

Chuckles Nursery

Quality of Care Review September 2024 – September 2025

An annual review of what we have done as required by the Care & Social Services Inspectorate Wales (CIW)

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

On Friday 8th November 2024, we celebrated **25 years** of making every day an adventure for our Chuckles families. To celebrate reaching this mighty achievement we had Christian Froggle from #FroggleParties come in each day to surprise the toddler and pre-school children with a variety of activities such as puppet shows, magic, bubbles, singing and games. We also booked Hannah from Story babies to come in and do a fantastic session with our younger children. We then finished off the week with a big party with lots of games and dancing! To commemorate this fantastic achievement, we asked Walls by Paul to design us a mural for our garden that reflects who we are and I'm sure you will all agree he managed to do just that 😊



How have we graded ourselves?

Wellbeing – **Excellent**

Care and Development – **Excellent**

Environment – **Excellent**

Leadership and Management – **Excellent**

For our latest inspection reports visit
<https://chucklesnursery.wales/>



We reached our fundraising target this year to enable us to purchase a new addition to Chuckles Nursery.....Delyth the Defibrillator! Hopefully we never ever need her support, but she is fitted with child and adult pads to ensure we can help anyone that needs it.

Striving for excellence....

Congratulations, you have won our Top 20 Day Nursery Award!



Congratulations to everyone at Chuckles Nursery, you have won our prestigious 'Top 20 Rated Day Nursery' award!

You are receiving this award in recognition that you are one of the top 20 rated day nurseries in your region based on published reviews from parents and guardians.

For the 9th year in a row, yes the 9th year 😊😊😊 we made the top 20 best rated nurseries in Wales award!

This award is based on reviews left by our parents so it's always a little more special. We never get tired of reading those reviews and are so thankful.

Chuckles Nursery
has successfully completed / webl: cwblhau'n fwyddiannus
Quality for All (QfA) / Ansawdd i Bawb (QfA)

This assessment was carried out / Cwblhau'n fwyddiannus

In Person / Yn Personol

Early Years Wales congratulates you on successfully achieving your Quality for All (QfA) Award.

Blynyddoedd Cynnar Cymru yn eich longyfarch ar fwydd i ennill iech Gwobr Ansawdd i Bawb (QfA).

Signature / Llofnod:

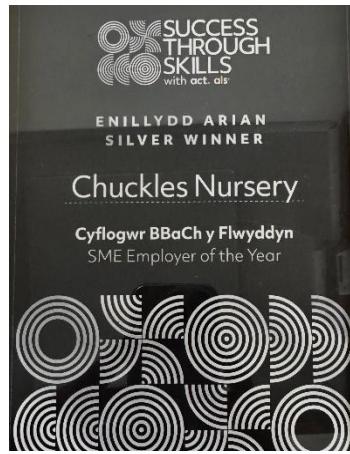
Assessor Date / Ddyddiad adnabyddu:

3rd June 2024

QfA
Quality for All
National Quality Standard for Early Years Services

In May this year we were pleased to achieve Early Years Wales's Quality Mark Award.

We were proud to be nominated by **ACT Training** for the Inspire Adult Learning Awards 2024 in recognition of the work, we do here at Chuckles in supporting team training and development. Although we didn't win this time we are proud to say that our nomination was shortlisted as a finalist in the category, and we were recognized by Learning and Work Institute / Sefydliad Dysgu a Gwaith who acknowledged and congratulated us for our remarkable achievements in supporting learning!



ACT Training further supported our commitment to learning by nominating us for a success through skills award this year. There were over 100 nominees in our category SME Employer of the Year and we got Silver! This gave Team Chuckles the recognition they deserve for continually putting in the effort to better themselves!!

This year we have had three apprentices complete their level 2 qualifications and move onto level 3, allowing two new level 2 apprentices to join us. Five of our qualified team members have also upskilled and completed their level 4 qualifications with one of them also going one step further and completing her level 5.

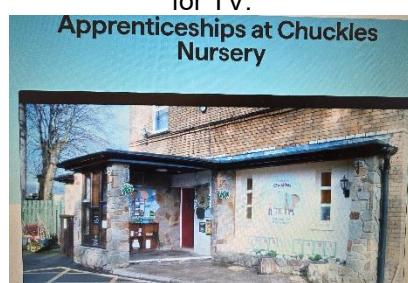


We continued to support our community by running two food bank collections as part of our Children in Need and Comic relief activities and we also collected an amazing 7 bags of coats to donate to the Wrap Up Newport – Warm a heart, campaign

We'd like to say a very BIG thank you to everyone that has donated to our **food bank collections** this year. Our continued support for our local food bank is invaluable to our local community, and our donations are very much appreciated.

We had a fantastic time filming with **We Care Wales** and **ACT Training** to create a short video to shine a spotlight on the benefits of apprenticeships in the early years sector. This video was shared across social media and aims to increase awareness for young people on what it is like to work in a nursery setting in the hope that more young people will consider this as a career path.

Our children were obviously the stars of the show, always happy to show the camera crews what they could do, but some of our team also discovered they have new skills for TV.



Staff training and development have remained a priority for us, and team members have had the opportunity to attend a wide range of training courses including:



Little extras for everyone to enjoy

We all got dressed up for Elf Day to support and raise awareness for the Alzheimer's Society



Our preschool successfully completed their 1st Children's First Aid session delivered by Mini Me 1st Aid



We took part in National Play Day 2025 and had fun doing lots of space themed activities!



We had a fantastic week celebrating and raising awareness for BBC's Children In Need. We got to choose all of our favorite things to do including rocket making and races on the bikes and we did lots of Pudsey themed arts and crafts.



Sparkle the Elf came to nursery with an exciting delivery. He wrote us a special letter and gave us some very important jobs to do, to help get the nursery ready for the Christmas fairies. And those fairies then worked very hard to create magical Christmas displays throughout the indoor and outdoor areas for the children and their families to enjoy.



Our pre-school children paused for a moment of reflection with a two minutes silence and all the children in the nursery made poppies to mark Remembrance Day to help them to understand gratitude, and kindness for others.

We started our **Movement Champion journey** with Early Years Wales and have really enjoyed adding more physical play to our nursery routines. We have also been putting together videos to help our parents to try some of them at home too. These will be shared on our social media and we can wait to see how everyone does 😊

And our parents got to join in the fun too!!

Healthy Eating with chuckles workshop

Our parents got to bake some of our favourite snacks and even got a goodie bag to take home



Fun with sports!

Newport Live delivered an active sports workshop alongside our team for our toddler and pre-school parents



Arts and crafts

We held three different stay and play sessions based on seize the season themes for our toddler and pre-school parents.



Each month we have a **question of the month** 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 the **notice board** at the entrance to the Nursery, our **Family App** and the **Nursery Facebook page** (Chuckles Nursery Newport).

This year's improvements

Indoors we have been renovating our staff areas, the toilet and storeroom was re-designed to create a bigger, more usable space. Our staff room had new insulation added, walls painted with a brand new colour scheme and the kitchen area had additional storage built.

Our cot room, baby areas and toddler changing area have all had new flooring laid and all areas have been decorated in line with our in-house decoration schedules.

Pre-school have created a larger woodwork area, and their rooms had a freshen up over the summer with new displays created and areas refreshed.



Black Mountain gates fitted us with a brand-new entrance gate

We spent the summer clearing our car park area to create denser hedges to encourage birds to nest in this area in the long run :) and the garden improvements didn't stop there. We cleared space to create a new toddler allotment area, with 2 new water butts installed and a greenhouse for growing seedlings. The removal of the large bushes in this area also means the children can now see the goats playing in the next field whilst they are planting! Our pre-school allotment also had a change around, making room for growing more produce and a bigger area for planting and growing seedlings. We built a new entrance to our patio area, and our outbuildings all had a clean and new coat of varnish to keep them looking fresh. Some new additions to our water butts also put a smile on everyone's faces in the mornings.



Investing time in making sure our team feels supported...

Our "Chuckles Social Team has continued to organize social events and we have also continued to fund "Fit Steps" classes for team members who wish to attend and allow access to our onsite gym, as well as the ever popular "Cake Day" each month.

Effective Partnerships

We continued to make transitions a priority by linking independently to our feeder schools to put in place plans for the summer term. Millbrook primary school invited us once again to join them for their sports day and Monnow Primary organized forest school session for us to attend. We have also reached out to schools to arrange for teachers to contact us to share information either through visits, or via Teams.

This was very successful with 18 out of the 21 schools we contacted engaging in some way.

We have maintained our good partnership working with the Local Authority, Early Years Wales, National Day Nurseries Association, Clybiau Plant Cymru Kid's Club and Mudiad Meithrynn and our team regularly attend their events and network meeting throughout the year to share good practices and discuss current topics with professionals linked with these organizations.

Newport Live continued to deliver sports sessions each month for the pre-school and toddler children.

As well as delivering a 1st Aid session for our children Mini First Aid Cardiff & Newport also completed training with 18 of team members in Pediatric 1st Aid to help us to improve and refresh our team's knowledge!

We are looking forward to working with them again in the future on some new projects and ideas.

The nursery owner continues to sit on the board of trustees for Early Years Wales and is also a representative for non-maintained settings at the EYDCP panel. This ensured that we kept up to date with any new developments in the childcare sector

Monthly visits to our local residential home **Willowbrook** have continued to ensure that we create a sense of community and that our children understand the world around them. This year we spoke to them and asked them if we were able to bring down the equipment to be able to plant some fruit and vegetables in their garden. They agreed and thought it was a great idea, so we now have our very own Chuckles garden in their grounds for the children to look after with the residents during their visits each month. We have also taken regular trips to our **local library** where our children selected books to support their interests and joined in with Storytime sessions.

Behind the scenes

All checks on our Service Level Agreement (SLA) were completed with the Local Authority and we scored all green which means we are meeting all criteria to effectively deliver education sessions within the nursery.

Business plans were developed in January once again and are monitored each month to ensure we stay on track.

Menus continued to be updated termly using the WG healthy eating guidelines. Seasonal produce was used, and recipes adapted for children with allergies/intolerances.

Health and safety checks were carried out including PAT testing, monthly risk assessments, fire checks and termly fire drills.

All mandatory training was completed when needed. Monthly 1st Aid/Accident Drills which are real life scenarios (improvising with dolls) ensure everyone remains current and confident about what they would do in the event of a child being hurt or becoming ill. And the team also remain current in regard to safeguarding by 'quizzing' each other using training cards.

All team members were involved in supervision and appraisal meetings throughout the year and action points from these informed their personal development and training plans.

We continued to work on the Welsh promise with Clybiau Plant Cymru to help increase the amount of spoken Welsh in the setting and work towards becoming bilingual.

What comes next.....

Childcare Funding & How it is Threatening the Future Sustainability of Private Childcare Providers

Lisa continues to campaign to get Welsh Government to understand that how they have set up the funding, could ultimately see the end of Private Providers and therefore the flexible childcare that you as working parents require.

She has taken part in various TV and radio interviews, set up a petition which was addressed in the Senedd, which has resulted in she is now waiting for a Minister to make contact.

However, in the Petition Committee at the Senedd, Vaughan Gething raised the face that with an upcoming election due, childcare would be addressed in all parties' manifestos, so she is not hopeful of the children's minister wanting any real meetings of minds with her.

So unfortunately, this fight, which started in 2023 is still not over and the campaign will now change as Lisa needs to make parents aware so hopefully their voices can affect change and places like Chuckles can continue to trade into the future. Making you aware that the funding is to you and businesses shouldn't have to lose money and ultimately close to providing the service Welsh Government is offering the Parent funding for.

She will be setting up social media posts explaining the truth behind the headlines that Welsh Government put out in order to gain votes

For example,

Welsh Government. "We raised the Childcare Offer rate in April 2025 by 28%"

The Truth – In 2022 they decided to freeze the rate for 3 years. In the 2nd and 3rd year I lost approximately £40,000 in turnover, turnover I can never recover. From October 2024 to March 2025, I spent every day worried sick not knowing if my business was going to make it through another year while I waited for them to decide what they were going to do about the rate. The way it operates means I will have to live like that every year going forward. I no longer have any say in how my business operates.

So please watch our Socials and share them with your friends and family as it is the whole private childcare industry she is trying to protect.

And the rest of our team will also be busy....

- We will be completing the tender process to be able to offer funded places to our eligible 2-year-old parents through the government's Flying Start scheme.
- New activities are going to be added to our parental engagement sessions, and we will be increasing the number of sessions being offered to our younger children.
- We will be looking into creating new links with companies to offer training sessions to parents in areas such as Paediatric 1st Aid
- Our movement champion journey will continue, and we will be creating videos and activities to encourage our families to be more physically active at home, these will be shared on our social media channels.
- Welsh language development will be one of the focuses for our team training plans this year, with the aim of becoming a more bilingual setting and reaching our goal to get the Nursery up to 50% using Welsh within the next 2 years. This will also include completing our Welsh promise accreditation through our umbrella organizations.



Search **Chuckles Nursery Newport** and like us to see what we do and don't forget to like our posts to ensure you keep getting notifications.



For a behind the scenes look follow: **chucklesnurserynewport**

Pentwyn House
Pentwyn Lane, Bettws
Newport, S Wales NP20 7AE
Phone: 01633 852373
E-mail: hello@chuckles.wales
Website: <https://chucklesnursery.wales/>



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