships with midwives, including the delivery of baby clinics at the centre, contribute well to the improving levels of engagement of expectant parents. For example, over the last year 295 pregnant mothers attended a clinic at the centre.
- Information analysed by leaders during the inspection shows a discernible improvement over time, so that most children (89%) are registered with the centre and the majority of children aged under three access services four or more times.
- Families who receive more intense family support, including those known to children's social care, are well engaged as a result of good support from the family support worker, centre staff and partners.
- Activities, including Stay and Play, Ready Steady Nursery and Musical Babies, are very well attended and clearly demonstrate that services are well used by families from the wider area.

The quality of practice and services

Requires improvement

- The centre delivers a wide range of activities and services, including Messy Play and Baby Clinics which are open to all, and more targeted services including one-to-one family support. However, the proportion of children from target groups, particularly those living in workless households, accessing services requires improvement. As a result, this limits the wider impact of the centre's otherwise good quality practice.
- At 47%, the proportion of children who achieve a good level of development at the end of Reception is well below the level seen nationally, and less than one third of children who are eligible for free school meals achieve this. However, the gap between disadvantaged children and their peers narrowed between 2013 and 2014, albeit slowly.
- Systems to track the progress that priority children make are underdeveloped. Currently, they do not clearly show whether children make good or better progress at centre sessions and when they move on to early education. However, parents describe the difference that services make to improving their children's confidence and their readiness for school.
- The centre and its partners do not provide sufficient opportunities for parents, especially those from workless households, to engage in training or extend their workplace skills. Links with Jobcentre Plus are not well established and too few parents receive sufficient information, advice and support related to finding work and increasing their economic well-being. However, the Jigsaw project is successful at supporting some parents to gain valuable experience of work, although the funding for this project has recently been reduced.
- The proportion of mothers sustaining breastfeeding is improving strongly and, at 67%, is well above national levels. This is partly as a direct result of the work of the centre's breastfeeding support. The centre contributes well to improving health outcomes by providing physical activity bags and 'brush for life' activities, and through the co-located health visitor and midwifery clinics.
- Activities such as the crèche, which are delivered to support adults undertaking courses such as English for speakers of other languages (ESOL), are good quality. Staff plan sessions carefully to meet the individual needs of children and make regular observations of their progress.
- Parents are positive about the baby advice clinic. 'My life has changed 100% after just one session. The sleep and feeding advice I received has improved my son's behaviour and my approach to his needs.' This is a typical parent's comment.

The effectiveness of leadership, governance and management

Requires improvement

- The centre manager has effectively driven improvements in access to services and the quality of practice. She is ably supported by a competent and highly skilled staff team who is regularly supervised and well trained. Leaders are very well supported by the locality advisory board which is appropriately challenging and helping to strengthen the work of the centres.
- The information system in place to support leaders and managers is not fully effective. As a result, leaders have developed their own system to track the attendance of families. However, they do not know how many families live in the community the centre serves and have too often relied on the numbers of those registered on the system for a baseline. Reporting and analysing data in this way are a significant drain on leaders' time and resources, and require improvement.
- The headteacher and governing body of the school are very supportive and challenging of the centre's work. Records of governing body minutes show that the centre manager reports regularly on the centre's performance and the work of the centre is regularly discussed. However, self-evaluation is over generous, in the main because analysis of access data is not effectively undertaken by the local authority.
- The quarterly monitoring reviews carried out by the local authority do not have a strong enough focus on increasing the number of priority children and families who regularly use the centre. This means that there is an overly optimistic view of the centre's performance which limits the full

capacity to improve.

- Targets set are not always easy to measure, especially in relation to the impact of the centre's work on improving the lives of children and families who need it most. Targets set by the local authority to improve overall achievement are not sufficiently challenging, with only a 2% increase set for the current year. In addition, the targets included in the centre action plan, the locality action plan and in the centre's self-evaluation do not all link together.
- The information shared with the centre by social care about children who are looked after, subject to a child protection plan or in need is incomplete. This inhibits the centre's otherwise good practice in ensuring that children are effectively supported and safeguarded.
- The centre is well resourced and offers a warm and friendly welcome to all families. Resources are used effectively to deliver an appropriate balance of services which are well attended, albeit not well enough by some priority groups of families.
- Checks on the suitability of staff and volunteers to work with children are carried out rigorously. Staff receive regular training to help protect children and families. For example, they have all undertaken recent training to help identify and prevent families at risk of female genital mutilation.
- Staff evaluate the difference that services make to families and seek their views regularly to improve the quality of practice further. Leaders and managers have an accurate view about the quality of practice in the centre.

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.

Children's centre details

Unique reference number	20639
Local authority	London Borough of Hillingdon
Inspection number	453980
Managed by	The governing body of Charville School on behalf of the local authority.

Approximate number of children under five in the reach area	958
Centre leader	Karen Gray
Date of previous inspection	Not previously inspected
Telephone number	020 8841 3266
Email address	charvillecc@hgfl.org.uk

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