

Springfield Day Nurseries Ltd.

2 Egerton Road, Colwyn Bay, LL29 8RR

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www.sdn-uk.com



Quality of Care Review

January 2023

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.

Directors and Senior Leadership Team

Over the past year we have restructured our Senior Leadership Team to ensure the optimal support for all the nurseries.

David and Suzanne Edwards continue as Financial and Managing Directors with Sarah Stocks as Operations Director and Registered Person for all nursery sites.

Sarah Stocks is now supported by Deputy Operations Manager Rebecca Elmer, Area Manager Jackie Travis and Senior Manager Emma Thomson.

Head Office

Natasha Wright remains in place as 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), introduction of software and any projects being carried out across the sites.

As well as Natasha, we now have three new additions to the Office Team; Jade Bowman is the Office Supervisor, Layna Goodey is the Accounts Administrator and Rebecca Whiteley is the newly appointed Administration Assistant.

The new members 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

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many new developments to our nursery practice which are discussed below, and ensure a streamlined process for the Managers of the nurseries too.

Human Resources

We have recently welcomed back Hazel Warhurst as HR Manager of Springfield Day Nurseries Ltd.

Hazel has over 25 years of experience in business development, specialising in Human Resources. She has been a Chartered Member of the CIPD for over 20 years. Hazel joined Springfield six years ago as HR Manager, supporting Managers and staff in all people-related matters as a self-employed HR Consultant of her own company, All About HR.

Hazel manages the recruitment of staff for all the nurseries and ensures all correct documentation is received and retained in staff files.

Recruitment

Hazel recruits by putting vacancies on Indeed and refreshing every two to three weeks. She also organises recruitment evenings/events for specific jobs such as ASC positions and Dragon Camps where we need more than one staff recruiting at the same time or high numbers of candidates are expected to apply for one or two positions.

Hazel has also advertised through the job centre, Remploy (for free), ex NDNA and via local libraries, schools, colleges, community centres, etc.

When someone applies for a job Hazel scores them on criteria. Their score will determine whether they get a job interview. All interviews are held in person. Depending on the outcome, they will be given a work trial or rejected. Work trials are also scored on achieving specific criteria. If an individual is appointed Hazel will then undertake all the checks to adhere to the CIW guidelines such as obtaining references, photo ID, proof of address, birth certificate, medical info, convictions info, DBS, etc.

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Policies

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

Dance Teacher

In February 2022 we employed Sarah Mcdermott. Sarah is our new Dance Teacher who has a diploma of Higher Education in Dance Teaching and over seven years' experience in similar positions. Sarah delivers hourly dance and gymnastics sessions in each of our nurseries for our Preschool and After School Club children. In the holidays Sarah will also provide sessions to our Dragon Camps children.

Sports Coach

In February 2022 we also employed Christopher Morris who is a Sports Coach working across all of our nurseries. Chris has a certificate of Higher Education in Fitness Instruction and has recently completed a Football Leaders Award with the Football Association of Wales. Chris delivers hourly sports sessions to the children within our nurseries and After School clubs. In the holidays Chris also leads our Dragon Sports, under the management of Rebecca Elmer, where he plans and delivers daily sports activities for children to take part in.

Parent and Baby

Liza Cottage has continued to excel in her role as Parent and Baby Coordinator.

Due to the popularity of the Parent and Baby groups, Liza has now extended the weekly sessions to include a Saturday morning. The Saturday morning class runs for two and a half hours, once every six weeks, and offers a varied planner of activities centred around sensory play.

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Liza continues to operate her Parent and Baby group using an online booking system which enables her to manage her bookings, complete and retain registers of attendance, and contact parents.

Dragon Camp and Dragon Sports Camp

We are currently continuing our partnership with Pen Y Bryn School to provide Mini Dragons for children aged 4 and Dragon Camp / Dragon Sports for children aged 5 – 14, throughout all the school holidays.

In June 2022 we introduced a booking system to manage the administration of our holiday camps. Through this system, Parents are able to book and pay for the sessions they require, at a time they prefer, without being constrained to our office opening hours. On the system we are able to record and produce registers detailing dietary requirements, medical details, consents and authorised collectors. We have also recently started using the electronic sign in/ sign out registers for both children and staff.

In order to make camp more appealing to our customers we now offer a range of different sessions and a transport option from our nurseries to camp. Food is now included with each session too.

Over the summer we saw a large increase to our Dragon Camps bookings and we believe this is due to the changes we have made operationally with the varied sessions as well as the introduction of the Dragon Camp booking software. We hope to see this growth again as we continue throughout the school year.

Grant Funding

In December 2022 we were lucky enough to be awarded further grant funding from Conwy Council via the Childcare Offer for Wales scheme. For this round of funding we were able to apply for up to £20,000 per site. The funding has enabled us to; begin re-developing the carpark and entrance to our Abergele Nursery, replace all three bathrooms at our Ashbourne House Nursery, replace the toilets, windows and carpets

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at our Conwy Nursery, replace carpets and purchase sensory items for our Llandudno Nursery and replace the servers and carpets at our West End Nursery.

The funding we have received previously from Conwy Council has enabled us to redevelop all of our nursery gardens and now with the new funding we are able to focus on the finishing touches at each of our sites.

Planning

We have recently reviewed and updated our planning themes to ensure we are catering for the children's interests. The practitioners then incorporate the skills of our framework amongst the themes and ensure full coverage of all 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.

We are also able to now utilise Tapestry to share the children's activities in their electronic learning journal with their Parents/Guardians throughout the day.

Progress Trackers

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 the skills they can already demonstrate. The new skills they learn while at our nurseries are then updated onto their tracker. After implementing Tapestry, we are now able to utilise the tracking element on here too. 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.

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Tapestry

As mentioned above we have been using Tapestry for well over a year now to aid our nursery practice. As well as using it to share activities with Parents and to track learners progress, we also use it as a replacement for our care diaries. In the care diary element of Tapestry, we are able to record what children have eaten, drank and any nappy changes or toileting news. We are also able to securely communicate with Parents through the messaging aspect of the care diary itself. We are also able to share news and updates through the memo portal. Tapestry has helped Parents and Staff to celebrate their children's learning and development in a safe, secure and instant journal.

auditor

In late 2022 we also introduced a new Health and Safety software package called auditor. This has enabled all Managers to complete their daily and monthly risk assessments digitally, therefore reducing the need for paper and storing all items in one easily accessible place. The Managers can also create and assign actions through auditor to alert the relevant people to any checks or fixes required. Our Health and Safety Manager and Operations Director can also view auditor to ensure all required checks have been completed.

Springfield @ West End

West End nursery is overseen by Senior Manager Emma Thomson, supported by Deputy Manager Sarah Davies. The nursery has four Supervisors; Rachel Mercer (Baby Room), Emily Sky Durkan (Toddler Room), Sarah Jones (Nursery Room) and Senior Supervisor Lois Watkins (Pre-School Room). The supervisors are supported by Nursery Assistants Robyn Rowley, Maisie Madden, Alex Sage, Holly Sifleet and Nursery Nurse Sonia Jones. West End also has one After School Club Assistant Sioned Lowe. As well as being the first Springfield Nursery, West End is also home to the 2 longest serving staff members, Rachel Mercer & Sarah Jones who have a combined service of over 32 years!

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West End recently had its Health & Hygiene inspection and continues to hold a 5-star rating. The nursery has developed a good relationship with the Flying Start team and the children have regular access to the local Forest School for lots of outdoor learning and fun. Recently the nursery has received equipment from Flying Start which includes laptops and chrome books that the children can use to develop their Digital Competency.

The children also have regular visits to local care homes. The children have lots of fun meeting new people and especially enjoy a biscuit treat with the residents. Other outings we have been on include trips to the park, walks to the beach and taking donations to the local food bank.

The introduction of the conservatory has been a very useful space and is mainly used as the messy play/sensory area for both nursery and pre-school children. Activities offered in the conservatory include water play, sand, painting, playdoh and clay.

The development of the garden has been fantastic for both children and staff. We have artificial grass throughout the garden, a hill with a tunnel underneath, a mud kitchen, very large sand pit, water play area, large swing area, picnic benches and a wooden play house. All the outdoor resources enable us to spend as much time outdoors as possible which is beneficial to the children's health and wellbeing.

Springfield @ Ashbourne

Ashbourne House is overseen by Area Manager Jackie Travis who is supported by Manager Rebecca Maitas and Deputy Manager Molly Kewley.

Becky first started at Springfield Day Nurseries in 2017 and was based in our Llandudno setting, she was quickly promoted to Pre-school supervisor. Becky was then moved to Ashbourne House as Nursery Supervisor then over the years has progressed through the company to Senior Supervisor, Assistant Manager, Trainee Manager and most recently Manager of Ashbourne House.

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Molly Kewley has recently been promoted to Assistant Manager, moving over from our Conwy site to work alongside Becky. Sarah King has also been promoted to Senior Supervisor of Nursery and Preschool Room while Abbey Ware is our Baby Unit Supervisor. The supervisors are supported by Nursery Assistants Ellie Roberts, Ceri Williams, Cerys Hopkins, Alex Armitage, Chloe Garbett and Sian Davies. Ashbourne also has four After School Club Assistants Tyler Morris, Lydia Griffiths-Bell, Evie Joyce-Milnes and Jessica Defferd.

Ashbourne House has recently had its garden renovated, with the implementation of artificial and introduction of a hill and tunnel. They have also had an outdoor classroom built in the garden, which the children really enjoy spending their time in, completing activities.

Flying start have provided the nursery with fantastic natural learning resources, which the children enjoy using and with laptops and chrome books for the staff members and the children to use and complete activities online. This really helps the children to expand and develop their digital skills whilst learning.

The Baby Suite has recently been increasing in numbers and therefore the decision has been made to create a Toddler unit on the second floor. The preparations for this have already started. The Garden is currently divided into two areas, a smaller area which is used by the Baby Unit and the larger grass area for the older children. This is beneficial especially in the summer as it allows all children of different ages to be outside with a safe surrounding of others of a similar age.

Ashbourne House children also enjoy regular trips to the local care home and Parc Eirias.

Springfield @ Conwy

Conwy nursery is overseen by Area Manager Jackie Travis, who is supported by Manager Emily Hurst and Deputy Manager Emma Jones. The nursery has three Supervisors; Faye Duffy (Baby Room), Heidi Shephard (Nursery Room) and Janet

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Bailey (Preschool Room). Heidi Shephard. The supervisors are supported by Nursery Nurse Mandy Gartell and Nursery Assistants Ria Williams, Amanda Kirkman, Stella Percy, Ann-Marie Potter, Bethan Jones, Lauren Hynes, Paige Franks, Lindsay Davies and Lilla Joo. They also have two After School Assistants Mollie Stocks and Amy Davies. Faye Duffy has recently qualified as Level 2 and is soon to finish Level 3. Conwy Nursery also has another 3 members of staff who have recently started the NVQ course. More staff will be put onto this once probation is passed.

Conwy have reintroduced the Toddler Unit due to the increased numbers of children attending the nursery. They have also started to split the preschool children into lower pre (2 year olds, 1:4) and upper pre (3 year olds, 1:8).

Conwy Nursery has had multiple improvements over the past 12 months. The garden has been fully renovated with the implementation of artificial grass and a hill and tunnel for the children to explore. Conwy have had an outdoor classroom installed which they use as an extra activity room and the children have free access to this when they are outside. They have also had a new sand pit and mud kitchen that the children love to play and explore in.

Recently the nursery has received equipment from Flying Start which includes laptops and chrome books that the children can use to develop their Digital Competency.

Conwy Nursery has a park next door that they visit regularly as well as going for walks in the local area. They often also walk into Conwy to see the Castle.

Springfield @ Llandudno

Llandudno Nursery is overseen by Area Manager Jackie Travis with the support of Deputy Managers Charlotte Naylor and Claire Jones.

Jackie first started at Springfield over nine years ago in baby room at Llandudno, after a few months Jackie was promoted to Nursery Room Supervisor. After a while Jackie became Senior Supervisor of Preschool and Nursery. Jackie then moved to Ashbourne to be a Preschool Supervisor before progressing to Deputy Manager and then Manager. Jackie then moved over to Conwy as Manager. Jackie has most

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recently been promoted to Area manager and will be based in the Llandudno nursery but also oversees Conwy and Ashbourne House nurseries.

Charlotte has worked for the company over the past 10 years and has completed her level 2 and 3. Claire who has also been with the company for many years and is qualified level 2 ,3 and 5.

The Nursery has three Supervisors; Sarah Tuckley (Baby Room) who is a qualified teacher and undergoing her Level 3 Qualification, Millie Johnson (Nursery Room) who is coming to the end of her Level 2 Qualification in Childcare Learning and Development and Senior Supervisor Emily Watson (Preschool) who is Level 2 Qualified. The supervisors are supported by Nursery Assistants Jordan Jones, Chloe Jones, Danielle Oakley, Molly Jones , Ffion Bennet, Casey Smith, Christie Higginson and Nursery Nurse Jamie – Lee Beveridge-Hughes

Llandudno Nursery has had multiple improvements over the past 12 months. The garden has also been fully renovated with the implementation of artificial grass and a hill and tunnel for the children to explore. The hill is something the children love as below it, is a tunnel that they can hide and explore in. A new messy area has also been created with a mud kitchen which the children love! Llandudno have had an outdoor classroom installed which they use as an extra activity room and the children have free access to this when they are outside. They have also had a new sand pit that the children love to play and explore in.

Recently the nursery has received equipment from Flying Start which includes laptops and chrome books that the children can use to develop their Digital Competency.

The children at Llandudno also enjoy regular visits to the local care home and Llandudno beach as well as walks along the prom..

Springfield @ Abergele

Abergele Nursery is overseen by Senior Manager Emma Thomson who is supported by Manager Sharon Davies and Deputy Managers Suzanne Wilkes and Zoe Wilson.. Emma Thomson has worked for the company for 16 years, starting off working in the

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After-school club at Ashbourne House then she was promoted to Baby room Supervisor @ Springfield Westend. Emma soon progressed and became the Assistant Manager. Emma moved to our Llandudno Nursery when this opened as the Assistant manager but shortly after she was promoted to Manager @ West end. Emma went off on maternity leave in January 2020 and returned as the Senior Manager @ Springfield Abergele and Springfield @ West End.

Sharon Davies Nursery Manager, has worked for the company for 16 Years. She is qualified Level 5 in Child care Learning and Development. Sharon has worked in Springfield @ West End for 11 Years before being promoted to Manager @ Springfield Abergele.

Zoe Wilson Deputy Manager, has worked for the company for 8 Years. She is qualified Level 4 in Childcare Learning and Development and Level 3 Playworker. Zoe has worked in various Springfield settings, starting in Springfield Conwy as Nursery Supervisor before moving to Springfield Abergele as Nursery Supervisor. Zoe was then promoted to Assistant Manager of Abergele before moving to Ashbourne House. Zoe then transferred to Springfield West End as Deputy Manager before becoming Manager there.

Suzanne Wilkes is the Assistant Manager, Sue is Qualified NVQ Level 3 in Child Care Learning and Development, Sue has worked for the company for 4 Years.

Baby Room has Aunty Tanya, who is qualified Level 2 and currently working towards her NVQ Level 3, she is supported by Ellie Furneux, who is currently working towards her NVQ Level 2, and Marie Matlock.

Sarah Wintle is the Nursery Room Supervisor, Sarah has worked for the company for 4 years and is qualified BA HONS IN Childhood studies. Supporting Sarah is Abbie Grant, Ellie Williams and Lauren Wynne Jones. Abbie is currently undergoing her NVQ Level 3 and Ellie is in the process of signing up for NVQ.

Pre school Room is led by Suzanne Wilkes. Supporting Sue is Lauren Poulton Massey and Billie Shephard. Lauren and Billie are both currently working towards their NVQ Level 2s.

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In the last year Springfield Abergele have benefitted from new play areas; they have a Natural Area with a wooden play house, large Sandpit, mud kitchen and Story corner as well as a new outdoor dining area. They also have an outdoor class room, which runs along a free flow out door area attached to the Pre school / After school club.

In 2022, the large garage at the rear of the building was renovated to become the new Pre School / After school club Room, this has also increased their registered numbers from 44 to 60 children.

Abergele has become registered for Flying Start and now has a number of children attending each day under the scheme. Recently the nursery has received equipment from Flying Start which includes laptops and chrome books that the children can use to develop their Digital Competency.

Abergele Nursery children often enjoy trips to Manorafon Farm Park, Pentre Mawr Park and Pensarn Beach.