

Springfield Day Nurseries Ltd.

2 Egerton Road, Colwyn Bay, LL29 8RR

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www.sdn-uk.com



Quality of Care Review

July 2021

We have had a really busy and exciting time since our last Quality of Care and we would like to thank all of our parents and children for their continued support. In the following pages we will detail all the exciting changes that have happened and highlight the fantastic future we have ahead of us.

COVID-19

The last 18 months have provided some new challenges for us as we have navigated the restrictions and guidance implemented by Welsh Government in reaction to the COVID-19 pandemic. Initially, at the height of lockdown we closed all of our sites apart from Ashbourne and delivered care to the children of Key Workers via a group of staff volunteers. As time progressed, we were slowly able to accept more children and began to reopen our other nurseries, with all settings re-opened by the end of June 2020. Over the past 12 months we have operated in line with the guidance from Welsh Government, changing our staffing process so that we could remain in consistent “bubbles”, enhancing our already stringent cleaning processes to limit the risk of transmission within the buildings and constantly updating our COVID-19 policies and procedures to ensure they are current and reflective of the advice at the time. We have also developed an LFT testing process within our staff body so that all our staff members are testing regularly before the entering the workplace.

Operations Director

In May 2021 David and Suzanne Edwards promoted Sarah Stocks to Operations Director of Springfield Day Nurseries Ltd.

Sarah began working for the company as Baby Room Supervisor over 20 years ago when there was only one Springfield Day Nursery, now known as West End. In 2000 Ashbourne House Nursery opened and Sarah moved over and began her role as Nursery Manager. In 2005 David and Suzanne Edwards purchased the business

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while Sarah was on maternity leave. When she returned, she continued her role as Manager and quite soon afterwards was promoted to Operations Manager. Sarah continued to be based at Ashbourne as Manager of the nursery and Operations Manager of the business. When Springfield Day Nurseries Ltd then opened their Llandudno site in 2011, Sarah transitioned fully into the role of Operations Manager of Springfield Day Nurseries Ltd.

During the COVID pandemic Sarah was on hand at our nurseries ensuring the smooth running of our Emergency Care sessions and reassured both Parents and children during those uncertain times. Over the last few months Sarah has worked hard to make sure our nurseries have fully reopened while remaining COVID secure.

In May 2021 Sarah was promoted to Operations Director of Springfield Day Nurseries, a reflection of all her hard work and devotion providing a 'home from home' to all the children who attend our settings.

Sarah is a fantastic support to the Managers, the Nursery Practitioners as well as to David and Suzanne. She is always on hand to help any member of the Springfield team and can often be seen transporting children to school, greeting Parents at the door or spending time caring for the children at one of our settings. Sarah always has a smile on her face and is happy to pitch in whenever or wherever she can, she's the epitome of a team player and highly respected by everyone she comes into contact with.

After 20 years, Sarah is still as passionate as ever about providing the very best care to all the children who attend Springfield Day Nurseries Ltd.

Head Office

Another change that has happened over the past year is the restructuring of our Head Office at West End.

Natasha Wright is now Head of Administration and is responsible for the day to day running of the Office and the Management of the Office Team. She also manages the curriculum delivery within the nurseries (planning and tracking), the Outdoor and Development Coordinator and spearheads projects within the nurseries (The garden re-development and introduction of software).

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As well as Natasha, we now have three new additions to the Office Team; Chelsea Haggas is the Administration Coordinator, Rachel Sims is the Payroll Coordinator and Lois Banks is the newly appointed HR Manager.

The new members now all sit alongside our pre-existing Company Accountant Susan Drawbridge and Senior Accounts Assistant Steve Drawbridge.

Through the growth of the Office Team we have been able to quickly implement many new developments to our nursery practice which are discussed below, and ensure a streamlined process for the Managers of the nursery too.

Human Resources

As mentioned above, Lois Banks replaced Hazel Warhurst as HR Manager in October 2020.

Since joining the company, Lois has implemented a new appraisal process, reviewed all company policies and updated several forms such as those used to manage sickness and absence within the business.

Lois has also introduced a new self-service HR and Communication system which will streamline processes such as holiday booking, absence management and improve visibility and communication within the business as a whole.

Policies

We have reviewed all of our policies and procedures throughout the company and updated these in line with our practices. Lois Banks, HR Manager, reviews the policies on a regular basis to ensure these are kept updated with the most accurate information.

Outdoor and Development Coordinator

We have also introduced a new Outdoor and Development Coordinator, Sarah Wintle. Sarah has taken over the role from Natasha Wright and is now responsible for driving our Outdoor Play agenda. Sarah plans activities for the children at our five

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sites to take part in outside. Initially, she would plan the activities around stories and ensure these covered the seven areas of learning from the Foundation Phase. Sarah would also provide all the resources required to take part in these too. Since the development of all the nursery gardens, she has slightly restructured her activities and instead produced an outdoor play itinerary. Sarah has structured the planner so that all activities throughout the day can be done outside and has incorporated 10 – 15minute slots where the children take part in; Yoga, PE, HIIT and Mindfulness sessions. The different activities are then replicated throughout the week so all children have a chance to take part and they are slightly adapted for each age group within nursery too. These planners are now all finished and will be introduced to each setting throughout August.

Sarah is also responsible for recording the number of trips and outings each nursery goes on throughout the month to ensure we are still maintaining our links within the community and offering the children in our care a fully rounded experience.

Parent and Baby

Following a brief hiatus during the Covid-19 pandemic, Parent and Baby classes have now resumed with Liza Cottage. Her role as Parent and Baby Coordinator is to always provide lots of fun, play and learning so that our Parents and children leave happy and continue to return.

At group parents can simply relax and chat with other parents or join in with various activities that are changed every week. Activity examples that the children enjoy are wide in range such as shakers, jingle bells, textures, puppet shows, baby exercise, light shows, counting, patting & clapping, nursery rhymes and more

Liza currently has 50 weeks of lesson plans designed so that the activities are varied every week and there is always new research with ideas for home play and developmental information such as "why tummy time is important" , "why repetition is the key"

Towards the end of the session Liza will always read a story book, and explain that baby will pick up on some of the colours, actions, words, characters etc. and in turn will build connections and help with their long term language development.

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During baby's natural play rest play cycle Liza also has age appropriate toys available for them to discover and enjoy.

Since resuming our Parent and Baby sessions, Liza has implemented an online booking system to ensure we are controlling how many people are attending our sessions, so that we can continue to operate in line with Health and Safety/ Social Distancing measures.

Dragon Camp and Dragon Sports Camp

We are continuing our partnership with Pen Y Bryn School to provide Dragon Camp for our 4 – 7 year olds and Dragon Sports Camp for our 8 – 14 year olds. The camp is evolving by incorporating different Areas of Learning within its holiday planners as well as trips and outings in the local community.

We are currently in the process of developing an automated booking system so parents are able to book sessions and pay online at their convenience. We are hoping to roll this out in time for the Christmas holidays and believe that this will not only be a benefit to our Parents but also reduce the impact of the holiday camps on our Head Office.

By digitalising our booking system we hope to extend our holiday camps and offer our Dragon Camps to a larger number of children.

Garden Renovations

As noted on our previous Quality of Care we were lucky enough to receive a combined grant from the local council for almost £50,000 for all our nursery sites. The money received from the council has then been match funded by the Directors of Springfield Day Nurseries Ltd to enable us to fully renovate each nursery's garden.

At Conwy, Llandudno, Ashbourne and West End, we have artificially grassed the previously concreted areas to provide a safer environment for the children and placed a hill with a tunnel. The hill has introduced a different level to the gardens and provided the children with opportunities to develop their climbing skills as well as

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their risk assessment. At Abergele we have also artificially grassed a section of their paved area, but instead of a hill we have purchased a tree house for the children to use instead.

At all our sites we have replaced the sand pits, mud kitchens, playhouses and introduced lots of new outdoor equipment to improve the quality of our outdoor learning. We have also purchased a number of picnic benches at each of our sites to enable the children to have a space for rest and relaxation as well as an area to use at mealtimes and for focus tasks. The introduction of the picnic benches has enabled us to provide the children with an area to use all day and for every eventuality.

In reaction to the COVID-19 the council offered a further grant towards improving outdoor areas. We therefore have received a further grant of almost £50,000 to use across all our sites.

With this grant we have purchased log cabins for Conwy, Llandudno, Abergele and Ashbourne which will be used as 'outdoor classrooms. These will provide an area for mindfulness and stem activities to take place within and will also be used to support learning about the outdoors. At our Ashbourne nursery we were also able to purchase a large parasol to provide a shaded area in the garden which has created an all weather area in the garden.

In addition to this, at our West End nursery we have extended our preschool into our newly built conservatory. This has enabled us to provide a messy area for the preschool children where they can now partake in creative and sensory tasks on a much larger scale.

At West End we have also been able to re-develop the bathroom, giving it an update and providing more privacy in the nappy changing area.

Planning

We have updated our planning themes to include one theme over the month along with two significant special days. We have also incorporated a Multicultural and Personal, Social and Emotional Development topic to explore over the month as well. These aspects are then combined with the children's interests to provide a rounded curriculum for the children. The practitioners then incorporate the skills of

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the Foundation Phase Framework amongst the themes and ensure full coverage of all seven areas of learning.

In Preschool and After School Club we are also continuing to incorporate the children's voice into the planning. At the beginning of each theme, the children are asked what they would like to learn; this is then recorded and incorporated into the planning of activities. Each child is made aware that the activity was because of their suggestion and the date of the activity is recorded. A picture will also be taken and attached to the children's voice sheet.

Over the next few months we will be introducing the new Curriculum for Wales and providing training to all staff to ensure full understanding before this is implemented across the nurseries.

Progress Trackers and Next Steps

We are continuing to use our Progress Trackers to show the children's development while in our care. Every child who joins us is initially baselined for skills they already know and then new skills they learn are updated onto the tracker. This approach means we are able to track learners' progress throughout their time at nursery, and then use the child's previous knowledge to inform future planning. The trackers also highlight any gaps in a child's knowledge and any areas of learning which require further focus. The progress trackers begin in baby room and continue through to preschool. They allow for a continual tracking of each child and provide evidence of their abilities and requirements.

Every room in Nursery has the children's next steps on display and these are decided by reviewing the child's progress tracker. Having the 'Next Steps' displayed, enables all practitioners to be aware of what the children are working towards. In the preschool room the children have more ownership over their next steps and will be informed when they have been achieved. They will then remove their next step from the display board. This enables children to be aware of their achievements and take pride in them.

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Tapestry

We will be rolling out 'Tapestry' over the next month or so. This is an easy to use and secure online learning journal which will be used to replace the yellow diaries. On Tapestry we will be able to share pictures of your child during their nursery day, along with activities and progression updates. We will also be able to develop further parent communications using the features within the journal. We hope Tapestry will help staff and families celebrate their children's learning and development in a safe, secure and instant journal

auditor

Alongside Tapestry we are also introducing a new Health and Safety software package called auditor. This will enable all the Managers to complete their checks digitally, therefore reducing the need for paper and keeping everything stored in one place. auditor will then inform the relevant people of any further checks or fixes required. We hope that this new package will help to decrease the amount of time needed for paperwork while ensuring everything is completed correctly and to a high standard.

Digital Competence Framework

In order to run the software packages we have purchased, we have had to buy a number of tablets for each setting. This has meant an upgrade to our WI-FI and the ability to provide children with access to tablets to develop their digital competence framework. Along with the tablets we have also been able to purchase a small number of resources which enable the children to practice their skills using old mobile phones, old computers and old tablets.

Springfield in the Community

As part of NDNA Kindness Week the children in all our settings produced items for those who had worked hard during the pandemic, this included the RNLI, Local Vets, Local Supermarkets, Refuse Collectors, Care Home Workers and our Postman to

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name but a few. As a nursery we understand how the pandemic has caused challenges for many people and we thought it was important to give back to those around us. The children loved making cards, cakes and special gifts for the people in our community and showing recognition for all their hard work. Due to the pandemic, we have been unable to host our usual garden parties and church services, so this was a small but safe way of raising a smile and showing recognition to those around us. We hope that as the restrictions ease we will be able to re-develop our links within the community.

Marketing

Marketing has recently been brought back in house under the management of Natasha Wright with the support of the Administration Coordinator Chelsea Haggas. So far we have updated our website, created a prospectus for prospective parents and redeveloped our social media pages. With help external marketing agencies, namely World Span and The Little Design Agency we have been able to create our aesthetic and home in our branding to ensure all our social media posts are designed in a certain way and that they tell the Springfield Story.

Parent Communications

As well as marketing to our own Parents and prospective parents we have also tried to improve our communications. We have initiated this by providing termly newsletters to update Parents about the nurseries, weekly photographs on Facebook showing what their children have been doing and now through the introduction of Tapestry, which will allow an instant update into their child's day at nursery.

We have also started bi-monthly home links, these are packs we provide to parents with activities for them to do at home with their children. Not only do these provide fun activities but they also support what the children are learning at nursery and enable a connection between home and nursery. At the moment we have a Springfield Sunflower Celebration, where as part of the 'Look how I grow theme' the children took home sunflower pack, windmill and sunflower seeds for them to grow at home. The parents have enjoyed sending photographs of the children caring for the

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sunflowers and we have loved seeing them and sharing them with the children and their friends at nursery.

Going forward, we are also introducing 'Milestone Moments' to the nursery. These are key moments in a child's life which are celebrated at nursery and at home, again providing a connection between the two. In July, we had a number of children who graduated and so we created a graduation booklet detailing some of the children's favourite things along with comments from the Auntie, a graduation ceremony and a certificate. We also provided a 'Milestone Moment' certificate for each child to hold on their first day of school. Our hope is that Parents will share photographs with us, of their child's first day at school so that we can also recognise the special occasion too. This will also help us to keep a link to the children that have sadly left nursery as well as with the children who will be joining us for After School Club. From September we will be introducing further Milestone moments including, first day at nursery, first steps and toilet training.

Finally, we are reintroducing the idea of 'Ted's Travels'. We have purchased a bear for each setting along with a bag and book. A child from Preschool will be chosen to take the bear home and record where they have been with him over the weekend. We hope that this again creates the link between home and nursery by enabling the child to share what they have done at home with Ted, with all their friends and Aunties at nursery. We also plan to share the photographs on our Facebook to create a learning journey for Ted which the children can see too.

Overall, we have had a challenging twelve months, but we have still been able to introduce a number of the developments we had planned which will not only benefit the nursery but will also benefit the children in our care and their parents. We are very excited for the next twelve months.