

# Dovers Green Sure Start Children Centre

Rushetts Road, Reigate, Surrey, RH2 7RF

|                                 |                          |
|---------------------------------|--------------------------|
| <b>Inspection dates</b>         | 28–29 May 2015           |
| <b>Previous inspection date</b> | Not previously inspected |

| <b>Overall effectiveness</b>                               | <b>This inspection:</b> | <b>Good</b>              | <b>2</b> |
|--|-------------------------|--------------------------|----------|
|  | Previous inspection:    | Not previously inspected |          |
| Access to services by young children and families          |                         | Good                     | 2        |
| The quality of practice and services                       |                         | Good                     | 2        |
| The effectiveness of leadership, governance and management |                         | Good                     | 2        |

## Summary of key findings for children and families

### This is a good centre.

- The large majority of children under five, living locally, are registered with the centre. Registrations have risen substantially over recent years. Strong links with health services and the follow-up of all pregnancies and new births by very committed centre staff have made a positive impact on increasing access.
- The centre is very important to local families and offers high levels of care, guidance and support. Parents and carers find the centre staff warm and welcoming, and 'non-judgmental', as one parent said. This empowers them to make positive changes to their lives.
- Good provision has an effective impact on improving family health. This success is reflected in high breastfeeding rates and lower than average childhood obesity.
- The centre works closely with early years settings and local families. As a result, almost all three- and four-year-olds eligible for free education enroll and the take-up by those eligible for two-year-old free education funding is in line with national expectations. The number of children who achieve a good level of development at the end of the Early Years Foundation Stage is significantly higher than national expectations.
- Leadership, governance and management are good. Resources are used effectively as local children's centres work well together to ensure those in most need get the support. There is a clear understanding at all levels of the centre's strengths, areas for development and priority families who need most support. As a result, there is good capacity to continue to improve.

### It is not outstanding because:

- Only a small number of parents have gained qualifications and employment through adult learning.
- Targets in action plans and management of performance are not linked precisely enough to show that they are instrumental in bringing about improvements.

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

- Work with key partners to provide more opportunities for parents to participate in adult learning and training which lead to qualifications and employment in order to improve economic stability for their families.
- Ensure targets are clearly linked between management of performance and development plans so that staff make a greater contribution in bringing about improvements for the centre.

### 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 the centre manager and staff, local authority officers, parents and volunteers. They also spoke to partners from health services, adult education, child minders and several other agencies. Representatives from the centre and the local authority attended all the inspection team meetings.

The inspectors visited activities including 'Jingle Bugs' as well as a 'Play and Learn' session.

They observed the centre's work, and looked at a range of relevant documentation including information about the numbers of families attending the centre, policies and procedures related to the safeguarding of children and the centre's plans for improvement. They also considered parental satisfaction through surveys and in face-to-face discussions.

### Inspection team

|                              |                      |
|------------------------------|----------------------|
| Lead inspector Jameel Hassan | Additional Inspector |
| Pippa Wainwright             | Additional Inspector |
| Anthony Mundy                | Additional Inspector |

## Full report

### Information about the centre.

Dovers Green is a stand-alone children's centre which opened in 2009. It is governed by the school on behalf of the local authority.

The centre is located in the grounds of Dovers Green School (URN 125015). The school is subject to a separate inspection. This report can be found [www.ofsted.gov.uk](http://www.ofsted.gov.uk). The headteacher line-manages the full-time centre manager. Other staff members include two who work with families in their homes, two administrative assistants and an early years practitioner, who are all part time.

Most functions are carried out at the site. Some activities take place on the Sandcross Primary School. The centre is operational from 9.00am to 5.00pm Monday to Friday, Saturday mornings and occasional evenings. The centre works closely with three other children's centres, managing and sharing resources to support priority groups in their areas.

Children generally enter the Early Years Foundation Stage at levels below those typical for their age.

The centre serves the Woodhatch, Brockham and Betchworth area. There are 1,173 children under the age of five in the area served by the centre. The area includes fourteen separate defined localities, one of which is considered to be in the top 30% most disadvantaged compared to the rest of the country. Three others are between the 30% and 50% rating. The large majority of families are White British with approximately 15% from other ethnic backgrounds, including White European and Asian. The percentage of children under five living in workless or low income households is 11%, the same as the Surrey figure of 11%. Almost 13% of families claim Working Tax Credit in the area served by the centre and 10% of families are lone parent families.

The centre has identified the priority groups needing most support as those families who live in the most disadvantaged area and those who have been referred by other agencies.

## Inspection judgements

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

- The large majority of families living in the area are registered and engage with the children's centre. The manager and centre staff know the needs of the community well and the centre is welcoming and inclusive.
- There are effective strategies to encourage priority families, who live in the areas of greatest hardship, to attend the centre. The use of social media, a newsletter, door-to-door leaflet drops and face-to-face contact have been successful tools to make sure families are aware of activities taking place at the centre. Consequently most families have accessed appropriate services to meet their needs.
- Although most 'Stay and Play' sessions are open to all, the majority of families that engage are from the priority groups. This is due to concerted efforts made by the staff to ensure they attend.
- Most three- and four-year-old children take up their entitlement to free early education and the centre is helping parents of disadvantaged two-year-olds to take up their free entitlement. The centre works closely with early years settings, especially those that take the highest proportion of two-year-old children. As a result the large majority enroll.
- Strong partnerships with health professionals are in place. Weekly midwife and health visitor clinics take place at the centre; these provide very good opportunities for families with young children or families who are expecting babies to access health services. Information given to the centre about new births has ensured babies are registered promptly at the centre.
- Strenuous efforts are made to ensure that identified families with the highest levels of need are benefiting from services. For example, staff work with these families in their homes and

communicate regularly with them. This communication is increased with families where social work or health services are involved. This ensures families understand the importance of regular attendance. Families who choose not to access services are followed up to ensure their children's needs are being met.

### The quality of practice and services

Good

- The impact of the centre's services is good because the large majority of families in the area, including those the centre has identified in most need, have benefited and made improvements in their lives.
- The proportion of children who achieve a good level of development by the end of the Early Years Foundation Stage is higher than both the local and national average. Those children who have attended the children's centre have developed further by the end of the Early Years Foundation Stage. Staff are aware of the areas which need more development and focus on these when planning sessions to promote children's learning. The gap between the most disadvantaged and least disadvantaged has significantly narrowed compared to national expectations.
- The centre has good partnerships with health professionals. Clinics are run by health visitors and midwives. The 'Discharge Clinic' run by a midwife enables families to have seamless support from the time mothers become pregnant and through the child's infancy. It helps health visitors to meet each family's needs effectively and quickly. The centre has also helped improve the well-being of families through healthy eating and physical activities.
- Families have good opportunities to develop their parenting skills. Relevant courses at the centre and support for individuals at home, by centre staff, have contributed to increasing parents' confidence in their ability to support their children's needs.
- A small number of parents have gone on to achieve qualifications and employment. However, there have been limited opportunities for parents to access adult learning and training which lead to qualifications that will improve their life chances.
- Parents have had opportunities to volunteer and become a member of the advisory board. This has improved their confidence and chances of getting a job. For example, a mother is now in employment due to her work with and contribution to the advisory board.
- Families are in agreement that the centre staff are very helpful and caring. All the parents who talked to inspectors were highly positive about the support and care they receive from staff. They identify just how beneficial centre services are in improving their well-being, quality of life and life chances. One parent said that he would not have known what to do without their help.

### The effectiveness of leadership, governance and management

Good

- The protection and safeguarding of children are a priority for everybody at the centre. Procedures and policies for safeguarding and promoting the welfare of young children are robust. All children, but especially those assessed as needing additional support and early help assessments and those subject to child protection plans, are kept safe. As a result, important improvements are made to their family life and well-being.
- The centre is well led by a confident and dedicated manager. She receives very good support from the headteacher at the infant school. The centre leader has worked very effectively over the past few years with staff, the local authority, the headteacher and the school governing body bring about improvements in the centre's work. The advisory board has representatives from key partners. They are committed to improving the lives of families in the area. As a result, the registration and involvement of the families have increased considerably. They are well aware of the areas that need improving. However action plan targets are not always specific enough to measure how well the centre is doing.
- Twice a year the centre provides regular opportunities for parents to feed back their views of services and what additional support they require. This ensures parents are actively involved in

decision making and make a contribution to the centre's work. A 'well-being' questionnaire conducted by the centre shows that a large number of families value the dedicated staff who support their needs.

- The highly qualified staff know their roles well. There are good opportunities for the staff to develop themselves further to support the needs of the families. Arrangements for the management of performance and supervision are in place. However, targets are not always clear, they are not always linked to the action plans and do not have specific and measureable targets that will help families to improve their life chances.
- Resources are used well to reduce inequalities. Four local children's centres have taken it upon themselves to deliver services together in order not to duplicate services such as parenting courses and health services. As a result, there is a creative use of staff within the four children centres, which helps them to meet the needs of all families and those in need of particular support.

## 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 well-being 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**

|                                |   |
|--------------------------------|---|
| <b>Unique reference number</b> | 20975   |
| <b>Local authority</b>         | Surrey  |
| <b>Inspection number</b>       | 455075  |
| <b>Managed by</b>              | Managed by Dovers Green School on behalf of the local authority |

|  |   |
|--|---|
| <b>Approximate number of children under five in the reach area</b> | 1,173                                     |
| <b>Centre leader</b>   | Anna Durbridge                            |
| <b>Date of previous inspection</b>                                 | Not previously inspected                  |
| <b>Telephone number</b>  | 01737 223621                              |
| <b>Email address</b>   | childrencentre@dovers-green.surrey.sch.uk |

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