

## Quality Mark Report

Quality Recognition Meeting took place on 13<sup>th</sup> May 2019, attended by following scrutineers:

**Penny Jones**, Education Consultant and former super head – Educational Expert

**Pascale Vassie**, NRCSE Executive Director – Governance Expert

Observational visit performed on 1<sup>st</sup> March 2019 by:

**Yaren Ertunc**, NRCSE quality development adviser

Name of Supplementary School:  
**CAIA Hayashen and pre-school**

Membership No.:  
**NRC0128**

### Introduction

Established in 1986 the Centre for Armenian Information & Advice (CAIA) seeks to enhance the quality of life for disadvantaged members of the Armenian community in London, specifically those in poverty and isolation.

The service provided is holistic, supporting community members of all ages. Children and young people are clearly an integral part of the community and present at many of the events and celebrations that take place. CAIA's Emotional Wellbeing Group and Advice Service are both crucial services that undoubtedly have a positive impact on children as their parents and carers are supported in the often stressful experience of being a minority community in Great Britain. As is often the case, it is difficult to separate the child-focused provision from the community provision as a whole. There are, however, two elements focused directly at young members of the Armenian community:

The Armenian Community Pre-school Group ('ACPG') is a welcoming playgroup for babies and preschool children, who may attend with their parents or care-givers. It operates two mornings per week throughout the year. Hayashen Armenian Youth Club for 10-18-year-olds, meets two Fridays per/month. It is free to attend and all are welcome. The club gives an opportunity to the younger members to meet each other, socialise, play games, go on trips together.

### Key recommendations from observation and recognition meeting

- CAIA could support the pre-school and youth workers to develop systems and structures for planning, delivering and assessing learning by children of all ages which reflect their successes, identify gaps and enable parents and children to see where to focus. This would support parents to work more effectively with their children to achieve learning outcomes.
- Closer links with Armenian language provision in the borough would be a positive development. The library and heritage resources are outstanding, they could be used as a targeted language learning resource for young people.

### Please list any outstanding achievements:

- Well thought-through and carefully written policies and practice are place to support all stakeholders to work efficiently and effectively.
- Business and financial planning are excellent and the large multi-purpose community premises attest to this.
- There is clear evidence of many exciting opportunities offered by CAIA which benefit children, parents and the community as a whole.

## **Detail of findings overall from observation and recognition meeting**

### **1. Create an effective learning environment**

The site is calm, well-ordered and welcoming. Rules and regulations are detailed fully. Children's behaviour is reinforced orally and benefits from small group sizes and youth volunteers (former youth group members return to support the project). Early years provision is with parents/carers in attendance. The co-ordinator is present at all times when children are present and manages the site securely.

### **2. Teach effectively**

Early years provision shows varied activities. A programme for the year linking activities to seasons and to the Early Years Foundation Stage framework would help parents prepare their children for school. In the Youth Club - young people are encouraged to give feedback and chose activities. This could be planned in more detail and learning outcomes recorded and measured. The SIMRA II programme of study is well planned with highlighted measurable aims.

### **3. Record progress and achievement**

Evidence shown of SurveyMonkey being effectively used to gain feedback from children and adults. The careers guidance being offered through the youth group was clearly presented and supported with outside speakers. Young people's continued engagement and feedback, Jack Petchey Awards and DoE achievement are evidence of growth in confidence. Written measurement of outcomes was limited. CAIA is encouraged to work with other Ealing supplementary schools to see how they assess and record children's progress

### **4. Choose the right resources**

ACPG - parents/carers are supported and encouraged in passing on Armenian culture through games, song, regular cultural events and celebrations. Few EY learning resources were seen eg. books, board games, etc. The youth group uses adults within the Armenian community as a valuable cultural learning resource and has regular off-site activities which are safely managed.

### **5. Plan and develop your organisation - Advanced**

The strategic plan for 2019-2021 is detailed and contains aims which respond well to feedback – 'Families and individuals of all ages to explore their Armenian heritage and develop their sense of culture.' 'Young people to become motivate by activities that foster integration as well as greater ownership of, and connection to, the community. More focus on standards 2, 3 and 4 will help you to evidence the achievement and impact of these aims.

Parent feedback in 2018 showed good satisfaction with your offer and stated that children learning to socialize and play together was the most important aim. They also unanimously responded that children learning to speak/sing in Armenian was very important to them. More could be done to measure your success in supporting this. You spoke of signposting families to Armenian language provision in the borough, it would benefit all if you worked in closer partnership with these providers. No evidence of a wider language offer in Ealing was presented.

### **6. Select and support staff and volunteers**

One paid staff member is allocated to ACPG and one to the Youth Club. The co-ordinator line-manages them. The organisation's induction plan is excellent. Clear evidence staff are checked, supported and access appropriate safeguarding training. Good guidance on behaviour management, SEN & inclusion, colourful ground rules for children, support for youth volunteers.

### **7. Make sure children are safe - Advanced**

Actual adult/child ratio is good since numbers attending each session are 8 to 15 children. Residential and trips are a popular feature of CAIA's offer and attract 50+ children. These are thoroughly risk-assessed and adult/child ratios maintained through involvement of parents.

### **8. Manage finances - Advanced**

CAIA as a whole is well funded and the accounts show diverse funding sources, a healthy reserve and careful management of income and expenditure. Only a small percentage of your funds appear to be spent on CAIA's provision for children and young people, if you are able to increase this, and work in partnership with the Armenian schools you spoke of, the provision for children of Armenian heritage across Ealing and London could be significantly improved.