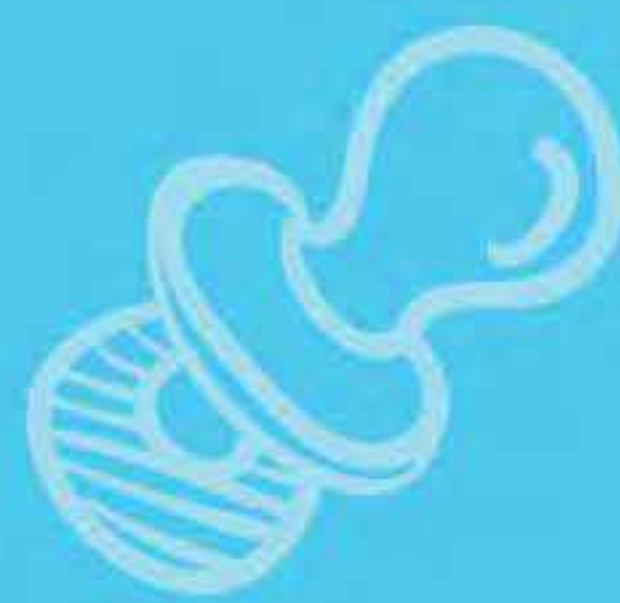




20 - 21 PROSPECTUS



LETTER FROM DIRECTOR:

Being a mother of three young children when I opened the first branch of Tender Care Nursery, I understood how terrifying it is to choose a nursery for your child. Would my child be happy? Would the staff take good care of him? Would he be safe? These were all questions I asked myself and are still questions that underpin everything we do at Tender Care Nurseries. In these pages, I hope to show you how we nurture our learners and to give you the confidence to know that they are in safe hands.

I believe that the first 5 years of a child's life are pivotal to their long term success and knowing that I can be a part of that was one of my main motivations for developing Tender Care Nurseries. I look forward to welcoming you and your children to one of our nurseries in the future.

Shyrose

Shyrose



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ABOUT US

Established in 2001, Tender Care Nurseries provide high quality childcare to children aged between six weeks and five years of age. Since then we have expanded our services to two further branches. We are renowned for our safe, stimulating and secure setting and were winners in the Croydon Childcare Stars Awards in 2006. All settings are Ofsted registered - to view our reports please look at our website www.tendercaredaynursery.com

Westbury Tender Care Nursery

Westbury Tender Care Nursery is conveniently located close to Croydon town centre and is within walking distance from East Croydon, West Croydon and Selhurst train station.

This nursery caters for children aged 3 months to 5 years old and can cater for 31 children at any one time. The nursery and has two outdoor spaces - one for pre-school and a sensory garden for the baby room. The staff at Tender Care are highly experienced and skilled, some of whom have been with the setting for over 10 years.

Tender Care at Zakia Centre

Tender Care at Zakia Centre is situated in West Croydon and is walking distance from the train station, tram stop and several bus routes.

This nursery caters for children aged 18 months to 5 years old and can cater for 24 children at any one time.

Canterbury Tender Care Nursery

The newest addition to our group - Canterbury Tender Care Nursery is located on Canterbury Road, next to Broad Green Library.

The nursery caters for children aged 3 months to 5 years old and can cater for 74 children at any one time. This nursery boasts impressive facilities including two outdoor spaces, a sensory room, an ICT room and two indoor physical jungle gym structures.



OUR CURRICULUM

“We believe that children learn through their play so we should value and support their play.”

The play experiences in our nurseries are carefully planned to offer children a wide range of experiences. They include:

- **Sensory Play;** sand, water, paint, playdough, shaving foam, Mud kitchen
- **Physical Play;** bikes, scooters, climbing frames
- **Mark making;** painting, drawing, writing
- **Role Play;** shops, market stalls, doctor’s surgery, post office, aquarium, home play
- **Small World;** Dinosaurs, cars, trains and track, doll’s houses with people and furniture
- **Music;** Instruments, singing, dance, yoga, ring games
- **Communication and Literacy;** Story and rhyme time, puppets, listening centre, story sacks, Spanish classes, ‘Show and tell’
- **Construction;** building equipment of various sizes and joining’s including lego, duplo, stickle bricks, polydron, threading
- **Mathematics;** scales for weights and measures, tiny pegs and boards, sorting trays and toys
- **ICT;** Selection of laptops, touch table, real equipment such as cameras and phones, nursery computer with various educational games
- **Natural Features;** Heuristic baskets, natural wooden resources, exploration baskets including magnifying glasses, shells, pine cones, mirrors etc.

Babies also use ‘treasure’ baskets and take part in ‘heuristic play’. Open ended materials such as plastic containers, tins, large securely threaded beads, large sturdy tubes etc can be stacked, emptied, filled, rolled, and banged as babies and young children enjoy playing with such items. Parents often say ‘she enjoyed the box more than the toy’ – well, that’s heuristic play! We’ll be pleased to talk to you about this.

All ‘interest areas’ (role play, messy etc) are permanently set-up. Painting, for example, is not a treat; it should be on offer whenever a child feels inspired to paint.

Equipment is stored at the child’s level to facilitate the high/scope ‘find-use-return’ cycle. In other words, children can find the equipment/resources they need, use them and return them to their correct storage location (in theory anyway!). You will find plenty of examples of children’s own work on display and you will also see children learning through their play when you visit the nursery.

We are inspected by OFSTED (Office for Standards in Education) and we have demonstrated our ability to deliver a curriculum that supports children’s learning. A copy of our OFSTED report is displayed on the parent’s notice board and our website. The Early Years Foundation Stage, guides our planning process and helps us help children meet their ‘Early Learning Goals’.



Daily Routine

Our daily routines aim to offer structure to the day so children can predict the next part of their day and feel secure in their environment. Generally we find that they learn better when they are able to plan segments of their day knowing they are not going to be disrupted by a well-meaning carer who decides it's 'biscuit time' or 'time to dance'.

Throughout the day we use a range of adult initiated activities, small group time, work time (when children plan their own activities), and large group time. Children have targeted group times and next steps for their age and stage of development in the aim that by the time they are ready to take the next big step, on to primary school, that they are holistically developed and equipped for this.

The Daily Routine within the Baby Room is baby led. Routines for babies are generally organised around feeds, sleep and nappy changes – just like at home. Babies have the opportunity to play with their carers and with other children in the group. Age appropriate activities are organised for babies, e.g. painting, water play, dough play and construction. In fact they enjoy many of the activities offered to the older children because this is how babies learn!

Example Pre-School Time Table:

	Pre School
8:00 - 8:45	Children arrive for breakfast & Free Play
8:50	Tidy-up Time warning
9:00	Greeting Time and Story in Key Groups
9:10 - 9:40	Small Group Time
9:40 - 11:10	Work time - Learn through play
9:45	Snack Time
10:00	Nappy Changing
11:10	Tidy-up Time
11:20 - 11:30	Large Group Time
11:30	Wash hands and return to Key Area
11:35	Lunch Time!
12:10	Large Group Time and Sleep Time
12:20	Work Time
1:40	Nappy Changing
1:50	Tidy-up Time
2:00 - 2:30	Small Group Time
2:40 - 3:50	Work time - Learn through play
2:45	Snack Time
3:50	Tidy-up time
4:00	Wash hands and return to Key Area
4:05	Tea Time
4:30	Large Group Time and Nappy Changing
4:40	Work time - Learn through play
5:20	Tidy-up time
5:30	Quiet Large Group Time or Quiet Work time



Celebrations

We celebrate birthdays with a small lunch or a tea party. Normally we ask that parents supply a small cake with candles for this purpose. Children who do not celebrate birthdays may like to celebrate another event important to them, such as his or her parents' anniversary. We also celebrate other events throughout the year, e.g. Diwali, Christmas, Eid, Easter etc. and these dates are circulated to parents in advance. If you would like us to celebrate a particular event with your child, please let us know. If your child can not celebrate an event for religious reasons please let us know in order that an alternative activity may be provided.

Social & Fundraising Events

We hold a range of social and fundraising events throughout the year. Some of the events that we hold annually include World Book Day, Comic Relief, Children in Need and Christmas Jumper Day. We also hold events to raise funds for larger pieces of nursery equipment. Parental input is encouraged in such events and parents often help with running stalls, selling raffle tickets and collecting goods for the event. Parents are also informed well in advance of these events.

Outings

We take children to the shops, library, Doctor's surgery and to the local park provided that we have sufficient staff cover at the nursery and on the trip. Such trips often form part of the curriculum.

We also occasionally organise outings to farms, parks etc. A nominal charge is made to cover transport, entrance fees etc. and as much parental input as possible is required to cover the strict 1:2 staff ratios required for such outings.

Accordingly, on some of these occasions it may not be possible to open the nursery premises for those choosing not to attend the outing. Full fees will be charged for these days.



CARE

Staffing

The practitioners at Tender Care Nursery have a wealth of experience and qualifications. Our management team hold both Childcare and Management certificates or degrees. They have also undertaken training in Mental Health, Health and Safety, Infection Control, Safeguarding, First Aid including EpiPen and Epilepsy medications, Nutrition for Children, Supporting Children with Additional Needs and disabilities. All staff regardless of position are trained in first aid, safeguarding, food hygiene, allergies, supporting children with SEND and Makaton - which is used daily with all children.

Child Protection & Safeguarding

Keeping children safe is at the heart of what we do - all our policies and practices are designed to support your child's safety in some way. Practitioners use circle times and one to ones to teach children about emotions and their own personal safety. Child protection involves protecting children from abuse, whether this is physical, emotional, sexual or neglect. All our nurseries have a Designated Safeguarding Lead responsible for handling allegations and concerns of all natures. All our practitioners within all our settings also have annual training to ensure they are up to date with best practice. If you would like further information on the role that **all** nurseries have in protecting children from abuse, please speak to your local Social Services Duty Officer.

Sleeping Arrangements

Young babies using the baby unit generally dictate their own routine. We are happy to help babies adopt routines that fit in with parents' preferred home routines, e.g., encouraging babies to sleep more at night for parents who work throughout the day and who need their own sleep, or, allowing a baby to sleep more during the day in order that parents may spend time with them in the evening. In an ideal world, this may work!

The bottom line is that babies often change their own routines when they start at nursery. Babies may sleep more and eat less at nursery in order to benefit from being fed by mum in the evening and some mothers like to encourage this. Talk to us about what you want and we will try our very best to meet you and your baby's needs. Please note, we will not keep a baby awake who needs sleep as this can result in a very unhappy baby!

Toddlers and pre-schoolers who require sleep will have the opportunity to sleep after lunch. If they require naps or rest throughout the day this will be offered to them. Again, we will discuss sleep requirements with parents until the child no longer needs to nap.

Training and Development

Tender Care Nursery is committed to the training and development of its staff. The staff are encouraged to identify their own training requirements but training needs may also be identified via staff supervision where applicable. Parents may also attend some training sessions - if you are interested in taking part please contact the branch Manager.

Discipline

All babies, toddlers and children in our charge will be treated with care and respect. From time to time however, children need discipline and need to know their boundaries. To discipline a child does not mean the child is being treated with any less respect or care. In fact, it means quite the opposite. Our policy is to offer constructive discipline when and where required. Children respond to a fair approach and you can be sure that we would never use any form of discipline that might cause undue stress to your child, e.g., physical, emotional or demeaning punishment. We use a problem solving approach to conflict resolution and details of this are displayed on the parent's notice board with our behaviour management policy.

Discipline within the Baby Room is different to that in the pre-school. Babies will throw toys and their food. They will snatch and demand to be the centre of everyone's universe! Be assured that staff within the Baby Room and Preschool have extensive knowledge in all areas of childcare and they will deal sensitively with situations as they arise.

No form of bullying will be accepted from children, parents, carers or management.



Potty Training

We recommend that potty training commences at about 2 years of age; however some children are ready earlier and some later. It depends on the child. Children do not have to be 'dry' to move into the toddler group as there is a nappy changing facility in this area too.

The nursery will supply all nappies and wipes for children in the setting who require them, if your child attends for funding only this will be at an additional cost.

If your child is still in nappies or has only recently started potty training, you will be given a leaflet entitled 'Potty Training' upon registering your child. We ask that parents be patient with carers during this stage in their child's development.

INCLUSIVITY & DIVERSITY

At Tender Care Nurseries we like to empower children by respecting and appreciating whatever makes them unique including, but not exclusive to, age, gender, religion and abilities.

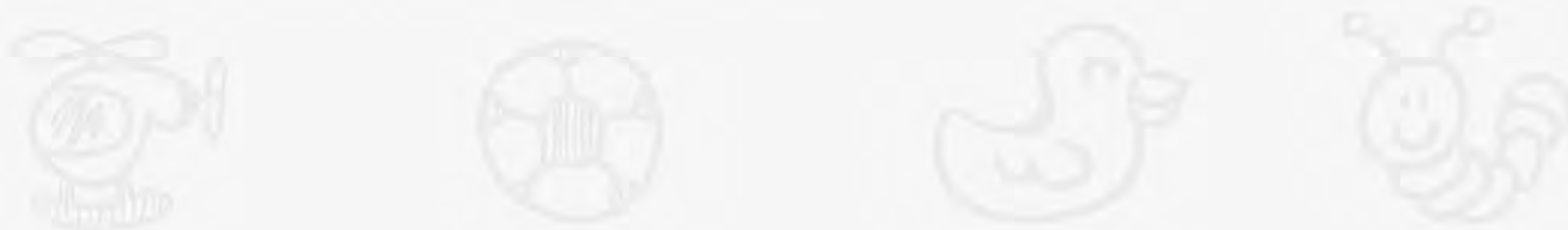
Additional Needs & Disabilities

Children with any additional needs and disabilities will be offered a place subject to a meeting with parents, carers and a Health Visitor (or other medical professional) to ensure that we can meet all the child's needs and individual requirements as well as parental expectations. We will be happy to answer any questions you have in this respect.

Any extra resources required by the child, such as extra staff or specialised equipment, will be sourced before the child starts with the setting or as near after as possible after they begin. Ongoing reviews take place to ensure that we continue to meet the child's needs.

Equal Opportunities and Anti-Bias

The management and staff at Tender Care Nurseries are committed to our equal opportunities and anti-bias policy. We do not discriminate against age, sex, colour, race, creed or disability and actively encourage children to explore activities that might normally be associated with a specific culture or gender. We will positively challenge any behaviour from children, parents or staff that contravenes this policy. Each setting has their own designated officer for dealing with concerns of this matter.



MEDICAL NEEDS

Childhood Illnesses

We are happy to accommodate children suffering from normal childhood ailments such as coughs and colds, however some ailments may be subject to exclusion. If your child becomes ill at nursery we may ask you to collect him/her and inform you of the exclusion period. For example, for sickness and diarrhoea we have a 48 hour exclusion period from the last episode and for chicken pox, we require exclusion until the last blister has formed a scab. This could be anything from 4 days to 2 weeks depending on the severity of the case.

A nursery is not a sterile environment. Before your child attends the nursery for his/her first session, you must make yourself aware of the type of communicative diseases that your child or baby is likely to be exposed to at the nursery. Remember, if your child or baby catches chicken pox, your family may do so too.

Coughs and colds are common and your child or baby is likely to catch a cough and/or cold within 2 weeks of commencing at nursery as his/her immunity is likely to be low.

You will be issued with a leaflet on common illnesses upon registering your baby or child.

Prescribed Medication

We are happy to administer **prescribed** medications. You will be required to sign a medication consent form which will be filled in by staff members administering the medication. You will be required to administer the morning and evening dose.

Children or babies who become sick during the day may need to be collected and taken to see the G.P. so that medication may be prescribed (if required). Medications such as 'Calpol' and cough medicines will only be administered if prescribed by a G.P. or other medical professional. Prescribed bottles of paracetamol can be obtained at some pharmacies. These procedures have been put in place to prevent the risk of accidental overdose and allergic reactions to medications. The nursery will not administer any medications that are not prescribed.



Accidents

The nursery is a dynamic environment! Your child may receive the occasional bruise or scratch through normal play and such injuries are recorded in the accident book for you to read and sign. If your child bangs their head we will contact you by telephone to inform you.

Some minor injuries obtained through play activities may not be noticed by staff and you may be the first person to notice a bruise or scratch. This does not mean that children are not being supervised. Please feel free to talk to a staff member about any bruises you notice. In addition, please inform us of any accidents your child may have had at home.

FACILITIES

Buggy Storage

There is buggy storage available for parents who wish to leave their buggies at nursery. Parents leave buggies at their own risk and we cannot be responsible for loss or damage to buggies whilst being stored on our nursery premises. If the buggy store is full, we must respectfully ask that parents do not attempt to store buggies anywhere else in the building and that you take your buggy away with you.

Environment

All our nursery environments consist of brightly coloured, light and airy spaces filled with a multitude of learning resources to enhance your child's experience. All settings have purpose built outdoor areas for the children. Westbury and Canterbury Tender Care Nurseries have 2 gardens - one sensory garden for the babies and one for the pre-school.

Canterbury Tender Care Nursery boasts a state of the art ICT and sensory room with large open plan rooms.

Canterbury and Zakia Tender Care Nurseries use online learning journals so you can view the progress your child is making from the comfort of your own home.

Extra Curriculum

As part of our extra curricula activities programme, children take part in weekly Spanish, dance and sports sessions. We also incorporate Makaton (child-friendly sign language) throughout the day.



MEALS

All children receive three meals a day and snacks in between if required. Our meal times are:

- Breakfast – Served until 8:45am
- Lunch – Served at 11:30am
- Tea – served at 3:30pm for babies, 4:00pm for pre-school

Our menu is balanced and varied and has been planned with young children in mind. We will inform you daily of how well your child had eaten, via the Contact Book. Staff will also be happy to talk to you regarding your child's appetite. Snacks in the form of toast, fruit etc. are offered at appropriate times and water is on offer throughout the day. Our three weekly menus are available on request. Meals are served to allow children to help themselves with the support of their carer. Our approach to meal-times is relaxed and supportive. We never punish children for refusing food and we have found that our approach has helped children labelled as 'fussy' to become more interested in the food offered.

Babies will receive meals in consultation with parents. Mealtimes are more flexible to cater for each babies individual requirements, however, by the age of about 18 months we will encourage babies to use the routine used by toddlers and pre-school in preparation for transfer to the older group.

The cost of meals is included in the fees, however, bottle feed and special weaning feeds must be provided by parents. These must be made up and ready to warm for use. Additional costs apply for those accessing funding-only places.

We will cater for any special dietary needs that your child may have - these should be brought to our attention at enrolment to enable us to cater for them from their first day. We can cater for most special dietary requirements; we use Halal meat and Quorn and menus are given a full overhaul twice a year to accommodate seasonal changes. Parents are more than welcome to contribute their ideas to the menus.



CLOTHING AND OTHER ITEMS

Uniform

The nursery currently has a uniform system in place. Children will receive one set of uniform on registering and additional items can be purchased thereafter at cost. Jumpers are priced at £8.00 and Polo Shirts at £4 per item.

We cannot be held responsible for damage to clothing from paint, glue etc. It is important to remember that children have the opportunity to take part in activities at nursery that you might not be able to offer at home and we are unwilling to restrict participation due to 'the mess'.

Uniform is mandatory for children aged 2 to 5 years old, please ensure that the bottom half of your child's clothing is easy for your child to take off when using the toilet (no Belts please) and is old! Babies should be dressed comfortably. Bear in mind that babies as young as 6 weeks may take part in painting activities!

Jewellery

We respectfully ask that jewellery, with the exception of sleepers, should not be worn to the nursery by children. Jewellery can be easily lost and presents a choke hazard to younger children. We cannot be held responsible for jewellery lost at nursery.

Comfort Objects

Babies: If your baby is to enter the Baby Room, you may provide comfort objects which will be made available to your baby. Pacifiers (dummies), teddies, small blankets etc. may help younger children to settle if they are used to having them at rest/sleep-time.

Toddlers and younger children: Children between 2 and 3 years old may also bring a comfort object into nursery. If it is not with your child at the end of the session you should be able to find it on his/her peg. Older children should be encouraged to leave comfort objects at home or on their pegs, which avoids unnecessary distractions throughout the day.

Please do not send in items that are precious or valuable as items occasionally go home with the wrong child. Any items sent to nursery must be clearly marked with your child's name. If your baby will not sleep at home without 'Piglet' please don't send 'Piglet' to nursery! Whilst every effort will be made to safeguard comfort objects we may not always be able to keep track of them. We respectfully point out that staff will not be able to search for such items when you arrive to collect your child, however, when we close at the end of the day any objects found will be placed on the correct peg.



INFORMATION SHARING

Sharing Information

We will always keep you updated on your child's development and you are free to view your child's work at any time. Each child has a 'workbook' and items of work are stored to create a developmental record. Babies also have workbooks although entries will be sparse until they are able to dabble in the arts!

We also keep 'Child Development' Records. For babies, this is in the form of the 'Contact Book' and observations. For pre-schoolers (2+) this is in the form of a Nursery Observation Record. Samples of these documents will be shown to you when you come to view a nursery. Domestic information such as nappy changes, sleep times and eating records are also kept.

Some of our branches also use electronic learning journals so parents are able to access day to day observations and contribute their own observations from the comfort of home or work via mobile, tablet or computer.



Parental Involvement

We actively encourage parental involvement within our settings. You may help whenever you have the time and in any way that you can - we are always grateful for ideas and input.

We hold Parents' Day twice a year to discuss each child's progress and the curriculum. Parents receive verbal daily accounts and are free to discuss their child's development with their key worker. Tender Care Nurseries operates an open-door policy.

Photography

We may occasionally take photos or video footage of children during their recreation times. These may then be used for training purposes. Children will never be photographed in the bathroom areas or whilst having personal care, such as nappy changes.

Photo permission is sought through registration forms. Photographs may be seen in children's development records and displays throughout the nurseries.

Please note further that video equipment will not be used for staff surveillance and will only be used with the carers consent.

Newsletters

Approximately every 1-2 months you will receive a Newsletter giving you nursery updates, details of new policies, changes in government legislation, staff organisation charts and much, much more. We welcome parental input with these newsletters. If you have comments or suggestions, tips or ideas, adverts or requests please see the nursery managers and your article will be included.

ADMISSIONS

Viewing

In order that staff- child ratios are maintained; viewing is by appointment only. Please contact the nursery to arrange a mutually convenient appointment.

Registration and Settling in

You may register your child for a place at any time but they must have reached the minimum age before they can be admitted. If a suitable vacancy is not available, your child's name will be placed on the waiting list. Once a suitable vacancy becomes available, we will contact you and formally offer you the place. For example, if you require 2 days for your child and a full time vacancy becomes available for a baby or pre-schooler, this would not suit your requirements and you would be not offered the place. Therefore, some children will remain on the waiting list for longer than others.

Once you accept a place you need to secure it with a £75 registration fee and £75 deposit. On receipt of the registration fee, you will receive one set of uniform. On leaving the nursery, your deposit will be deducted from your last month's fees - providing the terms and conditions are adhered to.

Once you accept a place, we will agree a start-date with you and arrange suitable settling-in sessions for you to attend with your child. There is no charge for settling in sessions. We recommend that settling-in takes place over the course of a week and both you and your child attend the nursery together initially and work up to a session without you. We aim to meet each family's unique requirements and will discuss these with you when we agree a commencement date. Settling-in sessions attended by parents are free of charge, and once you start to leave your child for full sessions or days, our usual fees apply. A leaflet is available detailing settling-in produce more fully.

Policies and Procedures

You will be issued with a set of policies up on registration. Everyone using our nursery must abide by these policies. Staff, parents, children and visitors all have a role to play in helping to maintain a safe nursery environment and our policies have been drawn up to help protect everyone. An example of the policies you will find in the policy pack is as follows:-

- Safeguarding Policy
- Health & Safety Policy
- Equal Opportunities
- Behaviour Policy
- Administering of Medicines Policy

Policies are reviewed regularly and amendments issued as necessary.



Terminations

One month's written notice is required from parents to cancel or amend the Nursery/Parent Agreement entered into by signing the nursery registration form. This prospectus forms the terms and conditions of the agreement. Breaching of fee policies will result in loss of deposit.

If you are claiming free government entitlement, the one month's notice period also applies. If you are claiming the additional extended entitlement you will have to wait till the following term for this to transfer – please refer to the parental agreement.

Tender Care Nursery reserves the right to cancel the Nursery/Parent Agreement without notice for the following reasons:

- Where fees are not paid promptly.
- Consistent late collection of a child that jeopardises our registration or the well-being of carers who are prevented from going off duty at the end of their allocated shifts.
- Behaviour from parents or family members that threatens the safety of children, staff or visitors using the facility.
- Any form of verbal abuse towards carers that cause emotional distress.

FEES

For fee paying children, fees include all meals (breakfast, lunch, tea, snacks), nappies and wipes. Fees will be calculated on a weekly basis and all fees are invoiced quarterly in advance and payable on a monthly basis. Fees are charged for 51 weeks per year, due to Christmas closure. Those on a term time only basis will be charged in the same way but for 38 weeks per year.

Fees are charged at the rates indicated and must be paid strictly in advance on the first day of each calendar month by standing order only. We regret that failure to meet the deadline for paying fees may result in cancellation of the child's place. Children who commence nursery mid-month will receive a proportionally adjusted invoice to the last day of the month. Fees will become payable on the 1st of each month thereafter, and fees will be revised each April. Sick leave and holiday leave taken by parents must be paid for in full.



Free early Education

Croydon Council provides free entitlement of 15 hours of early education per week for 2 to 5 year olds for up to 38 weeks of the year. At Tender Care Nursery, we offer different packages to for the free early year's entitlement.

Package one is for parents who only want to use the 15 hours free entitlement. We offer this in 5 hour sessions over 3 days for 38 weeks of the year. For an additional cost we will provide your child with food at the allocated times.

Package two is for parents who only want to use the 30 hours free entitlement. The 30 hours entitlement is for children aged 3 and 4 years old whose parents are both in work, or a sole-parent who is working. We offer this in 10 hour sessions over 3 days for 38 weeks of the year. For an additional cost we can provide your child with food at the allocated times. This will need to be applied for separately using; www.childcarechoices.gov.uk.

If you would like to stretch your funded hours over 51 weeks please speak to the Settings Manager.

Parents/ Carers are required to pay holiday retainers during the 13 week break. This is charged at one day per holiday week and will be invoiced accordingly. Your child(ren) can attend for this day each week in the holiday months if you wish. We generally find that this provides less unsettlement on their return at the start of each term.

Cheques

Apologies the nursery no longer accepts cheque payments.

Unavoidable Late Collection

Late collection of children incurs charges as detailed on the parents' notice board. This is when a child is collected after their allocated session time or after the nursery closing time. Consistent late collection will result in the child's place being withdrawn.

Late Payment of Fees

Late payment will result in a late administration charge of £15.00. If fees are over 1 month late, your child's place will be terminated, you will still be liable for any monies owed and your deposit will be forfeited. If for any reason you have difficulty with fees, you must speak to the management team immediately so we can come to a workable solution for both parties.



Childcare for Students

Parents attending college may require care for their children whilst they attend lessons etc. Unfortunately, we are unable to offer 'school' hours (9 till 3) or reductions for school holidays etc. Parents must adhere to our fees payment policy. If you require a term time only place this will be based on our term time weeks (38 per year)

Some parents may be eligible for funding from their college or from an access fund and it is responsibility of the parents to secure this funding before securing a place for their child in our setting. Our payment policy must be met at all times.

OPENING TIMES

All settings are open Monday to Friday 8.00am to 6pm for 51 weeks per year.

The nursery closes on bank holidays, for a week over Christmas, and for three In Service Training Days (INSET) per year. Parents are informed of all closure dates well in advance. Christmas closures are deducted from the overall annual fee before the monthly fee is calculated.

TRAVEL

How to Get to Us

All our branches are conveniently located within easy reach of Croydon Town Centre. Westbury Tender Care Nursery and Tender Care at Zakia are close to Selhurst, Addiscombe and Thornton Heath. Canterbury Tender Care Nursery is also close to Thornton Heath, Norbury and Purley Way.

Buses 468, 450, 75, 157, and 50 all stop close by. Selhurst, West and East Croydon stations are within walking distance of Westbury Road and St James's Road. Canterbury Road is serviced by buses 60 64, 109, 198, 250 and 289.



Parking

Tender Care Nurseries are situated in quiet, residential areas. There is parking on Westbury Road for Westbury Tender Care Nursery and parents are therefore asked to show due consideration for our neighbours and not to obstruct the car park next to the nursery which is reserved for residents.

For Tender Care at Zakia there is parking on Oakfield Road and for Canterbury Tender Care Nursery there is parking on Canterbury Road and the surrounding side roads.

Please note the roads are pay and display between the hours of 09:00-17:00.

CHOOSING THE RIGHT NURSERY FOR YOUR CHILD

In order for you to may make an informed choice about the child care provision or service you need for your baby or child, we recommend that you contact Family Information Service to obtain a full list of child care provisions within Croydon. They will be able to give you information about full day care, child minders and after school facilities. We recommend that you visit as many facilities as possible and gather as much information as possible before making your final decision. It is worth making a list of questions you want answered – none of your questions should ever be considered too trivial.

Also, it is worth taking your baby or child with you to see how he/she responds to the environment. Revisit the facility if necessary and don't be afraid to take someone with you – if your partner can't make it take a friend.

References

We have various references available from parents/carers, if you would like to view any of our references, please ask a senior member of staff.



USEFUL WEBSITES

- www.croydon.gov.uk/community/childcare
- www.familyspacecroydon.co.uk
- www.childcarechoices.gov.uk
- www.reports.ofsted.gov.uk

CONTACT US

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