

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

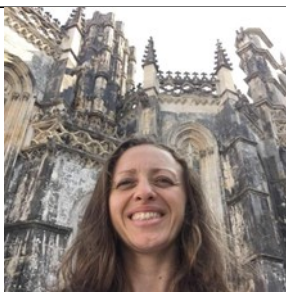
GROUPS	AGE	TIME	COST	DAY
Breakfast Club	Rising 5 to 12yrs	7.30am to 8.45 am	£6.35	Monday to Friday Term time only
Pre-School Morning Sessions	2 to 5yrs	8.30am to 11.30am	£19.20 or free entitlement	Monday to Friday Term time only
Pre-School Afternoon Sessions	2 to 5yrs	11.30am to 2.30pm	£19.20 or free 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

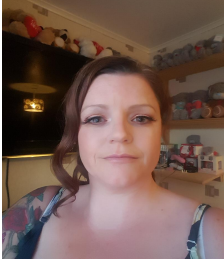
DETAILS OF STAFF AND VOLUNTEERS

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
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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)



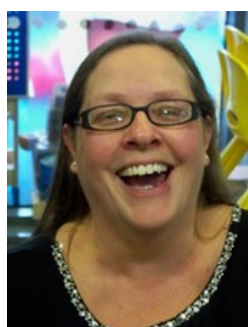
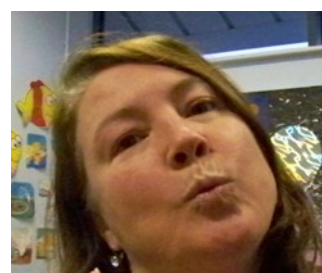
Rachel (Rainbow Fish)



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!