

# Inspection report for Kintore Way Children's Centre

Local authority	Southwark Council
Inspection number	362511
Inspection dates	29–30 September 2010
Reporting inspector	Michael Blakey AI

Centre governance	Governing Body of Kintore Way Nursery School and Children's Centre
Centre leader	Sharon Donno
Date of previous inspection	Not previously inspected
Centre address	Kintore Way Children's Centre 97–102 Grange Road Bermondsey London SE1 3BW
Telephone number	020 7525 1196
Fax number	020 7231 3953
Email address	kintorewayoffice@southwark.gov.uk

Linked school if applicable	Kintore Way Nursery School
Linked early years and childcare, if applicable	Kintore Way Nursery School

The inspection of this Sure Start Children's Centre was carried out under Part 3A of the Childcare Act 2006 as inserted by section 199 of the Apprenticeships, Skills, Children and Learning Act 2009.

## Introduction

The inspection addresses the centre's contribution to:

- facilitating access to early childhood services by parents, prospective parents and young children
- maximising the benefit of those services to parents, prospective parents and young children
- improving the well-being of young children.

The report is made to the local authority and a copy is sent to the children's centre. The local authority may send the report to such persons it considers appropriate and must arrange for an action plan to be produced in relation to the findings in this report.

An inspection of the registered early years/childcare provision was carried out at the same time as the inspection of the centre under Sections 49 and 50 of the Childcare Act 2006. The report of this inspection is available on our website [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

An inspection of the maintained nursery was carried out at the same time as the inspection of the centre under Section 5 of the Education Act 2005. The report of this inspection is available on our website [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

This inspection was carried out by two additional inspectors.

The inspectors held meetings with parents, senior managers from the centre, representatives from the local authority, members of the advisory board and professionals from a number of partner organisations including health and a range of voluntary sector providers.

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

## Information about the centre

Kintore Way Children's Centre is based around a large nursery school at the centre of the Bermondsey community. The centre provides the full core offer of services for 0–5 year olds and their parents and carers by working in partnership with a wide range of services commissioned by Southwark Council.

The Kintore Way Children's Centre is in an area of high social deprivation. It is in one of the 10% most deprived wards in London, with household overcrowding, lack of access to safe outdoor play and restricted bedroom availability. In the Kintore Way reach area, 38.7% of children under five are living in poverty. The number of children eligible for free school meals is 35% and over 30% of children in the area for whom child benefit is claimed are aged under five.

Children come from a wide range of ethnic backgrounds and over half of the children in the nursery school speak English as an additional language.

The Governing Body of Kintore Way Nursery and Children’s Centre is responsible for the management of the Children’s Centre.

## Inspection judgements

**Grades: 1 is outstanding, 2 is good, 3 is satisfactory, and 4 is inadequate**

### Overall effectiveness

**The effectiveness of the children’s centre in meeting the needs of and improving outcomes for users and the wider community**

2
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### Capacity for sustained improvement

**The centre’s capacity for sustained improvement, including the quality of its leadership and management**

2
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## Main findings

Kintore Way Children’s Centre is a welcoming and safe place. Children, parents and carers receive high-quality tailored support and are provided with good opportunities to learn and develop together. An overwhelming majority of adults speak highly of the centre, including a mother who said: ‘The centre is fantastic and staff really know what they are doing.’ Staff have good relationships with centre users. Parents say that the centre staff treat them with respect, which encourages them to attend and participate fully in a wide range of services.

The centre’s management team and the advisory board are effective and ambitious for the centre and its users. Since the centre opened in 2006 they have developed a range of provision that leads to good outcomes for users. Children make good progress in their learning and the centre’s excellent outdoor play areas enable them to develop healthy lifestyles and learn to manage risk safely. The effective use of technology, including computers and the internet, is a strength of the centre and helps children to prepare for the next phase of their education and the world of work. The centre creates good opportunities for families to learn together. The video skills project for families is well attended, fun and leads to positive outcomes. A mother recently won the local film maker of the year award after creating a video at the project.

Some adults volunteer at the centre and take opportunities to study or move into employment. The centre offers adult learning, including an oversubscribed sewing

programme and a non-accredited course to help adults improve their English. Although the wide range of opportunities on offer engage adults well in learning, they are not sufficiently focused on work-related skills and rarely lead to qualifications. The advisory board receives limited strategic support from Job Centre Plus and the centre does not signpost adults to job or training opportunities well enough.

A range of voluntary and private sector providers, commissioned by the local authority, enable the children's centre to meet the full core offer and front-line staff work well together. Early identification of needs enables appropriate referrals to be made to targeted services. Staff routinely use the Common Assessment Framework to ensure a coordinated response to the needs of vulnerable families.

Data collected by the local authority do not enable the centre to fully measure the impact it has. Planning is not therefore fully coordinated and ambitious targets are not agreed or cascaded to staff across the multi-agency partnership. The management team, supported by the local authority, demonstrates good capacity to improve. It has identified that the development of a computer database will give the centre a stronger foundation from which to drive improvements and leaders are implementing this initiative with pace.

The centre effectively promotes and celebrates the diverse backgrounds and cultures of its users through a range of activities, including themed events such as the recent British food fortnight. Fathers, uncles and grandfathers are welcomed to the centre and take part in a range of activities that are well attended. A large majority of users say that the centre has helped them to get more involved in their community. As one mother stated: 'The centre has helped me to get out of the house, develop my English and get a job at a children's nursery.' Users feel safe and the centre's health and safety procedures are effective. The site is secure.

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

### **Recommendations for further improvement**

- Improve self-evaluation and planning so that they have a greater impact by:
  - routinely collecting and analysing data and other information about centre users
  - ensuring that targets set are ambitious, specific, measurable and focused on improving outcomes
  - regularly and systematically reviewing the impact of services through the use of comparative information and data.
  
- Strengthen partnerships further by creating explicit, common goals to be achieved by all services and ensuring that these goals form the basis of performance targets for staff.

- Improve the provision for adult learners by:
  - providing more opportunities for work-related learning
  - providing easily accessible information and guidance on training and employment opportunities
  - ensuring Job Centre Plus are represented on and contribute to the advisory board.

## How good are outcomes for users?

<b>2</b>
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Parents, carers and their children enjoy attending and learning at Kintore Way Children’s Centre and make many new friends. Good provision enables children to make good progress and has narrowed the attainment gap between the lowest-achieving children and their peers in the Early Years Foundation Stage. A very large majority of parents say that the centre helps them to understand better how their children learn and develop and a mother said: ‘My only regret is that my other children didn’t come here.’

Children’s emotional health is good as they are appropriately supported by dedicated key workers who know them well and provide additional support when they need it. The wide range of well-resourced and creative play areas provide opportunities for children to develop and an increasing number of children cycle to the centre. The centre promotes healthy living and the staff recently organised a mini London marathon for children and their parents. Parents and carers are taught how to cook healthy food from a range of cultures and the centre serves healthy food at the breakfast club and at other meal times, which the children enjoy. Evidence of the centre’s activity has yet to impact on obesity rates among children in the local area. Very few children currently attending the centre are overweight.

Children and other users say that they feel safe and the number of children admitted to hospital with unintentional and deliberate injuries is lower than the Southwark average. The centre’s staff work effectively with other agencies to identify vulnerable families and install safety equipment in their homes, including smoke detectors. Road safety is promoted through the Traffic Club and parents report much-improved behaviour of their children after participating in the Incredible Years Parenting Programme.

A large majority of parents say that the centre has helped them to get more involved in their community. A father said: ‘The activity sessions mix old school Bermondsey boys with people from all over the world’, while another said: ‘Hearing other people’s stories is amazing and makes you pause for thought.’ Some parents make a positive contribution to the centre by evaluating services and through the parents’ forum.

Children develop good relationships with each other, their parents and the centre staff. A recent inspection of the nursery school showed that children’s personal,

social and emotional development are particularly good and prepare them well for primary school and work in later life. The range of opportunities for adults to learn work-related skills, gain accreditation for their learning and access job opportunities is limited. A few parents are supported back into education or training, and speak highly of the support they receive from the Women Like Us and Blackfriar’s services which are delivered from the centre. Several case studies demonstrate the impact of these services, including an unemployed mother who gained employment in a supermarket and then went on to study nursing at university.

<b>The extent to which children, including those from vulnerable groups, are physically, mentally and emotionally healthy and families have healthy lifestyles</b>	<b>2</b>
<b>The extent to which children are safe and protected, their welfare concerns are identified and appropriate steps taken to address them</b>	<b>2</b>
<b>The extent to which all users enjoy and achieve educationally and in their personal and social development</b>	<b>2</b>
<b>The extent to which children engage in positive behaviour and develop positive relationships and users contribute to decision-making and governance of the centre</b>	<b>2</b>
<b>The extent to which children are developing skills for the future and parents are developing economic stability and independence including access to training</b>	<b>2</b>

## **How good is the provision?**

**2**

The range of services and activities on offer at Kintore Way Children’s Centre meet the needs of a wide range of users. Fathers, uncles and grandfathers speak positively about the activities for them and their children that take place on a Saturday. A recent local authority survey showed that all parents who responded rate the centre as excellent or good. Referrals to the children’s centre are made by targeted services, including child and adolescent mental health services and schools.

Staff at Kintore Way Children’s Centre use the Common Assessment Framework to assess children’s needs and effectively coordinate services for vulnerable children and their families. The outreach worker visits local cafes and parks and effectively encourages local parents to use the centre. This approach is increasing the number of users of the centre.

When children are offered a place at the nursery school, workers visit their homes to welcome them and identify, and prepare for, any additional needs as early as possible. All children at the centre are allocated a key worker who then links with other services on the family’s behalf. Health visitors have become more proactive in sharing information about children who are new to the centre and this is now improving needs analysis.

Children with special educational needs and/or disabilities receive specialist support on site and are fully included in the centre. Children with autism, for example, are given the opportunity to attend the local swimming pool every week and other users are signposted to free swimming sessions at the weekend. Children with disabilities make use of a multi-sensory room and the Contact a Family sessions provide high-quality information and advice. The centre signposts families to a range of services in the immediate locality including the health centre and a service for teenage mothers. This coordinated approach avoids duplication and ensures better value for money. The nursery school is effectively improving outcomes for children. The provision of services for all users is good overall. However, the centre does not provide enough accredited learning opportunities for adults.

<b>The effectiveness of the assessment of the needs of children, parents and other users</b>	<b>2</b>
<b>The extent to which the centre promotes purposeful learning, development and enjoyment for all users</b>	<b>2</b>
<b>The extent to which the range of services, activities and opportunities meet the needs of users and the wider community</b>	<b>2</b>
<b>The quality of care, guidance and support offered to users within the centre and the wider community</b>	<b>2</b>

## **How effective are the leadership and management?**

<b>2</b>
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Kintore Way Children’s Centre leaders and managers provide good leadership to the range of services they are directly responsible for, including the nursery school and childcare. The good outcomes the centre achieves demonstrate good value for money overall. Staff at all levels, and across all functions, are set performance objectives that are linked to the centre’s development plan. Leaders and managers have high expectations for the centre’s users and, as one parent said: ‘They are always interested to hear what you have to say.’

The commissioning of services by the local authority ensures that accountability is clear and that all partners understand their roles through service level agreements. The overall governance of the centre is effective. The local authority is beginning to implement better systems to allow more accurate assessment of impact and to improve joint planning. The advisory board is aware that links with Job Centre Plus and joint planning and evaluation with all partners at a local level are not sufficiently well developed. Strengthening the link between strategic planning and the centre’s development is an area for improvement.

Safeguarding arrangements are satisfactory and all statutory duties are met, leading to all users being effectively protected. The centre carries out all the necessary checks on staff and volunteers, including Criminal Records Bureau checks that are

recorded centrally. Good links between front-line staff ensure that families receive the support they need as early as possible. Strong relationships between staff and effective processes enable them to share information appropriately.

Leadership and management of services for children with special educational needs and/or disabilities are good overall. Parents and carers agree that learning needs are identified early, but say that when speech and language difficulties are identified, there can be a long delay before children receive support from the local service. Effective management is narrowing the achievement gap between users and the centre actively promotes equality and challenges discrimination.

<b>The extent to which governance, accountability, professional supervision and day to day management arrangements are clear and understood</b>	<b>2</b>
<b>The extent to which ambitious targets drive improvement, provision is integrated and there are high expectations for users and the wider community</b>	<b>3</b>
<b>The extent to which resources are used and managed efficiently and effectively to meet the needs of users and the wider community</b>	<b>2</b>
<b>The extent to which equality is promoted and diversity celebrated, illegal or unlawful discrimination is tackled and the centre fulfils its statutory duties</b>	<b>2</b>
<b>The effectiveness of the centre's policy, procedures and work with key agencies in safeguarding children and, where applicable, vulnerable adults</b>	<b>2</b>
<b>The extent to which evaluation is used to shape and improve services and activities</b>	<b>3</b>
<b>The extent to which partnerships with other agencies ensure the integrated delivery of the range of services the centre has been commissioned to provide</b>	<b>2</b>
<b>The extent to which the centre supports and encourages the wider community to engage with services and uses their views to develop the range of provision</b>	<b>2</b>

### **Any other information used to inform the judgements made during this inspection**

The Section 5 inspection of the nursery school carried out on 28 and 29 September 2010 and the inspection of the childcare provision carried out on 28 September 2010.



Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Complaining about inspections', which is available from our website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk). If you would like us to send you a copy of the guidance, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

## Summary for centre users

We inspected the Kintore Way Children's Centre on 29–30 September 2010. We judged the centre as good overall.

We would like to thank those of you who made us feel so welcome and took the time to attend one of our meetings or talk to us as we moved around the centre. We listened carefully to what you had to tell us and included your views when we made our judgements about the centre. Your comments were very important to us.

We decided that Kintore Way Children's Centre provided a good range of services that help you and your children to learn new skills, make friends and develop as healthy and confident people. The centre clearly helps you to be healthy by providing good opportunities for you to learn to cook healthy meals and providing healthy food for your children.

We were particularly impressed to hear how some of you are involved in evaluating services and how you feel that the centre responds well to your needs. We also liked your stories about taking opportunities on offer to learn how to manage your children's behaviour better, access health services or get into work or training.

The centre is good at helping you to get to know each other and understand the wide range of cultures in your community. The way that we saw you get on with people from such diverse backgrounds was inspiring and the comment about 'old Bermondsey boys' hanging out with people from all over the world on a Saturday morning helped us to notice just how welcoming and supportive you are to each other.

We have asked the centre, and Southwark Council, to do three things that will make it even better for you and your children:

1. Look more closely at how the centre can improve by using information to help it plan services to meet your needs.
2. Strengthen the good partnerships the centre has, particularly with Job Centre Plus, to provide an even more joined-up range of services for you.
3. Provide more information about job and training opportunities and provide a wider range of learning opportunities for adults at the centre.

Thank you once again for your time.

The full report is available from your centre or on our website [www.ofsted.gov.uk](http://www.ofsted.gov.uk).