

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

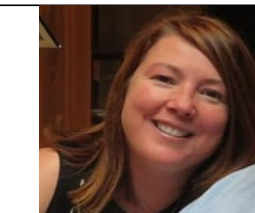
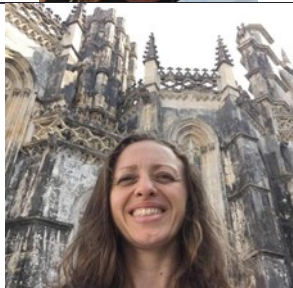
GROUPS	AGE	TIME	COST	DAY
Breakfast Club	Rising 5 to 12yrs	7.30am to 8.45 am	£6.20	Monday to Friday Term time only
Pre-School Morning Sessions	2 to 5yrs	8.30am to 11.30am	£18.60 or free entitlement	Monday to Friday Term time only
Pre-School Afternoon Sessions	2 to 5yrs	11.30am to 2.30pm	£18.60 or free 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 (Crabs)



Jackie (Jellyfish)



left Aug Nicola (Narwhals)



Rita Oct

Tina (Turtles) left



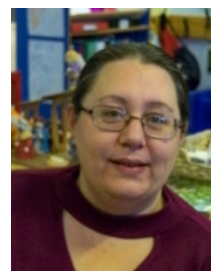
Kirsten (Killer Whales) left Jul



Joanne (Jewelfish)



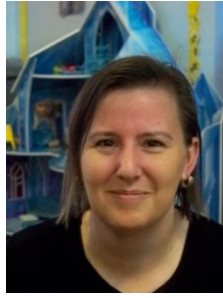
Tammy (Tuna's)



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!