

Kenyngton Manor Children's Centre

Bryony Way, Beechwood Avenue, Sunbury on Thames, TW16 7QL

Inspection dates	22–23 July 2014
Previous inspection date	Not previously inspected

Overall effectiveness	This inspection:	Good	2
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 aged under five years living in the area served by the centre are registered and access services. The numbers who do so have increased substantially over the past six months despite changes to the centre's name and splitting from another centre.
- The staff team is very small, consisting of a full-time centre manager and part-time outreach worker and administrator. However, the team knows the local area very well. This has enabled staff to accurately identify groups who need support the most. The centre has been very successful in ensuring that at least the large majority of many of these groups are registered and access services.
- Children who use the centre make good progress when they are there because of a strong focus on their early learning and supporting parents. Tracking done by Kenyngton Manor Primary School shows that children who have used the centre continue to make good progress when they move there.
- The centre has some very significant successes in supporting adults in improving their skills and returning to work. The 'Work Club', run by the outreach worker, and the volunteer programme have increased adults' confidence and improved their lives considerably.
- Strong partnerships are highly effective in ensuring that this part-time centre can offer a good quality and range of services that meet the needs of local families and are instrumental in reducing inequalities.
- The local authority provides good support which combined with strong day-to-day management, very dedicated and committed staff and highly effective relationships with the link school means the centre has a good capacity to continue to improve.

It is not yet outstanding because:

- Not enough families from the least advantaged area and from workless households are engaging frequently at the sessions that are open to all although they engage very well at

sessions specific to their needs.

- The advisory board is not challenging the centre enough. Not enough parents from groups who need most support are represented on the board or attend the parent forum meetings.
- The centre's action plan does not have measurable improvement targets linked to key priorities.

What does the centre need to do to improve further?

- Ensure that more priority families not only come frequently to groups designed to meet their specific needs but also to the centre's sessions that are open to all by:
 - monitoring more closely which families are using the centre
 - establishing why some families are reluctant to use the centre after they register
 - working with partners to identify what the specific needs are of those families
 - and fine-tuning services to meet those needs.
- Develop the role of the advisory board and provide parents with more formal opportunities to shape services by:
 - increasing members' understanding of data and other information required to measure the centre's impact on groups who need most support
 - enlarging the number of parent representatives on the advisory board
 - re-establishing the parent forum to ensure a wider representation from priority groups.
- Ensure the centre's action plan has clear, measurable targets linked to its impact on the families who need support the most in the local area.

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 two additional inspectors.

The inspectors held meetings with the centre manager, head of school for Kenyngton Manor Primary School, governor for The Howard Partnership Trust, the chair of the advisory board and representatives of the local authority. They also spoke to several partners such as those from health services, adult learning and local nurseries as well as parents and volunteers.

The inspectors visited sessions and activities taking place during the inspection including an 'Active Tots' session in the local park.

They looked at a range of relevant documentation including the centre's self-evaluation and action plan, a sample of case studies and safeguarding policies and procedures. The centre manager, local authority representative and the headteacher attended all meetings of the inspection team.

Inspection team

Joan Lindsay, Lead inspector

Additional Inspector

Clive Blanchette

Additional Inspector

Full report

Information about the centre

Kenyngton Manor Children's Centre is a stand-alone centre that was first designated in 2008. The centre was originally on a split site and known as Sun Ash Children's Centre. It is now located in Kenyngton Manor Primary School. With effect from March 2014, management of the centre was taken over by the school's governing body after it converted to academy status under The Howard Partnership Trust. There is an advisory board in place. The school is subject to a separate inspection. The report can be found at www.ofsted.gov.uk.

The centre is open for 15 hours per week for information and advice and operationally for 30 hours per week. The centre also operates from a community venue based in the least advantaged part of the area served by the centre.

There are 715 children under five in the area served by the centre. The area includes six 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 only slightly above the 30% rating. Most children are from White British heritage families with approximately 20% from minority ethnic groups. The percentage of children under five living in workless or low income households is 17% which is well above the Surrey figure of 5.8%. There are 15.5% of eligible families benefiting from the childcare element of working tax credit, higher than the Surrey figure of 13.6%. Children generally enter the Early Years Foundation Stage at levels below those expected for their age.

The centre has identified priority groups needing most support as: workless households with young children; children who live in the least advantaged area of Sunbury Cross and families with two-year-old children considered to need most support.

Inspection judgements

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

- Health visitors and midwives promote the centre well and conduct checks of mothers-to-be and young children on the premises. This has improved access for those families. The outreach worker's attendance at local baby clinics ensures that families are made aware of the centre. This has had a positive impact on the numbers who are registered and use the services.
- Staff have been particularly successful in encouraging families with two-year-old children who need additional support to use the centre regularly. Good links with local nurseries have enabled the large majority of those children who are eligible to access free early education. Parents are very appreciative of the centre's support with applications stating 'I would never have known about it without them'.
- The use of the Sure Start bus on a regular basis and weekly sessions held in the Ex-Servicemen's Club has had a positive impact on the number of families registering and accessing centre services. This is especially effective given the small size of the centre's main building which limits the number of families who can use it.
- Families who are referred to the centre for one-to-one support remain engaged well until their needs are met because staff build up excellent relationships and gain their trust.
- Almost all children aged three and four take up their entitlement to free early education. Close links with the school's nursery and other local settings mean the centre can provide

effective support to families to access these.

- The centre provides a range of services to meet the needs of the groups who need support the most. This includes a 'Work Club' and literacy and information and communication technology (ICT) courses. Priority groups engage very effectively with these specific courses. However, the number of families from workless households who engage regularly in 'open' sessions such as 'Play and Learn' is relatively low.

The quality of practice and services

Good

- The centre offers good quality, wide-ranging and relevant services for families. This is particularly impressive given the fact the centre is only open part time and there are only three staff, two of whom are part time.
- There is a higher percentage of services to meet the specific needs of priority families or groups than those open to all. There are regular structured parenting courses, one for victims of domestic violence and several aimed at improving adults' skills and employability. These have all had a considerable impact on families. For example, a large number of those who have used the 'Work Club' have then gone on to employment or further education.
- There is a strong focus on children's early education and getting them ready for school in the sessions open to all. Planning for sessions such as 'Play and Learn' link activities to the most important areas of learning. There is a lot of information dotted around the centre to support parents to help their children learn. All of this has had a positive impact on outcomes for children at the end of the Early Years Foundation Stage. Indications are that results at the link school have improved considerably in 2014 and children who have accessed the centre make good progress.
- Health outcomes are improving in the area although some of the data provided is not drilled down to the centre's specific locality. Healthy cooking courses, and outdoor sessions with a focus on physical activity have all contributed to parents' better understanding of how to help their families lead healthy lives.
- The quality of care, guidance and support that individual families receive is outstanding. Parents who have been helped in this way by the outreach worker or centre manager have seen significant improvements in their lives. This is because families trust staff and there are excellent relationships with other agencies such as health services and the Family Support Worker. Parents typically comment 'The centre has been miraculous for me' and 'I really feel like a new person now'.
- Volunteers play an important role in the centre especially given the small staff team. They improve their confidence and skills very well, reflected by comments such as 'I've really bloomed'. Some have used it as a stepping-stone to employment. However, not enough parents are involved formally in the running of the centre such as through an active parents' forum or attendance at the advisory board.
- The centre tracks which courses adults do and there is some follow-up of longer-term outcomes but there is not a consistent method to do this.

The effectiveness of leadership, governance and management

Good

- The centre is led well; there is a clear and effective line-management structure in place despite the relatively new governance arrangements. The local authority provides regular and useful monitoring and support. However, changes to the centre's name and the area it serves only took effect from March 2014. As a result there is not yet an action plan in place

that has clear, measurable targets for the 'new' centre.

- The advisory board is relatively new having been reconstituted following the restructure. As yet members, although very supportive, are not using the information and data available to challenge the centre rigorously enough.
- Centre staff are very well trained and experienced in aspects that meet local needs. For example, staff can run or co-facilitate healthy eating courses, the 'Work Club' and the domestic violence programme. The centre's training plan and professional development targets reflect the links to supporting families who need it most. This is having a positive impact on reducing inequalities and bettering families' lives.
- Resources, especially staff, are used very effectively to meet the requirements of local families in particular those who need support the most. Although the centre is small, excellent collaboration with other partners, and the use of outdoor spaces, a community venue and the Sure Start bus ensure that services are delivered where they are needed most.
- Safeguarding children and families is entrenched in all the centre's work. Staff do not hesitate to involve social care if there are any concerns about risks to a child's safety or care. All the children in the local area who are subject to a child protection plan are supported by the centre as are the majority of children who are looked after or are children in need. This enables the centre to ensure these children are safeguarded effectively. Safeguarding policies and procedures are very strong.
- Those who use the centre are extremely positive about it and feel it plays an important role in their lives. Families describe the centre as 'amazing' and would recommend it to all parents in the local area. They are sure their views are listened to but there are no formal methods to ensure these views are passed on to the advisory board. However, a parent has just been appointed to chair the board and there are plans to re-launch the parent forum.

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

Unique reference number	23262
Local authority	Surrey County Council
Inspection number	446878
Managed by	The Howard Partnership Trust on behalf of the local authority
Approximate number of children under five in the reach area	715
Centre Manager	Christine Cudmore
Date of previous inspection	Not previously inspected
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