## **Chuckles Nursery**

## **Parent Quality of Care Report**

## **July 2018-August 2019**

**If you would like a copy of this emailed to you or printed out please let us know or email** **hello@chuckles.wales**

 Key RI – Registered Person – Nursery Owner – Lisa Owen PIC – Person In Charge – Nursery Manager – Amy Baugh

The purpose of this report is to provide information to parents and users of Chuckles Nursery on how we have performed and improved over the past year. At Chuckles we aim to provide parents with childcare that is of a high quality and makes children feel safe and secure and we believe this can only be achieved by continually reviewing what we do and taking onboard feedback from parents, children, team members and other professionals. We have a committed and enthusiastic team who are able to review and adapt both their own practices and the nursery policies and procedures to ensure that we are always striving to deliver not just the minimum standards but also provide areas of best practice.

**Our Mission Statement**

We offer a unique healthy, nurturing childcare experience, where every day is an adventure

**Our Core Values**

To create an extended happy family through a healthy lifestyle and exciting experiences

Chuckles Nursery opened its doors on the 8th November 1999, and this year we held a 20th anniversary celebration to show how much we have grown over those 20 years and also to recognise the hard work of our team and the strong family support and good relationships with our parents, children and other professionals.

**A review of the year**

This last year has been a busy one with lots of changes made to our environment. The ITERS training course attended in Jan 18 started a roller coaster of changes in the baby and toddler areas. However in August we set about moving walls to make the rooms even more open plan allowing the creation of better speech and language areas. Between the preschool room and the toddler room there was a “cwtch” used by the preschool room and we had already been looking at that area as it was a very underused space. We took out the two walls and made three rooms into two. During the building process we saw that the toddlers liked the open space and being able to see the older boys and girls, but the sound travelled too much to keep it like that. So, we decided to put in floor to ceiling view panels which the toddlers love. We also believe that it helps with transition as the preschool room is no longer a strange room as they have been watching the older boys and girls using it for a year.

Within our baby areas we made changes to the types of equipment we provide and started using items made of natural materials such as wood and metal to develop sensory baskets and interest boxes for the babies to explore. Our pre-school group also have their own recycling boxes and items from these are used for junk modelling and loose parts play.

Our decking area is designed for under 2’s so that they can access outdoors at the same time as the rest of the children but remain safe, early in the year team member looked at the type of activities and equipment in this area and made changes to give children more opportunities to explore different resources and provide a more stimulating environment. It is now decorated with a range of colourful mobiles and resources for the children to explore as well as the addition of new interest boards and a sensory area.

We continued to do sign language with our under 2’s and it has now become embedded as part of their daily routine and children are often seen using signs such as drink, food and thank you independently. Rhyme baskets are available at all times for children to take props such as fish, dolls, and sheep to team members if they would like to sing songs.

New All About Me forms which are designed specific to the age groups and filled in by parents, now ensure that we aware of what each child likes/dislikes as soon as they join the group which helps them to feel more settled within the nursery. We always had care sheets, but these had added questions that each group added raised from interactions with parents over the years.

There is a strong emphasis on using positive praise in all groups, this year we changed our approach so that our nursery rules are developed each term by our pre-school children and displayed within their room. By allowing the children to develop their own rules we found that they are more likely to remember and follow them.

One of our pre-school team attended a visual aid workshop and as a result put in place new prompt cards which has helped reinforce rules around sharing and helped key children to communicate. She also visited one of the children’s schools as part of our transition arrangements and shared how she uses them so that they had a better understanding how to manage the child’s behaviour and understand them when they join the school in September

In February 2019 the RI and PIC attended a practice worth sharing event in a local nursery. There we saw children eat lunch where they set the table, served themselves and even washed up the dishes afterwards. As soon as we returned, we started making changes. We purchased china crockery to replace the plastic dishes we had been using, serving dishes for the children to be able to serve themselves, items for them to wash their dishes away once finished and a mirror so they could check their faces once wiped. We put the changes in place as soon as the equipment arrived, and we could immediately see the difference. Mealtimes became calmer, quieter and more relaxed for both the children and staff as the children really enjoyed being able to serve themselves. We were able to create more opportunities for learning by discussing things like portion control, encouraging turn taking, and teaching the children how to wash up afterwards, this is something we are now looking to further develop with all age groups.

Emphasis on healthy eating has remained strong in the nursery, Children have continued to have an input in changing menus e.g. children are asked for their ideas on what to include in new menus with most children able to come up with meal ideas and staff observe what different foods the children were or were not eating and menus are changed as a result of this. In November 18, we were asked to host the launch of the Welsh Government’s Food & Nutrition in Childcare Settings – Best Practice Guidelines due to our ongoing commitment to healthy eating. Huw Irranca Davies, the Welsh Minister was booked to come and watch our children at snack time and then launch it but sadly he was caught up and couldn’t get here but the launch went ahead. The RI attended further training held by Aneuing Bevan. From there we went through our current menus and checked them against the revised Eat Well plate ensuring that our daily menus and snacks met all the children’s needs as recommended. Portion sizes are stated in the guidance, but we decided to make a display of actual plate sizes in the dining area so that the team were always aware of how much the children should be eating. In March 2019, we again received a score of 5 from our Environmental Health inspection

Children enjoy taking part in exercise daily as part of the play to learn program and part of our Early Years Deprivation Grant (EYPDG) allocation this year was used to purchase fortnightly visits from the Newport Live team which has become a favourite part of our pre-school children’s routine. The preschool team have also learnt a lot and are now able to carry out sessions themselves with one of them working for Newport Live in their spare time. Visits from a Yoga instructor this term has also been a hit and this has now been included in fortnightly plans. The introduction of woodworking and forest school sessions this year has seen an impact of the skills developed within the pre-school group with children showing an increase in language and physical development skills as well as in increased confidence in these areas as sessions progressed.

Recommendations from previous inspections have been put into place such as improving the use of Welsh provision within the setting which resulted in us working with Mudiad Meithryn also with Business Wales to see how we could access further staff training and also make the setting more bilingual. The Toddler team completed Croes Y Bont training in September 19 to increase their knowledge and confidence in using Welsh language in activities, we have assigned a Welsh Champion in setting who leads the development of Welsh language incorporation into activities. Feedback form L - “I work closely with a supporting organisation, Muddiad Meithrin, and have developed age appropriate sessions that we undertake entirely in Welsh. In addition to this we ensure that incidental Welsh is used throughout the day and encouraged in our children. Many of our children will transition to Welsh speaking schools following their time with us”. Our older toddler team have also recently set up a home link activity using our Welsh character DOTI that includes families sending in pictures of Doti’s adventures to be shared with the other children

We have been able to develop and maintain good links with the local community and liaise with local schools and other nurseries. This year we decided to try a new idea for transitions, we spoke to Millbrook primary and arranged to do an active tots session in partnership with Newport Live at the school with our children and their reception class in order to familiarise our children with the setting. This worked very well and we had some great feedback from Joel who ran the session - “Just want to say what a great experience this morning was. The children seemed to thoroughly enjoy the activity and hopefully made friends through the engagement. The school seemed to enjoy the idea too and were fully supportive. From our perspective it was amazing to see the integration and hopefully makes that first visit to the "big school" that little bit easier and more fun” We were also invited to attend Newport lives first showcase event this year as we were featured as a model of good practice following our work on the active tots delivery within the nursery.

We also held a practice worth sharing event here for nurseries in Newport, Torfaen and Monmouth to attend to share what we have been doing with parental engagement and woodworking sessions. 25 nurseries attended and as a result of this several nurseries have now started woodwork sessions within their own settings. We have also had nurseries visit after the event to join woodwork sessions with the children to see how they work and also look at evidence folders and packs created for our parental engagement sessions. Feedback from the Local Authority following the event was very positive “A big thank you to you and your preschool team last night. It’s never easy standing up in front of so many people. All practitioners appreciated the honest account you gave of setting up your workshops over the last couple of years. The effort you put into detailing the resource packs was appreciated. I know that many photographs were taken of your resources ideas” “I’d like to reiterate your Teacher Advisor’s thanks and well done. I spoke to another setting this morning who attended the session and told me that their staff came away excited having seen the woodwork resources in action and were looking forward to trying it out themselves”

After working are way through bronze and silver awards this year we achieved our Small Workplace Award - Gold standard Our assessor was very impressed with our policies relating to health and commented “Staff and children health and wellbeing is now embedded within the organizations operations. Chuckles Nursery has again achieved a high standard in pursuit of health and wellbeing at work, not only maintaining but adding to previous initiatives / procedures noted during the bronze and silver assessments. Many thanks to all staff for making this an interesting and pleasurable assessment and the nursery thoroughly deserve the GOLD award”. After this the wards just kept on coming!! In May 19 we won Early Years Wales’ award for Innovator of the year 2019 – this was awarded to us after we were recognized for being the 1st nursery in our area to provide 6am starts, bank holiday care, and a flexible day that allows parents to have an 8-12 hours day depending on their needs. Later that month we achieved Highly Commended for our Early Years Wales - Quality For All, with no recommendations and one suggestion for improving our Welsh home link book, “Encourage families to use Welsh language in their diary entries” this has been passed on to our toddler team who are going to include this in their plans for September 19. Comments from the assessor included “Children and families benefit from a range of interesting experiences that are enriched by positive interaction with other adults and professionals in addition to staff” “Families can be confident that their child is kept safe in Chuckles Nursery where staff are competent and place children at the centre of their care. Children enjoy stimulating, adult-led learning opportunities as well as taking a lead in their own play”

Then in June 19 we were recognized as one of the top 20 recommended nurseries for the 3 year in a row through DayNurseroes.co.uk, thanks to some fantastic reviews from our parents – So we’d like to say a BIG thank you to all of you!

We continue to see having a well trained team as a priority for providing good consistent care and education and provide team members with opportunities to train, network and attend events throughout the year. To of the team have completed their Level 3 qualification in Children’s Care Learning and Development and one their Level 5. We have also had 3 new apprentices join us this year. The whole team continue to complete mandatory requirements for Safeguarding Level 1, Paediatric First Aid and Basic Food Hygiene and team members have also completed additional training in Infection Control, Manual Handling, Fire Safety and Health & Safety. The management team are also trained in HSE Emergency First Aid at Work (EFAAW), Level 3 in Supervising Food Safety and Level 2 and 3 qualifications in Safeguarding. All the team receive regular supervision and appraisals were completed in June.

Each term we carry out Fire Drills at different times of the day which the children take part in. They are real life scenarios to ensure the team members not only know how to get the children out safely but that they know what to do in a variety of situations. Fire checks are carried out yearly by an outside company and monthly risk assessment are carried out by our team. We also carry out monthly Accident Drills which again are real life scenarios (improvising with dolls) to ensure everyone remains current and confident about what they would do in the event of a child being hurt or becoming ill. A full nursery risk assessment is in place and was updated in October by the Nursery Manager and risk assessments are carried out monthly to assess the indoor and outdoor environment and maintenance is informed immediately of any issues. Daily checks are carried out on the nursery environment and outdoor areas and staff sign these off in rooms to show they have been completed. Within each room risks assessments that have been developed by the teams are displayed to let everyone know what risks to be aware of. Our annual decorating schedule ensures that all rooms are redecorated each year.

After attending a Social Care Workshop, we decided to adopt their induction program. However we needed to adapt it as we felt it didn’t incorporate our initial induction process for all employees and we felt their question and answer process was a good way of making sure that the good employee/trainee understood what we were giving them, so we added another section. We then looked at all our policies and procedures and looked to see which of the five section Social Care Wales had created, they fitted into. This is still a working document and we are adding in questions into the other five sections so that by the time the employee/trainee has completed the induction they will have covered all policies and procedures which are always being changed and added to, so it is helpful to re-visit it as a whole.

This process has also given us the opportunity to take the business back to point zero and look again at everything from application forms, to contracts and through all policies and procedures.

Infection control audits are completed yearly, and action plans put in place were necessary. Monthly deep cleans of allocated rooms take place with additional deep cleans carried out when necessary. An outside agency is used to clean carpeted areas and a cleaner is employed to clean communal areas such as toilets, landing and stairs.

We have maintained good partnerships with the Early Years Wales, National Day Nurseries Association, Clybiau Plant Cymru Kids Club and the Local Authority, Education Advisory Services(EAS) Link Teacher and regularly attend their events and network with professionals linked with these organizations. The RI currently sits on the board of trustees for Early Years Wales and the PIC is the chair of the board of trustees for Clybiau Plant Cymru Kids Club which not only means we give back to the sector but that we keep up to date with any new developments in the childcare sector

During the past year we were chosen to be one of two Lead setting for the EAS which meant we provided support and guidance relating to our management systems to other setting across the EAS consortium, we were asked in June to continue this for another year but after much deliberation we decided to withdraw and focus on taking projects that we had started to the next level including delivering a wider range of parent participation events, further developing the use of natural materials in the nursery and making our environments more natural and or course planning our 20th birthday party 😊

**New equipment/resources purchased**

* New flooring and sinks in our downstairs bathroom areas has given it a fresh new look
* Equipment was purchased to create a new enclosed area in the pre-school room and a better way to display books. Immediately the area looked more inviting and the children started using it more purposefully, with children who did not usually access this area now using it.
* New sets were purchased for exploration and investigation of outdoor areas, a forest school set, a parachute activity pack, and a range of small world equipment. This allowed us to plan for a wider range of activities in our outdoor areas and allow the children to access more equipment independently
* New ICT Equipment was purchased to extend our current range and develop more skills this included – an extra camera, binoculars, B-Bot, talking clipboards, talking points and a listening station.
* Gardening equipment purchased included – new wheelbarrows, tools, gloves, pots, seeds, and accessible storage
* We purchased a range of new resources including pipes, measuring pots, fish, animals, pipettes, tweezers, jugs, and rakes that will help to enhance our current sand and water provision and help children practice a wider range of skills.
* New storage units purchased for our younger children meant staff could create smaller more enclosed areas for them to play in and a wig-wam gave them a place to go for quiet time or just for a little rest before re-joining the fun.
* Regular stocks of art and craft materials purchased throughout the year to ensure we had a good variety of paints, glue, crayons, pencils, sand etc
* New Flooring in the Toddler areas following the refurbishment

**Consultation with our children**

We have used a number of different methods to gain feedback from our children this year and throughout the day team members ensure there are plenty of opportunities for all children to make choices and decisions about things that affect them such as the types of activities they would like to do, snacks and routines.

Methods used:

* Nursery rules are discussed and then devised by the children so all children understand what they are
* Children actively involved in making decisions on equipment to be purchased
* Observations carried out daily help us to identify the types of activities and resources the children are enjoying and then make changes if needed so that the children remain engaged
* Our pre-school group decide each day what they would like prepared for snack for the following day and we find this has helped to encourage fussy eaters to try new things.
* Children have an input in changing menus e.g. children are asked for their ideas on what to include in new menus with most children able to come up with meal ideas and staff observe what different foods the children were or were not eating and menus are changed as a result of this.
* Children’s questionnaires are completed with toddler and pre-school children each month and work very well, children discuss questions such as “What would you like to see in our book area” – mind maps are created, and most children input ideas which are then used to plan future changes.
* Team member ensure any planned activities and experiences throughout the week follow the children’s interests and build on knowledge they have learnt in previous weeks and children’s feedback is used in observations and evaluations of activities/topics and resources
* Using happy and sad faces at circle time to let us know how they are feeling
* In the baby room they carry out observations of how the children are and play using the ITERS tool and this gives us feedback to what they like and don’t like

**Examples of feedback from children and actions taken**

*What toys would you like to see outside on the tables to play with before breakfast?* Both preschool and toddlers were asked this and both replied building blocks and drawing materials. The toys are currently set out on a rotation basis but it was decided to put the more popular choices out more frequently.

Before purchasing items for our outdoor area using our EYDG grant we spoke to the children about what items they needed and let them look through the catalogue of resources and they chose objects for counting and sorting, a number line, balancing buckets, and blocks and they also asked for more binoculars and clipboards to look for animals – all items were purchased and this increased the amount of maths skills being observed by staff within the outdoors areas and the children are now using these skills independently more often.

Woodwork resources – S spoke to the children about what they needed added to our woodwork box. the children came up with lots of ideas including wheels, bigger buttons and screws, different kinds of beads, string and longer pieces of wood, we purchased additional resources to build on skills already learnt during our woodwork session and allow the children to create more complex structures. The impact of the woodwork sessions has been an extremely positive one with children’s concentration levels increasing as they participate in regular session and their vocabulary widening to include words relating to size, position and movement as well as an increased use of descriptive words relating to shape, textures and colours

We looked at our block area as part of our EKERS observations and saw that it needed improving, we asked the children what they thought we needed to do “We need more blocks so we can build higher”, “We need pictures so we can see what we can build” Additional blocks were purchased to increase the amount within current area, since putting the new blacks in the area has been used more often and children are building larger and more complex structures, it has also increased the amount of language being used within the area and children who had not previously accessed it are now suing this area regularly. Children are practicing a wider range of skills including problem solving, “I need to make it higher, but I can’t reach” “I can do it look if I stand on this block”

We had very positive comments from the children after our parent workshops “I showed my mum how to roll the ball and the put it in the hoop” “I like it when my dad comes to nursery because he can play with me” “My mum was running around and then she helped my put the ball on the cone”

**Parent Consultation**

Each month we have a question of the month on our notice board and in the newsletter – we are very grateful to the parents who take the time to provide us with valuable feedback this year, your positive or negative comments are always gratefully received as they ensure our practices and standards are continually improved and that praise can be given where deserved. Parent involvement in the Woohoo board is also valuable as it allows us to see if team members are working well with parents and building good relationships and feedback forms completed after workshops allow us to see if we need to make changes next time.

**Responses and action from questionnaires:**

Sep 18 How happy are you with the daily diaries? 13 happy/17 very happy – no changes made

Oct 18 Results of Sports session questionnaires - We had very positive feedback from the evaluations for both sessions, when asked what they enjoyed most about the workshops we had lots of lovely comments including:

“Having ideas on what to do at home, being able to spend extra time with the kids”, Everything! – Superhero game was great”, “Friendliness of Joel and the girls teaching”, “Every child involved” “I like all ideas for outdoor activities and the way the kids were involved in games/tasks” All parents said they would attend future workshops and no areas for improvement were identified. We also asked for suggestions on future workshops and the following were given – “Kids, yoga”, “activities with music”, so we are going to look at how we can incorporate those into future plans.

October 18 - How happy are you with the recent changes made (this was to the layout of toddler and pre-school room 15 happy/19 Very happy. After asking this we decided to make changes to improve the areas further and we added in displays to promote interactions between the staff and children, added Perspex to one of the walls to create a messy area and display boards to show the children’s work. We then asked the parents the same question in February 19 and got the following response. Happy 9 / Very happy 24

Nov 18 and March 19 - Results of Craft session questionnaires After both the workshops we gave out evaluation forms and received good feedback. We’ve got a real mixture of parents in the setting some working, some not and also parents with English as an additional language so it was really important to do things that engaged in different ways and help get everyone involved and we really feel that we achieving this with what we have done, and it has helped strengthen our relationship with parents that have previously been quite hard to engage with - we now have parents that haven’t previously got involved in things we have been doing asking us when the next workshops are so we can see that it is having an impact! Comments received have included “I loved being able to see what \_\_\_\_\_\_\_\_\_\_ has been doing in nursery, we loved the leaf painting!” “it was so much easier being able to bring \_\_\_\_\_\_\_\_, it meant I could see what \_\_\_\_\_\_\_\_\_\_\_ has been doing in nursery” “I really enjoyed going outside with \_\_\_\_\_\_\_\_\_\_ and him telling me about all the different flowers and leaves” “We really liked making the mobiles”

We have also this year started doing crafts workshops with our toddler parents after some of them asked if they could join the pre-school session, we found this useful as a way of starting parental engagement earlier so that parents are already used to coming into the setting before their children reach pre-school

Nov 18 Results of Cooking workshop - We had very good feedback with all parents finding it very helpful, comments received about what they liked most included – “Liked cooking with my son, the information at the start was extremely useful” “The pack you had to take home to do with your children”, “Was very helpful and good to know all the different recipes so we can make them at home”

March 19 – How happy are you with the cleanliness of your child’s areas? Happy 10/ Very happy 22

April 2019 – How happy are you with our outside facilities? Happy 11/Very happy 25

May 19 - Are you happy with the range of activities your child does at nursery? Happy 11 /Very happy 19

June 19 - How happy are you with your child’s progress? Happy 10 /Very happy 23

July – How happy are you with the cleanliness of our inside areas? Happy -12 Very happy – 17

**Team Consultation**

Comments and feedback form our team is very important to us, in February 19 we put in place new supervision forms that better allowed the team to share with us their achievements and plans for improvement which could then be put into the nursery plans, since putting these in place we have seen team members have a bigger input in developing areas including creating a new quiet area in the baby room, creating an outdoor gardening area for the younger toddlers and improving our bike area.

In January we sat down with the team and made it clear that we expected them to take full responsibility for the way forward with their rooms. They were told to make plans and then to email them through to the RI. The RI then met with them to discuss their plans. The RI wanted to see if they could act on their own without direction as the departure of the Deputy Manager the previous year highlighted that she had been picking up behind them. The process took a while as the RI wanted them to be able to make mistakes and understand them. The whole process was enlightening and pleasing as the changes in the baby and toddler rooms spoke for themselves.

We also looked at the different roles and responsibilities within the nursery and asked our team if there was particular areas, they would like to be responsible for. All team members were able to identify an area that they were interested in and take responsibility for it, areas allocated included fire safety, gardening, woodwork, bike track area and Welsh.

Appraisals were also carried out in June and team members provided us with new ideas for training that they would like to take part in, made us look at how our current communication systems work within the rooms and make these more streamlined and easy to manage and also allowed us to discuss ideas they have for the future that we can help support.

**Other Organisations Consultation**

Feedback from Newport Live following parent sport sessions – “Amazing feedback and shows that the program works. Was nice to see girls involved also and interacting with the children. E&K have really started to grow into this and hopefully now feel comfortable to deliver when I'm not around. N provided some great feedback and her idea for the play packs for children is sure fire winner. Finally, though I should mention B also, given it was her first time on the sessions her energy and enthusiasm were amazing. She really engaged with the children and parents and was heavily involved throughout both sessions.”

This gave E&K the confidence to deliver our parent session in March and also take the lead in our transition session held at Millbrook. N’s idea for the play packs was used and parents were given the packs at the parent session in March. They loved them and we have now included this in our new EYPDG grant

In November 18 we met with a lady from business Wales who helped us to make a plan on how to make the nursery more bilingual she commented “It is so good to see a nursery that is enthusiastic about introducing Welsh language to not just their children but also to parents and staff too”

Feedback from Mudiad Meithrin on how toddler team are doing with Croes I bont scheme – “The toddler team are showing real progress with what they are doing and the sessions are going really well with the children, they are much more confident now that when we started and doing really well with taking on board what I have been doing”

**New ideas for consulting this year**

* Children to take photographs of what they like/dislike and what is important to them around the nursery
* Add a children’s section to the newsletter for them to add comments/drawing about the question of the month
* Create a “Our day, our way” diary for pre-school to record daily feedback from the children
* Look at how we currently carry out preschool children’s questionnaire and change format to ask more open-ended questions and better evaluate impact

**What we are currently working on implementing into the nursery….**

* Next term we will focus the first few weeks on showing the children where items go and the importance of putting things back when used so that resources are more respected, and children understand the importance of this
* Changing language board in younger toddler areas to give them a fresh new look
* New windows in downstairs areas

**How we graded ourselves**

As part of the process of creating a Quality of Care Review we have to grade ourselves against the following areas:

Wellbeing; Care and Development; Environment and Leadership and Management. The grades are

Poor These are services where important areas for improvements outweigh strengths and there are significant examples of non-compliance that impact negatively on children’s well-being

Adequate These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.

Good: These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.

Excellent: These are services with many strengths that are committed to ongoing improvement, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children’s well-being.

**We have graded ourselves Good in all areas.**

**Follow up on last years areas to address**

* We don’t have a set system for consulting babies. We consult by seeing their reactions to the changes we make but we don’t record it anywhere– *We now carry out ITERS and have records to show what our findings were and what changes if any were needed*
* PreSchool consult each month but we have no system to see that they always act on what was highlighted ie outside trip **–** *In their Our Day Our Way Book, the childrens comments are written eg Its noisy in the block area and the team make action points*
* Continue on the road of changes that the Baby/Toddler ITERS training isuncovering *– refurbishment of the rooms has been another result of this*

**Plans for next year**

* Further develop mealtimes to encourage toddlers to be able to serve themselves ready for transition to preschool and for breakfast to be self-serve
* Whole team to complete new induction framework
* 20th birthday party to be organised and to invite the local community
* Extend and re-decorate downstairs back room to allow more space for the pre-school group and easier access to outdoors
* Advertise for an Office Administrator to allow the Manager more time on the Nursery floor and team training
* Progress the idea of each group having a Team Leader rather than a Deputy Manager role as this doesn’t work for us.
* Monitor the impact of Brexit. This may impact on the amount/quality of training available in the future so we will need to be developing our own contingency plans. It may affect the supply of certain foods.