

Excellence In Supporting Parents

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Mrs Samantha Roberts – Mansfield Primary Academy

I have a child with additional needs, Mrs Roberts is always there, she is kind, considerate, empathetic and trustworthy. Having a child with additional needs is exhausting and makes you feel as though you are not good enough at the things you do, I have been in the school office multiple times and broke down, Mrs Roberts has always stopped and came to offer support, because she gets it from a parent's point of view. She has the biggest heart and will do anything to make that person feel better about anything. She is a pillar of support for nearly every parent within the school and her hard work, kindness and dedication goes unnoticed by management staff. I feel she deserves this, no receptionist does the things that she does, she is the biggest asset to the school and never expects praise. By winning an award would make her realise just how amazing she actually is how loved she is by us parents and how we are truly grateful to each and every bit of help and support she has given us.

Mrs Roberts always goes above and beyond for the parents and children of Mansfield Primary Academy. She is friendly approachable and does everything she can to help families and their children whether it be just assistance with a form or if you hit hard times, she will assist in any way possible I cannot think of a more worthy genuine kids caring spirit that is Mrs Sam Roberts.

Samantha is an amazing part of the team at Mansfield primary academy. She goes above and beyond her job working with the parents and loves all the children. Samantha plans many events at school and has raised hundreds of pounds for the school children. It's not just a job to her she genuinely loves and cares for everyone. She truly deserves to be recognised for all her hard work.

Sam is amazing at supporting families with food clothing vouchers and emotional support. She will always go out of her way and go the extra mile to help anyone and since she has been at Mansfield, we all are so much happier and she helps the children especially the SEND children she has a natural talent and understanding of their individual need. We love you Sam!

Samantha is 100% committed to parents, students and staff we communicates with all parents, staff and students she has done this since day 1 she loves her job she worked throughout the pandemic and is flexible with work and everyone if anyone is in need of help Samantha is there.

Samantha is an amazing person she plans events Christmas fayre, year 6 proms etc. along with the PTA committee she not only helps parents help and loves every student she is 100% committed to everyone she deserves every recommendation.

Mrs Roberts is not just the school receptionist she is a true friend to all parents and children she goes above and beyond to help everybody in any way she can. Personally I don't think myself and my children would of got through this very hard time.

Always there for any parent that needs help will go out her way to make sure everyone as everything they need and more.

Emma Varley – Church House Day Nursery

From day 1 of the Pandemic, Emma took her excellence of supporting children and families to a whole new level! Emma's communication with, and her support for her 'Church House Family' of children, parents and staff had to evolve quickly, so within a matter of hours several WhatsApp groups were formed: Whole Nursery (Staff and Parents), Pre School (Staff and Parents), Toddlers (Staff and Parents and so on. Once data protection hurdles had been dealt with (and good group

behaviour rules had been introduced and accepted), Emma reached out to simply say 'We're here for you in whatever capacity you need us to be, 24/7'. The initial response from all our parents was of huge relief that they weren't alone. Via emails, phone calls, group Zoom calls, socially distanced house calls to say hello to children and families from the bottom of their path etc, Emma created an incredible 'virtual nursery' where every Church House Family member felt supported, loved and cared for. Emma is truly amazing!

Emma has without fail helped us through a very tough time of months of poorly children, including stays in hospital and bereavement. She has gone above and beyond to accommodate us and give us everything we need from a hug to flexibility with our days for all our children. She is one in a million.

Where does one begin to give a true reflection of an Amazing Nursery Manager. Emma is a warm, kind-hearted person. Her experience with children and her tact when supporting Parents is remarkable. I truly value her input and she always has time to chat no matter how busy the days can be. I have learnt a lot when talking to Emma be it about something specific or just in passing. Thank you, Emma, for your support. It really does mean a lot to us parents.

Church House Nursery are flexible and always willing to discuss any arrangements and make them happen. It never feels like a big ask they are always welcoming and willing to help in any way they can which is fantastic.

During the Pandemic, Emma and her Team at Church House kept us all fully informed on what was happening. It was a challenge to have a then 2.5 year old and a new baby in lockdown without nurseries as they closed. Emma and her team created a WhatsApp group and would send weekly emails and check-ins sharing activities.

I recently had to go into hospital for almost a week and had a lengthy recovery period. All the baby room staff, and Emma have been so great at being understanding and flexible around our needs. When E first started, she had frequent bouts of illness which meant she was off nursery, so the team even offered us to use these missed days as extra days at no cost to help my husband still go to work whilst I was in hospital and to aid my recovery when I got out. They were also very understanding when we wanted to delay E's arranged start date to avoid COVID that was circulating at the time. We feel so reassured that E is in safe hands and seems to love it there (maybe a bit too much!). The nursery really feels more like a family than a business. Thank you Church House, you are all great!

The Team at Church House Day Nursery, Beeston have been absolutely brilliant throughout the pandemic and also prior to that.

During the pandemic they were quick to respond and put measures in place to support everyone including the key workers who still needed the childcare support. They set up group chats with all the parents to help keep people connected and to share ideas for activities to do with the children.

The management team have been amazing and willing to listen to everyone's individual situations, providing flexibility as and when required.

Nothing ever seems too much trouble. They have remained positive throughout and have been there to listen if needed despite going through the pandemic themselves.

I feel so lucky to be part of the Church House Family.

THANK YOU Emma, Vaughan-Luke and the entire team at Church House.

Kelly Downing – Fernwood Day Nursery and Out of School Club

Kelly has supported myself and my child during a tricky start at nursery. My child didn't attend nursery due to the pandemic and she has spent time getting to know us as a family and supporting us. My child has language delay and Kelly supported us to get help and advice. When starting the nursery Kelly talked to me about the nursery, policies and was available to ask and questions. I feel communication is good and think she certainly helped both me and my child to settle into a new routine.

Kelly works alongside parents and the practitioners to give the children the best care they can get. Kelly will support the parents with any queries they have and will make sure she fulfils the requests of the parents. Throughout lockdown, constant contact was kept to informing the parents about what was going on and any updates within the setting.

Kelly is great in the leadership role at the nursery. She provides regular updates to parents, is responsive to any queries or concerns and tries to support parents with special requests or additional ad hoc childcare.

The management team also kept the nursery open during the pandemic, which was super helpful and supported key worker parents, like myself. Great job by Kelly and the team there!

Kelly Higham – Carnarvon Pre-School

When covid happened 2 years ago and all childcare settings closed, I found myself having to find a new care setting for my then 2 and 3 year old when everything reopened and I was back to work as my previous care setting had moved on. All the restrictions in place made it hard to be able fully engage with the new setting we had chosen - not being able to look around the pre-school and meet the leaders that would be looking after my two children was horrible. As an anxiety sufferer this was tough - but - when pre-school opened and my two started at Carnarvon Pre School - I can honestly say I could not have asked for a better bunch of ladies and Kelly Higham (nursery manager who amazes me) Always keeping in touch, always there when needed and just all have such a great presence. I know my children are so happy there and can't thank them all enough for what they do.

Kelly has been excellent supporting parents throughout the pandemic and after lock down. Nothing is too much trouble for her. She was amazing when I had my new baby, and my daughter was upset at pre-school. I knew she was well looked after. She keeps all parents updated with everything through Facebook. I wouldn't want my daughter to be anywhere else.

Carnarvon Pre-School

Over the last two and a half years the staff at Carnarvon pre-school have dedicated themselves to supporting the families of those children in their care, this support has covered day care for key children during the covid outbreaks, mental health of not only the children but also their families. We have created a Facebook page to constantly update parents which proved vital to parents during the epidemic. We have in the last year updated our communications systems by using Tapestry. Our parents have commented on how useful they find this tool to communicate. We are an all inclusive setting, providing support for children with additional needs and although many services have not been fully available we have tried our upmost to provide the support necessary so that families have

felt reassured. Our staff have also faced challenging times, putting aside their own problems to ensure that all of the children are safe, happy, developing and learning as they should.

Jolanta Dayal – Netherfield Kindergarten

During the recent pandemic Jolanta provided us parents with invaluable support. She remained open when other settings in the local area were closing down which meant we could carry on with our work as key workers. Jolanta kept us updated with all the government announcements and she ensured the facility was kept clean. She practiced regular handwashing with the children and she even arranged keep-in-touch video calls between all the kids, even those who couldn't attend for various reasons. As the outdoor activities and social events were banned Jolanta came up with lots of marvellous ideas for activities indoors. My son was never bored during this difficult time and I can't thank Jolanta enough for her support, often putting her own family at risk.

Jolanta is a phenomenal childminder. Helpful, caring and always happy. Her settings are everything working parents need to keep the little ones safe and happy.

Parul Narania – Childminder

Parul Narania is a childminder for our 5 year old son. We both work as keyworkers and as doctors for the NHS. During the Covid pandemic, she selflessly kept her childminding service open; even though it could have put her and her family at risk of Covid. Parul adapted quickly, put in safe measures for the children in her care in line with the ever changing Government guidelines. She was very flexible with timings also which is very much appreciated. This allowed us to continue going into work to support the NHS.

Parul has been an asset to us as a family being a childminder for over 8 years now. She has always helped me looking after the children when I am at work or busy, has always been flexible and accommodating. The care she provides the family is outstanding and the kids consider her part of the family. I wish her the best of luck in her career.

All Rooms – Brooklyn Day Nursery

Having been a parent at Brooklyn for the last 4 years I can honestly say their communication is second to none. As a nurse my shifts can change and differ at short notice and the nursery will always go above and beyond in trying to accommodate this. Lockdown provided a significant challenge to all childcare settings but as a nursery they continued to ensure communication was open posting regular videos. story times with staff ... And pictures. This was absolutely invaluable to my then 2 year old daughter who had spent almost a year and half seeing the staff on a daily basis to then not attending. Those videos throughout lockdown endured the transition back into nursery almost 6 months later was less traumatic and it also provided a constant link to the nursery despite not attending. I have experience throughout all the rooms at Brooklyn and I can honestly say each room, all the staff are open, honest and transparent.

Amy Hi Jess F Kayti H Shell H Leah N Bec P Katie C – The Village Nursery

This cohort this team has supported in the last year has been very diverse. They have welcomed new friends into the group (friends with SEN / some from other settings that have closed / new starters), they have always worked incredibly hard with their families to ensure they are welcomed, valued, happy and that they work in true partnership. Offering flexibility and support in all they do.

They each bring a unique quality to this team and their range of experience and character really is like the best box of pick and mix you could ever wish for! They are creative in their approach - always looking for solutions. They are super at signposting, awesome at offering ideas and inspiration, always on hand for a friendly chat with a listening ear.

Baby Room – Brooklyn Day Nursery

Brooklyn Day Nursery are always so supportive. Our 14th month old started when she was 8 months, and it really is home away from home. I know that they support her just as we do in all things and have been very understanding about our personal needs as a family.

Beth – Fernwood Day Nursery

Beth supported my child throughout the latter stages of her nursery years, from the age of 3 years through to leaving the setting. Beth was always there to support my child with her development and has always been a firm favourite with my daughter. We received the best support from Beth when my daughter re-joined nursery after covid, and she helped make a potentially tough time easier.

Chantelle Thorpe – Enchanted Garden

Great supporting relationship with parents. Genuinely cares.

Cherubs Wynndale

The team at Cherubs Wynndale are amazing they are very supportive with parents especially through look down. It doesn't matter what time of day it is there is some always there to help and support they have an excellent open door policy too.

Chloe Lewis – St Joseph's Catholic Primary School

Mrs Lewis took over the SENCO responsibilities for the school approximately three years ago and has been a tremendous support to ourselves as parents of a child with both physical and learning disabilities. She has coordinated and lead multi agency meetings for our child and always keeps us informed about what is happening. She has listened to advice from the clinical psychologist and developed a bespoke timetable that is inclusive of our child's needs which can change on a weekly basis. Mrs Lewis is approachable and always available to listen to concerns and puts action plans in place if care needs to change. The communication with ourselves is excellent. She arranges regular meetings to keep us and the class teacher updated with our daughters progress.

Mrs Lewis has recently spent a great deal of her own time on an EHCP application for our daughter which really captured her uniqueness and made us realise how much she knew and understood our daughter and her needs.

Devon Leaper – Sunnydale Nursery

Devon has been paramount in helping my son overcome his food aversions. Her communication with both myself and my Husband each and every single day has been excellent! We have been able to go to her with ANY problem, big or small, and she has always met it with a friendly and open approach; always coming up with new ideas to get my son to try new foods. She has also absolutely smashed toilet training; something my son had absolutely no interest in doing whatsoever! She has

such a lovely relationship with my son and has gained his love and trust- It's like home from home for him!

Both my son and daughter have flourished since starting Sunnydale Nursery- physically, emotionally and intellectually. The girls are fantastic at their job! Nothing is ever a problem, and they are always so welcoming! We're met with a smile every single day!

Discoveries Team especially Emma Gee – Good Foundations Day Nursery

The girls in the whole of the nursery are outstanding, informative and have a general love for all the children. You are always made to feel welcome and they supported us when we have needed it and always happy to help. The team have all looked after my 8 year old son and now my 2 year old daughter. Emma is an asset to the nursery and the first words to my daughter each morning is "shall we have our morning cuddle" it leaves me feeling confident that she's being looked after like she would be at home. I can't thank Angela (the manager) and all the girls enough for the love and care they have for all the children in there setting.

Donna Fullwood & Team – Mapperley Day Nursery

My daughter was in hospital for months when born. My 2YO son was at Nursery at the time. The children are always loved and cared for, but Donna and the team went the extra mile to ensure that he was looked after and kept in a good routine, even taking him extra days for free to give my parents a break, as we were at hospital. The next year my daughter started at the setting. She is tube fed. Donna and the team adapted to her needs, training to feed her and are always so diligent in looking after her, communicating above and beyond to manage her condition to the extent that they have picked up on issues (e.g., infections) that I hadn't noticed at home. I have total peace of mind leaving her in the setting as any issue or concern (or celebration!) is communicated swiftly and effectively. Having a disabled child is challenging but the care the nursery provides has allowed me to go back to work. They are great!

Rhea – Enchanted Garden

Updates and support impeccable.

Heather Robinson – Cedar House Day Nursery

I enrolled my son at Cedar House at 2 years old. I had not intended to enrol him in nursery so young, but due to covid restrictions I felt he needed more contact time with children.

I was very emotional taking my son to nursery & leaving him in the care of 'stranger'. Heather made the transition easier for both of us. She went above & beyond her role to ensure he was settled & I was happy to leave. If I left my son upset, or indeed I left crying, I would get a phone call to let me know he had settled & was ok. At the end of the day, Heather always gave me a run down of his activities & was genuinely excited to share his progress with me.

We went through a bad spell of separation anxiety. Heather noted that my son's favourite activity was to be outdoors. So for 3 mornings a week, for six weeks Heather ensured that all of toddler room was outside by 9am to make the transition of being left easier for him. She treated my son and his needs as an individual.

Helen Vale – The Old Meeting House

In the Summer of 2021 Helen set up a new weekly 'Play & Stay' group at the Old School House in Mansfield. Through her drive and passion, along with partnership working, Helen has made the group a huge success. Now the play and stay session has a team of volunteers and hosts over 30 regulars each week. The impact of this new social opportunity for new parents cannot be underestimated. Participants shared that having babies during the Lockdown was extremely challenging. Pre and Post Natal services were affected and there were no play centres to take their children and gain valuable peer to peer support. Without Helen many young parents would have experienced mental health decline. Some comments from participants; 'My 17month son is like a different child at the group, more confident, independent and we've even noticed his empathetic side.' 'My son was a lockdown baby so all he knew for the first 14 months was the four walls of our house, he loves coming to mix with his new friends'.

Inventors Team – Good Foundations Day Nursery

My son has been attending the nursery for over 2 years now but when he first started I was more worried than he was. I was a first time mum who was worried about letting her little boy out of her sight. From the first meeting with the nursery, I was at ease. I cried on the first meeting because my child was delayed verbally so I worried that they wouldn't understand what he was asking for. They sat down with me and asked me what certain words meant before he started and from the minute, he started they went above and beyond to make sure I was given multiple resources to help aid my child in his development. He has always enjoyed his time here and even now 2 years on I still have moments where I feel like I'm being an over protective parent but every member of staff is on hand to reassure me and make sure that not only is my son getting the upmost best start in his education but that I am informed of every step! Thankyou Good foundations Day nursery

Jane Cranefield – Netherfield Primary School

This lady goes above and beyond for my son. He had a difficult few months when he first started nursery however due to Miss Cranefield's perseverance he came on leaps and bounds. She takes the time to understand each child and will play to their strengths. She is brilliant at keeping parents updated on their child's progress etc. without Mrs Cranefield my son would have made nowhere near as much progress as he is. She is 1 in a million and I will be forever grateful for her help and dedication to me and my son. This lady deserves the world.

Jessica Fletcher – Little Lambs Day Nursery (Kirkby in Ashfield)

After a difficult previous setting we were wowed with the kind, caring attitude, excellent communication and support with our son as he transitioned and settled at Little Lambs. The staff are so caring, communicate effectively with parents and care givers. My son has flourished under their care, reaching all his milestones and I attribute this to the setting, especially Jess, who regularly updates parents with all the children's achievements. The setting is a warm and welcoming environment, and every member of staff are nurturing with the children providing excellent childcare through child led play. The difference as parents we have seen from Little Lambs is a team who truly care about the children and ensure parents are updated regarding their child's progress and during our initial visit it was so uplifting to see such happy children in Little Lambs and we had no hesitation entrusting our son's care to this nursery.

Kat – Fernwood Day Nursery & Out of School Club

Kat supported my child throughout the latter stages of her nursery years, from the age of 3 years through to leaving the setting. Kat was always there to support my child with her development and has always been a firm favourite with my daughter. We received the best support from Kat when my daughter re-joined nursery after covid, and she helped make a potentially tough time easier

Kelly Mckeeman – St Joseph’s School Retford

Fantastic support and learning opportunity’s put forward and implemented for my son as he was having difficulty in some areas. Miss Mckeeman really demonstrated such compassion and understanding and a genuine willingness to want to help my son excel in his lessons and reading and writing. She was wonderful in her approach with what she could do and really listened to myself and husband with areas of what we felt our son needed help with. She was so informative and really went above and beyond to help keeping us updated at all times.

Key Worker Bubble – Brooklyn Day Nursery

As a nurse working throughout the pandemic, my son started nursery the week that Covid affected nursery settings. My shift patterns were facilitated (including covering last minute shifts) and communication was fantastic. As a parent coming off maternity leave heading into the pandemic, nerves were at an all time high, and I never once questioned that I had chosen the correct setting for my son. They made me feel like he was part of their family, every day he came home, he was so happy, his learning and development astounds me and I have this team to thank. No amount of words can express my gratitude to them all, it is truly amazing that you can feel the love they have for your child, and also that they genuinely care about the parents too. You are shaping the lives of the future generation, and you are all so loved.

Kim Cornish – Blossom Nursery

Kim has been a complete breath of fresh air. She has informed us of every step and stage of our daughter’s care. She has taken her daughter under her wing taught her to sign how to articulate her words. Taught her impeccable manners I can personally say with three children all gone through the nursery system this is the best I have ever encountered. The relationship between our daughter and Kim is amazing usually our daughter is shy amongst her peers but not in this setting. She always wakes up to looking forward to seeing Kim. During lockdown we as parents are frontline NHS workers and having this support from a stranger made our life and security of our daughter a godsend. She deserves recognition for this alone.

Kirsty Walker – Busy Bees (Edwalton)

Kirsty joined our new centre as it opened its doors for the first time, September 2021. Kirsty is an experienced early years practitioner. Kirsty, came to the centre when she wasn't working so she could be part of the start up team and help the centre develop into the wonderful environments it is now. Kirsty was very interested in extending her development as was given the opportunity to be our SEND co-ordinator, she has attended internal SEN training and also gone out of her way to source external training opportunities to not only help her, but the team and most of all the children. Kirsty gives very personal feedback to parents when they collect their child, she also supports families who need that bit more and offers advice; guidance and works closely with external professionals, Kirsty has blossomed so much in the last 9 months.

Laura and Kelly – L&K's Little Kingdom

Flexible with childcare needs throughout pandemic, helping me continue work as a key worker. Provided stability and routine for children.

Lauren – Cherubs Nursery Pleasley

Lauren is welcoming to our family and my son. Lauren is loving, kind and friendly and we feel comfortable having her around our son.

Lauren Richardson – Hucknall Day Nursery

Lauren has been our little boys key worker for a few months and has helped us gain confidence in sending our boy to nursery and has all the respect in listening to our views and wants for our children, she has helped us with deprived sleep at home giving us any tips she can. Always going above and beyond.

Little Wrens Day Nursery

The whole of the Little Wrens Team goes above and beyond when it comes to supporting parents. From daily photo updates, detailed observations with clear next steps, offering support to those who need it with aspects such as speech and language to a friendly face that is always ready to listen with excellent knowledge of every child in their care. Nothing is too much. The best thing that they do to support parents is giving us the confidence that our children are cared for just as they are at home. I wasn't a parent during the pandemic but with the use of the Family app I know that communication would have continued to be excellent. I can't think of a more deserving team.

Lizzie Townsend – Brooklyn Day Nursery

Lizzie's ability to build a positive relationship with us as parents had been outstanding. She has listened to and voiced any concerns and has allowed us to work together to get the best outcome for A. Lizzie is completely professional while still being approachable and always has the time to listen. She made our little boy's room move so easy and has supported him in all areas. We love Lizzie and I know she is part of the reason our little boy is thriving at Brooklyn.

Mariam Aslanfard – Leahurst Preschool

Mariam is very approachable she is always readily available to offer her time to support parents and their queries. I have struggled with my son's behaviour and understanding how I can help him. Mariam and her colleague made a home visit to explore my concerns. She has a wealth of information which I have accessed and she has signposted me to relevant support.

Michelle Maddock – Childminder

Michelle is an amazing woman who deserves to be recognised for her commitment to her children's parents. Me and my husband are at University and not having a set timetable from one semester to another but as soon as we tell Michelle she is happy to accommodate us. She loves the children to bits and does everything in her power to help them be happy and playful. My son has autism and

doesn't do well in big groups so nursery was a bad experience for him, we removed him and put him with Michelle full time - again she was happy and helpful to accommodate him on such a short notice.

Michelle Ransom – The Village Nursery (Bramcote)

Michelle has gone above and beyond to provide updates (and amusing anecdotes) about my daughter. Whenever we have spoken via email she has always included a little insight into what my daughter has been getting up to that day. It makes it really clear that she is known as an individual, not a number!

Michelle organised a parent's evening (day) so that we could speak to staff, see artwork, and understand nursery's developmental goals for our child (i.e. Speech etc). She also arranged a jubilee picnic so that parents could see their children interacted at nursery.

We have the sweetest report sent home from nursery "a fantastic Friday with...". It was clear how well Michelle really knows each child.

It is incredibly easy to speak to the nursery (by phone, email, or in person). Each member of staff finds the time to answer and queries and feedback about our daughter's day (sleep, food, play etc).

The recent Ofsted report really does show how truly outstanding this nursery is!

Miranda Allen – Childminder

Our regular childminder had to close due to COVID, and recommended we try Miranda instead. She was very accommodating to provide care for our 2 year old son at very short notice. As it was last minute there was no time for any settling in session or easing him in gently, but he was made to feel so welcome and had such a good time with Miranda that by the end of the first day she was all he could talk about, and he was eager to go back the next day to tell Miranda about all sorts of things. It was our son's first experience with anyone else looking after him other than his regular childminder and this experience has helped make it much easier for him to go to other new places he isn't familiar with. In the big scheme of things, this doesn't sound like a big deal, but the warm, welcoming, flexible and accommodating approach Miranda offered made it so much easier for us as parents to leave our son with someone new, which is so important when you are entrusting your child's safety.

Miss Stendall – Mansfield Primary Academy

Miss Stendall is such an amazing teacher, she has supported my daughter Poppy so much in school, she's always so understanding and supportive when I've been to speak to her, I couldn't of asked for a better teacher. My children haven't had the best start in life due to personal reasons but Miss Stendall has been such a positive role model to my child that's in her class, she will definitely be a teacher my daughter remembers for years to come. I don't think she realises how good of a person/teacher she is.

Mrs Barton – St Joseph's School

Mrs Barton is really a wonderful teacher and shows such a lovely attitude when looking after all the little ones in her care. She teaches my son in foundation 1 and she also did sessions with my elder

son during lockdown online to help him with his reading and writing. She was really informative in what she would be doing as well as having such a lovely attitude in her approach to teaching and directing learning. She has such a warmth and genuinely kind attitude and both my children only have really positive things to say about her. I feel really at ease with my son in her care as she shows she has a genuine passion in what she does putting the children first.

Mrs Heather Gardener – Rampton Primary School

Mrs Gardener keeps parents up to date on what the children are learning and how we can encourage the learning at home, using daily activities so they do not feel like forced learning.

Mrs Helen Luddington MBE – The Playroom Nursery

As Covid-19 was spreading around the world, Helen Luddington took an early initiative to make sure that if it came to the UK, she and her team were ready. She bought in supplies of cleaning products, aprons, food and drink in preparation for difficult times and to ensure that no matter what the nursery would keep going. Throughout this time, she prepared us too, keeping us notified of what changes were happening in and around nursery. Supporting and guiding us. Reassuring us when we had worries, so much so that when the time came to go into 'lock down' we were all prepared. She kept the doors of the playroom open for all NHS staff and keyworkers and never once closed the doors, such was the exceptional practice within nursery that there was absolutely no transmission of covid-19. She continuously kept us informed during the 'lock down' and when the 1st June came we were all completely happy and reassured and ready to bring our children back. Absolutely amazing effort.

Mrs Kelly Stoddart – Rampton Primary School

Kelly is approachable, great with the children in her care, she is also supporting parents in a empowering parents, empowering communities course.

Mrs Tanya Bee – St Mary's C of E Primary

Nothing is too much trouble for Mrs Bee. Has an excellent relationship with staff children and parents!

Nicola – Alphabet House Beeston

My daughter started in lockdown so it meant parents could no longer go inside childcare settings. This would be my daughter Sophie's first full time nursery. So a very nerve wracking time. Nicola was really reassuring and my daughter quickly settled with her and she became S's favourite person to see. Nicola was S's-key worker and I was consistently kept informed of her next steps and progress both at drop off and online. Nicola has always kept me informed about S and you can tell she is very knowledgeable in her role. Nicola has recently been promoted to Deputy Manager and S has moved up to Pre-School but despite this Nicola still keeps in regular contact and has also helped with a referral for S's worsening stammer. Nicola is approachable and has always listened to any first time mum worries. Nicola deserves recognition for the excellent job she does and also the way she effectively communicates with parents.

Nicola Brown – The White House Day Nursery

Nicola is exceptional at supporting parents at the setting. She is often singled out by new and existing parents who tell me how wonderful she is and how reassured they feel leaving their children in our care with Nicola leading the team. Since lock-down there have been more challenges facing families, including children with delayed language and children who have missed early opportunities of socialising. Nicola has been so patient, reassuring and compassionate in her approach in supporting children and their parents. She goes above and beyond her role to ensure that their needs are met. We are so blessed that Nicola continues to love her role despite the many challenges that the childcare sector faces.

Nicola – Fernwood Day Nursery and Out of School Club

Nicole supported my child with the transition from nursery to school setting, through the breakfast club and after school club. Starting school was a turbulent time for my daughter, struggling with the transition and meeting new people and a new routine after covid times, but the setting supported my daughter and me, as well as worked with the teacher at school as well. Nicole genuinely worked hard to give my daughter the support needed, liaising between me, the school and the out of school club setting.

Pauline Nyblen – Home from Home Childcare

Pauline always goes the extra mile for people. She has helped us when our eldest daughter attended her setting and continues to do so as a neighbour and friend. Open door policy, nothing is ever any trouble for her. During lockdown Pauline worked so hard, kept herself safe during the process. She definitely deserves recognition, for how lovely she is and her dedication to early years.

Pre-School Staff (Butterflies) – The Secret Garden Attenborough

They have really spent time and effort in settling in my little boy who was extremely shy and found the transition from being at home with me into Pre-school very hard.

Pre-School Team Abbey Hill Primary – Abbey Hill Primary and Nursery School

All the staff in the pre-school setting keep parents up to date by telling them at pick up time what their child has been doing throughout the session.

Rheia Doody – Hucknall Day Nursery

Has had to deal with array of situations and dealt with them with so much confidence and knowledge.

Sophie Johnson – Coteswood House Pre School

Sophie has supported my son since he began at Coteswood in January 2020. He didn't speak when he started at the school and this lasted longer than the usually settling in period. At his first parent's evening it became obvious that his not speaking was more than just shyness and he had selective mutism. E has always loved pre school but since I have been learning about his SM, every time I have approached the school to ask for them to help with his next steps, Sophie in particular, has gone

above and beyond to accommodate his needs. At times, we know this has meant giving up her own time and reorganising things at short notice. He is so happy in her care and for a child with an anxiety disorder, that is hugely important. He trusts her even though he doesn't speak to her and during a recent session, she finally heard his voice at close range and nearly cried with happiness because she cares so much. He is very lucky to have her.

The Ark Pre-School. Ashleigh/Ilyse/Hayley/Becca/Carolyn/Megan/Susie – The Ark Pre-School

Myself and my team have worked closely with parents/carers more than ever over the past couple of years. Ever since the pandemic we have felt a 'gap' in the support parents receive, due to the backlog of children and families awaiting support from outside agencies. Due to this myself and my staff have worked tirelessly to support our families with their children's additional needs, emerging needs, behaviour and sleep management etc. We have attended paediatrician meetings with families and their child to support them during these meetings as we know especially some of our parents struggle with their own mental health and we feel they need that support to 1. encourage them to attend meetings which can seem quite daunting and 2. to support their child to receive the best possible outcome. We have spent so much of our spare time offering extra meetings with parents/carers to really try and give them all the support they need and require.

Tina Manzo – Hollies Day Nursery West Bridgford

Tina has been a part of our lives for 5 years, supporting us with both our children. My eldest son has significant SEND and right from the start Tina did everything she could to make his time at Hollies enjoyable, safe and enriching. She made sure he always had the level of care he needed, even when additional funding didn't always cover it. She communicated with me on everything, facilitated TAC meetings and helped me fill in paperwork. Without Tina, I don't think my son could have safely accessed a mainstream nursery. My youngest son still attends Hollies. Tina understands the dynamics and challenges that our family faces, and she accommodates so many of our necessary last minute changes, in such a supportive way. Every time I see her at nursery she asks how I am, in a meaningful way, and I know she's someone I can go to if it's been a tough night or the stresses and strains of supporting a SEND child are getting to me. I hope she knows how much we appreciate all she's done.

Tweenies Room – Brooklyn Day Nursery

Our family have recently split and the lovely ladies at Brooklyn Day Nursery have gone above and beyond not only to help my two children but to also ease the pain and pressure for me can't thank them enough at this time even offered for me to have a chat and a cup of tea always felt like my children are so safe and loved like they would be at home.

Zoe Widdowson – Alphabet House Chilwell

From the moment we first engaged with Zoe about moving our two early years aged children back to the UK, we knew Alphabet House was the right nursery for our family dynamic.

Zoe has been exceptional supporting us throughout. I can only imagine at their early age it can be very unsettling when either of us are away. Zoe has always gone above and beyond for us, settling the children when they are emotional, making them feel more like family when they are there for such long days. In particular for our daughter, Zoe has recognised traits that may resemble

behaviour on the spectrum. Zoe is so open with her observations always providing extra information on her learning styles and advising us how we might assist T development at home, she understands how it can be hard parenting such an energetic child if you don't fully understand the reason behind what could otherwise be considered naughty behaviour. Never labelling, always supporting.