



# Parent & Carer Pack



Trinity Centre, East Avenue, Manor Park, London E12 6SG  
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# Welcome

We want the time your child spends with us to be a happy one.

All children deserve a good start in life. Good quality pre-school care prepares children for the challenges ahead, helping them to develop good social skills, a curious mind and the ability to tackle problems creatively and constructively.

Trinity Day Care Nursery provides a caring, stimulating environment where your child will be cared for by an experienced, well-trained and dedicated staff team.

Our Nursery will provide a smooth transition between the intimacy of your own home and the demands and complexities of school life. Most importantly, we will work with you to make this a happy and stimulating time.

This booklet will introduce you to the way we work and provide you with the information you need to be assured of excellent quality of care. We realise, however, that there is no substitute for personal contact and any parent or carer can arrange to speak to the Nursery Manager or Nursery Nurses at a mutually convenient time.

# Trinity Centre

The Nursery is one of several projects initiated by the Trinity Centre, a popular community facility set up nearly 40 years ago. Trinity is a registered charity, providing a range of educational, recreational and support services for local people.

The Centre has an extensive programme for children and young people, which includes term time after school activities, school holiday programmes, an education support project, sport and creative arts.

We are a non-profit making organisation. This means that after all operating expenses of the Nursery have been covered; the balance of the Nursery income goes towards our charitable work to support the most disadvantaged in our community.



# About us



## Facilities

We are registered by Ofsted to provide up to 72 places for children under 8 years, 24 of which can be allocated to babies from 6 months upwards. The main play area for toddlers (2-3yr olds) and pre-schoolers (3-5yr olds) is divided into six learning areas in the Early Years Foundation Stage: a creative/art area, home corner, book corner, problem solving, reasoning, numeracy and small world areas. There is a small courtyard garden where children access outdoor play regularly, as well as being taken to the nearby park and on outings around the local area.

Our Baby Room is designed to stimulate development by providing a range of sensory experiences. The Room includes a small kitchen, nappy changing area and toilet for toilet training.

## Settling in

We encourage parents/carers to stay with their child as long as necessary for the settling in period. There is no set time for this, as each child is different and will require an individual settling in plan. Nursery staff will work closely with you to make this process as easy as possible for both you and your child.

We suggest that your first visit is for a few hours only and at a time that is arranged with the Nursery Manager. Parents/carers should stay and play with their child so that s/he feels secure in their new and unfamiliar surroundings. While settling in your child, you will be allocated one nursery staff by the Manager to help you settle your child.

You may need to make several visits with each visit slightly longer than the last; as your child begins to feel comfortable we will suggest that you leave the room for 10 minutes, return, play with your child for a short while and leave again, perhaps for slightly longer. Gradually, your child will feel secure in their new surroundings and the knowledge that their parent/carer will return for them.

During settling in time, parents are welcome to phone to check that their child is happily playing. You can contact Nursery staff if you have any information regarding your child's eating, sleeping routine etc. that you would like to discuss or update.



## Meals/Snacks

Healthy and nutritious meals, snacks and drinks will be available for all children, prepared on-site by our Nursery Cook who is qualified in food hygiene procedures. The pre-school age is the time to set healthy eating habits that, hopefully, will be maintained throughout the child's life. We are committed to providing a good range of fresh fruit and vegetables and children will be encouraged to drink water regularly.

Your registration form will request specific information on dietary and religious requirements; we will ensure that all staff know about these.

Meal times are an opportunity to develop social skills and we will do this by dividing children into small mealtime groups with a staff member supervising each table. Nursery children are encouraged to help themselves to their own meals and drinks.

If you prefer to provide your own food and drink for your child, please make these arrangements with the Nursery Manager. Any baby's bottles should be clearly labelled with their name.

We believe that children should eat a wholesome, balanced diet and to ensure that they do, our menus are checked and approved by Nutritionists. Each meal is prepared using the freshest ingredients by our on-site Nursery Cook; fresh vegetables and fruit are served every day.

As children begin to eat solid foods, appropriate meals are provided according to their needs.

All children arriving before 9.00am will be offered breakfast. Meal times are:

Breakfast:	8.30am to 9.00am
Mid morning snack time:	10.00am to 10.30am
Lunch:	12.00 noon (Babies at 11.30am)
Afternoon snack time:	2.00pm to 2.30pm
Tea Time:	4.00pm

Water/milk will be available throughout the day for the children to access.



# Programme

The Nursery provides a wide range of activities to meet children's emotional, physical, social and intellectual needs. Interaction between staff and individual children will be sensitive to their backgrounds and abilities. Children will be encouraged to try new activities in a safe and supportive environment.

A draft programme for each month is organised by the Nursery Manager and Nursery Nurses. This is reviewed and refined for each week to reflect the age range, needs and abilities of individual children.

Our nursery team comprises qualified and police checked staff, experienced in providing care for children with special needs; our activities and programmes are inclusive and we are proactive in our approach to integration.

## The Framework – Early Years Foundation Stage

The Early Years Foundation Stage is a statutory framework, which is implemented in nursery settings for children from birth to five years.

The framework provides the nursery with guidance on stages of development, which children acquire throughout their Early Years, which allows them to plan and implement activities according to each child's individual needs. Below is an overview of the framework.

## The Four Themes

A Unique Child  
Positive Relationships  
Enabling Environments  
Learning and Development

## The Seven Areas of Development

Personal, Social and Emotional Development:

Physical Development:

Communication, Language:

Literacy:

Mathematics:

Understanding of the World:

Expressive Arts and Design:

## Aspect of Learning

Making relationships,  
Self-confidence and  
Self-awareness

Moving and handling,  
Health and self-care

Listening and attention,  
Understanding and speaking

Reading and writing

Numbers, shapes, space and  
measurement

People and communities, the  
world

Technology, exploring and using  
media and materials, being  
imaginative

Great emphasis is placed on children learning through their play and self-discovery. Our planning for activities is based on the stage of development children are at while also taking into consideration their individual needs and interests.

Children are encouraged to take responsibility for themselves and to have respect for others and their environment. There are structured group times, but also plenty of time for free play.

Children in the pre-school group are given activities that enable them to meet the requirements of the Foundation Stage so that they are skilled, confident and ready to make the transition into school as smoothly as possible.



# Baby Room

The Baby Room is specially designed to encourage development. Brightly coloured equipment and surroundings, music and the use of textured materials create a stimulating environment. The Baby Room has its own activity programme that includes time for talking and playing with babies between their sleep schedules and separate play areas for mobile and non-mobile babies.

Your baby will have its own dedicated carer, specially trained in caring for babies, who will get to know you and your baby well. Information about your baby's day will be recorded and shared with you when you collect him/her; this will include food intake, nappy changes, time spent playing and sleeping and anything else you may wish to know.

Babies and toddlers need to get used to older children so that they can transfer from one group to another smoothly. We will consult with you on how this transition should take place so that each child's needs and stage of development can be catered for.



## Nappy Changing

We have a bright, stimulating changing room which keeps babies relaxed and happy during nappy changing time. Parents are asked to provide nappies, wet wipes and nappy sacks which will be kept in baby's individual labelled boxes. A fee will be charged if these items have to be supplied by the Nursery.

## Change of Clothes

Parents will be asked to leave a change of clothes for their children at the Nursery in case of accidents or messy play activities.

# Our Staff

Nursery staff are appointed on the basis of their qualifications and experience and their commitment to continued improvement of their professional skills by attending regular training.

All nursery staff have been through a rigorous interview process and a probation period of six months, which gives us the time to check whether their day to day standards of care are acceptable and consistent and whether children and parents/carers find them friendly and approachable. All staff have been checked with the Disclosure & Barring Service (DBS) to confirm that they do not have a criminal background. All staff are qualified to provide first aid.

Each staff member will get to know your child well. At the end of the session we will let you know what kind of day your child has had and answer any questions you may have.

Our staff ratios are in accordance with the Government's National Standards. These are:

- 1 adult for every 3 babies (0-2yr olds)
- 1 adult for every 4 toddlers (2-3yr olds)
- 1 adult for every 8 pre-schoolers (3-5yr olds)

In addition, we provide work placement training for students completing their NVQ Level 2/3 in Child Care. These students are not included in the above staffing ratios.

Below is a list of staff that will be caring for your child and their roles in the Nursery.

## Core staff

Nazeela Mohamed  
Hassan Ali  
Amina Bacchus  
Gospe Hadzic  
Saroja Dharmaraj  
Sunita Rani Chauhan  
Kavitha Senthil

Nursery Manager  
Deputy Manager  
Nursery Cook  
Nursery Nurse  
Nursery Nurse  
Nursery Nurse  
Nursery Nurse

Krishna Raju  
Berja Dussaussois  
Habibah Bellahrane  
Ester Weerden  
Haleema Sadia  
Shirin Munshi

Nursery Nurse  
Nursery Nurse  
Nursery Nurse  
Nursery Nurse  
Nursery Nurse  
Nursery Assistant



# Policies

Nursery Policies and Procedures are updated regularly and available for inspection by parents/carers, copies can be provided to you, if required. The Policies and Procedures are essential for making sure that we deliver high quality care. Below is a brief overview of the policies we would particularly like to draw your attention to.

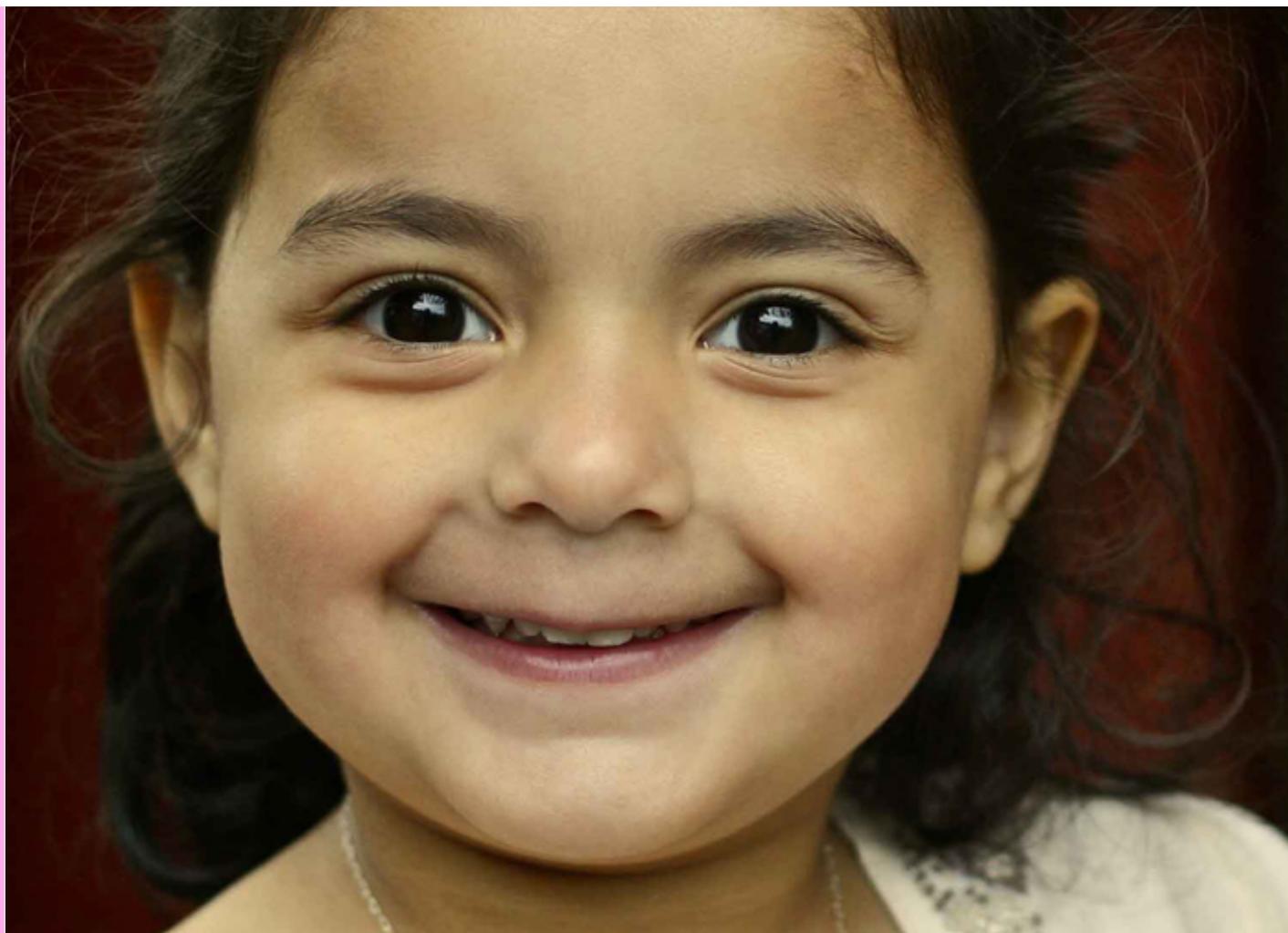
## Medication

Medication will only be administered to a child if prescribed by the child's G.P. and if the medicine is clearly labelled with the child's correct details, dosage, times and date.

- Medicines will only be administered if parents have completed and signed the Medication Form.
- Medication will only be administered by first aiders.
- Medication will be checked for the child's correct details by two members of staff before administering, and a medication form will be signed by them both.
- A written record will be kept of all medication administered.

The Nursery cannot keep or administer any medicines, which are bought over the counter.

Parents/Carers can make formal arrangements with the Nursery Manager to apply moisturising creams/oils to children with dry skin problems.



## Antibiotics

The Nursery will only administer antibiotics after the child has been taking it for three days. **Any child on antibiotics cannot attend the Nursery for the first three days, as during this time the child's infection is contagious.** It takes three days for the antibiotics to start working in the child's body and start clearing the infection. Also, if a child is going to have an allergic reaction to the antibiotics this will normally occur within the first three days.

**The nursery will make every endeavour to follow the parent/carers instructions, but reserve the right to refuse a request to administer medicines whilst a child is in our care.**

## Late Collection

The Nursery is open from **8.00am to 6.00pm** but we can make special arrangements for a **7.30am** start.

Morning session: 8.00am to 1.00pm  
Afternoon session: 1.00pm to 6.00pm  
Short day session: 8.30am to 3.30pm  
Full day session: 8.00am to 6.00pm

Children must be collected promptly by 1.00pm if attending the morning session, by 3.30pm if attending the short day session and by 6.00pm if attending the afternoon session or all day.

We will invoice and charge parents if they are late picking up their child/children as this impacts on our staffing of the Nursery. The fee is £5.00 for every five minutes parents are late after collection time.

## Non-Collection

- If a child is not collected within 15 minutes after the session finishing time, a member of staff will try to locate the parent/carer.
- If the parent/carer cannot be contacted, staff will try home telephone numbers of other members of the family (around 15 minutes).
- In the meantime staff will continue playing with the child so that s/he does not get too distressed.
- If unable to contact family, staff will try the emergency numbers on the child's registration form (15 minutes). If contact is made we will explain the situation and request that person to collect the child. Staff will make a note of their action in the Incident Book and ask the person collecting the child to sign the book to confirm the record.
- If staff are unable to make contact with the parent/carer or any other identified person on the registration form after 45 minutes of session finishing time, they will contact Newham Local Safeguarding Children Board (LSCB) Team on 0203 373 1356/3392 or out of hours on 0208 430 2000.

## Management of Infectious & Communicable Diseases

Nursery staff are not allowed to admit onto the premises any child who appears to be suffering from an infectious or contagious illness or disease. Any child who has a sore throat, discharge from eyes or nose, sickness, diarrhoea or any contagious/infectious illness should be kept at home until a doctor has certified in writing that s/he is fully recovered or 48 hours have elapsed since the last outbreak. Please **DO NOT** bring unwell children into the Nursery as they will be sent home on arrival.

Parents/Carers are required to inform the Nursery where they can be reached in the event of an accident or sudden illness. However, since it may sometimes be impossible to find a parent/carer in an emergency, parents/carers are required to provide the Nursery with signed permission for her/him to act in their absence.

If a child becomes seriously ill or injured during their attendance at the Nursery, we reserve the right to call for emergency assistance and, if necessary, remove the child to hospital and give permission for emergency treatment to be administered. If we have to take your child to hospital as a result of an illness or accident, we will do our utmost to inform you immediately (using the details on your application form). It is therefore vital that this information is kept up to date and that you inform us of your timetable/whereabouts and contact numbers.

Please inform the Nursery Manager or her Deputy of any changes to these details as soon as possible. Please inform us as soon as possible if your child will be absent for a period of time due to illness.

Local Authority regulations state that parent/carers are required to give the following information to Nursery staff:

Name, address and date of birth of each child; home address and place of work with respective telephone numbers of the parents/carers of each child.

All accidents are reported in an Accident Report Book which will be kept in each group room. Parents/carers will be asked to sign these in the event of their child having an accident at the end of the day the accident occurred.

All children must be free of an elevated temperature 24 hours before s/he returns to the Nursery. If your child is on antibiotics, we ask that the child remain at home for 3 days after the medication has been started, in case of any allergic reaction.



The following are common infections, diseases, and illness that require exclusion and immediate notification to the Nursery.

Chicken Pox	Remain at home 7 days.
Conjunctivitis	Return only after 24 hours on medication.
Lice	Return only after 24 hours after treatment.
Strep throat	Return only after 24 hours on medication.
Impetigo	Return 24 hours after treatment.
Ringworm	Return 24 hours after treatment.
Measles	Not to return until 5 days after rash appears, must have note from Health Care Provider.
Hepatitis A	Return after an immune globulin shot.
Salmonella	(Infectious diarrhoea) return after Doctor's okay.

If your child is home ill we ask that you call the Nursery and give us the symptoms of illness so that we may watch for similar symptoms in other children. You will receive written notification of any communicable disease or infectious situation, which may pose a risk to your child.

The Nursery Manager will inform the Local Authority of any infectious and contagious diseases at the Nursery.

### General

Parents must phone the Nursery if their child will not be attending for any reason.

**Please note that the Nursery will NOT take any responsibility for valuables. We recommend that children do not wear jewellery, particularly if it is expensive or has a precious value.**



# Paying for Childcare

## Pricing and Opening Times

We are open from 8.00am to 6.00pm, Monday to Friday and closed for public holidays. We can make special arrangements for a 7.30am start, if required. We offer a flexible service to meet your needs, which includes full time, part time, half days and short days. We also provide school pick up and drop off service to local schools, after school care and school holiday care for children up to the age of 8 years.

Parents or carers requiring the early morning service from 7.30am, or school pick-up and drop off, or holiday care - must provide at least 2 days' notice so that we can arrange correct staff-child ratios; please let the Nursery Manager or Deputy Manager know about your requirements as soon as possible.

Our nursery sessions are:

Mornings: 8.00am to 1.00pm  
Afternoons: 1.00pm to 6.00pm  
Short day: 8.30am to 3.30pm  
Full day: 8.00am to 6.00pm

**Parents wishing to access the Education Grant service are able to have 15hrs of free childcare a week (term-time only). For more details please speak to the Nursery Manager.**

There is a one-off registration fee of £10.00, a one-month refundable deposit when your child leaves and a month's fee payable in advance.

Age	Half-Day	Short-Day	Full-Day	Weekly	Monthly
6m to 2yrs	20.50	30.00	41.00	193.75	775.00
2 to 3yrs	18.50	27.50	37.00	166.25	665.00
3 to 5yrs	17.00	25.00	34.00	156.25	625.00

Fees are to be paid at the beginning of each month. An invoice will be sent out prior to payment being due, advising parents of the amount due for the following month.

Payments should be made within the following week by cash, cheque or vouchers. Cheques should be made payable to **Trinity Community Centre**.

### Payment during absence/holidays/staff training days

In line with other nursery providers, fees must be paid if your child is absent due to sickness or on holiday, during bank holidays and on staff training days. In this way we are able to maintain continuity and stability of the service, ensuring that our core staff are permanent rather than casual/temporary. Long-term permanent staffing means that your child develops a bond with their key person, an important factor in reducing stress or anxiety for the child when there are frequent changes in staff.

There are 3 staff training days a year so that staff can update their skills and keep abreast of new ideas concerning child development and child care. We will give you plenty of notice of dates so that you can make alternative arrangements.

Each child has a key person; it is important for the key person to develop a strong bond with your child, they will be the person who comforts and guides your child, helps them to settle in and provides written observations and reports on your child's development. To retain this quality of provision it is important to have minimum turnover of staff so that your child feels secure in the knowledge that he or she has a regular carer and a familiar face to greet them at each session.



## Child Tax Credits and Nursery Education Grant

Parents and/or carers may be eligible for various grants/benefits such as Working Tax Credit, Childcare Grant etc. Our Nursery Manager will be able to advise and assist you in claiming these. All 3 to 5 year olds are eligible for the Education Grant (currently £60.37 per week); we will apply for this on your behalf and deduct it from our fees. Please note that the Education Grant is only available during term time and therefore does not cover the school holidays. Parents who access the Education Grant but would also like childcare during the school holidays can arrange this with the Nursery Manager. Standard Nursery charges will apply (see p.15).



# Children's Centres

Newham has an excellent range of Children's Centres providing help to families with children under 5.

Programmes on offer usually include:

- Parenting courses
- Parent and toddler groups
- Speech therapists to help children with speech difficulties
- Cookery sessions to help parents cook nutritious meals for children
- Childminder's Support Group
- Crèche facilities for courses/workshops

More information about specific programmes for individual Children's Centres is available through Newham Council's website:

[www.newham.gov.uk](http://www.newham.gov.uk)

The Children's Centres in Manor Park and East Ham are:

Susan Lawrence Children's Centre, Manor Park

Tel: 020 3373 7227

Sheringham Children's Centre, Manor Park

Tel: 020 8553 2479

Altmore Children's Centre, East Ham

Tel: 8552 6604

Canberra Children's Centre, East Ham

Tel: 020 3373 1090

Oliver Thomas Children's Centre, East Ham

Tel: 020 8552 1177

We hope you find the information provided in this pack informative. Please feel free to speak to the Nursery Manager for further clarification or concerns you may have about the care of your child.

