

Banstead YMCA Children's Centre

Banstead Youth Centre, The Horseshoe, Bolters Lane, Banstead, SM7 2BQ

Inspection date 17 – 18 September 2014

| Overall effectiveness | This inspection: | Requires improvement | 3 |
|--|-----------------------------|-----------------------------|----------|
| | Previous inspection: | Not previously inspected | |
| 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 centre requires improvement. It is not good because:

- Not enough families from workless homes, lone parents and minority ethnic families are registered and use the centre's services.
- There are insufficient opportunities for workless adults and lone parents to train or acquire skills that will improve their chances of gaining employment.
- Systems to track the individual progress of children who attend the centre are in the early stages of development and the centre is therefore unable to show the difference it makes.
- Families do not have enough influence in shaping the work of the centre.
- The advisory board is not always provided with sufficient information or targets to enable it to challenge and monitor the centre's performance.

This centre has the following strengths:

- The centre works closely with a range of professionals to provide strong support. This ensures that families are protected well and helps to improve their lives.
- The centre works well with other organisations to ensure that the needs of children in most need are identified and effective support is provided.
- Health outcomes are good. More children are now at a healthy weight and breastfeeding rates are increasing.
- The centre is welcoming and well organised with resources used effectively to meet the needs of families in the area.

What does the centre need to do to improve further?

- Increase the engagement of families in workless homes, lone parents and minority ethnic families, throughout the area, so that a large majority regularly use the centre’s services.
- Improve systems to track and monitor the progress of children, so that the centre can demonstrate the impact of its work to reduce the gap between the lowest achieving 20% and their peers.
- Provide more opportunities for more adults, particularly those in workless homes and lone parents, to enhance their economic stability, by increasing the promotion of and participation rates in adult education and training.
- Strengthen leadership and management by:
 - providing the advisory board with information and more precise targets to measure the impact of the centre and challenge it more effectively
 - involving parents and families more in developing the centre, including making certain that they are represented on the advisory board.

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 three additional inspectors.

The inspectors held meetings with: centre staff; representatives of the local authority; the children’s centre manager; a member of the advisory board; parents and users of the centre; and representatives of organisations who work in partnership with the centre.

The inspectors visited activities taking place in the centre and the outreach Stay and Play in Netherne on the Hill. Inspectors jointly observed one activity with the centre leader.

They observed the centre’s work, and looked at a sample of case files and a range of relevant documentation.

Inspection team

| | |
|------------------------------|----------------------|
| Steve Nelson, Lead inspector | Additional Inspector |
| Sarah McDermott | Additional Inspector |
| Marinette Bazin | Additional Inspector |

Full report

Information about the centre

Banstead Children's Centre operates in the Banstead, Chipstead, Netherne on the hill and Woodmansterne wards on the same site as the Banstead Youth Centre. It provides outreach services to Netherne on the Hill. The centre provides services for families by commissioning them from a range of partners and by working in partnership with health visitors, midwives and speech therapists in the shared delivery of services. The range of activities offered by the centre includes support at the local community baby clinic, antenatal birth clinic, breastfeeding support and baby massage. It signposts families to a range of providers that offer adult education, volunteering opportunities, and activities designed to support parents back into employment and training. Activities are planned with local children's centres to ensure a full range of services is available to families.

The centre manager is responsible for the day-to-day running of the centre. The centre is managed and accountable to the Reigate and Redhill YMCA on behalf of the local authority. The advisory body consists of representatives from partner organisations and key stakeholders that work with the children's centre, the local authority and parents.

The children's centre has 1,329 children under the age of five in its area. The large majority of the families living in the area are White British. A growing number of families using the centre are from minority ethnic groups. The area is relatively affluent with pockets of deprivation. About 9% of children and adults who live in the area come from homes that are dependent on benefits and where no-one is in work.

When they start early years provision, the majority of children have skills, knowledge and abilities that are similar to those expected for their age. There is no on-site childcare provision.

The main priority groups assessed in need of the centre's services are two-year-old children eligible for free early education; families living in the more deprived areas; lone parents and those from workless homes; and a mother and baby home.

Inspection judgements

Access to services by young children and families

Requires improvement

- Access requires improvement because only a minority of families in the centre's priority groups are registered. In particular, not enough workless families, lone parents and minority ethnic families are using and benefiting from the centre's services.
- The number of families registering is increasing and a large majority are registered overall. The sharing of new live birth information with health partners ensures that the centre knows new families and families expecting children. Leaders work well with partners to deliver services out in the community. For example, the weekly 'Stay and Play' sessions provided in Netherne on the Hill are attended well by families from priority groups.
- The centre has a strong partnership with a local young mother and baby home, assisting with housing and benefits issues, sorting out debt problems and helping to overcome feelings of isolation. The centre is also successful in encouraging families with an adult in the local prison to get involved in its early childhood services.
- Staff know the families most in need, through working closely with health and social care colleagues. They share information, advice and planning to ensure these families receive sustained and regular support. This leads to productive and useful home visits and individual work that helps these families to live safer and improve their well-being.
- Most children take up their free place at nursery from the age of three years, which helps to support their learning and development. Most two-year-old children use their funded nursery place to attend one of the early years settings in the local area.

The quality of practice and services**Requires improvement**

- The quality of practice and services requires improvement because the engagement rate of some priority groups is too low. This reduces the centre's overall impact on improving outcomes for children and families.
- Data for the area show that the proportion of children achieving a good level of development is above average, although the gap between the lowest 20% and the rest is too high. The centre's systems for tracking the individual progress of children are in the early stages of development. As a result it is not able to demonstrate fully the impact of its activities and services.
- Those adults who take part in courses do well and move on to further education or get jobs. Volunteers are well supported and gain valuable skills that have helped them back into work. However, the number of parents taking part in adult learning that enhances their skills, employability and life chances is too low, particularly lone parents and those in workless households.
- The centre provides high levels of care, guidance and support to vulnerable families in times of crisis. Well-maintained case files are kept up to date and are of a good standard. The files show how well the centre works with other agencies and partners and the positive impact this has on reducing inequalities and improving families' lives. Adults that have completed a first aid qualification say that they are more confident about keeping their families safe at home and know what to do in an emergency.
- The centre's work with partners to keep families healthy and safe has a positive impact on children and families' well-being. The proportion of mothers, including those from priority groups, that continue to breastfeed their children is higher than average. The number of children who are at a healthy weight is increasing and above average.
- The centre has an appropriate balance of services open to all with specific services planned to meet families' needs. For example, parenting programmes are well targeted to families who need them most and are of good quality. Parents engage well and increase in self-confidence, learning new techniques for managing their children's behaviour and appropriate strategies for improving and sustaining positive relationships in the family.

The effectiveness of leadership, governance and management**Requires improvement**

- Leadership and management require improvement because strategies to engage with families have not ensured the large majority from some key priority groups are using the centre's services. Leaders are becoming increasingly effective and are now developing the centre's services well.
- The centre's self-evaluation is accurate. Key priorities are identified and the centre has a suitable improvement plan that includes clear intentions. There are, however, insufficient quantifiable targets and information provided to the advisory board to enable members to measure and challenge the centre's performance confidently and robustly.
- Parents' views are sought regularly at the end of a series of activities and are used to adjust services. However, parents are not represented on the advisory board and their contribution to shaping the centre's performance or helping shape delivery is limited.
- The local authority supports and challenges the centre through the annual conversation processes, regular visits and analysis of the centre's performance data. This has a positive impact on the centre's performance: for example, by increasing the number of priority families from more deprived areas registering and using the centre.
- Staff are supported well by the centre manager through supervision and appraisals and they are appropriately challenged and held to account. They have good access to a range of training and support to promote their professional development and enable them to carry out their duties effectively. The centre manager has a clear understanding of how to monitor and identify the quality of activities delivered by staff.
- Appropriate safeguarding policies and procedures are in place, which ensure families using the centre's services are safe and well protected. Staff have received relevant training. Safe recruiting arrangements are appropriate and adults are aware of the risks associated with using computers

and social media. Staff use the Common Assessment Framework procedures effectively and have an appropriate level of experience and knowledge of safeguarding. Good attention is given to promoting the welfare of children in need: those looked after by the local authority and those on child protection plans.

- The shared building is well maintained, bright and welcoming. Resources are suitable and are used flexibly to meet the needs of those attending activities. Toys and equipment are used well by staff to ensure activities are stimulating and worthwhile for those who attend. Staff are deployed effectively, using their strengths well.

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 | 23716 |
| Local authority | Surrey |
| Inspection number | 451679 |
| Managed by | The Banstead YMCA on behalf of the local authority |

| | |
|------------------------------------|--|
| Centre manager | Linda Duggan |
| Date of previous inspection | Not previously inspected |
| Telephone number | 01737 362058 |
| Email address | linda.duggan@ymcaredhill.com |

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.

(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.

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

© Crown copyright 2014

