

# Rosendale Children's Centre

Rosendale Road, West Dulwich, London SE1 8LR

## Inspection dates

Previous inspection date

5–6 June 2014

Not previously inspected

<b>Overall effectiveness</b>	<b>This inspection:</b> Previous inspection:	<b>Outstanding</b>	<b>1</b>
		Not applicable	
Access to services by young children and families		Outstanding	1
The quality of practice and services		Outstanding	1
The effectiveness of leadership, governance and management		Outstanding	1

## Summary of key findings for children and families

### This is an outstanding centre.

- An excellent range of quality services meets the needs of families exceptionally well. Parents are highly satisfied with the services offered by the centre. The parents report that the centre makes a notable difference for the better to their lives.
- The very large majority of families use the services offered by the children's centre. The needs of disabled children and those with special needs are very well met. Parents grow in confidence and improve their parenting skills.
- An extremely strong emphasis on partner agencies working together protects families and children most in need. Parents are very well looked after as a result. Partnerships with agencies, such as social services, give families access to high-quality support, advice and guidance.
- The outreach team at the centre provides a lifeline to families in times of crisis. Staff go above and beyond, in their desire to get families back on their feet. The success of this work is testament to the excellent relationships that outreach workers build with the families.
- Professionals regularly work together in multi-agency teams to support individual families. The sharing of information is slick. This efficiently leads to timely support for parents and their children.
- The centre leader is an excellent role model for her staff. She leads a well-trained team. Centre staff review the quality of their work to make sure that activities suit the families who attend.
- The centre leader and managers, the advisory board and the local authority provide excellent services for families and children. Governance of the centre by the advisory board is strong. The leaders and managers use information and resources very wisely when planning activities and so inequalities for families are reducing rapidly.
- Listening to the views of parents is something that the children's centre does routinely.

Leaders and the advisory board respond to suggestions made by parents. Families are fully involved in setting the direction of the centre's work.

- The wide range of opportunities for adult learning and courses offered is appreciated by parents. The courses focus on parenting skills or preparation for returning to work. There are some, but not yet enough, opportunities to become a volunteer at the centre.

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

- Give parents more opportunities to train as volunteers at the centre and focus on evaluating more precisely how volunteering develops adults' personal skills and confidence in preparation for employment.

### **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 carried out at the same time as the inspection of Kingswood Children's Centre.

This inspection was carried out by two of Her Majesty's Inspectors and one additional inspector.

The inspectors held meetings with senior leaders, managers from the local authority and centre staff. They met health, social care and adult learning partners, education and early years practitioners, centre staff and parents. They also met with representatives from the advisory board.

The inspectors visited services delivered at Rosendale Children's Centre's satellite venue Cherry Tree Children's Centre.

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

### **Inspection team**

Jane Neech, Lead inspector

Her Majesty's Inspector

Christine Davies, Coordinating lead inspector

Her Majesty's Inspector

Lesley Talbot-Strettle

Additional inspector

## Full report

### Information about the centre

Rosendale Children's Centre opened in 2008 and is located in the London borough of Lambeth. The centre serves families living in Tulse Hill, West Dulwich and West Norwood. Rosendale Children's Centre has a satellite centre: Cherry Tree Children's Centre. This arrangement arose out of the restructure of children's centres in Lambeth in 2012. Rosendale Children's Centre is part of a cluster of five centres, which includes Kingswood Children's Centre. The centre manager is responsible for Rosendale Children's Centre and the satellite centre. A single advisory board is in place. Prior to becoming a Rosendale satellite centre, Cherry Tree Children's Centre was inspected in September 2011. The centre was judged to be 'outstanding'. Rosendale Children's Centre is situated on the Rosendale Primary School site. The school is subject to separate inspection arrangements. The reports of these inspections can be found at <http://www.ofsted.gov.uk>.

The population in the area served by Rosendale and its satellite centre, Cherry Tree, is diverse. Approximately half of the families are of White British heritage. The remaining families are from a range of ethnic groups, who speak English as an additional language. The target groups identified by the centre include: disabled children and those with special educational needs; young parents; fathers; lone parents; and families from workless households. The take-up of housing is a mixture of rented and owner-occupied housing. A significant number of families live in flats on housing estates. The area contains large areas of deprivation alongside areas which are affluent.

The centre offers a range of activities and services including family support, outreach work, stay-and-play groups, breastfeeding support, child health clinics, outdoor activities, parents' support groups and parenting programmes. The centre has been involved in an early communication, language and literacy project. A range of partners provide specialist advice, guidance or services to further support the work of the centre. These partners include community learning providers and Jobcentre Plus. Childminders meet at the centre.

Rosendale Children's Centre and satellite Cherry Tree both have childcare facilities, with 38 and 54 childcare places respectively. Childcare facility is inspected separately and not part of this inspection. The reports can be found at <http://www.ofsted.gov.uk>.

Children's skills, knowledge and ability on entry to early years education are typical for their age.

### Inspection judgements

#### Access to services by young children and families

Outstanding

- Most families living in the communities served by Rosendale Children's Centre and the satellite Cherry Tree Children's Centre are registered with the centre. A very large majority of those from the priority groups regularly visit the centre, including expectant families, families with disabled children and those with special educational needs. The centre promotes equal opportunity very well for families with the greatest needs, by

offering relevant services.

- The take-up of good-quality funded early years education for two-, three- and four-year-olds across the locality is high. The centre sets aspirational targets to ensure that eligible two-year-olds receive their funding entitlement. These targets are regularly met and exceeded because of how closely the needs of very young children are checked.
- The families who need additional support, such as lone parents, access excellent practical help and guidance. The achievement gap between children known to be eligible for free school meals and the rest is narrowing each year, thanks to the strong focus on tackling inequalities. The centre uses early identification as a powerful tool to focus on improving the lives of parents and their children.
- Staff promote the work of the centre very effectively to ensure that all families, including young parents, have equal access to the services that are available. Family support workers signpost families to other activities, such as the expectant fathers programme, 'raising boys' and 'parent gym'.
- Disabled children and those with special needs who attend sessions delivered by occupational therapy professionals benefit from access to a stimulating range of sensory play resources. Families learn about and take up other services and activities as a result of coming to the centre. The inclusive nature of the centre's approach to supporting families means that everyone feels valued.
- The centre is well informed about the expected number of new births. The information enables managers to plan precisely and amend the services offered such as for expectant families and new parents. The overwhelming majority of families most in need routinely take up services offered.
- Parents are able to improve their employability with the help of the centre. Courses which help parents discover their potential are well attended. Parents talked about going on to further training, seeking and returning to work as a result of increased personal skills and education; the opportunities to volunteering are not as well developed as they could be.

### The quality of practice and services

Outstanding

- Partnership working by the centre with a range of professionals and organisations is very effective. This way of working includes the early identification and support for disabled children, those with special educational needs, and children subject to child protection plans. There are some impressive examples in the records kept by the centre of how support over time makes a notable difference to the lives of families.
- Stay-and-play activities are lively and full of purposeful learning, in preparation for school. The centre uses development diaries to track children's progress, as appropriate. Children make at least good progress from their starting points and reach a good level of development by the end of the Early Years Foundation Stage.
- The play sessions are delivered by the early years educator and members of the staff team. The activities are planned with children's interest in mind. Trips out encourage families to get out and about. Parents are given suggestions of things to try at home, including details of songs, activities and relevant websites.
- There are regular well-attended sessions for childminders. These sessions offer support and guidance to childminders. The range of topics includes developing policies and improving practice in line with the Early Years Foundation Stage framework.
- Highly trained family support workers ensure that families with the most complex needs receive suitable support. In times of crisis, family support workers react quickly. It is through their excellent support, advice and work with partner agencies, such as social services, those families are able to get back on their feet.
- The centre uses information available to identify where children may benefit from extra

support. Support for those subject to child protection procedures, children in need and those supported through the Common Assessment Framework is very good and caters for a wide range of needs. In this way, the centre's care, guidance and support offers high-quality support for families.

- Parents say they are highly satisfied with the quality of services available to them. They value the positive relationships they have with centre staff and say that the advice they are given improves their parenting skills. Parents also say that a key strength is the very strong sense of community harmony between families of different backgrounds.
- The centre's focus on reducing the risk of harm within families is particularly effective and risk assessments are done on first home visits. First aid training is available for families. Fathers develop confidence in dealing with minor injuries by attending the first aid training.
- Community learning partners offer short literacy and numeracy courses, as well as information about day-to-day family management, such as form filling and applying for school places. Completion rates of these courses are high. These courses, and the crèche facilities provided, promote equality of opportunity superbly. This is particularly effective for lone parents and also especially for parents who speak English as an additional language and whose knowledge of how systems work is limited.
- The successful programme related to early communication, language and literacy development has had a positive impact on children's readiness for school. The parents who trained as volunteers have gone on to further volunteering roles, training or employment. However, more could be done to evaluate how volunteering prepares parents for employment, builds their confidence and develops their personal skills.

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

Outstanding

- Rosendale Children's Centre is exceptionally well led. The centre leader fosters very good relations with families; she is an exemplary role model for staff, parents and their children. As a result, no family is discriminated against. All parents have equal opportunities to make positive changes to their lives and that of their children.
- A range of professionals, such as from education, health and social services, are represented on the advisory board. Parents are represented. Strong governance means that members contribute to and challenge the centre's work. The written self-evaluation records by the centre demonstrate excellent evaluation of how well the centre is closing gaps and reducing inequalities.
- The advisory board, the children's centre manager and the local authority work well together to agree the priorities for the centre. The yearly review (annual conversation) and action planning focuses on the priorities for the locality. The local authority provides a high level of challenge to the centre. This supports robust evaluation of the commissioning and availability of services and resources so that they are fine-tuned to have the greatest impact for all.
- 'Your Shout' feedback sessions get across parents' views to the advisory board. These are welcomed as a key to continuing to develop services. Parents are represented on the advisory board and contribute well to shaping the future of the centre.
- Data are used precisely to inform judgements on the performance of the centre. There are comprehensive systems for checking on the quality of all services delivered at the centre. The discussions at team meetings, feedback from parents, and observations from staff delivering sessions focus on the 'even better if' in the drive to provide the very best for all families.
- The appropriate recruitment procedures ensure the suitability of staff appointed. Clear

records identify previous employment and the take-up of references. Staff receive regular supervision. This guides and challenges them in their work with families, including the completion of Common Assessment Framework assessments for children subject to a child protection plan, children in need and those who are looked after.

- Suitable policies and procedures strengthen the clear safeguarding arrangements in place; these are regularly reviewed. Staff are well qualified and benefit from the excellent training which is based on the centre's priorities. The staff have a good understanding of what to do should they have a concern about a child or another member of staff.

## 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>	22552
<b>Local authority</b>	London Borough of Lambeth
<b>Inspection number</b>	444731
<b>Managed by</b>	The governing body of Rosendale Primary School on behalf of the local authority.

<b>Approximate number of children under five in the reach area</b>	1,169
<b>Centre leader</b>	Natasha Byrne
<b>Date of previous inspection</b>	Not previously inspected
<b>Telephone number</b>	020 8761 7411
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