

SURESTART

England & Wales · Charity number 1064759

Details

Status Registered

Legal form Other

Registered 1997-10-09

Register [View on the Charity Commission register](#)

Contact

Address Ockendon Family Hub
2a Afton Drive
Ockendon
South Ockendon
RM15 5PA

Phone 07587005472

Email surestart1@aol.com

Activities

Objects: THE AIMS OF THE PRE-SCHOOL ARE TO ENHANCE THE DEVELOPMENT AND EDUCATION OF CHILDREN PRIMARILY UNDER STATUTORY SCHOOL AGE BY ENCOURAGING PARENTS TO UNDERSTAND AND PROVIDE FOR THE NEEDS OF THEIR CHILDREN THROUGH COMMUNITY GROUPS AND BY:(A) OFFERING APPROPRIATE PLAY, EDUCATION AND CARE FACILITIES, FAMILY LEARNING AND EXTENDED HOURS GROUPS, TOGETHER WITH THE RIGHT OF PARENTS TO TAKE RESPONSIBILITY FOR AND TO BECOME INVOLVED IN THE ACTIVITIES OF SUCH GROUPS, ENSURING THAT SUCH GROUPS OFFER OPPORTUNITIES FOR ALL CHILDREN WHATEVER THEIR RACE, CULTURE, RELIGION, MEANS OR ABILITY;(B) ENCOURAGING THE STUDY OF THE NEEDS OF SUCH CHILDREN AND THEIR FAMILIES AND PROMOTING PUBLIC INTEREST IN AND RECOGNITION OF SUCH NEEDS IN THE LOCAL AREAS;(C) INSTIGATING AND ADHERING TO AND FURTHERING THE AIMS AND OBJECTS OF THE PRE-SCHOOL LEARNING ALLIANCE.

Activities: To provide affordable, quality childcare for 0-12 year olds.

Classification

- **How:** Provides Services
- **What:** General Charitable Purposes, Education/training, Economic/community Development/employment
- **Who:** Children/young People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

Geography

- **Area of benefit:** SOUTH OCKENDON
- Thurrock

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£335,074	£329,604	-	-
2024-03-31	£299,161	£284,755	-	-
2023-03-31	£263,366	£280,217	-	-
2022-03-31	£279,718	£247,758	-	-
2021-03-31	£290,263	£247,143	-	-

Trustees

Name	Role	Appointed
Mackenzie Klessa-Smith	Chair	2023-01-16
Kirsten Regan		2018-01-17
Leanne Starr		2024-10-08
Pricila Zanini		2020-11-19
Rebecca Willers		2024-05-21

SURESTART

England & Wales - Charity number 1064759

Accounts

SURESTART 'Where Kids Come First'



ANNUAL REPORT 2025

Registered Charity Number: 1064759
Registration Ofsted Number: EY337731

SURESTART 'Where Kids Come First', Ockendon Family Hub, 2a Afton Drive, South Ockendon, Essex, RM15 5PA
Tel: 01708 670011 Mobile: 07587 005472 E-mail: surestart1@aol.com

Our Charitable Aims for our work with Children and Families

Our charitable aim is "to provide children in our care with opportunities to LEARN THROUGH PLAY in a stimulating and exciting setting. We also wish to support families and encourage their involvement in their children's education outside of the home. In providing quality care we are committed to developing the full potential of all our children and staff".

Our Groups and Fees from April 2025-March 2026

GROUPS	AGE	TIME	COST	DAY
Breakfast Club	Rising 5 to 12yrs	7.30am to 8.45 am	£7.14	Monday to Friday Term time only
Pre-School Morning Sessions	2 to 5yrs	8.30am to 11.30am	£21.63 or free entitlement	Monday to Friday Term time only
Pre-School Afternoon Sessions	2 to 5yrs	11.30am to 2.30pm	£21.63 or free entitlement	Monday to Friday Term time only
Full-Day Care Morning Sessions	0 to 5yrs	8.00am to 1.00pm	£35.80	Monday to Friday 38/51 weeks per year
Full-Day Care Afternoon Sessions	0 to 5yrs	1.00pm to 6.00pm	£35.80	Monday to Friday 38/51 weeks per year
Full-Day Care Full Day	0 to 5yrs	8.00am to 6.00pm	£68.02	Monday to Friday 38/51 weeks per year
After School Kids Club	Rising 5 to 12yrs	3.00pm to 6.00pm	£18.87	Monday to Friday Term time only
Holiday Club	Rising 5 to 12yrs	8.00am to 6.00pm	£35.80	Monday to Friday using Thurrock Council school calendar
Holiday Club	Rising 5 to 12yrs	8.00am to 1.00pm OR 1.00pm to 6.00pm	£17.90 £17.90	Monday to Friday using Thurrock Council school calendar

DETAILS OF STAFF AND VOLUNTEERS			
STAFF MEMBERS	JOB ROLE	START DATE	EXPERIENCE/TRAINING/ QUALIFICATIONS
Lucy Pollock	Manager/Safeguarding officer/Keyworker	March 1993	NNEB III /First Aid/ Safeguarding
Tanya Gould	Deputy Manager/Room Leader/Keyworker/Behaviour Officer	Jan 2000	Cache III /First Aid/ Safeguarding
Tammy Marsh	Nursery Practitioner/ Keyworker/Speech & Language Officer	June 2002	NOCN in Childcare II (not FAR) /First Aid
Jackie Goulden	SENCO/Nursery Practitioner/Keyworker	June 2007	NVQ III in Childcare and Education /First Aid
Rita Town	Kitchen Assistant	April 2002	First Aid/Food Hygiene
Lorraine Latham	Nursery Practitioner/ Keyworker	June 2017	Cache III /Food Hygiene/ First Aid
Laura Dove	Cleaner	July 2017	
Angel Jolly	Nursery Practitioner/ Keyworker	Sept 2018	Children & Young People Level II (not FAR)/First Aid
Tina Bottjer	Joint Room Leader/2 yr old Officer/ Keyworker	March 2022	Cache Level 4/First Aid
Katie O'Connell	Joint Room Leader/2 yr old Officer/ Keyworker	March 2023	Level III in Childcare/First Aid
Munni Islam	Nursery Practitioner	Sept 2023	BA Childhood & Youth Studies (not FAR)/ First Aid
Tia Reeves	Nursery Practitioner	July 2024	Cache III
Sarafina Dolcey	Lunch Cover	On Probation	
Gillian Davidoff	Administrator & Finance	Jan 2025 left Oct 25	Bookkeeping Level 2, Sage Online
Joanne Town	Kitchen Assistant	Jan 2025	Food Hygiene
Megan Brace	Nursery Practitioner	On Probation	

Below is an example of staff deployment

Wednesdays																					
	06:30 to	07:00 to	07:30 to	08:00 to	08:30	09:00 to	09:30 to	10:00 to	10:30 to	11:00 to	11:30 to	12:00 to	12:30 to	13:00 to	13:30 to	14:00 to	14:30 to	15:00 to	15:30 to	16:00 to	16:30 to
Lorraine																					
TANYA																					
Angel																					
Munni																					
Katie																					
Jackie																					
Jo (Kitchen)																					
Tammy																					
Tina																					
Tia																					
Rita																					
LUCY (Manager)																					
Gillian (Admin)																					
Laura (Cleaner)																					
HAVE	0	0	6	6	6	6	6	6	6	6	6	6	5	5	4	4	4	4	4	4	4
NEED				5	6	6	6	6	6	6	6	6	6	5	5	5	4	4	4	4	4
				BB x 23 (9)								BB x 18 (6)						BB x 9 (3)			
				CC x 6 (1)								crossover 23(9)						CC x 2			

Captain

Blustery Bay

Calm Cove

Kitchen (On Call)

Kitchen (No Kids)

Escort/Cleaning

Fortnightly Supervision

Office

Lunch

The SURESTART Staff 2025 (and Task Group names)



**Lucy (Limpets)
Manager &
Safeguarding**



**Tanya (Terrapins)
Deputy Manager &
Blustery Bay Room Leader**



**Tina (Turtles)
Joint Calm Cove Room Leaders**



**Jackie (Jellyfish)
SEND Co-ordinator**



Rita - Kitchen



Jo - Kitchen



Laura - Cleaner



Tammy (Tuna's)



Lorraine (Lobsters)



Angel (Angelfish)



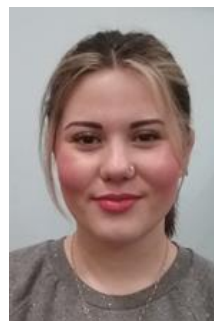
Tia (Tiger Sharks)



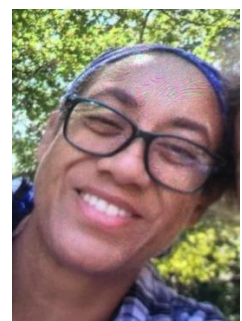
**Munni (Manta Rays)
Cover)**



Gillian



Megan (Manatees)



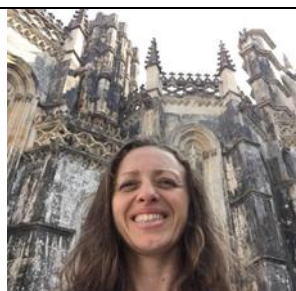
Sarafina (Lunchtime)

TRUSTEES ON THE MANAGEMENT COMMITTEE



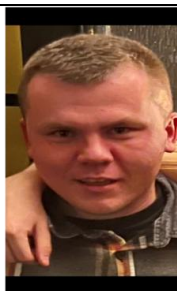
Kirsten Regan - Vice-Chair & Secretary Community Representative

I have lived in South Ockendon all my life. Upon leaving school I worked in the City, having a short break from work to have my children, before starting here at Surestart in 2003. I have seen lots of changes in Ockendon over the years and have a keen interest in our local community. Although I left SURESTART as employee just over a year ago, I am very lucky and grateful to remain part of the "family" by being a Committee Member.



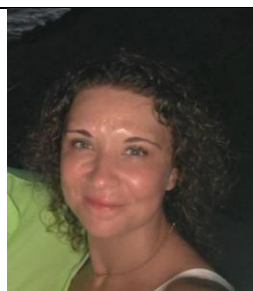
Pricila Zanini Parent Representative

I have a toddler that has been attending Surestart since November 2024. I also have two daughters that have attended Surestart for over 3 years, until they started primary school, in 2021 and 2023. As our first language at home is Portuguese, my girls became fluent in English when attending Surestart. My youngest daughter has also developed so much confidence here, as she was very shy. My daughters still attend Holiday Club and love them! I have complete confidence that Surestart staff are dedicated and passionate for what they do and I can see how much my children have learned. I joined the Committee in 2020 as a parent representative and hope to support with continued communication between parents and staff. My role is to bring a parental perspective to support the nursery to achieve its highest aims and standards



Mackenzie Klessa-Smith - Chairperson Community Representative

Hi, my name is Mack and I'm currently chair of the committee. I decided to join many years ago because I wanted to make a difference and help keep this wonderful charity running for another 30 years. I did attend this nursery when I was a child, so it feels great to see that the nursery is still running and providing a service to the local community.



Rebecca Willers - Treasurer

Parent Representative

I have a 3-year-old that has been attending Surestart since she was a year and I also have siblings that attended Surestart many years ago, providing our family with meaningful respite for my disabled sister. I am incredibly grateful for the wonderful opportunities and loving environment that is offered to my daughter at Surestart and I wished to volunteer and offer my professional experience to the committee, therefore joining in June 2024. I am also a qualified special needs teacher and a designated safeguarding lead within my role at a maintained SEND school in Harlow.



Leanne Starr

Parent Representative

I've been a proud parent of a child who has attended Surestart since 2021, starting when he was just 9 months old. From that first visit, I knew Surestart was the place for him. The atmosphere, the staff, and the setting immediately felt like the perfect fit, unlike anything I had encountered in other nurseries or with childminders in the area.

Now, my son continues to enjoy Surestart's Holiday Club throughout the year, and I've witnessed first-hand the nurturing, supportive environment they provide. The staff at Surestart are truly exceptional, and it's this level of care that inspired me to join the committee. I wanted to ensure that the staff continue to be supported and that other parents can feel the same warmth and reassurance I feel every time I drop my son off.

Being a part of the committee allows me to contribute to maintaining the positive, welcoming environment that made Surestart the right choice for us. I'm passionate about ensuring it remains a place where all children and families feel valued and cared for.

Chairpersons Report

SURESTART 'Where Kids Come First' - 2025

Dear Parents and Carers,

Welcome and thank you for attending the SURESTART 'Where Kids Come First' Annual General Meeting. This meeting will last around 60 minutes.

The AGM is a legal requirement under our charitable status and Constitution and is held around this time each year. We have to make sure we report on the business side of the charity and its operations, and this year covers the financial matters from 2024/25, as accounts are always a year behind. The rest of the report and information will pertain to the operational year 2025.

I'll start with introductions to the current Committee members.

Chair - Mack Klessa-Smith

Vice Chair - Kirsten Regan

Secretary - Kirsten Regan

Staff representative -

Treasurer/Safeguarding - Rebecca Willers

Parent representatives - Pricila Zanini, Leanne Starr

Property Trustees - Phil Brown, Peter Whiffen

I have been on the Committee for 3 years now. I took over as Chair after Samara Tor left at the start of 2025. To run as a successful Committee, we need a minimum of five members, so we are always looking for others to join us on the Committee team to keep this wonderful community charity going. This is important to keep in line with our Constitution and charitable status. If you feel that yourself or a relative would like to join the Committee, please let us know after this meeting.

A role on the Committee is very rewarding and there are plenty of opportunities in getting involved and developing the charity for the future. You would need to be able to attend around 4-5 meetings per year. There may be occasions where something may crop up through the year that may need to be discussed as a Committee sooner than when a meeting has been scheduled.

At least 50% of all meetings are held virtually to make attending easier. You may be occasionally asked to take on a specific task such as helping with quality audits, recruitment, marketing or fundraising and events.

This year has improved financially for all involved with the minimum living wage being increased as well. The Trustees are still committed to overseeing the financial processes of the charity. Running a successful and sustainable nursery continues to be a huge challenge and the team at SURESTART continue to deliver an excellent service for the children and families in South Ockendon and beyond.

We continue to work in partnership with the Family Hub and other local community organisations to ensure that we support the local community as best we can. We have been lucky to receive help and donations from local businesses, including TK Maxx who have kindly donated towards the charity which will certainly help SURESTART.

We will be seeing our nursery staff Munni going on maternity leave next month and wish her all the best for the new arrival to her family.

Some of the Committee aims for the future include:

1. Setting up three parent forums per year so that we can share and keep parents/guardians up to date with all relative information.
2. Setting up regular Committee audits throughout the year to ensure the nursery operations are running smoothly. This then gets fed back to the Committee and management team to make tweaks and alterations where necessary in a timelier manner.
3. Having a Fundraising plan in place that will provide funding that can support projects that will benefit all the children that attend SURESTART (for example sensory equipment, general updating and maintenance of the nursery practice).
4. Continuing to encourage new members to join to increase the membership of this wonderful charity for the future to come.
5. Setting a Committee Management action plan so the Committee members know what duties are required, by when and by whom.

If anyone has any suggestions, please do let us know.

Thank you again to everyone who continues to support us as a charity.

Regards

Mack Klessa-Smith

Chairperson

TREASURER'S REPORT 2024/2025

My name is Rebecca Willers, and I am the Treasurer for the setting. I joined the Committee in Summer 2023.

Please note that the accounts included in this report cover the period April 2024 - March 2025.

Demand for Wrap Around Care has continued to reduce slightly. We believe this is due to local schools offering more competitively priced provision, alongside many families now benefiting from flexible working arrangements. Our Holiday Club, however, has remained popular, and we hope to continue building on this moving forward.

With more working families now able to claim the 30-hour funded entitlement for 3- and 4-year-olds (for 38 weeks of the year), we have seen a decrease in full-day care and an increase in sessional pre-school places. We have also seen growing demand for places for 2-year-olds and 9-month-olds as the new 15-hour funding scheme has been introduced for working families.

We would like to remind parents to please complete all relevant sections of the funding forms when submitting initial paperwork, including ticking the box that allows us to check eligibility for Early Years Pupil Premium. This additional funding helps us to purchase resources and provide further support for children. More information can be found on the government "Best Start in Life" website.

We have continued to reduce postage and stationery costs by making greater use of our Babysdays system to communicate events, updates and information electronically.

Throughout the year, we have worked to strengthen our forecasting of income and expenditure. This supports informed decision-making, particularly around fee setting and managing the ongoing impact of National Living Wage increases, which continue to raise staffing costs year on year. Upcoming National Insurance increases are also expected to add further pressure to staffing expenses, and we anticipate this will influence overall costs in the coming financial year. As expected, staffing remains our largest area of expenditure, reflecting our commitment to maintaining safe ratios and high-quality care.

The introduction of extended funding for working families has, overall, been very positive and a great support to many families in our community. While we previously had concerns that funding rates might not fully cover delivery costs, the rates agreed for 2-year-olds and 9-month-olds are currently meeting our costs. This helps us to continue working towards maintaining a small surplus rather than operating at a deficit.

Overall, the year has closed with a positive balance of £5,470, leaving the nursery in a stable financial position as we move into the next financial year and allowing us to continue investing in resources and improvements for the children.

We will continue to remain transparent with our finances and ensure that all funding is used to directly benefit the children and families we support.

SURESTART

Registered Charity – 10647590

Income & Expenditure Summary for The Years Ended 31st March

Income	2025	2024
	£	£
Grant Funding	357	750
Full Day <i>Less refunds*</i>	102,973	111,992
Kid's/ holiday club	28,636	31,652
Pre-school & grants	183,213	148,150
Fundraising	246	204
Breakfast club	14	---
Lunch / Dinner club	5,200	4,434
Other income/donations	<u>15,435</u>	<u>1,979</u>
	<u>335,074</u>	<u>299,161</u>

**full day income adjusted by unpaid cheques & refunds.
(reimbursement of fees)*

Expenditure

Equipment& fittings	3,639	2,180
Fundraising/ photographs	308	608
Sundry/ food & supplies	16,496	19,873
Wage, Nat. Ins., pensions & Vouchers	271,501	238,160
Rent, rates & cleaning	25,179	15,525
Postage/stationary & office	2,112	1,205
Telephone, mobile & Internet	1,574	1,184
Bank charges	---	---
Insurances	2,907	1,507
Subscriptions, training, travel	816	901
Legal & prof. Fees	<u>5,072</u>	<u>3,612</u>
	<u>329,604</u>	<u>284,755</u>

Surplus (Deficit)	5,470	14,406
<u>Bal b/fwd.</u>	<u>134,912</u>	<u>120,506</u>
<u>Bal c/fwd.</u>	<u>140,382</u>	<u>134,912</u>

**Represented by banks as at 31.3.2025,
petty cash floats, accruals and creditors
checked and verified 31.07.2025*

Bodell & Co
Accountants
BA Hons

Tel: 07923287024
Email: bodellfinance@gmail.com

MANAGER'S REPORT 2025

Dear Parents - We have waited 6 years for our Ofsted inspection so I thought I would use their report of us in place of my manager's waffle! The other two major events in 2025 were the change of staff and the increase of 30 hrs funding to all our eligible under 5's which has seen our Calm Cove (0-2 room) bursting at the seams some days, this will be reflected in the accounts 25/26. Thank you for all your continuous support. Lucy



Inspection of Surestart - Where Kids Come First

The Ockenden Children's Centre, 2a Afton Drive, SOUTH OCKENDON, Essex RM15 5PA

Inspection date: 25 June 2025

Overall effectiveness	Good
------------------------------	-------------

The quality of education	Good
--------------------------	-------------

Behaviour and attitudes	Good
-------------------------	-------------

Personal development	Good
----------------------	-------------

Leadership and management	Good
---------------------------	-------------

Overall effectiveness at previous inspection	Good
--	------

Inspector
Keiley Pedro

What is it like to attend this early years setting?

The provision is good

Children come into the nursery excited to learn and to share their news with staff about what they have done since they last met. They are aware of the routines, and they independently hang their belongings up and make their way to a chosen activity.

Children have developed very strong attachments with staff, who have created a safe environment where children are confident, happy and secure. Staff have high expectations of children's behaviour, and they have created a culture of mutual respect. Positive behaviour is promoted through encouraging responsibility, for example involving children in tidy-up routines. Children are given scripts to help them navigate difficult situations. For example, when they face difficulties with friends, staff remind them to say, 'Please don't do that, I don't like it.' This empowers children to recognise and respond to uncomfortable and unwanted situations.

Children are provided with a stimulating learning environment full of activities to explore. Staff plan an exciting curriculum using books as their theme. This promotes a love for books and reading. Children are engaged and enthusiastic when they listen to stories that are brought to life through staff's animated and expressive reading. Children are encouraged to create their own stories, which staff scribe for them, and they add illustrations to create their own personalised storybook.

What does the early years setting do well and what does it need to do better?

- Effective monitoring systems are in place to ensure all children make good progress. When additional support is needed, referrals are made promptly, enabling children, including those with special educational needs and/or disabilities (SEND), to access appropriate help and continue to achieve well.
- Older children develop resilience, learn how to think ahead, trust themselves and figure out how risky something is when they take part in risky play activities. They hang upside down on a large climbing frame, using just their legs to secure themselves, and they use hammers and nails to create a small wooden scarecrow. Children confidently explain how they made and dressed their scarecrow to go in the garden to scare the birds away.
- Overall, staff provide effective support for children's communication and language development. They incorporate singing and action rhymes into daily routines and engage children in meaningful conversations, often encouraging them to reflect on shared experiences. However, strategies to enhance the speech and comprehension of children who speak English as an additional language are not yet fully embedded in practice.

- Babies learn to become independent through spending time with and observing older children. They are encouraged to get their shoes, put their sun hats on and feed themselves at lunchtime. Older children get themselves dressed for physical education (PE), wipe the table after lunch and help staff to serve fruits at snack time.
- Children have attention skills beyond those expected for their age. Babies concentrate with intent as they observe minibeasts in a bucket, and older children wait their turn patiently during PE. However, on occasion, some activities take too long, and children become fidgety and restless.
- Older children confidently speak to visitors, telling them about their recent minibeast visit, and talk about what they are doing in the nursery today. Babies maintain good eye contact during their back-and-forth interactions with staff.
- Parents speak highly of the care and education that their children receive at the nursery. They say that their children settle quickly, and where children struggle to settle, clear plans are put in place to support them. Parents are happy with the progress that their children have made. They feel supported by staff, and they appreciate the open communication.
- Consistent supervision and a thorough induction process help staff understand their roles and responsibilities clearly, while also enabling leaders to identify areas for further development.
- Staff work well as a team, and they are well positioned around the nursery and garden throughout the day to best support learning and maintain children's safety.
- Settling in is arranged around the needs of children, so that they feel safe and happy to learn. Families are invited to visit the nursery before their children start. This helps them get used to the new environment and staff. Staff settle children well during this time. They spend one-to-one time with them, plan activities around their interests and encourage families to bring in a comforter from home to help the settling-in process.

Safeguarding

The arrangements for safeguarding are effective.

There is an open and positive culture around safeguarding that puts children's interests first.

What does the setting need to do to improve?

To further improve the quality of the early years provision, the provider should:

- support staff in reviewing how group-time activities are organised to best support children's engagement in their learning
- embed consistent supportive strategies to help children who speak English as an additional language to further develop their communication and understanding.

OUR THANKS TO OUR SUPPORTERS MENTIONED IN THIS REPORT AND ALSO TO:

- Thurrock Council Early Years Team, especially Terri, Colette, Katie and Dawn
- Treetops Outreach team for their support
- Jonathan, Julieta and the team at the Nursery Kitchen in Basildon
- James from Bodell & Co, our Accountants
- Zoe from Smile Studios, our photographer
- Peter from H W Wilsons, our go-to-guy

And to YOU for the donations of toys and equipment your children no longer use, for your support during this year, and for choosing us as your childcare provider!

SURESTART

England & Wales - Charity number 1064759

Accounts

SURESTART 'Where Kids Come First'



ANNUAL REPORT 2024

Registered Charity Number: 1064759
Registration Ofsted Number: EY337731

SURESTART 'Where Kids Come First', Ockendon Family Hub, 2a Afton Drive, South Ockendon, Essex, RM15 5PA
Tel: 01708 670011 Mobile: 07587 005472 E-mail: surestart1@aol.com



Our Charitable Aims for our work with Children and Families

Our charitable aim is "to provide children in our care with opportunities to LEARN THROUGH PLAY in a stimulating and exciting setting. We also wish to support families and encourage their involvement in their children's education outside of the home. In providing quality care we are committed to developing the full potential of all our children and staff".

Our Groups and Fees from April 2024-March 2025

GROUPS	AGE	TIME	COST	DAY
Breakfast Club	Rising 5 to 12yrs	7.30am to 8.45 am	£6.93	Monday to Friday Term time only
Pre-School Morning Sessions	2 to 5yrs	8.30am to 11.30am	£20.95 or free entitlement	Monday to Friday Term time only
Pre-School Afternoon Sessions	2 to 5yrs	11.30am to 2.30pm	£20.95 or free entitlement	Monday to Friday Term time only
Full-Day Care Morning Sessions	0 to 5yrs	8.00am to 1.00pm	£34.76	Monday to Friday 38/51 weeks per year
Full-Day Care Afternoon Sessions	0 to 5yrs	1.00pm to 6.00pm	£34.76	Monday to Friday 38/51 weeks per year
Full-Day Care Full Day	0 to 5yrs	8.00am to 6.00pm	£66.04	Monday to Friday 38/51 weeks per year
After School Kids Club	Rising 5 to 12yrs	3.00pm to 6.00pm	£18.32	Monday to Friday Term time only
Holiday Club	Rising 5 to 12yrs	8.00am to 6.00pm	£34.76	Monday to Friday using Thurrock Council school calendar
Holiday Club	Rising 5 to 12yrs	8.00am to 1.00pm OR 1.00pm to 6.00pm	£17.38 £17.38	Monday to Friday using Thurrock Council school calendar

DETAILS OF STAFF AND VOLUNTEERS			
STAFF MEMBERS	JOB ROLE	START DATE	EXPERIENCE/TRAINING/ QUALIFICATIONS
Lucy Pollock	Manager/Safeguarding Officer/Keyworker	March 1993	NNEB III/First Aid/Child Protection
Tanya Gould	Deputy Manager/ Room Leader/ Keyworker/Behaviour Officer	Jan 2000	Cache III/First Aid /Child Protection
Rita Town	Cook	April 2002	Food Hygiene/Safeguarding
Tammy Marsh	Nursery Practitioner/ Keyworker/Speech & Language Officer	June 2002	NOCN in Childcare II/First Aid/Safeguarding
Kirsten Regan	Administrator/Cook	July 2003 Left Nov 2024	First Aid/Safeguarding/A number of day courses
Jackie Goulden	SENCO/ Nursery Practitioner /Keyworker	June 2007	NVQ III in Childcare and Education/First Aid/Safeguarding
Lorraine Latham	Nursery Practitioner /Keyworker	June 2017	Safeguarding/First Aid/A number of online courses
Laura Dove	Cleaner	July 2017	
Angel Jolly	Nursery Practitioner /Keyworker	Sept 2018	Children and Young People Level II/First Aid/ Safeguarding
Tina Bottjer	Nursery Practitioner /Keyworker	Feb 2022	Cache Level 4/First Aid/Safeguarding
Katie O'Connell	Nursery Practitioner /Keyworker	Mar 2023	Level 3 Diploma in Children's Learning and Development (Early Years Educator)/First Aid/Safeguarding
Holly Mathews	Nursery Practitioner	Sept 2023 Left Nov 2024	
Munni Islam	Nursery Practitioner	Sept 2023	BA Honours in Childhood and Youth Studies
Tia Reeves	Nursery Practitioner	July 2024	CACHE Level III Diploma for the Children & Young People's Workforce/Probation until December 2024
Gillian Davidoff	Administrator & Finance	Jan 2025	Book Keeping Level 2, Sage Online
Jo Town	Kitchen Assistant	Jan 2025	Food Hygiene

The SURESTART Staff 2024 (and Task Group names)



**Lucy (Limpets) Manager
& Safeguarding Lead**



**Tanya (Terrapins)
Deputy Manager &
Blustery Bay Room Leader**



**Kirsten
Administrator
& Cook (Left Nov 2024)**



**Tina (Turtles)
Calm Cove Room Leader**



**Katie (Kingfish)
Calm Cove Room Leader**



**Jackie (Jellyfish)
SEND Co-ordinator**



Rita - Cook



Tammy (Tuna's)



Lorraine (Lobsters)



Angel (Angelfish)



Laura - Cleaner



**Holly (Humpback Whales)
(Left Nov 2024)**



Munni (Manta Rays)

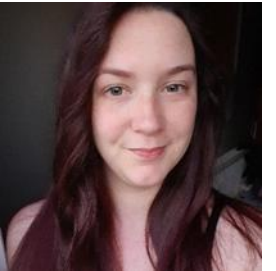
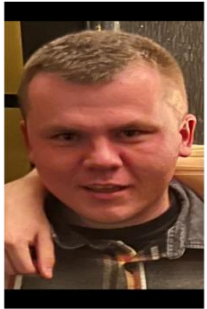


Tia (Tiger Sharks)

Gillian

Jo

TRUSTEES ON THE MANAGEMENT COMMITTEE

	Kirsten Regan - Secretary Left as staff member, joined the Committee I have lived in South Ockendon all my life. Upon leaving school I worked in the City, having a short break from work to have my children, before starting here at Surestart in 2003. I have seen lots of changes in Ockendon over the years and have a keen interest in our local community.
	Pricila Zanini Parent Representative I have a 14 month old son that has been attending Surestart for the last 3 months. I also have two daughters that have attended Surestart for over 3 years, until they started primary school, in 2021 and 2023. As our first language at home is Portuguese, my girls became fluent in English when attending Surestart. My youngest daughter has also developed so much confidence here, as she was very shy. My daughters still attend Holiday Club and love them! I have complete confidence that Surestart staff are dedicated and passionate for what they do and I can see how much my children have learned. I joined the Committee in 2020 as a parent representative and hope to support with continued communication between parents and staff. My role is to bring a parental perspective to support the nursery to achieve its highest aims and standards.
	Samara Tor - Chairperson Parent Representative I'm Samara and I am currently the Chair of the Committee. I have two children who have previously attend Surestart. I attended Surestart when I was young therefore this nursery has always and will always be a huge part of my life and my family. Surestart and the incredible staff employed here go above and beyond each day to make a home away from home for your children and I have been committed to helping this nursery keep going.
	Mackenzie Klessa-Smith Community Representative Hi my name is Mack and I'm a current member of the Surestart Committee and have been for over a year now. I decided to join because I want to make a difference and help keep this wonderful charity running for another 30 years and beyond! I did also attend Surestart many years ago when I was a child and so I want to continue supporting the fantastic work that they strive for every day.

Rebecca Willers - Treasurer

Parent Representative

I have a 3-year-old that has been attending Surestart since she was a year and I also have siblings that attended Surestart many years ago, providing our family with meaningful respite for my disabled sister. I am incredibly grateful for the wonderful opportunities and loving environment that is offered to my daughter at sure start and I wished to volunteer and offer my professional experience to the committee, therefore joining in June 2024. I am also a qualified special needs teacher and a designated safeguarding lead within my role at a maintained SEND school in Harlow.

Chairpersons Report

SURESTART 'Where Kids Come First' - 2024

Dear Parents and Carers,

Welcome and thank you for attending the SURESTART 'Where Kids Come First' Annual General Meeting. This meeting is being held in person this year and is anticipated to last for 60 minutes.

The AGM is a legal requirement under our charitable status and Constitution and is held around this time each year. We have to make sure we report on the business side of the charity and its operations and this year covers the financial matters from 2023/24, as accounts are always a year behind. The rest of the report and information will pertain to the operational year 2024.

This will be my last report as Chair of the Committee as I will be stepping down as both the Chair and as a member of the Committee at the end of this meeting. I'll start with introductions to the current Committee members.

Chair - Samara Tor

Vice Chair - Kirsten Regan

Secretary -

Staff representative -

Treasurer - Rebecca Willers

Parent representatives - Pricila Zanini, Leanne Starr

Community representatives - Mackenzie Klessa-Smith

I have been on the Committee for about 6 years now. I took over as Chair after Terri Daniels left in early 2023. We have recently been joined by Rebecca Willers who is mum to one of our Surestart children as well as our Safeguarding Lead contact. We've also welcomed Leanne Star to our Committee family.

To be able to run as a Committee for this Charity we need a minimum of five members so we are constantly looking for others to join us so that we can always ensure we have the right level of support and challenge to keep us on our path of continuous improvement and remain operating in line with our Constitution and charitable status. We must continue to recruit to the Committee and grow numbers so that we can succession plan effectively for the future, always ensuring SURESTART can continue to offer their unrivalled services to the children and families in our local area so we urge you all to consider if you would like to stand for the Committee or if you know someone who may be interested in joining the Committee.

A role on the Committee is very rewarding and valuable with opportunities to get involved in sustaining and developing the business and it will give you the chance to have input into the running of the setting. You would need to be able to attend 4-5 meetings per year, with at least 50% of them held virtually to make attending easier. You may be occasionally asked to

take on a specific task such as helping with quality audits, recruitment, marketing or fundraising and events (only a few hours every few months).

This year has improved financially for all involved with the minimum living wage being increased as well as the introduction of nine-month-old funding. The Trustees are still committed to overseeing the financial processes of the charity.

We waved a very tough goodbye to Kirsten our admin who started a new job in the city however she has chosen to stay on our Committee as Vice Chair and a goodbye to Holly and welcomed our new admin Gillian, our new kitchen assistant Joanne and new nursery practitioner Tia to the SURESTART family.

Running a successful and sustainable nursery continues to be a huge challenge and the team at SURESTART continue to deliver an excellent service for the children and families in South Ockendon and beyond.

We continue to work in partnership with the Family Hub and other local community organisations to ensure that we support the local community as best we can. We have been lucky to receive help and donations from local businesses, including Nisa.

Some of the Committee aims for the future include:

1. Continuing to encourage new members to join to increase membership and longevity of Committee.
2. Setting up regular Committee learning walks and audits to support an improved oversight and accountability for nursery operations, the curriculum and the quality of teaching and learning.
3. Using our new Fundraising strategy to identify grant funding sources that can support projects we identify to be beneficial to the children and families (for example, speech and language, SEND, emotional well-being and behaviour). We need to use our fundraising strategy to strengthen our financial sustainability.
4. Creating a succession plan to ensure SURESTART 'Where Kids Come First' is future proof and sustainable.
5. Setting a Committee Management Task Plan so the Committee know what duties are required, by when and by whom.
6. Setting up two parent forums per year so that we have more involvement and can share more information with parents.

If anyone has any good ideas and suggestions, please let us know.

Thanks again everyone for your help and support.

Regards
Samara Tor
Chairperson

TREASURER'S REPORT 2024

Income & Expenditure Summary for The Years Ended 31st March

Income	2023	2024
	£	£
Grant Funding	---	750
Full Day <i>Less refunds*</i>	118,807	111,992
Kid's/ holiday club	27,447	31,652
Pre-school & grants	112,921	148,150
Fundraising	77	204
Breakfast club	---	---
Lunch / Dinner club	2,639	4,434
Other income/donations	<u>1,475</u>	<u>1,979</u>
	<u>263,366</u>	<u>299,161</u>

**full day income adjusted by unpaid cheques & refunds.
(reimbursement of fees)*

Expenditure

Equipment& fittings	1,753	2,180
Fundraising/ photographs	16	608
Sundry/ food & supplies	17,446	19,873
Wage, Nat. Ins., pensions & Vouchers	221,485	238,160
Rent, rates & cleaning	32,176	15,525
Postage/stationary & office	1,423	1,205
Telephone, mobile & Internet	758	1,184
Bank charges	---	---
Insurances	1,398	1,507
Subscriptions, training, travel	1,087	901
Legal & prof. Fees	<u>2,675</u>	<u>3,612</u>
	<u>280,217</u>	<u>284,755</u>
 Surplus (Deficit)	 (16,851)	 14,406
Bal b/fwd.	137,357	<u>120,506</u>
Bal c/fwd.	<u>120,506</u>	<u>134,912</u>

**Represented by banks as at 31.3.2024,
petty cash floats, accruals and creditors
checked and verified 12.01.2025*

Bodell & Co

Accountants
ACCA

Tel: 01708 852505
Email: bodellfinance@gmail.com

MANAGER'S REPORT 2024

OUR THANKS TO OUR SUPPORTERS MENTIONED IN THIS REPORT AND ALSO TO:

- Thurrock Council Early Years Team, especially Terri, Colette, Katie, Jenny, Paul and Dawn
- Treetops Outreach team for their support
- Jonathan, Julieta and the team at Nursery Kitchen in Basildon
- James from Bodell & Co, our Accountants
- Zoe our photographer (Smile Studios)
- Chris Adlington for maintenance jobs
- Georgia Regan for plumbing work
- Nick Gould for toy repairs
- Raffle prizes from Bargain Booze, International Shop, Nisa, Lidl, Smokers Paradise
- P D Flooring for their donation of carpet squares for the children to sit on

And to YOU for the donations of toys and equipment your children no longer use, for your support during this year, and for choosing us as your childcare provider!

SURESTART

England & Wales - Charity number 1064759

Accounts

SURESTART 'Where Kids Come First'



ANNUAL REPORT 2023

Registered Charity Number: 1064759
Registration Ofsted Number: EY337731

SURESTART 'Where Kids Come First', Ockendon Family Hub, 2a Afton Drive, South Ockendon, Essex, RM15 5PA
Tel: 01708 670011 Mobile: 07587 005472 E-mail: surestart1@aol.com



Our Charitable Aims for our work with Children and Families

Our charitable aim is "to provide children in our care with opportunities to LEARN THROUGH PLAY in a stimulating and exciting setting. We also wish to support families and encourage their involvement in their children's education outside of the home. In providing quality care we are committed to developing the full potential of all our children and staff".

Our Groups and Fees from April 2023-March 2024

GROUPS	AGE	TIME	COST	DAY
Breakfast Club	Rising 5 to 12yrs	7.30am to 8.45 am	£6.60	Monday to Friday Term time only
Pre-School Morning Sessions	2 to 5yrs	8.30am to 11.30am	£19.95 or free entitlement	Monday to Friday Term time only
Pre-School Afternoon Sessions	2 to 5yrs	11.30am to 2.30pm	£19.95 or free entitlement	Monday to Friday Term time only
Full-Day Care Morning Sessions	0 to 5yrs	8.00am to 1.00pm	£33.10	Monday to Friday 38/51 weeks per year
Full-Day Care Afternoon Sessions	0 to 5yrs	1.00pm to 6.00pm	£33.10	Monday to Friday 38/51 weeks per year
Full-Day Care Full Day	0 to 5yrs	8.00am to 6.00pm	£62.90	Monday to Friday 38/51 weeks per year
After School Kids Club	Rising 5 to 12yrs	3.00pm to 6.00pm	£17.45	Monday to Friday Term time only
Holiday Club	Rising 5 to 12yrs	8.00am to 6.00pm	£33.10	Monday to Friday using Thurrock Council school calendar
Holiday Club	Rising 5 to 12yrs	8.00am to 1.00pm OR 1.00pm to 6.00pm	£16.55 £16.55	Monday to Friday using Thurrock Council school calendar

DETAILS OF STAFF AND VOLUNTEERS			
STAFF MEMBERS	JOB ROLE	START DATE	EXPERIENCE/TRAINING/QUALIFICATIONS
Maggie Pollock	Deputy Cover (on standby)	March 1993 Passed away Oct 2023	Cache III Childcare and Education/Safeguarding
Lucy Pollock	Manager/Safeguarding Officer/Keyworker	March 1993	NNEB III/First Aid/Child Protection
Tanya Gould	Deputy Manager/ Room Leader/ Keyworker/Behaviour Officer	Jan 2000	Cache III/First Aid /Child Protection
Rita Town	Cook	April 2002	Food Hygiene/Safeguarding
Tammy Marsh	Nursery Practitioner/ Keyworker/Speech & Language Officer	June 2002	NOCN in Childcare II/First Aid/Safeguarding
Kirsten Regan	Administrator/Cook	July 2003	First Aid/Safeguarding/A number of day courses
Jackie Goulden	SENCO/ Nursery Practitioner /Keyworker	June 2007	NVQ III in Childcare and Education/First Aid/Safeguarding
Joanne Spillett	Nursery Practitioner /Keyworker	Feb 2015 Left Oct 2023	Food Hygiene/First Aid/Safeguarding
Lorraine Latham	Nursery Practitioner /Keyworker	June 2017	Safeguarding/First Aid/A number of online courses
Laura Dove	Cleaner	July 2017	
Angel Jolly	Nursery Practitioner /Keyworker	Sept 2018	Children and Young People Level II/First Aid/ Safeguarding
Kay Henderson	Nursery Practitioner /Keyworker	Sept 2021 Left July 2023	BA Honours in Childhood and Youth Studies
Suma Deb	Nursery Practitioner /Keyworker	Sept 2021 Left Mar 2023	NNEB III
Amber Arrowsmith	Room Leader/ Keyworker	Oct 2021 Left June 2023	Cache III/First Aid
Rachel Enguell	Nursery Practitioner	Nov 2021 Left July 2023	Cache III Children and Young People Workforce
Tina Bottjer	Nursery Practitioner /Keyworker	Feb 2022	Cache Level 4/First Aid/Safeguarding
Katie O'Connell	Nursery Practitioner /Keyworker	Mar 2023	Level 3 Diploma in Children's Learning and Development (Early Years Educator)/First Aid/Safeguarding
Holly Mathews	Nursery Practitioner	Sept 2023	
Munni Islam	Nursery Practitioner	Sept 2023	BA Honours in Childhood and Youth Studies

The SURESTART Staff 2023 (and Task Group names)



**Tanya (Terrapins)
Deputy Manager &
Blustery Bay Room Leader**



**Kirsten (Killer whales)
Administrator & Cook**



**Jackie (Jellyfish)
SENCo**



**Lucy (Limpets)
Manager &
Safeguarding Lead**



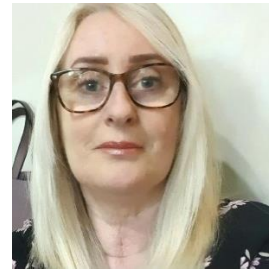
Tina (Turtles)



Rita - Cook



**Joanne (Jewelfish)
(left in Oct)**



Tammy (Tuna's)



Lorraine (Lobsters)



Angel (Angelfish)



Laura - Cleaner



**Amber (Amberjack)
(left in June)**



**Kay (Krills)
(retired in July)**



**Suma (Starfish)
(left in March)**



**Rachel (Rainbowfish)
(left in July)**



Katie (Kingfish)



Holly Mathews



Munni Islam

TRUSTEES ON THE MANAGEMENT COMMITTEE

	Maggie Pollock – Property Trustee Founder Passed away 1st October 2023 I am Maggie Pollock, co-founder of Surestart in 1993, retired Manager and now Properly Trustee. I meet regularly with other Trustees to ensure good governance of Surestart. Helping to build Surestart over the years has been one of my proudest achievements. There are many challenges for us all going forward, but working with OUR amazing staff team and YOU, our parents and carers, we can continue to provide top quality care in a fun and educational way.
	Kirsten Regan Staff Representative I have lived in South Ockendon all my life. Upon leaving school I worked in the City, having a short break from work to have my children, before starting here at Surestart in 2003. I have seen lots of changes in Ockendon over the years and have a keen interest in our local community.
	Pricila Zanini Parent Representative I have two daughters that have attended Surestart for over 3 years, until they started primary school, in 2021 and 2023. As our first language at home is Portuguese, my girls became fluent in English when attending Surestart. My youngest daughter has also developed so much confidence here, as she was very shy. She is now at Reception, but for a few months she has asked to come to Surestart other than attending school, and often asks me to visit the nursery after school time. My daughters still attend Holiday Club and love them! I have complete confidence that Surestart staff are dedicated and passionate for what they do and I can see how much my children have learned. I have now a nearly 3 months old baby, and hopefully he will start attending the nursery in the end of this year. I joined the Committee in 2020 as a parent representative and hope to help support continued communication between parents and staff. My role is to bring a parental perspective to support the nursery to achieve its highest aims and standards.
	Louise Adlington - Treasurer Parent Representative Resigned January 2024 Hi my name is Louise Adlington and I am a full-time mum to Ronnie, who used to attend Surestart until he started school, and his older sister Emma. Ronnie has now returned to Surestart, attending Kids Club. I have few hobbies but I love baking as my children can get involved. Starting as a Committee member and becoming a Treasurer has given me the opportunity to help Surestart in helping our children develop and learn.
	Samara Tor - Chairperson Parent Representative Hello, I'm Samara and I have two children who attend Surestart. I am a Committee member and now Chair. I attended Surestart when I was young so this nursery is a part of my family. My eldest started with Surestart when he was 10 months old and is now in primary school and attends the Holiday Club and my youngest attends the nursery during the day. This nursery and the fantastic staff go above and beyond each day to make a home away from home for your children and therefore I am committed to helping keep this wonderful nursery going.

	Lisa Cornwell Parent Representative Resigned July 2023 I'm Lisa a Surestart Committee member as a parent representative and Mummy to my 5 year old Son. Ollie has attended the setting since January 2020. I joined the Committee following the 2020 AGM. I decided to join to help support the nursery as they need to have enough Committee members being a charity run organisation. I wanted to help support where possible as the support they provide to parents and families is invaluable. As a working parent knowing my child was safe and being well cared for whilst in someone else's care was a priority. I knew as soon as I met the ladies Ollie would be that. Ollie loves going to Surestart and not only has lots of fun but has formed great friendships/relationships and continues to develop during his time there. The last few years have been a challenge for most and through those challenging times the Surestart team have continued to support all children and families and I personally would like to say a big thank you for continuing to play a big part of our children's lives and upbringing.
	Mackenzie Klessa-Smith Community Representative Hi my name is Mack and I'm a current member of the Surestart Committee and have been for over a year now. I decided to join because I want to make a difference and help keep this wonderful charity running for another 30 years and beyond! I did also attend Surestart many years ago when I was a child and so I want to continue supporting the fantastic work that they strive for every day.

Chairpersons Report

SURESTART 'Where Kids Come First' – 2023

Dear Parents and Carers,

Welcome and thank you for attending the SURESTART 'Where Kids Come First' Annual General Meeting. This meeting is being held in person this year and is anticipated to last for 60 minutes.

The AGM is a legal requirement under our charitable status and Constitution and is held around this time each year.

We have to make sure we report on the business side of the charity and its operations and this year covers the financial matters from 2022/23, as accounts are always a year behind.

The rest of the report and information will pertain to the operational year 2023.

I'll start with introductions to the current Committee members.

Chair – Samara Tor

Secretary –

Staff representative – Kirsten Regan

Vice Chair –

Treasurer – Louise Adlington (until Jan 24)

Parent representatives – Pricila Zanini

Community representatives – Mackenzie Klessa-Smith

I have been on the Committee for about 5 years and have recently become Chair after Terri Daniels left early last year. We were joined by Mackenzie Klessa-Smith who has brought a lot of fresh and exciting new ideas to the table. Lisa Cornwell left us in July 2023 due to moving and we wished her all the happiness in her new home. Unfortunately, due to personal reasons, Louise Adlington has had to resign as Treasurer and a Committee Member at the beginning of 2024. We would like to thank Louise for all her hard work over the 5 years she has been a part of the Committee and wish her the best for the future. We also very sadly lost Maggie Pollock in October 2023. The Committee will never be the same without the passion and love Maggie had for SURESTART and how well she guided us through the difficulties SURESTART have faced.

We have had many Committee members leave us over this year so we are currently at four members. To be able to run as a Committee for this Charity we need a minimum of five members, so we urgently need further members to join us so that we can always ensure we have the right level of support and challenge to keep us on our path of continuous improvement and remain operating in line with our Constitution and charitable status. We must continue to recruit to the Committee and grow numbers so that we can succession plan effectively for the future, always ensuring SURESTART can continue to offer their unrivalled services to the children and families in our local area. We need to find a Vice Chairperson and a Treasurer immediately and would like to urge you all to consider if you would like to stand for the Committee or if you know someone who may be interested in joining the Committee.

A role on the Committee is very rewarding and valuable with opportunities to get involved in sustaining and developing the business and it will give you the chance to have input into the running of the setting. You would need to be able to attend 4-5 meetings per year, with at least 50% of them held virtually to make attending easier. You may be occasionally asked to take on a specific task such as helping with quality audits, recruitment, marketing or fundraising and events (only a few hours every few months).

This year has been extremely tough with everyone facing the cost-of-living crisis and financial pressures that we have never faced before. This year has been difficult for families and our own staff team, and it has been a tough financial year with increasing costs and minimal funding increases, the Trustees have been and still are committed to overseeing the financial processes of the charity and we have recently reviewed our financial policy and procedures to ensure robust management and accounting is in place.

The last couple of years have also seen a recruitment crisis across many sectors but Early Years has really struggled. We have waved goodbye to Kay, Jo, Suma, Amber and Rachel and welcomed Katie, Holly and Munni to the **SURESTART** family.

Although 2023 has been an extremely tough year for many of us, there have been quite a few highlights for **SURESTART**:

1. Each staff member has had their appraisal and targets set for the year.
2. Tina has been trying her hand at Baby Room Leader since Amber left.
3. Kirsten turned 50!
4. We had seven students from the Harris Academy complete work experience at **SURESTART**.
5. The garden gained a new large climbing frame for all the children to enjoy.
6. Parent questionnaires were sent out to gain new insights and ideas.
7. Our RAG came back with green in all areas!
8. Pricila gave birth to a beautiful boy, Matteo.
9. **SURESTART** threw a wonderful Christmas Party hosted by Dinosaurs!

Running a successful and sustainable nursery continues to be a huge challenge and the team at **SURESTART** continue to deliver an excellent service for the children and families in South Ockendon and beyond.

We continue to work in partnership with the Family Hub and other local community organisations to ensure that we support the local community as best we can. We have been lucky to receive help and donations from local businesses, including Nisa. Some of the Committee aims for the future include:

1. Continuing to encourage new members to join to increase membership and longevity of Committee.

2. Setting up regular Committee learning walks and audits to support an improved oversight and accountability for nursery operations, the curriculum and the quality of teaching and learning.
3. Using our new Fundraising strategy to identify grant funding sources that can support projects we identify to be beneficial to the children and families (for example, speech and language, SEND, emotional well-being and behaviour). We need to use our fundraising strategy to strengthen our financial sustainability.
4. Creating a succession plan to ensure **SURESTART** 'Where Kids Come First' is future proof and sustainable.
5. Setting a Committee Management Task Plan so the Committee know what duties are required, by when and by whom.
6. Setting up two parent forums per year so that we have more involvement and can share more information with parents.

If anyone has any good ideas and suggestions, please let us know.

Thanks again everyone for your help and support.

Regards
Samara Tor
Chairperson

TREASURER'S REPORT 2023

I am Kirsten Regan, the Administrator for the setting, and have stepped in to write this report on behalf of Louise Adlington. She has had to leave the Committee with immediate effect, due to ill health.

Just to remind you, the accounts in this report are from April 2022-March 2023. As predicated last year, we finished the year on a deficit; although it was estimated to be £40,000, we actually finished on a deficit of only £16,851.00, and this was mainly due to the rent for the previous financial year that Thurrock Council didn't invoice us for until we chased them towards the end of the last financial year.

Demand for Wrap Around Care has dropped slightly; we believe this is due to local schools offering a more competitively priced service and parents making the most of flexible working. Our Holiday Club has remained popular and we hope to build on this.

More working families are able to claim the 30-hour free entitlement for 3 & 4 years olds for 38 weeks of the year, so we have seen a drop in Full-Day Care and an increase in sessional Pre-school as a result.

Even with the cost-of-living increase, we've made a small saving on food costs; this is mainly due to very tight budgeting and a slightly lower demand for hot food.

Can we remind parents again to complete the relevant sections on their funding forms when they complete their initial paperwork, ticking the box to allow us to check eligibility for us to claim Early Years Pupil Premium? This enables us to buy equipment and support children better.

We have managed to keep postage and stationery costs lower by continuing to use of our Babysdays system more... informing you of events/any useful updates, as well as reporting on your child's time here at nursery.

We have continued to improve our predictions in relation to income and expenditure, helping us to make informed decisions regarding fee increases and the impact of National Living Wage salary increases on salaries, which is becoming greater year on year.

The Early Years sector as a whole faces another difficult year with the introduction of "free" childcare for children from the age of 9 months for working families. Whilst this is good news for our families, the government need to address as a matter of urgency the difference between the funded rates (still not confirmed) and the cost of providing this service. The National Living Wage is increasing by 9.8% in April 2024, which will have an impact on our business too.

We will continue to remain as transparent as possible with our finances going forward.

Kirsten Regan
Administrator & Committee Staff Representative

Sure Start

Registered Charity – 1064759

Income & Expenditure Summary for The Years Ended 31st March

Income	2023	2022
	£	£
Grant Funding	---	---
Full Day <i>Less refunds*</i>	118,807	139,782
Kid's/ holiday club	27,447	31,203
Pre-school & grants	112,921	103,749
Fundraising	77	---
Breakfast club	---	517
Lunch / Dinner club	2,639	3,766
Other income/donations	<u>1,475</u>	<u>701</u>
	<u>263,366</u>	<u>279,718</u>

**full day income adjusted by unpaid cheques & refunds.
(reimbursement of fees)*

Expenditure

Equipment& fittings	1,753	3,808
Fundraising/ photographs	16	276
Sundry/ food & supplies	17,446	18,223
Wage, Nat. Ins., pensions & Vouchers	221,485	205,035
Rent, rates & cleaning	32,176	2,974
Postage/stationary & office	1,423	1,741
Telephone, mobile & Internet	758	815
Bank charges	---	---
Insurances	1,398	1,390
Subscriptions, training, travel	1,087	990
Legal & prof. Fees	<u>2,675</u>	<u>12,506</u>
	<u>280,217</u>	<u>247,758</u>
Surplus (Deficit)	(16,851)	31,960
<u>Bal b/fwd.</u>	<u>137,357</u>	<u>105,397</u>
<u>Bal c/fwd.</u>	<u>120,506</u>	<u>137,357</u>

**Represented by banks as at 31.3.2023,
petty cash floats, accruals and creditors
checked and verified 18.01.2024.*

Bodell & Co
Accountants
ACCA

Tel: 01708 852505
Email: bodellfinance@gmail.com

MANAGER'S REPORT 2023

January was a fresh new year,
but we could hardly raise a cheer
as our Sharon Gold, she passed away
making January even more grey.

February, we trained once more,
This time 'ouch' on our knees on the floor
Performing CPR and abdominal thrusts
First Aid is an absolute must

March was full of celebrations
30yrs of Surestart, the trials and tribulations
Although Suma left, we had Katie join our team.
And our pants got planted, in Dilkes, on the green

April brought us the lovely Collette and Katie
From the Early Years Team, our practice to see

May Oh May saw The Day of Play,
Training for me and Tanya up London way
The King's Coronation was a grand affair
But at 80 it was Rita who let down her hair

June was staff appraisals with all the Committee
And no Administrator for 6 weeks, ourselves we did pity
Amber left for Ireland and pastures green
And the weather was the hottest we'd ever seen

July, July, is the month of goodbyes
To all the Surestarters off to school as rising 5's
Little Rachel left the team and Kay had to retire
To put up her feet by a nice warm fire

August may be the time you think we take rest
But Holiday Club mixed with full day care, really is the best
We visited the Big Lunch organised in Dilkes park.
Kirsten turned 50 and we all had a lark

September was more training about the Books we use.
Jenny did our Welfare RAG which was GREEN, good news
Holly and Munni joined the Surestart Ladies team
And new children appeared all shiny and clean

October was a terrible month as Maggie passed away
Jo-Jo left and we were sad, we wanted her to stay

November saw Zoe from SMILE STUDIOS
Take photos of everyone, with bare little toes
The workmen check the squirrels in our roof
Who'd chewed every wire - that's the truth

December was our FANTASTIC Dinosaur Christmas party
And in Derwent Parade we decorated the community tree
The year has been eventful, but nothing brings us joy
Like caring for every Surestarter little girl and boy.

OUR THANKS TO OUR SUPPORTERS MENTIONED IN THIS REPORT AND ALSO TO:

- Thurrock Council Early Years Team, especially Terri, Colette, Katie, Jenny, Paul and Dawn
- Treetops Outreach team for their support
- Jonathan, Julieta and the team at Nursery Kitchen in Basildon
- James from Bodell & Co, our Accountants
- Zoe our photographer (Smile Studios)
- Chris Adlington for maintenance jobs
- Georgia Regan for plumbing work
- Nick Gould for toy repairs
- Raffle prizes from Bargain Booze, International Shop, Nisa, Lidl, Smokers Paradise
- P D Flooring for their donation of carpet squares for the children to sit on

And to YOU for the donations of toys and equipment your children no longer use, for your support during this year, and for choosing us as your childcare provider!

SURESTART

England & Wales - Charity number 1064759

Accounts

SURESTART 'Where Kids Come First'



ANNUAL REPORT 2022

Registered Charity Number: 1064759
Registration Ofsted Number: EY337731

SURESTART 'Where Kids Come First', Ockendon Children's Centre, 2a Afton Drive, South Ockendon, Essex, RM15
5PA

Tel: **01708 670011** Mobile: **07587 005472** E-mail: surestart1@aol.com



Our Charitable Aims for our work with Children and Families

Our main aim is “to provide quality care and early education through a curriculum that uses the Early Years Foundation Stage as a basis to ensure children leave our care equipped for future learning and life”.

We will deliver this by meeting children’s individual needs and interests by providing them with opportunities to LEARN THROUGH PLAY in a stimulating and exciting environment with resources and interactions that support, challenge and extend their learning. We also wish to support families and encourage their involvement in their children’s education at nursery and at home by working in close partnership with them for the best interests of the child and family.

Our Services and Charges from April 2022-March 2023

GROUPS	AGE	TIME	COST	DAY
Breakfast Club	Rising 5 to 12yrs	7.30am to 8.45 am	£6.35	Monday to Friday Term time only
Pre-School Morning Sessions	2 to 5yrs	8.30am to 11.30am	£19.20 or free entitlement	Monday to Friday Term time only
Pre-School Afternoon Sessions	2 to 5yrs	11.30am to 2.30pm	£19.20 or free entitlement	Monday to Friday Term time only
Full-Day Care Morning Sessions	0 to 5yrs	8.00am to 1.00pm	£31.80	Monday to Friday 38/51 weeks per year
Full-Day Care Afternoon Sessions	0 to 5yrs	1.00pm to 6.00pm	£31.80	Monday to Friday 38/51 weeks per year
Full-Day Care Full Day	0 to 5yrs	8.00am to 6.00pm	£60.45	Monday to Friday 38/51 weeks per year
After School Kids Club	Rising 5 to 12yrs	3.00pm to 6.00pm	£16.80	Monday to Friday Term time only
Holiday Club	Rising 5 to 12yrs	8.00am to 6.00pm	£31.80	Monday to Friday using Thurrock Council school calendar
Holiday Club	Rising 5 to 12yrs	8.00am to 1.00pm OR 1.00pm to 6.00pm	£15.90 £15.90	Monday to Friday using Thurrock Council school calendar

DETAILS OF STAFF AND VOLUNTEERS

STAFF MEMBERS	JOB ROLE	START DATE	EXPERIENCE/TRAINING/ QUALIFICATIONS
Lucy Pollock	Manager/Safeguarding Officer/Keyworker	March 1993	NNEB III/First Aid/Child Protection
Tanya Gould	Deputy Manager/ Room Leader/ Keyworker/Behaviour Officer	Jan 2000	Cache III/First Aid /Child Protection
Tammy Marsh	Playworker/ Keyworker/Speech & Language Officer	June 2002	NOCN in Childcare II/First Aid/Safeguarding
Jackie Goulden	SENCO/ Playworker/Keyworker	June 2007	NVQ III in Childcare and Education/ First Aid/Safeguarding
Rita Town	Playworker/Cook	April 2002	First Aid/Food Hygiene/Safeguarding
Kirsten Regan	Administrator/Cook	July 2003	First Aid/Safeguarding/A number of day courses
Maggie Pollock	Deputy Cover (on standby)	March 1993	Cache III Childcare and Education/Safeguarding
Rachel Wood (left February 2022)	Playworker/Keyworker	Sept 2012	Cache III Childcare and Education/ First Aid/Safeguarding
Joanne Spillett	Playworker/Keyworker	Feb 2015	Food Hygiene/First Aid/Safeguarding
Lorraine Latham	Playworker/Keyworker	June 2017	Safeguarding/First Aid/A number of online courses
Laura Dove	Cleaner	July 2017	
Angel Jolly	Playworker/Keyworker	Sept 2018	Children and Young People Level II/First Aid/ Safeguarding
Kay Henderson	Playworker/Keyworker	Sept 2021	BA Honours in Childhood and Youth Studies
Suma Deb	Playworker/Keyworker	Sept 2021	NNEB III
Amber Arrowsmith	Room Leader	Oct 2021	Cache III/First Aid
Rachel Enguell (maternity leave)	Playworker	Nov 2021	Cache III Children and Young People Workforce

Tina Bottjer	Playworker/Keyworker	Feb 2022	Cache Level 4/First Aid
--------------	----------------------	----------	-------------------------

TRUSTEES ON THE MANAGEMENT COMMITTEE

	Maggie Pollock - Secretary Founder & Community representative I am Maggie Pollock, co-founder of Surestart in 1993, retired Manager and now Properly Trustee. I meet regularly with other Trustees to ensure good governance of Surestart. Helping to build Surestart over the years has been one of my proudest achievements. There are many challenges for us all going forward, but working with OUR amazing staff team and YOU, our parents and carers, we can continue to provide top quality care in a fun and educational way.
	Terri Daniels - Chairperson Community representative My background spans across 30 years of Childcare with 19 years working at various levels in nurseries. I spent 16 years in senior nursery management roles and now work as an early year's advisor for Thurrock. My skills and interests are in early years training and development, leadership & management and performance management. I also know a little bit about the EYFS and Ofsted!! I see my role as ensuring good governance and making sure the charity abide to its Constitution whilst bringing challenge and support. I am in my 6th year as Chair of Surestart after saying I would help for a year or two! I am immensely proud of the work the setting does in the local community and I enjoy the challenge of supporting Lucy and the Team in their work.
	Kirsten Regan Staff representative Staff I have lived in South Ockendon all my life. Upon leaving school I worked in the City, having a short break from work to have my children, before starting here at SURESTART in 2003. I have seen lots of changes in Ockendon over the years and have a keen interest in our local community.
	Pricila Zanini Parent representative Parent My oldest daughter has attended SURESTART for nearly 3.5 years, until she started school in September 2021, but she still attends the Holiday Clubs and love them! And my youngest daughter has been a SURESTART child for the last 2.5 years. She was very shy for the first 1.5 years and has developed so much her confidence in the last year! She loves attending nursery! I have complete confidence that SURESTART staff are dedicated and passionate for what they do and I can see how much my children have learned. I joined the Committee in 2020 as a parent representative and hope to help support continued communication between parents and staff. My role is to bring a parental perspective to support the nursery to achieve its highest aims and standards.

	Louise Adlington - Treasurer Parent representative Hi my name is Louise Adlington and I am a full-time mum to Ronnie, who used to attend SURESTART until he started school September before last, and his older sister Emma. Ronnie has now returned to SURESTART, attending Kids Club. I have few hobbies but I love baking as my children can get involved. Starting as a Committee member and becoming a Treasurer has given me the opportunity to help SURESTART in helping our children develop and learn.
	Samara Tor Parent representative Hello, I'm Samara and I have two children who attend SURESTART. I am a Committee member and now Vice Chair. I attended SURESTART when I was young so this nursery is a part of my family. My eldest started with SURESTART when he was 10 months old and is now in primary school and attends the After School Kids Club and my youngest attends the nursery during the day. This nursery and the fantastic staff go above and beyond each day to make a home away from home for your children and therefore I am committed to helping keep this wonderful nursery going.
	Lisa Cornwell Parent representative I'm Lisa a current SURESTART Committee member as a parent representative and Mummy to my 4 year old Son. Ollie has attended the nursery since January 2020. I joined the Committee following the 2020 AGM. I decided to join to help support the nursery as they need to have enough Committee members being a charity run organisation. I wanted to help support where possible as the support they provide to parents and families is invaluable. As a working parent knowing my child was safe and being well cared for whilst in someone else's care was a priority. I knew as soon as I met the ladies Ollie would be that. Ollie loves going to nursery and not only has lots of fun but has formed great friendships/relationships and continues to develop during his time there. The last few years have been a challenge for most and through those challenging times the SURESTART team have continued to support all children and families and I personally would like to say a big thank you for continuing to play a big part of our children's lives and upbringing.

Chairpersons Report SURESTART 'Where Kids Come First' - 2022

Dear Parents and Carers,

Welcome and thank you for attending the SURESTART 'Where Kids Come First' Annual General Meeting. This meeting is being held on TEAMS this year as we grow in our capacity and skills for virtual meetings and is anticipated to last for 90 minutes

The AGM is a legal requirement under our charitable status and Constitution and is held around this time each year.

We have to make sure we report on the business side of the charity and its operations and this year covers the financial matters from 2021/22, as accounts are always a year behind.

The rest of the report and information will pertain to this operational year 2022.

I'll start with introductions to the current Committee members.

Chair - Terri Daniels

Secretary - Maggie Pollock

Staff representative - Kirsten Regan

Vice Chair - Samara Coombes

Treasurer - Louise Adlington

Parent representatives - Samara Coombes, Louise Adlington, Pricila Zanini, and Lisa Cornwell

Community representatives - Maggie Pollock and Terri Daniels

I have been on the Committee for over 7 years and Chair for six of them. I am, with regret, this year standing down as Chair from this evening. Since joining over 7 years ago, the Committee has gone from strength to strength and we have found ways to evolve and change, even during the most difficult and unprecedented times, to ensure that we can fulfil our duties and continue to meet the requirements of our Constitution.

I would like to thank the current Committee members for their continuing hard work for the charity this past year. We are currently at 7 members but will reduce to six, so we still need further members to join us so that we can always ensure we have the right level of support and challenge to keep us on our path of continuous improvement and remain operating in line with our Constitution and charitable status. We must continue to recruit to the Committee and grow numbers so that we can succession plan effectively for the future, always ensuring SURESTART can continue to offer their unrivalled services to the children and families in our local area. We will need to quickly find a new Chairperson and would like to urge you all to consider if you would like to stand for the Committee or if you know someone who may be interested in joining the Committee.

A role on the Committee is very rewarding and valuable with opportunities to get involved in sustaining and developing the business and it will give you the chance to have input into the running of the setting. You would need to be able to attend 4-5 meetings per year, with at least 50% of them held virtually to make attending easier. You may be occasionally asked to take on a specific task such as helping with quality audits, recruitment, marketing or fundraising and events (only a few hours every few months).

As outgoing Chair I would like to thank Lucy, Kirsten and the staff team as well as the Committee members for working alongside me and for putting up with me for the past 7 years. We have faced difficult times and had to make some tough decisions but regardless of that I have thoroughly enjoyed my time with you all and I leave confident that the great work will continue. Lucy and Kirsten know that I will always be at the end of the phone or email for them

We all hoped that 2022/23 would be an easier year for us after the impact of COVID but we are now facing a cost of living crisis and financial pressures that we have never faced before. We know that the next year will be difficult for families and our own staff team and we anticipate a tough financial year ahead with increasing costs and minimal funding increases, the Trustees are committed to overseeing the financial processes of the charity and we have recently reviewed our financial policy and procedures to ensure robust management and accounting is in place.

The last couple of years have also seen a Recruitment crisis across many sectors but Early Years has really struggled. We have waved goodbye to staff and welcomed others and the staff TEAM at Surestart have continued to work hard to re-build the team and they are all committed to caring for your children and providing them with high quality care and education. The efforts of Lucy, Kirsten, Tanya and the whole team have been second to none and I would just like to say how much they are all appreciated.

Some of the highlights for the Staff and Committee this year have been;

1. Keeping the nursery operating sustainably and closely monitoring income and expenditure
2. Seeing the hard work, commitment and determination of Lucy, Kirsten, Tanya and Committee to recruit new staff and support them to settle into the team
3. The continuing quality of care and education provided to the children
4. The recruitment of a new Trustee Mackenzie Klessa Smith
5. Finally getting a fundraising strategy in place

Despite the immense challenges we have faced in the last financial year, we have been able to close the financial year without any losses so a huge well done to everyone. We are concerned that this current financial year will not be as positive and we are predicting a deficit in the region of £40,000 although we

are sure this will reduce further as grant funding has been better than predicted. We will also start to use our charitable status to help us apply for funding that we may be eligible for. We have continued to deal with all the business that has been asked of us as a small group.

Running a successful and sustainable nursery continues to be a huge challenge and the team at SURESTART continue to deliver an excellent service for the children and families in South Ockendon and beyond.

We continue to work in partnership with the Children's Centre and other local community organisations to ensure that we support the local community as best we can. We have been lucky to receive help and donations from local businesses, including Nisa.

Some of the Committee aims for the future include:

1. Continuing to encourage new members to join to increase membership and longevity of Committee.
2. Setting up regular Committee learning walks and audits to support an improved oversight and accountability for nursery operations, the curriculum and the quality of teaching and learning.
3. Using our new Fundraising strategy to identify grant funding sources that can support projects we identify to be beneficial to the children and families (for example, speech and language, SEND, emotional well-being and behaviour). We need to use our fundraising strategy to strengthen our financial sustainability.
4. Creating a succession plan to ensure SURESTART 'Where Kids Come First' is future proof and sustainable.
5. Setting a Committee Management Task Plan so the Committee know what duties are required, by when and by whom.
6. Setting up two parent forums per year so that we have more involvement and can share more information with parent.
7. Building a website is on our wish list too.

If anyone has any good ideas and suggestions, please let us know

Thanks again everyone for your help and support.

Regards
Terri Daniels
Chairperson

TREASURER'S REPORT 2022

I am Louise Adlington and have still continued in my role as Treasurer this year after stepping into it in November 2019. Again, I have mostly supported remotely this year after COVID.

Just to remind you, the accounts in this report are from April 2021-March 2022. As you will see we are lucky to have finished the year with a credit instead of a deficit.

As many parents slowly return to work, we have seen a slow increase for Wrap Around Care as shown in income for After School Kids Club and have had a reduction in Breakfast Club.

As you can see food costs have increased considerably; this not just due to children returning back to Pre-school/Full Day Care and After school Kids Club but a big inflation in food prices.

Can we remind parents again to complete the relevant sections on their funding forms when they complete their initial paperwork, ticking the box to allow us to check eligibility for us to claim Early Years Pupil Premium? This enables us to buy equipment and support children better.

We continue to increase the use of our Babysdays system more and more... to keep families updated and to share photographs of the children enjoying their time at nursery. It helps to share relevant information quickly and efficiently with you, including our Annual Reports.

We have continued to improve our predictions in relation to income and expenditure, helping us to continue to make informed decisions regarding fee increases and the impact of National Living Wage salary increases on salaries.

Along with the Early Years sector as a whole, are expecting a tough year ahead financially; increases to the National Living Wage and the effects of the cost of living crisis will impact us greatly.

We continue to remain as transparent as possible with our finances and hopefully our annual accounts reflect this.

Louise Adlington
Treasurer

Sure Start

Registered Charity – 10647590

Income & Expenditure Summary for The Years Ended 31st March

Income	2021	2022
	£	£
Furlough Received	18,106	---
Grant Funding	7,239	---
Full Day <i>Less refunds*</i>	81,282	139,782
Kid's/ holiday club	26,115	31,203
Pre-school & grants	149,932	103,749
Fundraising	365	---
Breakfast club	1,756	517
Lunch / Dinner club	2,660	3,766
Other income/donations	<u>2,808</u>	<u>701</u>
	<u>290,263</u>	<u>279,718</u>

**full day income adjusted by unpaid cheques & refunds.*

Expenditure

Equipment& fittings	1,745	3,808
Fundraising/ photographs	3,702	276
Sundry/ food & supplies	10,456	18,223
Wage, Nat. Ins., pensions & Vouchers	209,326	205,035
Rent, rates & cleaning	12,766	2,974
Postage/stationary & office	1,477	1,741
Telephone, mobile & Internet	1,031	815
Bank charges	---	---
Insurances	1,598	1,390
Subscriptions, training, travel	576	990
Legal & prof. Fees	<u>4,466</u>	<u>12,506</u>
	<u>247,143</u>	<u>247,758</u>

Surplus (Deficit)	43,180	31,960
<u>Bal b/fwd.</u>	<u>62,217</u>	<u>105,397</u>
<u>Bal c/fwd.</u>	<u>105,397</u>	<u>137,357</u>

**Represented by banks as at 31.3.2022,
petty cash floats, accruals and creditors
checked and verified 10.1.2023.*

Bodell & Co
Accountants
ACCA

Tel: 01708 852505
Email: bodellfinance@gmail.com

MANAGER'S REPORT 2022

Dear Parents

Firstly, can I say thank you so much for choosing to join our setting. Whether your children attend our Holiday Club, our Kids Club, our Full-Day Care or our three-hour Pre-school sessions, I am so pleased we can help you and you trust us to support you in the rearing of your children. YOU are the most important person in their life, and we want to be sure we are supporting you in the best way we know how. We want happy, confident and sociable children who are enthusiastic to learn and grow with us.

Over this last year the setting has seen a few changes: the Kids Club is shrinking now with more families working from home – our Calm Cove room is getting back on its feet having had a dip in take up of baby spaces – our bigger room, Blustery Bay, has seen a large amount of 2 year olds as well as children with additional needs, especially with speech & language delay – one staff member has left, one staff member has re-joined the team and one staff member is on maternity, caring for her beautiful baby daughter – we have spent the year implementing the new Early Years Foundation Stage Statutory Framework that saw a huge update in Sept 2021 – and now we come to the end of an era with our Chairperson Terri resigning after many years of volunteering for us. She will be sorely missed by all the Committee trustees and the staff team for her organisation skills, safeguarding knowledge and great support as well as the drive she has for continuous improvements; luckily, she will still be on hand if we need advice as she works for the Early Years Team at Thurrock Council. But in true SURESTART fashion we have another 'Surestarter' joining our Committee (Samara being the present one)... in the form of Mackenzie who attended our Pre-school back in 1999.

These changes to our setting, our life path, is captured in each Annual Report and as I read them back from previous years, I have to smile with pride at the memories they evoke. This time last year I was unwell and am so grateful that all the staff team and the Committee trustees have supported me to get back to better health, proving SURESTART is a true family setting where the most vulnerable are cared for in their hour of need. It has only been via a huge team effort that we have managed through this previous year and have 2023 to look forward to. Additional thanks go to Wendy and all her staff in Ockendon Children's Centre, the Early Years Team at Thurrock Council for their local advice and training, Peter/Stoil/Rhys from Property Services for maintenance, Glynis/Wendy from Belhus and Ockendon Community Forum for pulling the community together, the Council for Voluntary Services and the Early Years Alliance for their national advice and training, the Pyramid & Scrap Project for their free/discounted art materials... and each of you parents who have donated books, toys or resources to keep us ticking over, as well as following all our covid rules... which we are continuously grateful for.

Finally, let's have a few "ahhhh"s as I want you to look at all the photos we took in the month of November 2022 to give you an insight of nursery life. They have not been selected or planned for today but are just the ordinary photos we take of your children... that will be fixed into their Learning Journals and given to you when they leave us. This coming year I hope to see you parents/carers visiting nursery to volunteer, read, do cooking etc and YOU will be in next year's photos... that's my plan.

Lucy Pollock
Setting Manager

The SURESTART Staff 2022 (and Task Group names)



Tanya (Terrapins)



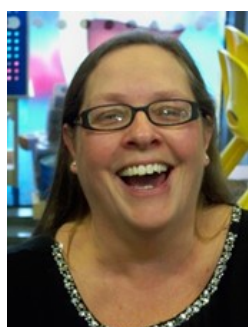
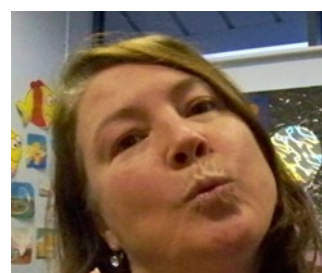
Rachel (Rainbow Fish)



Rita



Jackie (Jellyfish)



**Tina (Turtles)
(Tuna's)**



Kirsten (Killer Whales)

Joanne (Jewelfish)

Tammy



Lucy (Limpets)



Lorraine (Lobsters)



Angel (Angelfish)



Laura-Cleaner



Kay (Krills)



Suma (Starfish)



Amber (Amberjack)



Rachel E

OUR THANKS TO OUR SUPPORTERS MENTIONED IN THIS REPORT AND ALSO TO:

- ☐—James from Bodell & Co, our Accountants
- ☐—Zoe our photographer (Smile Studios)
- ☐—Wendy Walker and all her team in Ockendon Children's Centre, including Sue the cleaner and Elaine at the front desk who is indispensable!
- ☐—Thurrock Council Early Years Team, especially Terri, Colette, Katie, Jenny, Paul and Dawn
- ☐—Jonathan, Julieta and the team at The Nursery Kitchen in Basildon
- ☐—All the Head Teachers, Early Years and office staff at our six local primary schools
- ☐—Angela Lewis, the Training Assessor for our Apprentice since Oct 2019-
- ☐—The team of volunteers and library staff at the South Ockendon Centre
- ☐—Dr. Keith Cranwell, as well as Maggie Pollock – Property Trustees
- ☐—And to YOU for the donations of toys and equipment your children no longer use, for your support during this year, and for choosing us as your childcare provider!

SURESTART

England & Wales - Charity number 1064759

Accounts

SURESTART

'Where Kids Come First'



ANNUAL REPORT 2021

Registered Charity Number: 1064759
Registration Ofsted Number: EY337731

SURESTART 'Where Kids Come First', Ockendon Children's Centre, 2a Afton Drive, South Ockendon, Essex, RM15
5PA

Tel: **01708 670011** Mobile: **07587 005472** E-mail: surestart1@aol.com



Our Charitable Aim

Our aim is 'to provide the children with opportunities to LEARN THROUGH PLAY in a stimulating and exciting setting. We also wish to support families and encourage their involvement in their children's education outside of the home. In providing quality care we are committed to developing the full potential of the children and staff.

April 2021-March 2022

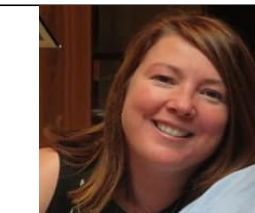
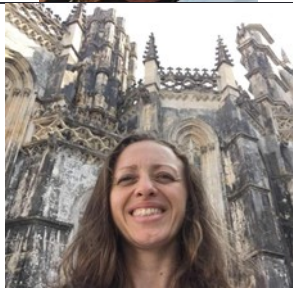
GROUPS	AGE	TIME	COST	DAY
Breakfast Club	Rising 5 to 12yrs	7.30am to 8.45 am	£6.20	Monday to Friday Term time only
Pre-School Morning Sessions	2 to 5yrs	8.30am to 11.30am	£18.60 or free entitlement	Monday to Friday Term time only
Pre-School Afternoon Sessions	2 to 5yrs	11.30am to 2.30pm	£18.60 or free entitlement	Monday to Friday Term time only
Full Daycare Morning Sessions	0 to 5yrs	8.00am to 1.00pm	£30.90	Monday to Friday 38/51 weeks per year
Full Daycare Afternoon Sessions	0 to 5yrs	1.00pm to 6.00pm	£30.90	Monday to Friday 38/51 weeks per year
Full Daycare Full Day	0 to 5yrs	8.00am to 6.00pm	£58.70	Monday to Friday 38/51 weeks per year
After School Kids Club	Rising 5 to 12yrs	3.00pm to 6.00pm	£16.35	Monday to Friday Term time only
Holiday Club	Rising 5 to 12yrs	8.00am to 6.00pm	£30.90	Monday to Friday using Thurrock Council school calendar
Holiday Club	Rising 5 to 12yrs	8.00am to 1.00pm OR 1.00pm to 6.00pm	£30.90 £15.45	Monday to Friday using Thurrock Council school calendar

DETAILS OF STAFF AND VOLUNTEERS

STAFF MEMBERS	JOB ROLE	START DATE	EXPERIENCE/TRAINING/ QUALIFICATIONS
Lucy Pollock	Manager/Safeguarding Officer/Keyworker	March 1993	NNEB III/First Aid/Child Protection
Tanya Gould	Deputy Manager/ Room Leader/ Keyworker/Behaviour Officer	Jan 2000	Cache III/First Aid /Child Protection
Sharon McClean (left August 2021)	Playworker/ Keyworker/Health & Hygiene Officer	Feb 1994	First Aid/Food Hygiene/Safeguarding/a number of day courses attended
Tammy Marsh	Playworker/ Keyworker/Speech & Language Officer	June 2002	NOCN in Childcare II/First Aid/Safeguarding
Jackie Goulden	SENCO/ Playworker/Keyworker	June 2007	NVQ III in Childcare and Education/ First Aid/Safeguarding
Rita Town	Playworker/Cook	April 2002	First Aid/Food Hygiene/Safeguarding
Kirsten Regan	Administrator/Cook	July 2003	First Aid/Safeguarding/A number of day courses
Maggie Pollock	Deputy Cover (on standby)	March 1993	Cache III Childcare and Education/Safeguarding
Rachel Wood	Playworker/Keyworker	Sept 2012	Cache III Childcare and Education/ First Aid/Safeguarding
Clare Woodward (left July 2021)	Playworker/ Keyworker/Safety Officer	Feb 2015	Food Hygiene/First Aid /Safeguarding
Joanne Spillett	Playworker/Keyworker	Feb 2015	Food Hygiene/First Aid/Safeguarding
Lorraine Latham	Playworker/Keyworker	June 2017	Safeguarding/First Aid/A number of online courses
Laura Dove	Cleaner	July 2017	
Nicola Fry (left August 2021)	Playworker/Keyworker	Sept 2018	Cache II Introduction to Early Years Education/First

			Aid/Safeguarding
Angel Jolly	Playworker	Sept 2018	Children and Young People Level II/First Aid/ Safeguarding
Courtney Meldrum (left April 2021)	Playworker	April 2019	Level III Childcare and Education Diploma/First Aid
Jasmine Newson (left April 2021)	Temporary Playworker	Oct 2020	NCFE Cache Technical Level III in Childcare and Education
Tina Bottjer (left October 2021)	Playworker	Mar 2021	Cache Level 4/First Aid
Kay Henderson	Playworker	Sept 2021	BA Honours in Childhood and Youth Studies
Suma Deb	Playworker	Sept 2021	NNEB III
Amber Arrowsmith	Room Leader	Oct 2021	Cache III/First Aid
Rachel Enguell	Playworker	Nov 2021	Cache III Children and Young People Workforce

TRUSTEES ON THE MANAGEMENT COMMITTEE

	Maggie Pollock - Secretary Founder & Community representative I am Maggie Pollock, co-founder of Surestart in 1993, retired Manager and now Properly Trustee. I meet regularly with other Trustees to ensure good governance of Surestart. Helping to build Surestart over the years has been one of my proudest achievements. There are many challenges for us all going forward, but working with OUR amazing staff team and YOU, our parents and carers, we can continue to provide top quality care in a fun and educational way.
	Terri Daniels - Chairperson Community representative My background spans across 30 years of Childcare with 19 years working at various levels in nurseries. I spent 16 years in senior nursery management roles and now work as an early year's advisor for Thurrock. My skills and interests are in early years training and development, leadership & management and performance management. I also know a little bit about the EYFS and Ofsted!! I see my role as ensuring good governance and making sure the charity abide to its Constitution whilst bringing challenge and support. I am in my 5th year as Chair of Surestart after saying I would help for a year or two! I am immensely proud of the work the setting does in the local community and I enjoy the challenge of supporting Lucy and the Team in their work.
	Kirsten Regan Staff representative I have lived in South Ockendon all my life. Upon leaving school I worked in the City, having a short break from work to have my children, before starting here at SURESTART in 2003. I have seen lots of changes in Ockendon over the years and have a keen interest in our local community.
	Pricila Zanini Parent representative I am Committee member and a parent of two children. My oldest daughter has attended Surestart for nearly 3.5 years, until she started school last September. And my youngest daughter is a Surestart child for the last 1.5 years old. I have complete confidence that Surestart staff are dedicated and passionate for what they do and I can see how much my children have learned. I have joined the Committee in 2020 as a parent representative and hope to help support continued communication between parents and staff. My role is to bring a parental perspective to support the nursery to achieve its highest aims and standards.
	Louise Adlington - Treasurer Parent representative Hi my name is Louise Adlington and I am a full-time mum to Ronnie, who used to attend SURESTART until he started school last September, and his older sister Emma. I have few hobbies but I love baking as my children can get involved. Starting as a Committee member and now becoming a Treasurer has given me the opportunity to help SURESTART in helping our children develop and learn.

	Samara Coombes representative Parent I'm Samara, a parent of a Surestart child, a Committee member and now Vice Chair. I attended Surestart when I was young so this nursery is part of my family. It has been a difficult and challenging year but Surestart has been there to support every child and every parent every step of the way. The incredible staff make children feel happy and comfortable whilst educating them. My little boy has learned so much since attending Surestart which is why I am committed to helping Surestart be the very best it can be.
	Lisa Cornwell representative Parent

Chairpersons Report SURESTART 'Where Kids Come First' - 2021

Dear Parents and Carers,

Welcome and thank you for attending our second consecutive virtual SURESTART 'Where Kids Come First' Annual General Meeting. The meeting is held on Zoom and will run across two x 40 minute sessions with a short comfort break in the middle. Please re-join after the first 40 minute session.

The AGM is a legal requirement under our charitable status and Constitution and is held around this time each year.

We have to make sure we report on the business side of the charity and its operations and this year covers the financial matters from 2020/21 as accounts are always a year behind.

The rest of the report and information will pertain to this operational year 2021.

I'll start with introductions to the current Committee members.

Chair - Terri Daniels

Secretary - Maggie Pollock

Staff representative - Kirsten Regan

Vice Chair - Samara Coombes

Treasurer - Louise Adlington

Parent representatives - Samara Coombes, Louise Adlington, Pricila Zanini, and Lisa Cornwell

Community representatives - Maggie Pollock and Terri Daniels

I have been on the Committee for over 6 years and Chair for five of them. I have now actually formally resigned as Chair and will step down from the role as soon as we can find someone else to take it on. Since joining over 6 years ago, the Committee has gone from strength to strength and we have found ways to evolve and change, even during the most difficult and unprecedented last two years, to ensure that we can fulfil our duties and continue to meet the requirements of our Constitution.

I would like to thank the current Committee members for their continuing hard work for the charity and this year has seen Lisa join us. We are now at 7 members but we

still need further members to join us so that we can always ensure we have the right level of support and challenge to keep us on our path of continuous improvement and remain operating in line with our Constitution and charitable status. We must continue to recruit to the Committee and grow numbers so that we can succession plan effectively for the future, always ensuring Surestart can continue to offer their unrivalled services to the children and families in our local area.

A role on the Committee is very rewarding and valuable with opportunities to get involved in sustaining and developing the business and it will give you the chance to have input into the running of the setting. You would need to be able to attend 4-5 meetings per year, with at least 50% of them held virtually to make attending easier. You may be occasionally asked to take on a specific task such as helping with recruitment or fundraising and events **(only a few hours every few months)**.

We all hoped that this would be a better year for us all with hope that the pandemic would have passed but 2021 has probably been even more difficult in many ways as we have faced many changes and challenges over the past twelve months.

We have seen the impact of COVID-19 on staff, children and parents and have seen long serving staff leave us.

Throughout this time, the TEAM at Surestart have continued to keep calm and carry on regardless of everything that has been thrown at them. Many of the team have been struck by Covid this last year but regardless of that, they have continued to work tirelessly, caring for your children as we have all tried to adapt to the “new normal” way of life. The efforts of Lucy, Kirsten and the whole team have been second to none and I would just like to say how much they are all appreciated.

A nursery is nothing without a committed and valued staff team and Surestart remains one of the best so that goes a long way to describe how amazing they all are.

Some of the highlights for the Staff and Committee this year have been;

1. Keeping the nursery open regardless of COVID-19 interruptions and continuing to provide a service to the children and families who need us.
2. Seeing the commitment of the Committee members, even though we have had to remain virtual to help keep things ticking over as smoothly as they could.
3. Seeing the hard work, commitment and determination of Lucy and Kirsten to keep the nursery financially secure, making cut backs when needed and ensuring that we have claimed all the grants and funding that we possibly could have to see us through the pandemic.
4. Being successful in recruiting new staff to post in very difficult times when there is a national recruitment crisis.

Despite the immense challenges we have faced this year, we remain positive and thankful that we have ended 2021 in a good financial position with a profit for the year and a predicted profit for the coming year too. We have continued to deal with all the business that has been asked of us as a small group.

Running a successful and sustainable nursery continues to be a huge challenge and the team at SURESTART continue to deliver an excellent service for the children and families in South Ockendon and beyond.

We continue to work in partnership with the Children's Centre and other local community organisations to ensure that we support the local community as best we can. We have been lucky to receive help and donations from local businesses.

Some of the Committee aims for the future include:

1. Continuing to encourage new members to join to increase membership and longevity of Committee.
2. Working with Lucy and the Team to continue to support the nursery and its business to “normal” as soon as the pandemic allows.
3. Using our charitable status to locate funding that supports projects we identify to be beneficial to the children and families (impacted by the pandemic, for example, speech and language, SEND, emotional well-being and behaviour). We need to review our fundraising approach to strengthen our financial sustainability.
4. Creating a succession plan to ensure SSWKCF is future proof and sustainable.

If anyone has any good ideas and suggestions, please let us know

Thanks again everyone for your help and support.

Regards
Terri Daniels
Chairperson

TREASURER'S REPORT 2021

I am Louise Adlington and have continued in my role as Treasurer this year after stepping into it in November 2019. Again, I have supported remotely this year due to COVID.

Just to remind you, the accounts in this report are from April 2020-March 2021.

You will see the impact of COVID reflected in the accounts for 2020/21 – and we are lucky to have finished the year with a credit instead of a deficit.

As many parents worked from home the demand for Wrap Around Care was reduced as shown in the reduction in income for both Breakfast and After School Kids Club.

We were thankful that the Local Authority continued to fund our Free Entitlement based on the number of children who had booked sessions (even though they may not have been able to attend) as opposed to exact numbers actually attending on our registers, enabling us a small increase in fees and grants for Pre-school.

Food costs decreased as The Professional Nursery Kitchen allowed us to pay for just what we needed instead of there being a minimum charge; as the numbers of children attending were fewer, we did not need to purchase as much food.

Costs for salaries were reduced and we were able to access furlough payments from the government on the percentage of our income from fee paying families only; we could not claim for the percentage under the Free Entitlement funding. This involved lots of calculations and monthly inputting on the Administrator's part to ensure we could claim what we were entitled to.

Can we remind parents again to complete the relevant sections on their funding forms when they complete their initial paperwork, ticking the box to allow us to check eligibility for us to claim Early Years Pupil Premium? This enables us to buy equipment and support children better.

We are using our Babysdays system more and more... to keep families updated during COVID and to share photographs of the children enjoying their time at nursery. And to receive this year's Annual Report!

We have continued to improve our predictions in relation to income and expenditure, helping us to continue to make informed decisions regarding fee increases and the impact of National Living Wage salary increases on salaries.

We hope to continue going from strength to strength in keeping the business sustainable and being as transparent with our finances as possible as you will see from the annual accounts.

On a sad note, our Accountant, Dave Bodell, passed away recently. We have used Bodell & Co, based in Ockendon village, for a very long time for our annual accounts – they have always been most helpful and supportive – and we are thankful we can continue to use them as Dave's grandson, James, continues to run the family business.

Louise Adlington
Treasurer

Sure Start Registered Charity - 10647590

Income & Expenditure Summary for The Years Ended 31st March

INCOME	2021	2020
	£	£
Furlough Received	18,106	---
Grant Funding	7,239	---
Full Day <i>Less refunds</i>	81,282	83,890
Kid's/ holiday club	26,115	48,466
Pre-school & grants	149,932	145,944
Fundraising	365	44
Breakfast club	1,756	3,866
Lunch / Dinner club	2,660	3,140
Other income/ donations	<u>2,808</u>	<u>1,197</u>
	<u>290,263</u>	<u>286,567</u>

nb. full day income adjusted by unpaid cheques & refunds.

EXPENDITURE

Equipment& fittings	1,745	2,359
Fundraising/ photographs	3,702	13,281
Sundry/ food & supplies	10,456	22,648
Wage, Nat. Ins., pensions & Vouchers	209,326	215,765
Rent, rates & cleaning	12,766	22,123
Postage/stationary & office	1,477	1,052
Telephone, mobile & Internet	1,031	966
Bank charges	---	---
Insurances	1,598	1,573
Subscriptions, training, travel	576	1,378
Legal & prof. Fees	<u>4,466</u>	<u>3,905</u>
	<u>247,143</u>	<u>285,050</u>

SURPLUS (DEFICIT)	43,180	1,517
<u>BAL B/FWD.</u>	<u>62,217</u>	<u>62,700</u>
<u>BAL C/FWD.</u>	<u>105,397</u>	<u>64,217</u>

Represented by:		
Balance at bank 31.3.21	64,352	
<u>Petty cash floats</u>	<u>45</u>	
		64,397
<u>Other creditors / accruals</u>		<u>180</u>
		<u>64,217</u>

Manager's Report 2021

We started 2021 with our first ever virtual AGM in January – thank you to those who attended.

I'm sure we all hoped that covid would become a distant memory and things would return to “normal”, but I think things will take much longer to adjust than we previously thought.

The year has seen many staff changes – long standing members who have left us, as well as welcoming some new faces.

We interviewed for a Baby Room leader in February and employed Tina Bottjer as a Playworker.

We welcomed back Kids Club at the start of March. We logged onto the Early Years Conference sessions and learned about the EYFS reforms in September.

We said goodbye to 2 staff members in April: Jasmine Newson, our “temporary” Playworker who moved to Wales, and Courtney Meldrum who moved to Benyon Primary Academy.

In May we ran our Holiday Club – and watched as the wet pour was laid in the Children's Centre garden. Some staff updated their first aid training (in a covid safe way of course!) and worked on transitions for the children leaving at the end of the summer term to start Reception in September.

We held our Leavers Ceremony outside in July (a very hot day!) and said goodbye to another staff member, Clare Woodward.

We ran a very busy Holiday Club during the 6 weeks holidays and attended the Community Clean Up and Art in the Park projects in the local community. We also said goodbye to Nicola Fry who moved out of the area and Sharon McClean – who had been with us since 1994. You may see her around if you shop in Costco...!

At the start of September, we closed for whole team training where we looked at the changes made to the EYFS starting that month. We also welcomed 2 more new members of staff – Kay Henderson and Suma Deb. We started bringing some new children in to settle with us too.

Settlings with new children continued in October when we also said goodbye to Tina Bottjer and welcomed Amber Arrowsmith as our new Baby Room Leader. We then had 3 of the staff team hit with covid – but

they thankfully all recovered and returned to work after the required isolation period.

In November we had Zoe the photographer in – who I’m sure you’ll agree always manages to get the best shots – even when working with children and animals!!

The staff ended the year with a fish and chip meal at the last staff meeting of the year in December. The children enjoyed a “party week” with lots of dancing, yummy snacks and saw some of the staff dress up (I’m sure they all told you about Jackie in her “blow up” Santa outfit!).

The Early Years Team at Thurrock Council have supported us throughout the year with online training and advice when needed.

I need to thank the Committee for their invaluable support this year – from helping out with the interviews for new staff to giving their time to meet (albeit virtually) to discuss vital business matters.

I thank you – our families – for your patience and understanding in accepting all the covid regulations we have asked of you, as well continuing to support us to provide the very best of care for your children.

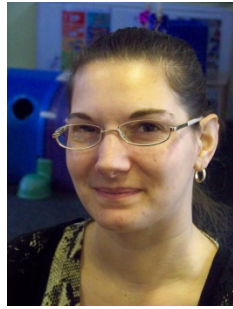
We look forward with anticipation to what 2022 may bring us...!

Written by Kirsten Regan in Lucy Pollock’s absence due to illness

The SURESTART Staff 2021 (and Task Group names)



Tanya (Terrapins)



Rachel (Rainbowfish)



Sharon (Sharks) left Aug



Courtney (Crabs) left Apr



**Rita
Oct**

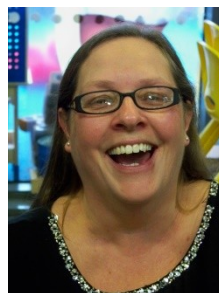


Jackie (Jellyfish)

Nicola (Narwhals) left Aug Tina (Turtles) left



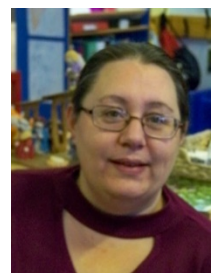
**Kirsten (Killer Whales)
left Jul**



Joanne (Jewelfish)



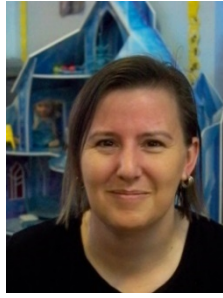
Tammy (Tuna's)



Clare (Crayfish)



Lucy (Limpets)



Lorraine (Lobsters)



Angel (Angelfish)



Laura-Cleaner



Kay (Krills)

Suma (Starfish)

Amber (Amberjack)

Rachel E

OUR THANKS TO OUR SUPPORTERS MENTIONED IN THIS REPORT AND ALSO TO:

- Dave Bodell & James our Accountants
- Zoe our photographer (Smile Studios)
- Wendy Walker and all her team in Ockendon Children's Centre, including Sue the cleaner, Malcolm the caretaker and Elaine at the front desk who is indispensable!
- Thurrock Council Early Years Team, especially Terri, Colette, Katie, Jenny, Paul and Dawn
- Jonathan, Julieta and the team at The Professional Nursery Kitchen in Basildon
- All the Head Teachers, Early Years and office staff at our six local primary schools
- Angela Lewis, the Training Assessor for our three Apprentices since Oct 2019—
- The team of volunteers and library staff at the South Ockendon Centre
- Dr. Keith Cranwell, as well as Maggie Pollock – Property Trustees
- And to YOU for the donations of toys and equipment your children no longer use, for your support during this difficult COVID year, and for choosing us as your childcare provider!