

# Inspection report for Campsbourne Children's Centre

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| <b>Local authority</b>     | London Borough of Haringey |
| <b>Inspection number</b>   | 404445                     |
| <b>Inspection dates</b>    | 6–7 February 2013          |
| <b>Reporting inspector</b> | Christine Field            |

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|------------------------------------|----------------------------------|
| <b>Head of Centre</b>              | Angela Ryan                      |
| <b>Date of previous inspection</b> | Not previously inspected         |
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| <b>Linked school if applicable</b>                     | Campsbourne Infant URN 102085<br>Campsbourne Junior URN 102084 |
| <b>Linked early years and childcare, if applicable</b> | Not applicable   |

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.

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## 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.

This inspection was carried out by an additional inspector and an early years inspector.

The inspectors held meetings with the head of centre, frontline staff, a range of partners, governing body and strategic cluster advisory board representatives, local authority officers, and parents. They also observed the centre's work, and looked at a range of relevant documentation including the self-evaluation form.

## Information about the centre

The centre was designated as a phase two centre and has been open for the community since September 2008. The centre is situated in the west of the London borough of Haringey in North London, covering the ward of Hornsey. It delivers a range of services in partnership with others that meet its full core purpose. The centre is open term-time only and shares a site with Campsbourne federated infant and junior schools, which are subject to separate inspections.

The reach area comprises mixed tenures, including privately owned, rented and some social housing. Campsbourne Estate, to the east of the centre, is recognised as being within the top 10% of areas with multiple deprivation within the country. Nearly 20% of families in the reach area live in households that are deemed overcrowded and 16% of children under five years old live in temporary accommodation. The proportion of children living in workless homes is 22%.

There are 958 children under five years old living in the reach area. The majority of families are from White British backgrounds and account for 42% of the population and others come from many different heritages, with 15 different languages spoken in the community. Children's skills, knowledge and abilities when they enter early years provision are typically below the level expected for their age.

The day-to-day management of the centre is the responsibility of the headteacher of Campsbourne federated infant and junior schools. A small staff team, consisting of a full-time community development outreach worker, part-time information officer and part-time administration officer, operates from the centre. The senior post of early intervention coordinator is currently vacant.

Governance is provided by the governing body of the federated schools, with a strategic cluster advisory board established to oversee partnership working and shared service delivery between six children’s centres: Campsbourne, Rokesley, Stonecroft, Stroud Green, The Ladder and Woodlands Park. All are subject to separate inspections. A review of early intervention services is ongoing in the local authority.

## 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 families**

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| <b>3</b> |
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### Capacity for sustained improvement

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

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## Main findings

Campsbourne Children’s Centre provides a satisfactory service for local families. The centre has weathered a challenging year due to the significant turnover of staff following the local authority reorganisation. A senior post is currently vacant. Nevertheless, it is clearly on an improving course as reflected in the rising number of local families from different ethnic and target groups engaging with the centre. The headteacher and the children’s centre staff team have worked effectively to overcome the staffing problems and ensure that service delivery is maintained and that the most pressing needs are met. Over the last few months the percentage of families across target groups who have registered with the centre has grown from 40% to 60%. The centre recognises that the number of families from workless homes in regular contact with the centre is not yet as positive as the numbers from other groups.

Outcomes are satisfactory overall with strengths in the partnership with health services enabling a large majority of families living in the reach area to lead healthier lives. Robust safeguarding procedures ensure that children at risk, including those subject to a child protection plan, are kept safe. Families identify strongly that the

staff welcome everyone and that their friendly and inclusive approach gives them confidence to take full advantage of the activities available. One mother's comments typify many: 'What stands out about this place is the attention to detail. The resources are so stimulating, clean and in really good condition. Staff have taken the trouble to get to know me and my son and welcome us by name even when we haven't been for a few weeks. They are just brilliant.'

Children achieve well from their starting points and the gap in achievement for the most vulnerable is closing more rapidly than seen nationally. They show positive behaviour at sessions and are building good skills for the future. Case studies and course evaluations demonstrate that some families enhance their basic skills, including English language acquisition for those who have a different home language. Parents contribute to the running of the centre in various informal ways, but there is currently no specific forum at which they can tap more directly into centre decision-making. A parent has recently joined the governing body, which is a positive step, but parents' involvement in governance is not yet strong enough.

Leadership and governance are satisfactory. The centre has a strong commitment to strive for excellence and the staff team are united in their determination to do their best for local families. The developing work with other cluster centres in the locality is proving successful in sharing best practice, for example in planning good quality sessions such as 'Stay and Play' and 'Dads' Group'. Purposeful working at the cluster partnership strategic level is focused on developing robust systems to track families and measure outcomes. The cluster action plan sets out shared priorities which are being jointly pursued. Currently, this is overshadowing the pace at which centre specific targets are being actioned. For this reason the centre's capacity for sustaining improvement is satisfactory rather than good.

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

### **Recommendations for further improvement**

- Enhance the leadership and management capacity of the centre by filling the vacant senior post as soon as possible.
- Strengthen centre action planning by setting precise and measurable targets with clear milestones that support a good pace to improving outcomes.
- Extend the centre's reach into its most disadvantaged area and engage more families in accessing the centre's services, particularly families from workless homes.
- Increase the opportunities for parents to play a full role in centre decision-making and governance.

## How good are outcomes for families?

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A large majority of local families, including those from target groups, engage with health services as reflected in a range of data which show, for example, over 90% of children being immunised by their second birthday. Healthy eating is strongly promoted by the centre and it was great to see fathers cutting up fresh fruit with their children during a very well attended 'Dads' Time' session. At 6%, obesity levels in young children are well below the local and national average. Breastfeeding is also championed and mothers confidently breastfeed their babies while enjoying play activities or social chats with other mothers. Currently at 49%, the rate of sustained breastfeeding is increasing over time.

Families with children who use the centre are safe and protected because the staff are vigilant in assessing any potential risks and work effectively to overcome them, for example by providing hot drinks in lidded, spill-proof cups. Workshops such as 'First Time Parents' cover aspects of home safety and, as a result, families enhance their understanding about how to avoid dangers. The Common Assessment Framework (CAF) is used to assess the needs of families experiencing problems, who are usually referred by social care or health partners. Team Around the Child arrangements work effectively to keep families safe, including those with children subject to a child protection plan. In the past, families have benefited from home safety checks; but this has been a casualty of the staffing shortage. The centre has plans in hand to restore this service in the near future.

Children benefit from the centre's well-planned 'Stay and Play' sessions and enjoy experiencing a range of stimulating activities indoors and outside. Those who access centre services achieve well from their starting position, as shown in the progress tracking data held by the co-located school. Around two thirds typically reach a good level of development compared to 53% across the reach area. The achievement of children in danger of falling behind is improving over time. At 28% the gap between the lowest achieving 20% of Reception-age children living in the reach area and the rest is much narrower than seen at local or national levels.

Parenting skills, confidence and self-esteem are enhanced, as demonstrated by tutor and participant evaluations which show a very positive picture of these attributes building over the duration of a specific programme. Typical feedback includes: 'It's great to meet new friends and share worries', 'My own and my child's confidence has come on a lot', and 'I am more calm now and my child no longer screams or cries when she enters a group'. Some adults access educational courses, including basic skills and English for speakers of other languages (ESOL). Although the centre gathers useful information about the extent to which parents from different target groups achieve their learning goals, it is not using this to help improve the achievement of specific target groups, for example those from workless homes.

Through volunteering, families have been encouraged to build work-place skills, but no volunteers are currently active in the centre. A course for potential volunteers is taking place shortly and one parent is signed up with expressions of interest shown by a further handful. A sizeable number of families have received support from the

Citizens' Advice Bureau (CAB) in recent years and have been helped to overcome debts and manage their finances more efficiently. So far this year, 22 families have received support and a £16,000 gain has been secured. Most families using the centre are confident to have their say and the timing of sessions has been reviewed in the light of parents' comments. However, there is no specific forum for their routine contribution to decision-making, and parents' voice in governance is currently not strong enough.

These are the grades for the outcomes for families

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| <b>The extent to which children, including those from target 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>3</b> |
| <b>The extent to which all children and parents, including those from target groups, enjoy and achieve educationally and in their personal and social development</b>  | <b>3</b> |
| <b>The extent to which children engage in positive behaviour and develop positive relationships and parents, including those from target groups, contribute to decision-making and governance of the centre</b>          | <b>3</b> |
| <b>The extent to which children are developing skills for the future and parents, including those from target groups, are developing economic stability and independence including access to training and employment</b> | <b>3</b> |

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

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The provision made for families is satisfactory. Nearly two thirds of local families are now registered with the centre, including families living in the highest area of need, but relatively fewer workless families engage with services than other groups. There is good local knowledge about local needs and community development work is proving effective as demonstrated by the increase in reach figures. In going forward, the centre is very aware of the need to market and shape services that result in even more local families accessing services.

A good number of families from many different cultural backgrounds attend the well-planned weekly 'Stay and Play', singing, dancing and musical activities, and 'Dads' Time' sessions, which are much enjoyed. As one father attending for the first time said: 'I have been made very welcome and will come again as my son is having fun.' Childminders get together at the centre every week and receive useful support concerning early learning and child development matters. The centre is appropriately adjusting its programme to achieve a better balance of universal and bespoke services. The cluster partnership is adding significantly to the range of services available across the locality, although currently only small numbers of Campsbourne families access them. The close links with other cluster centres and the co-located schools bring benefits to the quality of learning opportunities for children, and this is reflected in the good progress they make. Opportunities are provided for adults from

different target groups to enhance their education and skills, but these are not yet having the same positive impact on their achievement as do the opportunities for promoting children’s good achievement.

The quality of care, guidance and support is satisfactory. Case studies show that the collaborative services, including joint home visits undertaken by centre staff and health partners, are a good feature in helping vulnerable families overcome personal challenges, build emotional resilience and live healthier lives. Parents told inspectors how well supported they feel: ‘The staff are light touch but always there for you’ was a typical view expressed. Multi-agency meetings provide the forum in which information is shared about any families assessed using CAF and this enables coordinated support. Other outreach provision, predominantly family support work, is relatively low-level and case files are held away from the centre which makes it difficult for centre leadership to have a complete overview of the support being given to families, particularly in times of crisis.

These are the grades for the quality of provision

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| <b>The extent to which the range of services, activities and opportunities meet the needs of families, including those in target groups</b>      | <b>3</b> |
| <b>The extent to which the centre promotes purposeful learning, development and enjoyment for all families, including those in target groups</b> | <b>3</b> |
| <b>The quality of care, guidance and support offered to families, including those in target groups</b>   | <b>3</b> |

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

**3**

Well-focused leadership has ensured the centre’s satisfactory effectiveness and the efficient use of resources during a difficult period. The head of centre and small team, while being one key member short, have worked with good determination and collaboratively with partners to provide services that meet the centre’s core purpose and ensure sound value for money. The developing cluster partnership and pooling of resources is undoubtedly enhancing the centre’s capacity to extend the services available. However, there remains a pressing need to fill the vacant senior post to further strengthen this.

Governance is satisfactory. The positive relationship between the governing body and cluster advisory board ensures that accountability roles are clear. Quality assurance systems, including the planning, review and ongoing monitoring of the impact of services, are being developed jointly. The cluster action plan includes clear, strategic priorities for meeting needs across the locality. However, there is a lack of precision in pinpointing specific centre priorities, which together with the lack of distinct milestones hinder leadership’s ability to track the progress being made towards achieving identified goals.

The centre promotes equalities and celebrates diversity successfully and plays a



critical role in enhancing community cohesion. There is zero tolerance to any form of discrimination and in consequence relationships are respectful and harmonious. Families from many different heritages and social backgrounds access services and say they feel welcomed and appreciated 'for who they are and not where they are from'. Fathers with disabilities attend 'Dads' Time' where support is given to ensure full access to all the activities. Good quality early learning experiences for vulnerable young children are reflected in the rapidly closing achievement gap which is a positive indicator of the improving picture in this aspect of the centre's work.

Satisfactory safeguarding arrangements are supported by appropriate policies and risk assessments. Recruitment procedures for staff are robust and follow local authority processes. Staff maintain their knowledge of safeguarding through appropriate training and sharing information, which ensure that children at risk, including those subject to a child protection plan, are appropriately protected.

Effective partnerships result in the integrated delivery of services. The links forged with the family support service, adult education and skills providers are not as strong as with others. The centre's particularly good partnerships with health professionals, co-located schools, cluster children's centres and the CAB are reflected in the positive aspects of provision and outcomes.

Parents using the centre have reasonable opportunities to contribute to its work and direction. For example, everyone is invited to evaluate the impact of services they receive. However, the lack of more formal channels to share ideas restricts parents' influence in decision-making and governance. Outreach services are developing but further work remains to engage with more families from workless homes.

These are the grades for leadership and management

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| <b>The extent to which governance, accountability, professional supervision and day-to-day management arrangements are clear and understood</b>                     | <b>3</b> |
| <b>The effectiveness of evaluation and its use in setting ambitious targets which secure improvement in outcomes</b>  | <b>3</b> |
| <b>The extent to which resources are used and managed efficiently and effectively to meet the needs of families, including those in target groups</b>               | <b>3</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>3</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>3</b> |
| <b>The extent to which partnerships with other agencies ensure the integrated delivery of the range of services provided by the centre to meet its core purpose</b> | <b>3</b> |

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| <p><b>The extent to which the centre supports and encourages families in the reach area to engage with services and uses their views to develop the range of provision</b></p> | <p><b>3</b></p> |
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## **Any other information used to inform the judgements made during this inspection**

The most recent inspection reports for the co-located infant and junior schools were used to inform the judgements made during this inspection.

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## **Summary for centre users**

We inspected Campsbourne Children’s Centre on 6 and 7 February 2013. We judged the centre as satisfactory overall.

We chatted to some of you, your children, staff, and a wide range of partners, cluster advisory board, governing body and local authority representatives linked to the centre. We looked at case studies, evaluations of the centre’s work and a range of documents including safeguarding policies and procedures. We very much enjoyed sharing in some of the activities. Well-planned sessions such as ‘Stay and Play’ and ‘Dads’ Time’ support your children’s first steps to learning successfully. It was great seeing you having fun with your children as they made number pictures, used the wheeled toys outside and also enjoyed a healthy fruit snack. As one father attending for the first time said ‘I have been made very welcome and will come again as my son is having fun.’

As you know, the centre has come through a challenging past year largely due to the significant turnover of staff following the local authority reorganisation. This has resulted in the provision not being developed as quickly as seen in the past and we have asked the centre to sharpen its improvement targets and action planning in going forward. Due to the head of centre’s drive and the determination of the staff team, service quality has been maintained and it is great to see that the number of families accessing the centre is increasing. The centre is working well with other children’s centres to extend the range of services across the locality. Nevertheless, a key senior post remains vacant and we have asked the centre to move swiftly to fill this and to make sure that families from workless homes know what is on offer and encourage their participation in activities.

You told us clearly how safe you feel and how much you enjoy attending the sessions run from the centre. Procedures are in place to ensure the suitability of centre staff to work with youngsters. It was good to know that you experience a

warm and friendly welcome every time you attend the centre. The centre's strong partnership with health professionals means that many of you ensure your children's health is checked regularly, and through specific activities you are encouraged to eat well and exercise to ensure healthy lives. You also told us how well supported you feel at sessions or when you are visited by centre staff at home. 'The staff are light touch but always there for you' was a typical view expressed.

Centre staff help your children to build good skills during sessions and show positive behaviour. This helps them prepare for nursery and school. Some of you enhance your basic skills, including those of you learning to speak English as an additional language. The work undertaken to assist some of you in sorting out debt problems is showing good returns in helping you get back on your feet. Some of you have contributed to the running of the centre as volunteers but no one is currently doing this. A few of you said you would like to become volunteers which is great. It is promising to see a parent joining the governing body but involving more of you in decision-making is an area that we have asked the centre to strengthen.

We thoroughly enjoyed our time at the centre. Thank you once again for sharing your views with us so readily, and we send you our very best wishes for the future.

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