

Rowland Hill Children's Centre

White Hart Lane, Tottenham, London N17 7LT

Inspection date 29–30 January 2014

Overall effectiveness	This inspection:	Good	2
	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.

- Over 80% of children under five years of age are registered with the centre and the large majority of these are involved with centre services. In the most deprived area of the centre's reach area, 88% of children are registered with the centre.
- Outreach work is particularly effective in identifying and contacting vulnerable families, supporting them to access centre services.
- Parents build their skills and manage their children's behaviour positively as a result of attending the centre's well-planned programmes. Parents sustain involvement with the centre through a comprehensive training programme that supports volunteering and actively encourages them to volunteer in a range of activities.
- The large majority of children make good progress in their learning from very low starting points. Tracking of children's development in the nursery school shows that those who have attended centre services make even better progress than those who have not.
- The exceptionally strong leadership team in the centre is very effective at driving improvement and ensuring that services and activities are managed efficiently and meet the diverse needs of families in the area. As a result, families feel valued and are eager to contribute to service developments.

It is not outstanding because:

- The centre is developing tracking for example for those who access courses such as English for Speakers of Other Languages (ESOL). However, the centre does not sufficiently follow-up or track the progress that adult learners make when they attend training beyond the cluster centres, such as the local college, or how this has an impact on the well-being of the family.
- Governors and members of the Cluster Advisory Board are still developing their understanding about how to provide effective challenge to the centre to drive its continuous improvement.

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 one of Her Majesty's Inspectors and an additional inspector.

The inspectors held meetings with governors, leaders and managers in the centre, Cluster Advisory Board members, centre staff, family support staff, the local authority, cluster early intervention co-ordinators, parents and volunteers, and partners from health, Jobcentre Plus, the Citizens Advice Bureau, the Lullaby Project and 'Living Under One Sun'.

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

Inspection team

Denise Blackwell	Her Majesty's Inspector, Lead inspector
Ann Janssen	Additional inspector

Full report

Information about the centre

Rowland Hill Children's Centre is a stand-alone centre that is located on the site of Rowland Hill Nursery School. It works in a cluster arrangement with three other centres in the area to deliver some of its services. The centre is managed by the governing body of Rowland Hill Nursery School on behalf of the local authority. There is a Cluster Advisory Board which is shared with the three other centres in the cluster. The centre is open for 48 weeks of the year and works closely with the on-site nursery school, which also has registered childcare provision for two-year-olds. The nursery school and registered provision are inspected under separate arrangements. Children's levels on entry to Early Years Foundation Stage provision are significantly lower than those expected for their age.

There are 1,009 children under five years who live in the reach area. Families come from a variety of backgrounds with the largest ethnic groups being Black African, Black Caribbean, White British and Other White. There is also a significant number of families of Roma and Somali heritage. There are 42.6% of children living in households in receipt of out of work benefits in addition to 29.7% lone parents claiming income support. There are high levels of families living in temporary accommodation with 47.6% of the housing stock categorised as 'non-decent'.

The centre is located in an area of significant deprivation covering eight Lower Super Output Areas. One of these is within the 5% most deprived in the country, five fall within the 10% most deprived and the remaining two fall within the 15% most deprived. Due to the significant levels of deprivation within the whole of the reach area, all families are regarded as target families.

What does the centre need to do to improve further?

- Continue to improve the knowledge and understanding of governors and members of the Cluster Advisory Board to ensure that:
 - governance arrangements become fully embedded
 - governors and members of the Cluster Advisory Board provide robust challenge that will drive the continuous improvement of the centre and effectively challenge the centre about its performance
- Improve the tracking of adults who attend adult learning courses outside of the cluster arrangement, such as literacy and numeracy, to develop a clear understanding of:
 - the number of parents from target groups who access adult learning that will improve their economic stability
 - the ongoing impact of adult learning on improving the lives of target families

Inspection judgements

Access to services by young children and families Good

- The excellent partnership arrangements with health services are very effective in increasing the registration of families in the area, including pregnant women and those most in need of support. The delivery of Jobcentre Plus and Citizens Advice Bureau services in the children's centre provides additional registration opportunities for families. These strong partnerships ensure families are informed about what the centre provides and how they can support them and their children.
- Outreach work is used effectively to collect information about the reach area and make contact with families who do not attend centre services. Targeted work has resulted in an exceptional increase in registrations of those who are living in the most deprived area within the centre's reach area. Visits to local primary schools at home time provides local parents with information about services in the centre and encourages their engagement.

- The centre has high numbers of referrals for two-year-old places in their linked childcare provision. They rightly prioritise those who are most vulnerable such as children subject to a child protection plan and children in need. When two-year-old places in the linked provision are full, the centre facilitates arrangements for children to attend local provision of good or better quality.
- Attendance and participation at centre services is regularly monitored. Non-attenders are contacted to identify why they do not attend, to gauge the relevance and usefulness of the courses or to ensure their needs have been met effectively. The information from these calls is then used effectively to develop activities or enhance sessions to further increase the engagement of target families.
- The centre has developed strategies to improve their contact with Roma and Somali families. They go to areas they know these families access, such as the local market. As a result, they have recorded contact with 135 Roma adults and two Roma children attend the nursery school, though staff understand they still have work to do to build their trust so that they feel able to register in greater numbers with the centre.

The quality of practice and services

Good

- Parents refer to their involvement with the children's centre as the start of their journey towards improving their lives and those of their children. They benefit from a range of high-quality opportunities, such as 'Chatter Matters' and the 'Lullaby Project', that improve their parenting skills and their understanding of how to support their children's development. As a result, they grow in confidence, are less isolated and are inspired to share their culture and heritage with their children and each other through 'Heritage' events in the centre.
- Rowland Hill functions as one integrated service that delivers continuous provision from pregnancy until children start primary school. Parents remain engaged with the centre through a comprehensive training programme that supports volunteering and actively encourages them to volunteer in a range of activities. There are many examples of volunteers who have gone on to gain employment and continue to contribute to the centre as parent governors.
- The high-quality activities in the centre engage children and support their learning. Staff act as good role models and encourage parents to join in sessions such as rhythm and rhyme time with their children. Children clearly enjoy activities and are reluctant to leave when the sessions are finished.
- The centre provides excellent care, guidance and support, especially through their partnership with Jobcentre Plus and the Citizens Advice Bureau. They specifically focus on, and have been very successful in, improving debt management, maximising income and supporting people back into employment, which is helping to alleviate child poverty and reduce inequalities.
- Centre staff provide parents with good-quality training to develop children's language skills and improve their knowledge of sleep management, oral hygiene and managing behaviour. Parents who need additional help to improve their parenting skills are referred to specialist courses via the Family Support Worker. Health partners work closely with centre staff, monitor children's progress and make referrals for parents and children to attend specialist services such as speech and language therapists where a specific need is identified.
- The centre provides excellent opportunities for parents and children to gain a better understanding of eating more healthily, for example by growing food in the community garden. Parents and carers specifically comment on the positive impact this has on their children's eating habits and behaviour around food. This has also led to parents volunteering with the organisation which runs the project. Some parents have been inspired to progress onto accredited study programmes in herbal medicine.
- Currently, not enough parents from target groups are accessing services to enhance their economic stability and well-being. Additionally, the progress of adults who attend adult learning courses outside of the cluster arrangement, such as literacy and numeracy, is not being tracked well enough.

The effectiveness of leadership, governance and management

Good

- There is a very strong culture of safeguarding in the centre supported by effective partnerships, robust policies and clear procedures for information sharing between the centre, social care and health. All staff in the centre are aware of which children are subject to child protection and children in need plans or have had their needs identified through the Common Assessment Framework procedures. The exceptional understanding of parent involvement workers in relation to children's welfare concerns ensures everyone in the centre understands their role in working collaboratively to reduce the risk of harm to the most vulnerable.
- The integrated approach to service delivery ensures that resources are used very effectively to meet the needs of families. School staff support some centre activities enabling them to build their understanding of families' needs and providing a familiar face for families when children start attending the nursery school. Services such as the 'Lullaby Project', which initially focused on funded two-year-olds, are used creatively to enhance the whole of the provision and develop all staff's understanding and knowledge.
- The early intervention coordinators in the cluster work collaboratively to share practice and develop a consistent approach to reporting on progress. The performance and monitoring officer works closely with them to ensure data are presented in a format that enables them to evidence the progress being made against the targets in the service level agreements. As a result, some of the toolkits developed for the cluster have been taken up by the local authority to ensure a consistent approach for all centres relating to the evaluation of the services they provide.
- The inspirational and highly effective leadership is driving improvements and ensuring the efficient use of resources. Centre leaders are particularly effective at developing partnerships and practice that ensure a fully inclusive environment where all families are valued and diversity is celebrated. The evaluation of services and activities consistently show that parents are making rapid progress in building their confidence and increasing their understanding of how to support their children's development.
- There are a number of governors who have recently joined the governing body and the children's centre cluster arrangements are still relatively new. Governors are provided with helpful data and information at meetings to assist their understanding about the purpose of the centre and are working with a consultant to help ensure the centre is setting appropriate priorities. However, not all governors and advisory board members are yet providing robust enough challenge to the centre to further drive their improvements.
- The local authority has listened to what centres require to be improved with regard to the data it provides. A new data pack is being developed to enable centres to compare their performance with national and local authority averages and to help them to keep a closer check on centre performance.

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.

Children's centre details

Unique reference number	22567
Local authority	The London Borough of Haringey
Inspection number	430153
Managed by	The Governing Body of Rowland Hill Nursery School
Approximate number of children under five in the reach area	1,009
Early Intervention Coordinator	Antonia Wheeler
Date of previous inspection	Not previously inspected
Telephone number	020 8808 6089
Email address	admin@RowlandHillNursery.haringey.sch.uk

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