

# Yeading Children's Centre

Carlyon Road, Hayes, Middlesex, UB4 0NR

<b>Inspection dates</b>	9–11 June 2015
Previous inspection date	Not previously inspected

<b>Overall effectiveness</b>	<b>This inspection:</b>	<b>Requires improvement</b>	<b>3</b>
	<b>Previous inspection:</b>	Not applicable	
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:

- The number of families from target groups who engage regularly in centre activities is too low. Staff have not clearly identified the families in its area who are most in need of support. This is because key partners, including the local authority, do not provide sufficient or up-to-date information.
- The proportion of families who take up their entitlement of free early years education for two-year-olds, at 33%, is very low. The centre is not proactive enough in driving the required increase. For example, staff do not have strong enough links with local childminders to help raise quality and increase the number of places available.
- The gap between the outcomes for some children at the end of the early years and that of their peers is not reducing quickly enough. Arrangements for the tracking of children's progress, when children move on to school and nursery, are underdeveloped.
- Not enough parents, especially those from workless homes, enhance their education, engage in training, or improve their employability skills. Links with Jobcentre Plus, colleges or training providers are not strong enough to support improved outcomes for families.
- The progress made following family support is not always recorded well enough in case files. This hampers the ability of staff and managers to plan the next steps to help families even further.
- The local authority does not ensure that the centre receives important information about children who are looked after, subject to a child protection plan or in need. This limits the centre's ability to intervene and help families early.
- Leaders and managers do not provide the centre with sufficient support and challenge to ensure it clearly identifies its strengths and understands what needs to be improved.

### It has the following strengths:

- Staff use their good skills and experience very effectively to ensure families who attend the centre receive good advice and guidance.
- Families receive very good support to help children prepare for school.
- The centre has stimulating outdoor areas where staff provide well-planned and effective activities.
- Volunteering arrangements are well organised and successfully provide parents with valuable experiences of working effectively in children's settings.

**What does the centre need to do to improve further?**

- Increase the number of families using the centre so that the large majority of those most in need from target groups sustain contact. Establish more effective protocols for sharing key data and information so that staff have a clear picture of which families to target.
- Ensure that more families take up the free offer of early education for two-year-olds, by the local authority increasing the number of places available in the area where they are most needed and by the centre providing more effective support for childminders to help them improve the quality of their provision.
- Work with early years partners and local schools to develop systems to track children's progress more accurately in order to measure the impact the centre is having. Use these partnerships to support settings and schools to reduce the gap in achievement between different groups of children when they are five.
- Increase the opportunities so that the large majority of parents, particularly those from workless homes, improve their economic well-being. Conduct regular checks on individual education and training needs and establish effective links with training providers and Jobcentre Plus advisers.
- Leaders and managers should have greater oversight of the case file recording to ensure greater consistency in the quality and organisation of information. The progress made by families should be accurately reflected so that further planning can ensure effective and appropriate support continues until their needs are fully met.
- Working with the local authority, establish protocols for sharing accurate and timely information, including the names and addresses of all children aged under five years who are known to children's social care.
- The local authority should ensure more rigorous and effective monitoring of the centre's performance, including a strong focus on engaging and meeting the needs of priority groups. Leaders and managers should ensure that performance targets are measurable and focused on making sure services meet the identified needs of priority families.

## 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 conducted at the same time as the inspections of Pinkwell, Barra Hall, and Charville children's centres.

This inspection was carried out by three Additional Inspectors.

The inspectors held meetings with parents, centre staff, the headteacher and deputy headteacher of the linked school, health visitors, the oral hygiene nurse, adult and community learning staff, volunteers, the speech and language therapist, senior managers from the local authority, members of the locality advisory board and the centre's early years teacher.

The inspectors visited activities taking place in the centre. Sessions observed included Jigsaw Knit and Natter, the Toddler Stay and Play, Five to Thrive, Outdoor Fun and the Transitions Project.

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

## Inspection team

Dan Grant, Lead inspector	Additional inspector
Libby Dickson	Additional inspector
Graham Saltmarsh	Additional inspector

## Full report

### Information about the centre

Yeading Children's Centre opened in 2011 as a stand-alone children's centre. It is currently one of 18 children's centres in Hillingdon which are divided into three localities. Yeading collaborates with seven other children's centres in the South-East Locality: Pinkwell, Barra Hall, Charville, Belmore, McMillan, Nestle's Avenue and Uxbridge College. Three of these centres: Pinkwell, Bara Hall and Charville were inspected at the same time as Yeading. The other centres were inspected in 2011. Yeading Children's Centre is based on the same site as Yeading Infant and Nursery School, which is inspected under separate arrangements. Reports can be found at <http://reports.ofsted.gov.uk>.

Yeading Children's Centre is managed by Yeading Infant and Nursery School on behalf of the local authority. The centre is supported by the school governing body, the South-East Locality advisory board and the parents' forum; parents attend both. Services provided include outreach family support, child and family health, activities to promote early learning, careers, adult learning and volunteering.

There are 1,222 children under the age of five years living in the area served by the centre. The area has high levels of social and economic disadvantage, and overcrowding is at a high level. This has increased the number of children in need of services. Some 43% of children are of Asian heritage, and Tamils comprise the main ethnic group. Approximately 27% are Black, 25% are White, with other ethnic groups comprising the remaining 5%. The large majority of families speak English as an additional language. Children enter early education provision at levels below those typical for their age.

Priority target groups identified by the centre are: families receiving child tax credits at the higher rate; workless families and those on low incomes; and, families who speak English as an additional language.

## Inspection judgements

### Access to services by young children and families

Requires improvement

- The number of families who attend activities regularly is not high enough and requires improvement. Too few, particularly those from priority groups, benefit from what the centre and its partners have to offer.
- The centre has identified families who are workless or on a low income and those who speak English as an additional language as priority groups. However, the local authority and key partners, such as Jobcentre Plus, do not provide the centre with information to help them to identify and make contact with these families. An increasing number is registering with the centre, but staff cannot be certain that their services are reaching enough of the families most in need of support.
- The number of families with two-year-olds who use the centre is low, and too few are taking up their free early years place. The centre recognises that there are insufficient places in the areas where they live and that parents need more effective encouragement to recognise the benefits of taking up the offer.
- The centre does not receive information about live births or the children who are known to social care. Consequently, staff are unable to ensure that everyone who needs help receives it.
- A large number of families receive good support to help children prepare for school. The centre provides structured introductory events where children become familiar with the school environment and separation from parents.
- Work in the community, including home visits, makes a positive difference to a large number of families who are unable or unwilling to attend the centre. Good attention is given to help families overcome barriers, such as those caused by language, debt, disability and housing problems.
- The centre works very effectively with health visitors and midwives who run very well attended clinics from the centre. This good partnership work helps the centre to make early contact with parents-to-be and those with new babies.
- A warm and friendly welcome ensures that parents feel comfortable at the centre and want to

return to try out new courses and activities. This has resulted in the registration of a large majority of local families.

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

Requires improvement

- The impact of the centre's work requires improvement because the number of families from priority groups who attend the centre regularly is too low. Only a minority of those registered benefit from the good support and activities available.
- Centre staff and its partners do not do enough to help families improve their education, gain qualifications and increase their income. The locality's Jigsaw project has had some impact on improving the range of services, such as help with spoken English. However, the number who have been able to be supported this way is relatively small. Good opportunities to volunteer in the centre are used very effectively for parents to gain useful experiences of working effectively in children's settings.
- Staff provide a wide variety of effective support which helps to improve parenting skills. This includes help with toilet training, baby massage and paediatric first aid. These courses are very popular and evaluations by those who have attended are very positive. It is clear that this work is having a positive impact.
- The rates of children's tooth decay and obesity are too high. The centre and its health partners recognise the need to support families to promote children's oral hygiene and to ensure their children maintain a healthy weight. The Brush for Life project and the many Forest School activities successfully engage families and prompt positive changes in diet and lifestyle.
- Children receive good support to help them develop and learn successfully during activities such as Outdoor Fun and Ready for Nursery: Caterpillars. Staff keep accurate records which show that those who attend many of the activities, including the crèche, make good progress from their starting points.
- Arrangements for family support, including visits in the community, are effective because they reduce inequalities and help many families overcome the personal challenges they face. However, the good work of the staff and the progress made by families is not always recorded in sufficient detail. Case files do not always show how individual needs are to be met.

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

Requires improvement

- Everyone involved in the day-to-day running of the centre is enthusiastic and committed to doing their very best to meet the needs and interests of local families. The manager is determined to do whatever it takes to improve the centre. However, she does not receive the correct support from the local authority to ensure this happens quickly enough, and this requires improvement.
- Governance arrangements are sound and there is a clear focus on support and challenge for the centre manager. This ensures that the centre becomes steadily more effective and that outcomes for more families improve. As a result, inequalities for families using the centre's health services are reduced. However, the rate of progress is too slow and more work is required to ensure the centre improves at a faster pace.
- The local authority's arrangements for monitoring the centre's performance require improvement. The manager has not received adequate support to ensure the centre's work is good enough. Help from the local authority to improve quality and performance has been poor. As a result, the manager has not been able to establish and prioritise the key areas for improvement, for example the need to clearly identify target groups and engage the large majority in appropriate services.
- Arrangements to allow the centre to receive accurate live birth data and information about children known to social care are underdeveloped. Data are not used effectively enough to track the centre's performance, and this has limited the centre's effectiveness.
- The centre has sufficient resources to ensure local priorities and the needs of local families are effectively met. The accommodation is excellent, with a highly stimulating outdoor area which is

used very effectively to support children's learning and development.

- The centre has effective safeguarding arrangements which help families using its services to remain safe and well protected. Comprehensive policies and effective procedures are in place, including those for the safe recruitment of staff.
- The centre staff have a good level of experience and understanding of safeguarding, with appropriate advice and supervision. Good attention is given to promoting the welfare of children. Early help arrangements provide effective support for children subject to child protection plans, children in need and those who are looked after when they know who those children are. However, the local authority has yet to establish protocols for ensuring the centre receives accurate and timely information, including the names and addresses, of all children aged under five years who are known to children's social care.
- Staff consult families regularly about the work of the centre and take action to implement changes wherever possible. Families provide detailed evaluations at the end of sessions and these are analysed carefully by staff to establish what went well and whether any improvements are needed. The centre has an effective parents' forum. Partners and parents attend the locality advisory board to assist the governance of all the centres which work in a collaborative partnership.

## 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 details**

<b>Unique reference number</b>	23712
<b>Local authority</b>	Hillingdon
<b>Inspection number</b>	453982
<b>Managed by</b>	The Yeading Infant and Nursery School governing body on behalf of the local authority
<b>Approximate number of children under five in the reach area</b>	1,222
<b>Centre manager</b>	Debbie Hultman
<b>Telephone number</b>	0208 3844164
<b>Email address</b>	dhultman@hgfl.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](http://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](mailto: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](mailto: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](http://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](mailto:enquiries@ofsted.gov.uk)  
W: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

No. 130186

© Crown copyright 2015

