

Hornsey Road Children's Centre

8 Tiltman Place, Hornsey Road, Islington, N7 7EN

Inspection dates 14–15 July 2015

Overall effectiveness	This inspection:	Good	2
	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.

- This friendly centre provides a welcoming environment where parents and carers say it is 'the hub of local community'.
- Good 'local intelligence' enables staff to engage well with the different communities the centre serves. As a result, most families are registered and the large majority, including those from priority groups, attend the centre regularly.
- The well-qualified centre manager has worked effectively to build a new team of leaders who are committed to improving the centre.
- Centre staff have been alert and responsive to the changing population and needs of the local community. Workshops and courses have been arranged for Turkish and Somali speaking families or those adults new to learning English. These opportunities have helped to improve their engagement, confidence and self-esteem.
- Successful partnership working with health partners, particularly with speech and language therapists and clinical psychologists, is ensuring positive health outcomes for families and their children.
- Staff have ensured that most three- and four-year-olds take up their free early education place.
- The tracking and provision for adult learning is good. The centre has formed productive partnerships to enable parents to gain qualifications, return to work and undertake volunteering.
- The local authority and Family Action provide effective support to the centre through its thorough programme of quality assurance and supervision.

It is not outstanding because:

- Two thirds of eligible two-year-olds do not take up their funded education place.
- Performance management targets set for centre staff are not always sufficiently precise or easy to measure.
- Not all members of the advisory board have the confidence and skills to check information about the centre's performance.

What does the centre need to do to improve further?

- Ensure that most eligible two-year-olds take up their free early education place.
- Ensure leaders thoroughly check the impact of the centre's work by:
 - setting performance targets for centre staff that are clear and easy to measure
 - helping members of the advisory board to gain the confidence and skills to check information on the centre's performance.

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, staff, members of the advisory board, the Director of Family Action and representatives from the local authority. They also met partners from health and early years education, and parents. The centre manager and family support outreach area manager attended all meetings of the inspection team.

Visits to activities, such as the 'Stay and Play', 'Crocodiles' and 'Bumps to 6 months', were undertaken. The inspectors looked at the centre's self-evaluation and action planning, a sample of case files, safeguarding practice, policies and procedures, and a range of other documentation including evaluations of parents' views.

Inspection team

David Scott, Lead inspector

Additional Inspector

Patricia Collis

Additional Inspector

Full report

Information about the centre

Hornsey Road Children's Centre was designated in August 2008 as a stand-alone centre. It delivers a range of services including health, parenting classes, stay and play sessions, adult learning and family support.

The centre works across the Hornsey South Cluster and in close partnership with North Islington Nursery and Children's Centre (URN 22179) and is within the Finsbury Park, Hillrise and Tollington wards. The centre operates from a purpose-built two-storey building and is co-located with Hornsey Road Children Centre Pre-School (EY 437966). It also works closely with Montem Primary school (URN 131218), which is located next door. These settings are subject to separate inspections and their reports can be found at <http://reports.ofsted.gov.uk>.

The centre is managed by Family Action on behalf of the local authority. It shares the advisory board with the North Islington Children's Centre, which comprises of parents and key partners. There is also a parents' forum. The family support outreach area manager works across both centres. In January 2015, the centre manager took up her post.

The number of children under five years of age living in the area served by the centre is 808. The surrounding area is densely populated with high levels of deprivation and mobility. Just over half of children live in an area ranked as being one of the least advantaged in the country. Information shows that just under a half of children live in low-income households and a third where no adult is working. One in four children live with a lone parent. Just over a half of all families speak English as an additional language.

Approximately one in three families are of White British or Other White backgrounds. Almost two thirds of families are from a wide range of minority ethnic groups, with a growing Turkish and Somali population. Children's skills and abilities on entry to early education are typically below the levels expected for their age, particularly in language, communication and number.

The centre has identified the following priority groups as needing most support: lone parents; families where no adult is working or on low incomes; and children from minority ethnic groups.

Inspection judgements

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

- Strong partnerships with health professionals have helped to increase engagement so that most families, including those expecting babies, are registered with centre. As a result, the large majority of families and children, including those from priority groups, regularly attend a good range of activities.
- The centre works in close partnership with North Islington Nursery and Children's Centre to successfully promote and encourage families to regularly attend relevant services. Through fostering positive relationships, centre staff have ensured that families, particularly lone parents and children from minority ethnic groups, receive a warm and friendly welcome. As a result, this is making a strong contribution to helping reduce inequalities for families in most need.
- Most families of three- and four-year-old children and one third of eligible two-year-olds take up their free early years place. All these early years settings are of good or better quality. Centre staff have already submitted proposals to the local authority to increase the number of available places for two-year-olds at the centre in order to meet local needs.
- The centre is increasingly effective in collecting information on families in most need. This information helps staff to keep up to date regarding their attendance and inform them of any changing needs. Families living in households where no adult is working or who are on low incomes are supported to access relevant training to show them how to manage money more effectively in

order to model good saving habits to their children.

The quality of practice and services

Good

- Effective partnership working with North Islington Nursery and Children's Centre has enabled the centre to offer a very wide range of activities and services. Sessions that are open to everyone and those designed specifically to support priority groups meet the needs of families well.
- Centre staff have been alert and responsive to the changing population and needs of the local community. For example, the family support worker has led housing workshops in both English and Somalian. Also, additional courses have been arranged for adults new to learning English, which has helped to improve their confidence and self-esteem.
- Speech and language services are in high demand and staff are well trained to help parents to develop their child's communication skills through the popular 'Bumps to six months' and 'Stay and Play' sessions.
- Children benefit from a variety of stimulating activities and attractive outside learning areas. Staff use 'learning journeys' to monitor children's individual progress and to inform next-step planning. In 2013/14, as a result of better early years provision, children's outcomes improved significantly. As a result, the proportion of children achieving a good level of development by the end of the Reception Year was close to the national average.
- Strong partnership working with health professionals has resulted in breastfeeding at almost two months and immunisations rates being above the national average. Initiatives to promote healthy lifestyles such as 'Family Kitchen' and 'Healthy Start' have resulted in childhood obesity rates being close to national averages. The centre also runs successful bilingual dental workshops for Turkish and Somali families, in order to improve awareness of the benefits of dental hygiene.
- Staff use both manual and computerised case file systems to record the support given to families who are most in need. This enables staff to respond swiftly so that families receive the advice and support they need, often at times of crisis.
- The tracking and provision for adult learning is good. The centre has formed productive partnerships with a number of organisations to help prepare for returning to work. As part of the local authority's focused strategy for helping adults back into employment, centre staff have helped an increasing number to gain qualifications and paid work. Volunteers play a significant role in the running of the centre, for example in assisting with administration and running the reception desk. Also, a parent who began volunteering in the centre's kitchen has now been appointed assistant cook at the centre.

The effectiveness of leadership, governance and management

Good

- The recently appointed, well-qualified centre manager has worked effectively with staff to build a new leadership team who are committed to excellence and improving the centre. The professional skills of the centre manager and family support outreach area manager complement each other well. They have created a vibrant, friendly and welcoming centre. Through 'local intelligence' they have an excellent understanding of the needs and challenges families face.
- The local authority, working closely with Family Action, has been highly effective in checking the centre's performance. Through the annual review and regular supervision visits they have an accurate view of the impact of the centre's work. The data team provide very helpful information, broken down by priority groups, which is helping centre staff to improve the outcomes for those families who are most in need.
- Through its resources and expertise, Family Action has provided a firm platform in which the centre can make further improvements.
- Arrangements for reviewing the centre's performance are understood well. However, performance targets set for centre staff are not always sufficiently precise or easy to measure. This reduces the impact staff have on improving outcomes for families and their children.

- Members of the advisory board are drawn from education, health, local authority and community sectors, and include parents. They are deeply committed to the work of the centre and improving the lives of families who are in most need. However, they acknowledge that they need to strengthen their skills in checking information on the centre's performance, in order to challenge leaders still further and hold them fully to account.
- Checks on the suitability of adults to work with children, including 'disqualification by association checks', meet requirements. The safeguarding policy has been revised recently to reflect the most up-to-date guidance for keeping children safe in education. Arrangements for safeguarding are managed effectively.
- Strong partnership work with social care and other agencies ensures that early help arrangements are coordinated well in order to help prevent the escalation of challenging situations. The needs of children who are looked after and those subject to a child in need or child protection plan are well met.
- Resources are of high quality throughout the centre. Leaders have ensured good value for money by sharing premises and staff with North Islington Nursery and Children's Centre to meet the needs of families in the area.
- Centre staff regularly seek parents' views at the end of sessions and through the parents' forum, and use them to analyse the progress families and children make, and to shape future services. Parents hold the centre in high regard. Typical comments include: 'Centre staff have done everything possible for me and my child', 'This is a real hub of the community', and 'The centre has shown me how to be a much better parent.'

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 well-being 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	21559
Local authority	Islington
Inspection number	464902
Managed by	Family Action, on behalf of the local authority

Approximate number of children under five in the reach area	808
Centre leader	Netsai Idehen
Date of previous inspection	Not previously inspected
Telephone number	020 7527 2005
Email address	hornseyroadcc@islington.gov.uk

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