

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
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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**



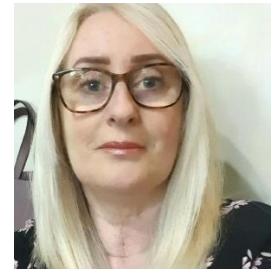
Tina (Turtles)



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!