

Chuckles Nursery

Parent Quality of Care Review

August 2021-August 2022

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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

Create activities and experiences to enhance and enrich the lives of the children and families in our care and around us.

Vision

To be remembered for making every day an adventure

Chuckles Nursery opened its doors on the 8th November 1999, we were initially registered for just 26 children but over the years we have grown our Chuckles family, and this year we increased our numbers to allow 70. Although we have got bigger, we still keep group numbers small to ensure the quality of care that we built our reputation on, remains.

A review of the year

By September 2021 we were back up and running as normal with a few changes made during the pandemic now just being part of our daily procedures. Having two entrances now meant less queuing for parents and less congestion, we continued to take temperatures when the children and staff enter the building to spot possible signs of illness early and we kept our handwashing stations to continue with handwashing in the mornings. We all felt positive about what was going to come as we moved towards the end of 2021 and into 2022. We had a new addition to the team with Kelly (Kirsty's mum) joining our pre-school group. After raising her own children, she decided it was time to follow her dream of working in childcare and gain her level 3 qualification.

Our snack procedures within our busy bee's group were reviewed and we made changes to give children more opportunity to interact with the team and each other. A new picnic rug was purchased so the children could sit on our decking area in a small circle facing each other and put-up visual prompts to give team ideas on what to talk about and use as flashcards to reinforce words to the children. This had a positive effect on the engagement levels of the children during this time.

Open days throughout 2021 and spring 2022 were continued for new parents to come and see the nursery and by the end of November most sessions for our younger children were fully booked with waiting lists in place for new parents.

As part of our Welsh Camau training, we started to develop our own nursery plan for delivering Welsh in the nursery. This was done in consultation with all groups. It included new Welsh circle time boards for your younger children and a plan for phrases to be used as part of the children's routines. This gave the team more confidence in using Welsh and putting into practice what they had learnt during their training and we heard and increased use of Welsh being used daily.

Training is really important in Chuckles and we signed up to an online delivery programme called NoodleNow and we purchased a laptop to help with this

An online Hygge conference delivered the key message "It's the team that have to start to like the outdoors and therefore make it enjoyable IN ALL WEATHERS. Become Weather Warriors" We had already been working towards the children spending more time outdoors due to the pandemic and this conference helped strengthen the belief that children and adult's wellbeing will be improved by spending more time outdoors if it is done right. We had already provided shelter for our pre-school children, so we set about coming up with ideas for our younger children. We decided that they also needed an additional outdoor space to use that sheltered them from some of the elements on cold and wet days. We asked Landscapes for Learning to come in and give us a quote to build us a new outdoor classroom in our bike track area and after a bit of a delay we eventually took delivery of the new classroom early 2022. As part of the conference package all our team were also then able to access the workshops over the course of the next 4 weeks which helped to further reinforce the messages. We even added in some nature cameras for our outdoor area to see who we could catch creeping around in the nights.

Our pre-school group received a small grant as part of the healthy pre-school scheme and we decided to use the funding to set up an allotment area where the children could grow their own vegetables to be then used in meals and snacks. This allowed them to use a hands-on teaching approach when teaching the children about where food comes from and create a more authentic learning experience. A new bespoke outside kitchen from little Welsh mud kitchens was received with enthusiasm. The team couldn't wait for it to be unwrapped, and the children couldn't wait to start "cooking", this has continued to be a much-loved area this year with children always finding new natural materials in the garden to add to their recipes.

Our Small Workplace Award re-accreditation was completed in September and we were pleased to retain our gold status for another year. The assessor highlighted a number of good practice areas in her report and made the following comments about our team: *"There is a strong Team Chuckles ethos with all staff demonstrating care for the children and families they support but also for colleagues in terms of the support and flexibility put in place to enable staff to continue working in a way that relieved pressure on those home schooling or shielding"*

As part of a review of our safeguarding procedures a new lockdown procedure was written and then shared with parents and staff so that everyone was aware of what to do in an emergency and we could be confident that children would be kept safe.

In October 2021 we had a familiar face re-join our team. After taking a little break, Rachel decided she had been away long enough and missed seeing the children each day, so she came back to work alongside Isobelle and Lucy in our baby room.

As we moved towards winter, we decided to update our current illness policies to ensure parents and our team understood how to keep illnesses under control over the winter period. We consulted with parents via our Family app and then put in place a 48-hour rule for any child displaying any type of illness and not just sickness to give parents time to monitor their children at home and decrease the risk of cross-infection to other children. Once updated we sent out the policies to parents and team members to read and received very positive feedback about the changes we had made.

Photo day went very well with parents purchasing items to give family members as Christmas gifts and Create your own Christmas Card Project allowed all of the children to design and make their own Christmas cards which were then printed onto cards and purchased by parents. Again, we had really positive feedback with parents commenting that family members love to receive more personalised gifts rather than shop bought.

New winter menus were done after consulting with children and staff about what meals they would like to see included. We saw some firm favourites such as cottage pie and chicken casserole return as well as some new additions, for example spiced parsnip soup which was thoroughly enjoyed by the children and the team. All allergy information was put in place for each meal and recipes discussed with the cooks.

Due to the increasing number of children with allergies and food intolerances we decided to put in place a new form to gather more information from parents, it included questions regarding allergies and intolerances as well as some guidance on trying to reintroduce foods or healthy alternatives to give ensure children are getting the full range of nutrients they need.

As part of our plan to have all nursery paperwork electronic rather than paper we changed to completing all assessments for our under 3's digitally and we then shared them with parents via email. Parents were able to see their child's progress and next steps and then easily feedback to the team or ask questions about how they can help at home.

All health and safety documents were updated, and a fire drill carried out.

November 21 – it was our 22nd birthday!!!! This was the year we finally completed a job that had been on our wish list for a number of years – to have our front carpark tarmacked. I think all that attend the nursery can agree that this has made a much smoother journey in and out of the car park for all that use the area. This month as part of our continuing work on improving the outdoor areas we also purchased sides to be put up on our decking area to shelter our younger children from the wind/rain as we move into winter as the decking had become a well used area and we knew we needed to try to make the area a little warmer. This meant that even in the winter months we could still spend long lengths of time outdoors and children could access the outdoors daily.

A lady from Save the Children asked if we had any spare toys as she has set up a parent group in Bettws in Bloom. That sparked a good sort out and a donation of 5 large storage boxes which they were very grateful for and we received a lovely card thanking us for our generosity. For Children in Need we organised a collection for the local Food Bank and the parents and team surpassed even our hopes with over 20 bags of food, so much so we did it again in December for Christmas.

Always working on our team CPD(continual professional development) or in other words training – some of the team attended Little Magic Train training and put in place interactive music session for Plant Bach which the children were very engaged in. Others completed Baby ITERS training and were able to look at the toddler areas with a new perspective. Changes were then made such as creating a new cosy area inside, an area on the decking for the children to role play and new busy boards for the children to explore.

And of course, in November after months of hard work and preparations it was time for the Christmas fairies to pay us a visit. This year they brought us Disney themed decorations throughout and it was lovely seeing how much all that hard work was appreciated by adults and children alike. "It is incredible" "Chuckles Christmas fairies are the best! 🥰xx" "You have all smashed it, looks absolutely amazing as always 🥰❄️🧊"

Over the summer we had signed up to Morrisons good to grow and had managed to collect 2000 tokens to redeem on planting items so we ordered a mini compost bin so that we can teach the children about composting in new gardening area. In December 21 we also received a grow your own food pack from my training attended with Clybiau Plant Cymru, it gave us an events calendar which we used to incorporate the pack into planning each month and to help us grow our allotment area.

Also in December 2021 we celebrated Elf Day by turning ourselves into Santa's helpers for the day, we all wore our Christmas jumpers to raise awareness for Save the Children and we enjoyed a delicious Christmas dinner prepared by our cooks. We were also able to have our Christmas parties back again this year and they were very much enjoyed by everyone!

Two new long-term placements joined us from Cardiff University they were studying child development as part of their Early Years degrees and were an asset to our team during their time with us helping to plan activities and also playing with the children. We also said goodbye to Lauren this month as she left to go on maternity leave.

As we headed into 2022 our pre-school was busy preparing for the implementation of the New Curriculum, and the team attended several training courses and consultation meetings to help with this over the spring and summer terms. A set of Welsh workshops were purchased from Kid's Lingo to help support our current Welsh plan and to increase team confidence in delivering these sessions. Some workshops from Louby Lou storytellers were also purchased for the team be able to deliver story sessions in a more creative way.

Building on the success of previous years we were once again involved in a transition project with local schools and Save the Children. Starting in January 22 we met each fortnight during the spring and summer term and helped consult on putting together a transition package to help better support parents. The children visited Millbrook primary school and we were invited to go and watch their sports day. There was even a special Chuckles race for our children to join in. Ivor Hael also attended so the children going to that school also had a chance to meet the teachers again. Later we all got together to come up with different ideas on how we can advertise/ help potential parent's, so they feel at ease and comfortable with their nursery/school choice. All our information got uploaded on to Bettws Early Learning Community website

Decorating never stops through the year and it was time for more than a lick of paint in the baby changing area. The roof was replaced, and the walls replastered before giving everything a new coat of paint, we then replaced our old heaters with 2 new eco heaters. The Busy bees sleep area was also re-decorated and an additional eco heater to be used in the colder months was added and we replaced the window in the upstairs office to one that opens to increase air flow. The team rest room had a fresh coat of paint and a little bit of a change around to create a little more space.

A new display in our porch area was created when we decided to repurpose some towers we received. It created a space to share items with parents such as our Chuckles shopping bags, toothbrushes as where we could promote festivals and celebrations we are doing at nursery, with ideas on how they could get involved at home. Festivals/Celebrations we have promoted and taken part in this year have included St Dwynwen's Day, Chinese New Year, Diwali, Easter, St David's Day and Holi. We also updated our staff shoutout board, installed a new contactless hand sanitizer unit for parents and visitors and put up two new uniform displays in the porch and also at the side gate entrance along with new menu boards to let parents know what the children are eating each day. The pre-school created a new display to promote inclusion and diversity and the outdoor woodwork area was redesigned to make it easier for more children to access and new displays added.

As part of our ongoing policy reviews, we updated our COVID-19 risk assessments with new guidance for isolation and our visitors risk assessment. Our brochure was updated to reflect this new information as well as adding in information about our new outside classrooms, and our Famly app. We also better explained our policy on outdoor play and clarified that children will not be kept inside in cold weather and if they are unable to go out due to being unwell, they should remain at home.

In February 22 we added some artificial grass, courtesy of Gorilla Grass, to our bike track area and around the slide. We do like to keep outside as natural as possible but the grass meant the children would have access to these areas all year round.

Visual PAT testing was completed and a new digital thermometer was purchased for the cot room areas to better monitor the air temperature.

Our pre-school team got to enjoy some training outdoors this month with P.L.A-Y Active, they were shown how to plan and deliver sports sessions for the children each week and started planning for our first parental engagement session since 2019. This took place on March 25th, 2022, and it was a huge success. Parents took part in three different workshops and it was a great opportunity for those parents who took part to see our outside areas in full swing. 30 parents attended which we were all over the moon with, as we appreciate how hard it can be to get the time off work.

In March 22 we celebrated St David's Day by dressing up in Welsh outfits and taking part in lots of activities. Our pre-school made a fantastic castle, there was lots of painting and colouring to make Welsh flags in the toddler and baby areas and we all enjoyed learning some new Welsh songs. As it was also Shrove Tuesday, we got to enjoy some yummy pancakes. The fun didn't stop there, we joined in with World book day celebrations by promoting how we use books in the nursery (and some fancy dress of course.) Children's books play an integral part in the learning and development the children do here at Chuckles. Our children love to listen to stories read by our team and explore books with their friends or take a quiet moment to enjoy them by themselves.

Then it was time to celebrate the achievements of the 29 women who make up #TeamChuckles as well as those who have left to follow different dreams over the years. International Women's Day allowed us to highlight to others the training it takes to become qualified childcare practitioners and the fact that it doesn't stop there as our team strive each day to gain knowledge, learn new skills and discover new ways to create the best experiences for the children in their care.

After attending a series of Book Trust webinars we went back and looked at the different story corners and made them even more inviting for the children. Lots of pillows were added, new books that included sign language and their favourite stories such as the Hungry Caterpillar, to the baby and younger toddlers' areas and older toddlers and preschool got to pick a selection of their own books to add each week.

Red Nose Day on Friday 18th March is always an excuse to dress up and everyone was encouraged to dress up in something that shows off their individuality and who they are so there were lots of funky outfits, odd socks, bright tutus, Love Monster costumes and bright clothes. The children did junk modelling to make their own Love Monsters, colouring pages of different Love Monsters, different books, and monster masks. We also read the Love Monster story to the children before dinner and tea. A competition was set up for all children to participate in, she asked all children to make a Love Monster with different materials they had at home. A few children participated from each group and a winner was picked. There was also a copy of the Love Monster theme song that was shared with the parents for them to sing and dance to with their children at home.

Our pre-school children took part in the Bettws Community Litter Pick. They were given child sized pickers along with PPE and bags and helped to clear rubbish from the nursery car park areas as well as the lane leading up to the Nursery. It helps to reinforce the message to the children that we need to care for our environment and also allowed us to talk about items that had been thrown away that could have been recycled.

A new Welsh board was put up in the pre-school room and Baban Bach created a sign language display in their room for their sign of the week, they have also started sharing this with parents each week via the Famly App so that parents can learn at home too and understand children when they are using signs.

In April 22 we started working on the outdoor areas after the winter months and the children helped to tidy up the front garden by weeding, removing bits of debris and laying new stones in our rockery. We also got rid of all the old plants and weeds in the allotment area and started to prepare the ground for planting. The 22nd of April was Earth Day so we did a Facebook post to parents explaining how as part of their daily routines we teach the children how to reduce waste by recycling and reusing objects such as yoghurt pots, tubs, and fabrics, and we also teach them about composting and using this compost to help our plants grow. We then encouraged parents to help us by teaching the children about recycling at home too and bringing recycled items into nursery for the children to use as loose parts or in creative play.

For our Easter celebration we held an Easter Egg hunt and had a lovely picnic outside as a prize for collecting the eggs.

Our decoration schedule continued this month with the dining room getting a fresh coat of paint and the doors sanded and glossed, the Busy Bee's room was re-painted, and a new layout put in place with new sensory and language boards added to each area. A larger white board was put up in Cabin Cwtch for the toddler staff to make a sleep information board, new baby monitors were purchased for Baban Bach's sleep time. We added a new seating area made from upcycled crates, a white board for painting, and chalkboard easel to the patio area to increase mark making and the stairs were sanded and re-painted.

In May 22 we completed our infection control and safeguarding audits and also updated all room and outdoor risk assessments, we also carried out a fire drill.

After having an influx of new children start and seeing the effect the pandemic was having on new parents, we decided to put together a leaflet for parents about separation anxiety and how to recognise and manage it. Information was gathered from previous training courses and posted out to parents via our Famly app, we also added it to the parent information section of our website.

A new plan for the mud kitchen area meant the storage space was extended to stop the microwave from being picked up and moved. New fencing was added to secure the area and a stand built for our compost bin to make getting compost out of the bottom easier. Netting was added to the back of the outdoor classroom to stop items being dropped over to our neighbours, Landscapes for Learning also came back this month to add in Perspex sides to our outdoor classroom to make it more weatherproof.

New menus were put in place with summer salads and cold teas replacing soups and hot dishes, all allergen information was updated, and cooks given instructions for new recipes

At the end of the May 22, we had our Quality for All assessment with Early Years Wales, we received a rating of highly commended with the assessors overall summary stating:

"Families can be confident that their child is kept safe at Chuckles Nursery where staff are competent and place children at the centre of their care. Children are given opportunities to enjoy stimulating adult and child-led activities to support their development and to give the children independence in their learning. The range of activities and facilities on offer is extensive and children are given full choice due to a successful free flow indoor/outdoor provision. The provider places a high value on staff well-being and development which contributes to a positive learning environment for the children. Families benefit from good systems to support their children and communication is clear and encouraged between parents and staff. Feedback is encouraged from families and the provider listens to the views of others as part of their ongoing reflective practice"

In June 22 we started work on our transition arrangements for children leaving to go to school, we sent transition information for ALN (Additional Learning Needs) and EAL (English as an Additional Language) children to the Local Authority and we had a request back to allow teachers from Malpas Court over to come over and visit to see the work we have been doing to implement the New Curriculum. We said we would be happy to do this before the end of term however due to the limited time the teachers had spare during the summer term they asked if we could discuss again during the Autumn term. There were also visits from various schoolteachers to discuss children transitioning over to them. For schools that were unable to visit we had telephone conversations and then sent all paperwork relating to the children over via email.

We celebrated the Queens Jubilee with a street style party with decorations, party food and lots of royal themed games, we then closed the nursery on Friday 3rd of June to allow our team a well-deserved extra day off with their families to celebrate.

This year we decided to have two photo days one of which was in June for our school leavers in their graduation gowns and portrait photos were taken so that parents had a special keepsake from their time with us.

This year we did it again, for the sixth year in a row, based on parent reviews on daynurseries.co.uk we were listed in the top 20 Nurseries for Wales. A huge thank you to all those parents who leave such lovely reviews validating the hard work done by our team.

With most of the team having now completed the Camau Level 1 Welsh course we decided to move onto the next stage of the training. The team were signed up to Level 2 and asked to complete the training over the next few months, and those who had not completed Level 1 were all signed up and asked to complete over the summer.

It was the turn of the downstairs bathroom areas to get a new fresh look this month, we replaced the old, changing unit with a new larger built-in unit that gave the team more space to place items when changing, new storage drawers and boxes were purchased to store the children's

items and a lovely new rack for hanging care bags. The benches a new coat of a paint and the area was finished off with a new eco light that automatically turns off to save electricity. We also purchased a new large pop-up tent for our garden areas to give the toddlers more shade when doing activities outside and also for them to take naps in during the warmer weather.

We completed our checks on our Service Level Agreement (SLA) with the Local Authority this month and scored all green which means we are meeting all criteria to effectively deliver education sessions within the nursery. We had one recommendation to update our pre-school self-evaluation as we make changes to implement the new curriculum.

At the end of June, we were asked to deliver a presentation at an Early Years event to show other nurseries what we have been doing to prepare for the New Curriculum. The event was very well attended with over 60 nurseries taking part. Following the event we received this from the event organisers:

"I wanted to make sure I came back to say a huge thank you to you for sharing today. I know I expressed this on-screen, but the feedback, as you saw, was overwhelmingly positive and members really enjoyed hearing your experiences and your passion for the work you are doing with the curriculum in your setting"

As we headed into July 22, we said goodbye to Joanne who left us to go on maternity leave and Lisa our Cook who is taking some time out due to childcare needs changing. We also welcomed Shelly who came into to cover our kitchen areas whilst taking a break from teaching over the summer.

That time of year again and it was time to say goodbye to our pre-school children who were heading off to "Big School". Our pre-school put together a graduation celebration and party for the parents to attend. The graduation was split into two groups as we had a lot of children going to big school and this year and we held it in the front garden as we wanted to have a natural theme to fit in with the ethos of the nursery. The children made their own decorations using recycled materials with upcycled wheel trims to make flower decorations and painted signs with quotes from our favourite books. The children choose their own music to walk out to and their favourite songs to sing and we invited parents to join in by giving them song books and shakers. Parents also received a special bag filled with a homemade keepsake, a photo memory page and graduation pack. After the graduation was finished, we had tables set up with some snacks, drinks, and activities for the parents to do with the children as well as having an area for photos to be taken with a special graduation 2022 frame. We had very good feedback from the parents the event was enjoyed by everyone.

The heatwave was new to everyone, and it meant it was time to update our policies relating to severe weather to include guidance on what to do in extreme heat due to a spell of unusually extreme heat. During this period our team also came up with lots of inventive ways to keep the children cool including creating different drinks stations for the children to make their own fruit water, making frozen watermelon lollypops, using ice cubes as brushes for painting and to play with in trays, alfresco dining and of course LOTS of water play.

We welcomed BPC Training Group to the nursery for two Saturdays in July to deliver Paediatric 1st Aid training to our team, 19 of our team completed the qualification to become fully trained Paediatric 1st Aiders. We do have online training courses but we wanted to refresh this in a pro-active way.

August 22 saw us say goodbye to the rest of our pre-school group, we were overwhelmed with the lovely comments and gifts given by our parents. Jan also joined team Chuckles this month to become our new cook and Hannah A decided to take on a new challenge and become our new morning cook once Shelly left at the end of the summer. She will also take on the role of re-implementing cooking sessions within the nursery. We have had a few changes in our kitchen through this year due to peoples personal circumstances but we can assure you that our systems are robust enough that consistency remains. Most of our team can also cover this area as we train them as part of their CPD and so that when they leave home they know how to cook 😊

We used the opportunity whilst our pre-school rooms were quieter over the summer to give the walls a fresh coat of paint, update our display boards and sort all our resource boxes and trays out and re-label. As the summer progressed, we started to receive items purchased using our annual EYDG (Early Years Pupil Development Grant) grant, a new mark making area was put in place inside and outdoors and small world storage area created for children to access independently. We also did lots of work in the garden areas to make sure our environment was suitable to start fully delivering the New Curriculum in September.

It was a busy year for us, but it certainly felt great to be getting back to normal after the past two years and as we head towards the end of 2022, we are all very excited to see what comes next!!!!

Training

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. Two of the team have completed their Level 3 qualification in Children's Care Learning and Development and one their Level 5. The whole team has continued 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 July.

Team members have also continued to attend training courses to implement new ideas and practices within the Nursery some of the additional CPD course completed this year are:

- Hygge
- DBS workshops
- ALN – training on new ALN reform

- New Curriculum
- Prevent Duty
- Baby and toddler teams completed Febrile Seizure training
- ELKLAN training.
- COMIT training and attended
- various EYCC (Early Years and Childcare) Manager hubs and childcare conferences
- Biting in the Early Years
- and ACE's (Adverse Childhood Experience) training
- Storytelling
- L3 Food Safety
- Allergen training
- Adventures with Alice
- Forest school Level 2

New equipment/resources purchased.

- Roofing replaced on baby cot room area and then wall re-plastered and decorated
- Pop up tent for toddlers to be able to sleep outside
- Mini poly tunnels, Planters, Small greenhouse, Seeds, compost, Plant food for gardening area
- New Training Laptop
- New tablets
- Two outdoor nature cameras – also purchased SD cards and batteries to go in them, kiddi Zoom camera and video camera
- New coat pegs for pre-school area and storage crates for their bags
- Settee for the older toddlers to relax in
- Recycling boxes and bins to create recycling areas in all rooms to teach children.
- ICT equipment
- New sun hats
- A Sports package was purchased from P.L.A.Y Active
- New freezer for kitchen

Consultation with our children

We have continued to use 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
- 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
- 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.
- Child centred planning - Team members 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

Parent Consultation

Each month we have a question of the month on our notice board and in the newsletter for parents to respond to via email – we are very grateful to parents who take the time to provide us with valuable feedback and 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.

We also continued to communicate with parents via

- newsletters that go out each month
- the notice board at the entrance to the Nursery
- Family App
- Nursery Facebook page (Chuckles Nursery Newport)

Feedback from this year has included:

"I love the app, it's very informative and I love all of the photos"

"I really like seeing what _____ has been doing, can we see a few more activity ideas on things we can do at home each month via the app"

"I love the different activities _____ does, he always looks like he is having fun"

We also sent out questionnaires to our school leavers and these are some of the responses we received:

"_____ has been at Chuckles for 3 years and has loved his time there. He's developed so much and we see the impact of everything you do at the nursery – from his speech and singing, through to general knowledge, counting, Welsh, ability to play with other children.... The list is endless"

"I have absolutely loved Chuckles and _____ did too. Such a warm and lovely place. All staff and the team are amazing and very helpful. I think it the best nursery around and couldn't recommend it enough"

Team Consultation

Comments and feedback from our team is very important to us, supervisions are carried out every term and team members can also request additional meetings if needed, during meeting team members can discuss what has been going well, any problems with their work load and also concerns about any of the children in their care, they also allow team to share with us their achievements and plans for improvement which could then be put into the nursery plans. All the management team are hands on and are approachable daily so the team and parents can exchange ideas/requests at any time. Appraisals are carried out in June and team members provide us with new ideas for training that they would like to take part in and evaluate their job roles.

Ideas that have been put into place following team members feedback have included:

- Creating a digging area on our bike track for the toddlers after observing this was something they liked to do
- Purchasing a new outdoor classroom as team members were having finding it hard to keep the younger children outdoors in rain and colder weather and they didn't have enough sheltered warm/space.
- A bigger changing area built in downstairs bathroom after team members said they needed somewhere to place items when changing.
- Small draw string bags purchased for younger toddlers to place clothes in when the children are sleeping after an influx of children meant they were finding it difficult to store clothes in baskets that took up lots of space. Also, a curtain was added to the sleep room to make it a darker and more cozy area after they observed children were not sleeping for as long especially on very sunny days.
- Raincoats, waterproof trousers, hats, gloves and wellies purchased for the team as they were finding it difficult to be outdoors for long lengths of time in winter.
- Storytelling, and Welsh workshops purchased after team members this as areas for development in their supervision.
- Team members attended sign language training after again asking during supervisions for further training to be given to be able to implement a plan for staff and parents to follow.

Other Organizations Consultation

Our Chuckles Facebook page allows us to engage with the local community, we share information about community events through the page for parents to see. We have regular contact with the local community hub and let parents know of events they are putting on.

Professional questionnaires are given to visitors to the setting to enable them to give us feedback on our team and the nursery including how welcoming we are and how good we are at taking on board advice and putting in place actions.

- Following a visit from our EAS advisor to talk about how we were preparing for the implementation of the new curriculum, we had really good feedback especially around our readiness for the New Curriculum and the engagement levels of the children outdoors. She had observed children outdoors fully immersed in their own learning particularly in the mark making and water areas. This gave the team confidence that they work they were doing and changes that were being made was having a positive impact, she also suggested making mark making one of our priorities for our EYPDG grant as the children clearly enjoyed doing this and would benefit from more opportunities to mark make in different ways.
- Whilst preparing for our parent sports sessions our P-L-A-Y Active coach highlighted that we had 2 very strong team members who could help lead the sessions but the other 3 were still a little uncertain about what to do. He suggested additional training for these staff members so we booked in 3 extra sessions where he could come in provide training for them before observing them carrying out a session to build their confidence. This worked very well with 4 out of 5 of our team members then delivering activities independently to parents and the 5 one just needing a little support on the day.

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

- Team members completing Welsh training through Camau – level 2 and then implementing our own in house rolling teaching programme
- The New Curriculum for Wales
- Creating a You Tube channel where all groups upload ideas and tips

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 year's areas to address – all completed

Plans for next year

New Floor for Hall Stairs and Team Rest Room

Review activities in Baby and Toddler areas so they flow development wise and prepare the children for an easy transition into the New Curriculum.

To become more energy conscious and train the team so they are more informed to be able to teach the children

To have Welsh more confidently spoken by the end of 2023