



Information for Parents & Carers



Trinity Centre
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Manor Park
E12 6SG



Tel: 020 8552 3992 or 020 8472 8947
Email: nursery@thetrinitycentre.org

Welcome

At Trinity Day Care Nursery, we aim to make your child's time with us a happy and enriching experience.

We believe that every child deserves a strong start in life. High-quality early years care lays the foundation for future success, nurturing social skills, curiosity and the ability to solve problems creatively and effectively.

Our nursery provides a nurturing and stimulating environment, supported by a team of experienced and dedicated staff. We aim to ensure a smooth transition from the comfort of your home to the more structured setting of school life.

We will work closely with you to create a joyful and engaging experience for your child.

This booklet outlines our approach and provides essential information about the excellent care we offer. However, we recognise the value of personal communication, and you're welcome to arrange a meeting with the Nursery Manager or Senior Practitioners at a time that suits you.

Trinity Centre

The Nursery is one of several initiatives established by the Trinity Centre, a well-loved community facility with a history spanning over 50 years. As a registered charity, Trinity Centre offers a wide range of educational, recreational and support services to benefit the local community.

Our extensive program for children and young people includes after-school activities during term time and school holiday programs, as well as sports and creative arts opportunities.

As a non-profit organisation, any surplus income from the Nursery is reinvested to support projects that help the most disadvantaged members of our community, ensuring our services continue to make a positive impact.

About us

At Trinity Day Care Nursery, our mission is to nurture and inspire every child, providing a safe, caring and stimulating environment that promotes learning through play and discovery. We are committed to helping each child develop a strong foundation for future growth, both academically and socially, while fostering a love for lifelong learning.

Our Values

1. **Child-Centred Approach**

We place children at the heart of everything we do, respecting their individuality and encouraging their natural curiosity.

2. **Quality Care and Education**

We believe in providing high-quality care and education that supports each child's developmental needs, preparing them for the transition to school and beyond.

3. **Inclusive Environment**

We embrace diversity and celebrate each child's unique background, ensuring an environment where everyone feels valued and included.

4. **Partnership with Parents**

We work closely with parents and carers to create a supportive community that encourages open communication and collaboration in their child's development.

5. **Continuous Improvement**

We are dedicated to the ongoing development of our practices and staff, ensuring we deliver the best possible experiences for every child in our care.

Facilities

We are registered by Ofsted to provide up to 72 places for children under eight years, with 24 of these allocated to children under two at any one time. Our main play area for toddlers (2-3 years) and pre-schoolers (3-5 years) is thoughtfully organised into seven learning areas based on the Early Years Foundation Stage:

- **Creative/Mark-Making Area**
- **Home Corner**
- **Book Corner**
- **Physical Area**
- **Maths Area**
- **Sand/Water Area**
- **Construction and Small World**

In addition to these areas, we also offer:

- **Quiet Area** for calm and rest
- **Sensory Area** to stimulate the senses
- **Messy Play Area** for hands-on exploration
- **Malleable Area** for activities like playdough modelling
- **Snack Area** for social eating and learning about healthy choices

Outdoor play is a key part of our daily routine, with regular access to a small garden space. We also take children on outings to the nearby park and around the local community to broaden their experiences and learning.

Our Baby Room is thoughtfully designed to support developmental growth through a variety of sensory experiences. It features a small kitchen, a designated nappy-changing area, and a toilet to facilitate toilet training.

Partnership with Parents

Our nursery uses Tapestry, a secure online platform, to keep parents updated and involved in their child's day-to-day experience with us. Through Tapestry, we share regular observations and updates on each child's progress, including important milestones and daily routines like meals and naps. Parents can also view care diaries and reports, which highlight achievements and set goals. We encourage parents to check Tapestry regularly to stay connected and to help support their child's learning and development at home.

Settling-In Process

We understand that every child settles in differently, so we offer flexible settling-in arrangements to support a smooth transition into nursery life. Nursery staff will work closely with you to make this process as easy as possible for both you and your child.

General Settling-In

Our standard settling period lasts one week, during which parents or carers stay with their child for one hour each day. This helps the child feel secure and familiar with the new environment.

Baby Room Settling-In

For children in the baby room, the settling period extends to two weeks. During the first week, parents stay with their child to provide reassurance. In the second week, the sessions are extended to three hours, allowing parents to step away while staff provide support.

Flexible Approach

While these timeframes offer a general guide, we recognise that each child is unique. The length of the settling-in period may be adjusted based on how well your child is settling, with the aim of making the process as smooth and comfortable as possible.

Introduction to Key Person

During the settling-in period, parents will be introduced to their child's key person, who will work closely with the child, alongside the rest of the staff. This key person will be an essential point of contact for parents throughout their child's time at the nursery.

All About Me Form

Parents will also complete an 'All About Me' form, which gathers important information about the child, including dietary requirements, celebrations, their likes and dislikes, and family details. This helps us tailor our care and activities to meet each child's individual needs.

Communication and Support

Throughout the settling-in period, parents are encouraged to contact the nursery if they

have any questions or updates regarding their child's routine or progress. We are here to work with you to ensure your child feels happy and secure.

Meals/Snacks

We are dedicated to providing healthy and nutritious meals, snacks, and drinks for all children, prepared on-site by our qualified Nursery Chef, who follows strict food hygiene standards. The early years are crucial for establishing lifelong healthy eating habits and to support this, we offer a wide variety of fresh fruits and vegetables while encouraging children to drink water regularly.

During registration, we gather information regarding dietary and religious requirements to ensure that all staff are well-informed and able to accommodate each child's needs.

Mealtimes are valuable opportunities for children to develop social skills. We facilitate this by offering rolling snack times in small groups, where children are encouraged to cut their own fruit and make choices about what they'd like to eat. Staff also support children in serving themselves at mealtimes, fostering independence and self-regulation.

If you prefer to provide your own food and drink for your child, please discuss this with the Nursery Manager. For infants, any bottles should be clearly labelled with your child's name.

We believe in the importance of a balanced diet, which is why our menus are reviewed and approved by nutritionists. Each meal is prepared daily by our on-site Nursery Chef, using the freshest ingredients and always including a selection of fresh vegetables and fruits. For children transitioning to solid foods, we offer meals tailored to their individual needs.

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

Breakfast:	8.00am to 9.00am
Mid-morning snack time:	9.30am – 10.30am
Lunch:	11.30am (Babies at 11.15am)
Afternoon snack time:	1.30pm – 2.30pm
Tea:	3.30pm

Water/Milk will be available throughout the day for the children to access. Please note that from 2 years onwards, there is a charge for meal times: snacks are £1, lunch and tea are £1.50, and breakfast free of charge.

Curriculum

Our nursery follows a well-planned curriculum that supports early years learning goals, helping children grow emotionally, physically, socially, and intellectually. Each term, we introduce a new topic that sets the stage for fun and engaging activities, encouraging children to explore and learn in a structured way.

To each topic, we choose a ‘Book of the Term’ that becomes our focus for language, storytelling and activities. This book helps tie together different parts of our learning, and children enjoy connecting with the story in various ways.

Our curriculum is flexible and changes weekly to match the needs, interests and abilities of each child, making sure there are always new things to discover and explore.

We are committed to making learning accessible and enjoyable for all children, including those with special needs. Our activities are inclusive and adapted as needed to make sure every child feels supported, valued, and ready to learn.

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

Prime Areas of Learning	Aspects of Learning
Communication and Language	Listening, Attention and Understanding Speaking
Physical Development	Gross Motor Skills Fine Motor Skills
Personal, Social, and Emotional Development	Self-Regulation Managing Self Building Relationships
Specific Areas of Learning	Aspects of Learning
Literacy	Comprehension Word Reading Writing
Mathematics	Number Numerical Patterns
Understanding the World	Past and Present The Natural World.
Expressive Arts and Design	Being Imaginative and Expressive Creating with Materials

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 designed to promote development in a nurturing and stimulating environment. Featuring bright colours, engaging equipment, soothing music and a variety of textured materials, the room is tailored to encourage exploration and learning. We have a structured activity program that allows for interactive play and communication between sleep times, with designated areas for mobile and non-mobile babies.

Each baby is cared for by a dedicated key person, trained in infant care, who will form a strong connection with your child. Daily updates on your baby's activities will be provided, including information on feeding, nappy changes, playtime, and sleep patterns.

To facilitate a smooth transition to our Toddler/Preschool Room, we ensure that babies and toddlers have opportunities to interact with older children. We will work closely with you to plan this transition according to each child's unique needs and developmental milestones.

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.

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

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

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.

Core staff

Farhana Yasmin
Habiba Bellahrane
Amy Kneller
Muhsina Hameed
Gospe Hadzic
Sarojamani Dharmaraj
Sunita Rani Chauhan
Kavitha Senthil
Sonia Siddique
Arunima Ratheesh
Comfort Boatemma
Bushra Siddique
Inthumathy Mahendrarajah
Rahima Begum
Amina Bacchus

Nursery Manager
Deputy Manager
Preschool Lead
Toddler Coordinator
Nursery Practitioner
Nursery Practitioner
Nursery Practitioner
Nursery Practitioner
Nursery Practitioner
Nursery Practitioner
Nursery Practitioner
Nursery Practitioner
Nursery Practitioner
Nursery Chef

Policies

Nursery Policies and Procedures are updated regularly and available for inspection by parents/careers, 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 GP and if the medicine is clearly labelled with the child's name, dosage, administration times, and date. The following guidelines must be followed:

- Parents must complete and sign the Medication Form before any medication can be administered.
- Only First Aiders will administer medication.
- Two staff members will verify the child's details on the medication before administration, and both will sign the Medication Form.
- A written record of all medication administered will be maintained.

The nursery cannot keep or administer any over-the-counter medications. However, parents/carers can arrange with the Nursery Manager for moisturising creams or oils to be applied to children with dry skin issues.

Antibiotics

The nursery will only administer antibiotics after a child has been taking them for three days if it is the first time they are receiving this medication. Additionally, children on antibiotics cannot attend the nursery during the first three days, as their infection may be contagious. This waiting period allows the antibiotics to start working and clears the infection. It also helps identify any potential allergic reactions, which typically occur within the first three days of treatment.

While the nursery will make every effort to follow parent/carer instructions, we reserve the right to refuse any request to administer medication during a child's time in our care.

Late Collection

At our Nursery, we are committed to providing a structured environment for all children. Our opening hours are from 7:30 AM to 6:00 PM, with specific morning and afternoon sessions available. It is essential for parents to drop off and pick up their children at the allocated times. Late pickups disrupt our staffing arrangements, so a fee of £5.00 will be charged for every five minutes past the scheduled 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 identified 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 LSCB Team on 0203 373 4600 or out of hours on 020 8430 2000.

Management of Infectious and 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 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 need to take your child to hospital as a result of an illness or accident, we will do our best 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 let the the Nursery Manager or Senior Practitioners know 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 parents/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 they return 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.

Please keep your child at home when s/he displays an unusual rash, eye inflammation, severe cough, or heavy congestion.

Children will be sent home if running a high temperature or showing other symptoms of illness, vomiting, infectious diarrhoea, pain or severe discomfort, or are too sick to participate, or have a contagious disease or infection.

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 unwell and at home we ask that you call the Nursery and give us the symptoms of the 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 Information

Parents must notify the Nursery if their child will be absent for any reason. Please be aware that the Nursery does not take responsibility for valuables; we recommend that children avoid wearing jewellery, especially expensive or precious items.

Opening Times & Education Grant Criteria

We are open Monday to Friday from 7:30 AM to 6:00 PM and are closed on public holidays. Our flexible service includes full-time, part time and half-day options:

- **Morning Session:** 8:00 AM to 1:00 PM
- **Afternoon Session:** 1:00 PM to 6:00 PM
- **Full Day:** 8:00 AM to 6:00 PM (Early Bird Session: 7:30 AM – 8:00 AM, extra charge applies)

Education Grant

We offer the following government-funded childcare options:

- **15 Hours Government Funded:**
 - **5-day option:** 8:30 AM – 11:30 AM or 12:30 PM – 3:30 PM
 - **3-day option:** 8:00 AM – 1:00 PM or 1:00 PM – 4:00 PM
- **30 Hours Government Funded:**
 - **5 days:** 9:00 AM – 3:00 PM

Eligibility criteria for the Education Grant include:

- Eligible 9-month to 2-year-olds are entitled to 15 hours of free childcare per week.
- 3 to 4-year-olds are entitled to 15 hours of free childcare per week.
- Eligible 3 to 4-year-olds can access 30 hours of free childcare per week.

Note that the Education Grant provision is available term-time only.

Extra Hours

For parents needing additional care, the following extra hour rates apply:

- **Babies (9 months - 2 years):** £6.00 per hour
- **Toddlers (2 - 3 years):** £5.50 per hour
- **Preschool (3 - 5 years):** £5.00 per hour

For a detailed breakdown of fees, including Half Day, Full Day, and Monthly Rates, please contact the Nursery Manager or Deputy. Fees are charged a month in advance, along with a three-week refundable deposit for paying parents and a £60 refundable deposit for parents utilizing only the government-funded hours.

Invoices will be sent out before payment is due, and fees should be paid by cash, cheque, or vouchers within the following week. Cheques should be made payable to Trinity Community Centre.

If paying via BACS our Account Details are:

Name of Account: Trinity Community Centre

Account number: 71088017

Sort code: 40-02-34

Account Holding Branch: HSBC 118 High Street North, East Ham, London, E6 2HX

Payment terms: 14 days

All payments must be received within the first two weeks of the month. **Please note that only cash will be accepted during the final week of the month.**

Payment During Absence, Holidays, and Staff Training Days

In accordance with standard practices among nursery providers, fees must be paid if your child is absent due to sickness or holiday, as well as during bank holidays, the Christmas and New Year break, and on staff training days (three days per year). Continuing to make these payments is essential for maintaining your child's secure place at the nursery and ensuring stability within our staff team. By keeping fees consistent during absences, we can effectively manage staffing and resources, allowing us to provide a high-quality, nurturing environment. This continuity is vital for your child's emotional well-being, as it ensures they have a familiar carer they can rely on when they are in our care.

Child Tax Credits and Government Funded Hours

Parents and/or carers may be eligible for various grants and benefits, including Working Tax Credit, Childcare Grant, and Child Tax Free Childcare. Our Nursery Manager is available to advise and assist you in claiming these benefits. All children aged 3 to 5 years are eligible for the 15 hour government funded hours, which we will apply for on your behalf. Please note that the government funded hours are only available during term time and does not cover school holidays. If you wish to access the government funded hours but also require childcare during the holidays, we do offer a Holiday Club for children aged 3 to 8 years, with sessions running from 10 AM to 3 PM for £25 per session (excluding meal times). Children under 3 are welcome to join and will pay the regular daily rate.

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