



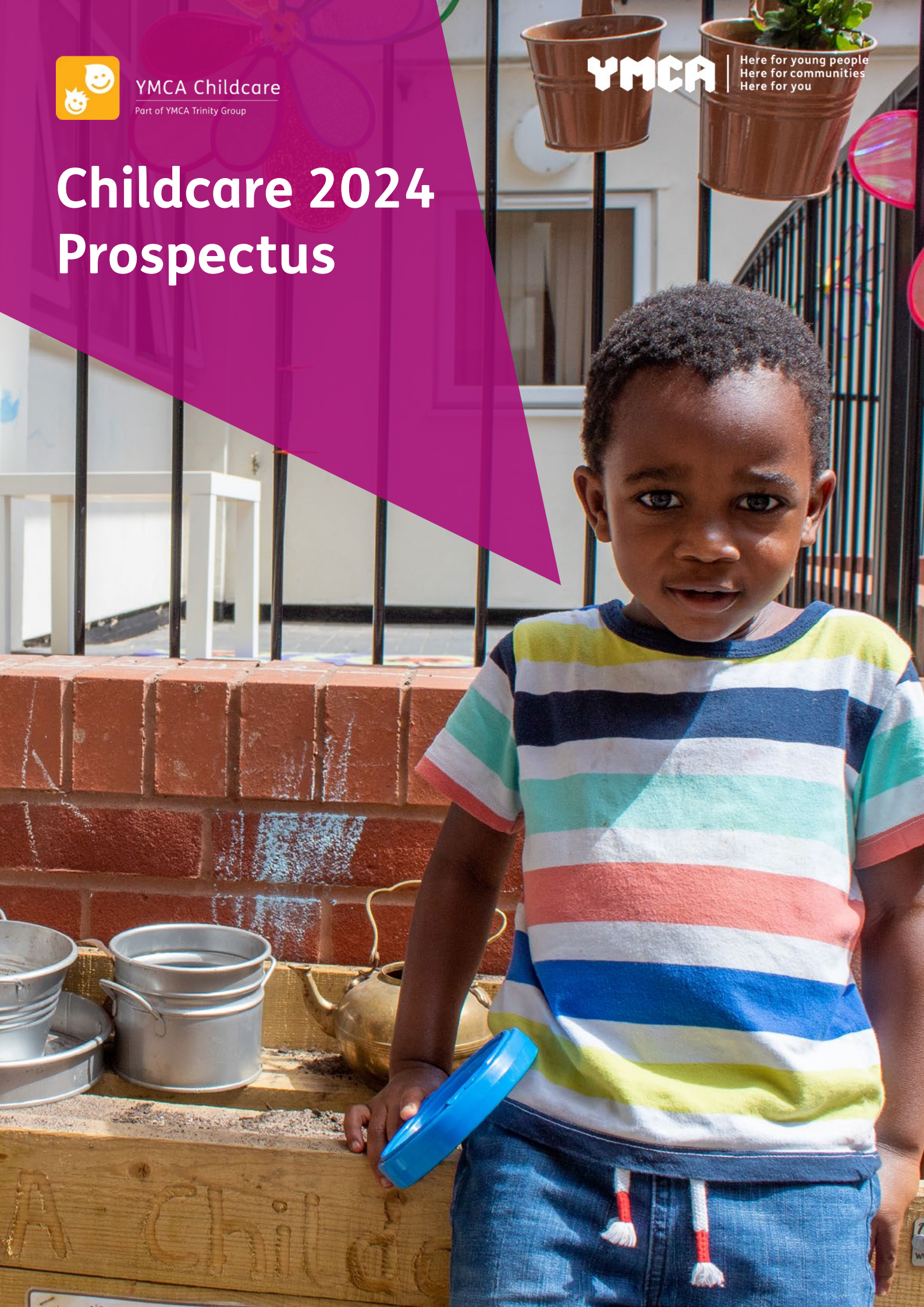
YMCA Childcare

Part of YMCA Trinity Group

YMCA

Here for young people
Here for communities
Here for you

Childcare 2024 Prospectus



Contents

Welcome	3
Our Child Care Sites	
Lowestoft	5
Ipswich	7
Your Child's Journey into Nursery	9
What Your Child will Need	10
The Early Years Curriculum	11
Learning Journey - Parent Zone	12
Transitions	13
Nursery Meals	14
Policy Statements	15
Care of Sick Children & Illnesses	18
Out of School Clubs	19
Holiday Club	20
General Info Regarding Fees	21
Terms and Conditions	23
Nursery Fees	25
Contact Information	26
Useful Information	27

Welcome

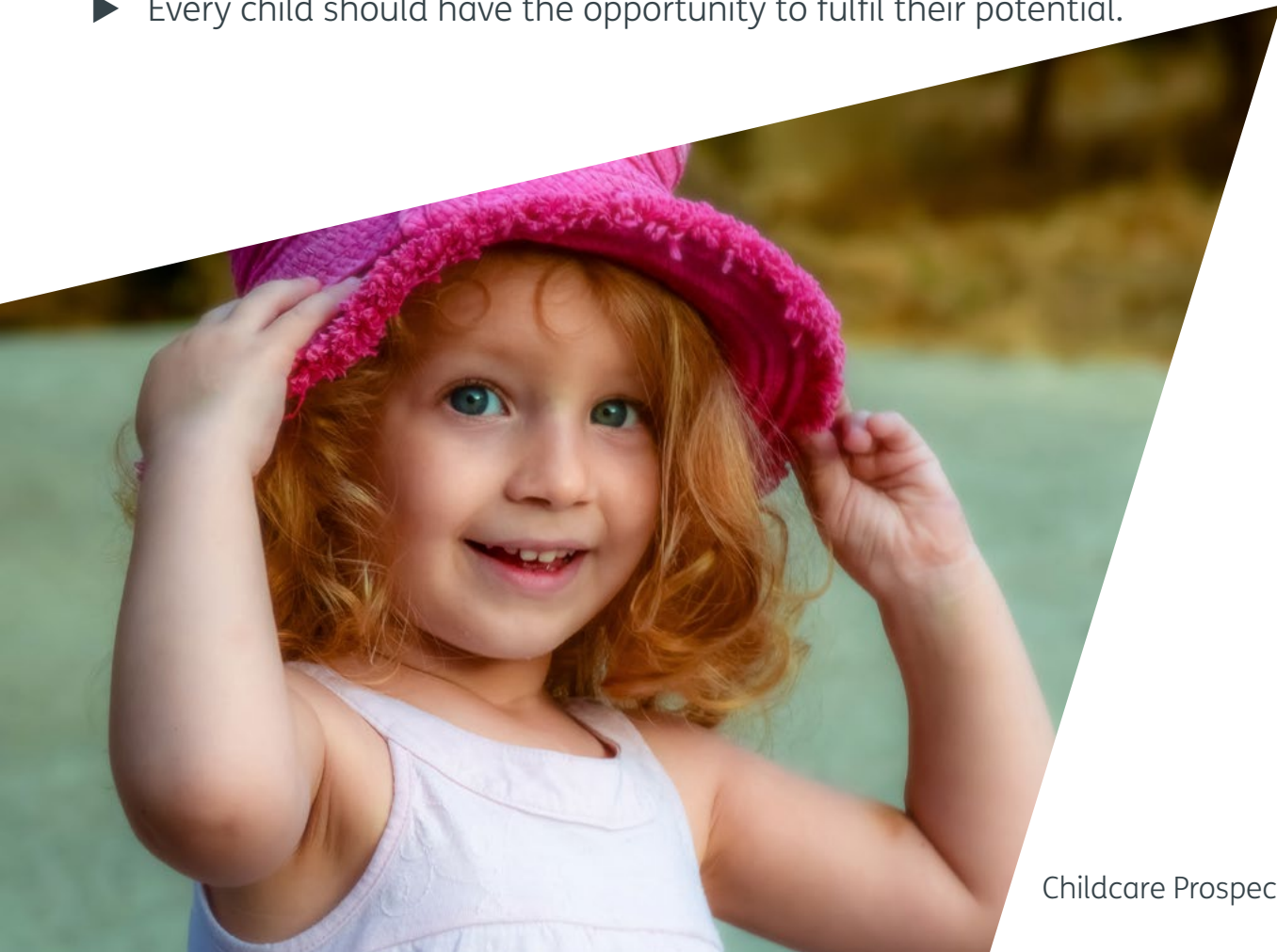
Thank you for your enquiry regarding YMCA Trinity Group Childcare. YMCA Childcare provides care for children between the age of 3 months and 12 years, offering full day, sessional and out of school care.

You can be assured that here at YMCA Childcare your child will be given the best possible care and provided with exciting, stimulating experiences for them to learn and develop.

Who We Are

At YMCA Trinity Group we believe that...

- ▶ That every family should have the support they need to lead more fulfilling lives.
- ▶ Every child deserves the best possible start to their education.
- ▶ Every child should have a safe, secure and happy environment in which they will feel confident and ready to learn.
- ▶ Children should be supported by experienced staff, who are all committed to providing quality nursery education and support.
- ▶ Children's experiences and achievements should be supported and praised.
- ▶ Good communication between the nursery and parents or carers is highly important.
- ▶ Every child should have the opportunity to fulfil their potential.



YMCA Childcare

- ▶ **More than ‘just childcare’.** YMCA Childcare makes a difference to children’s and families lives, delivering workshops and programmes which include; home learning, maths, healthy eating, cooking classes and transition. It enhances family’s health and wellbeing and provides support and advice for parents and carers, so that they feel empowered to make positive changes for the benefit of their child.
- ▶ **Offers a holistic approach.** Working with the family as a whole. Delivering a family work approach. Unlocking potential, enabling children and their family to belong, contribute and thrive.
- ▶ **Affordable, inclusive childcare.** Making it accessible to all children and families from all sections of the community.
- ▶ **High quality care and education.** Striving for excellence to secure outstanding provisions.
- ▶ Provides the best possible start to education. Narrowing the gap between children from deprived areas and their peers, ensuring children and parents are school ready.
- ▶ **YMCA Childcare provides a home from home environment.** Ensuring children are safe, secure and confident so that they are ready to learn.

Lowestoft

YMCA Childcare St. Margaret's Road

Our YMCA Childcare St. Margaret's Road provision caters for children aged 3 months to 12 years and is registered to take 47 children at one time. We have two rooms in the nursery, our Jellyfish Room which is for children aged 3 months to 2 years and our Starfish Room which is for children aged 2 to 5 years. We also offer Breakfast and After school care for children aged 4 to 12 years and a Holiday Club for children aged 4 to 10 years. At St. Margaret's Road we have a wide variety of fun, enjoyable, play based activities available to help promote all areas of development and to encourage individual choices. Activities are planned around children's interests and next steps. We also extend children's play in the moment. Interests may include messy play, books, role play, creative, construction, investigation, heuristic play and sensory play. Children have free access to a large outside area where we encourage play in all weathers.



YMCA Childcare Water Lane

Our YMCA Childcare Water Lane provision caters for children aged 2 years to 5 years and has the capacity for 50 children at one time. Our Panda Room is for children aged 2 to 3 years and our Giraffe Room is for children aged 2 to 5 years. Water Lane provides stimulating, exciting areas to play in and encourages children to share ideas and gain valuable social and language skills with peers, and staff, through play. We provide a wide range of sensory and exploratory activities and experiences for all of our children and plan around the children's interests and future learning goals. We also have exciting outside spaces for each of our two rooms with a variety of equipment that is suitable for all ages and stages of development.



Ipswich

YMCA Childcare Grundisburgh

At YMCA Childcare Grundisburgh we cater for children aged 2 to 5 years between the hours of 8:00am and 3:15pm and we have the capacity to have 24 children at one time. We have a wide variety of stimulating, enjoyable, play based activities available to help promote all areas of development. We encourage individual choices, offer a free flow environment and promote social and language skills.

We ensure children's independence is promoted and plan around their individual interests. The children have access to an outside area including role play, construction, investigation and sensory play opportunities. Children access adult led, and child led, activities. We thrive on our strong parent partnerships, work alongside the community, and ensure real life experiences are gained with opportunities for all children.



YMCA Childcare Providence

At YMCA Childcare Providence we cater for children aged from 3 months to 12 years. We offer after school club from Handford Hall Primary School as well as holiday club care for up to 10 years. We are a purpose-built setting, with 3 spacious rooms catered to each individual age group. We are based within our YMCA Trinity building in Ipswich.

We provide engaging adult, and child, led activities, with the children's interests being our priority. We encourage independence within the setting and strive to ensure individual needs are met. We offer an enabling environment with a focus on real life experiences to enhance on cultural capital within our setting, allowing opportunities for all children.



Your Child's Journey into Nursery

Starting nursery can be an overwhelming time for you and your child. At YMCA Childcare we try to make this process as smooth as possible.

Individual focus

We offer a service that promotes and values equality and diversity, treating every child as an individual and building the foundations to realise their potential to belong, contribute and thrive. We want your child to feel safe, stimulated and happy in the nursery whilst feeling secure and comfortable with staff. We aim to make the nursery a welcoming place where your child will settle quickly and easily because consideration has been given to the individual needs and circumstances of your child and family. We also want you to have confidence in both your child's wellbeing and your role as an active partner within the nursery.

Home Visit

We work in partnership with you as parents to ensure you and your child feel welcome, happy, safe and secure whilst attending YMCA Childcare, this relationship starts during the home visit. The home visit is to ensure the transition from home to nursery goes smoothly ensuring we have all relevant information about your child and family in order to meet their individual needs and plan appropriate activities. It usually takes place the week before your child starts nursery and will last for approximately 20 to 30 minutes.

Key Person

Your child will be allocated a key person and a co key person; they will be responsible for your child's care, development and wellbeing. During the home visit your child's key person will spend time with your child and you will be able to share information such as interests and routines.

Stay and Play session

After the home visit you will be invited into the nursery for an open day or a stay and play session. This is an opportunity for you and your child to come and play and become more familiar and comfortable within the nursery. Staff will be on hand to answer any questions you may have. In addition, settling in sessions can also be booked in before your child's start date.

On your child's first day you are more than welcome to stay for a while until you feel ready to leave them. You can of course ring at any time to see how your child is getting on.

Partnership with Parents

We believe that your child will benefit most from our nursery education and care when we work together in partnership. Our aim is to support you as your child's first and most important educators, and to involve you in nursery life and your child's education. We hold termly parent meetings and stay and play sessions and encourage you to come and join us in the setting. We also deliver parent workshops on various topics such as home learning and healthy eating. Your opinions matter to us and we welcome your feedback and suggestions to ensure a quality provision is maintained.

What Your Child Will Need

We want to ensure that your child has everything that they need at nursery.

Therefore, we ask for you to provide your child with the following:

- ▶ A named bag
- ▶ Nappies and wipes (if appropriate)
- ▶ A named spare change of clothes
- ▶ Wellington boots
- ▶ A warm coat
- ▶ Sun hat and sun cream (when appropriate)

If your child has a comforter, then you may want to bring this too.

Clothes should be practical, comfortable and easy for your child to manage, as well as suitable for possible weather conditions. We recommend old clothing that you don't mind getting messy as there are messy play activities on offer as well as our outside mud kitchens. Footwear needs to be suitable for physical activities, no flip-flops, or open toed footwear.

Please ensure all items are clearly marked with your child's name to avoid things getting lost. For your child's safety we request that they do **not** wear jewellery to nursery, unless for cultural or religious reasons.

As we encourage indoor and outdoor play it is important that your child is suitably dressed for nursery activities.



Early Years Curriculum

YMCA Childcare implements the Early Years Curriculum. This framework sets out the learning and development stages for your child as they grow from birth to five years.

We like to follow your child's interests and record their special moments and achievements in their online Learning Journey which you will access through the Parentzone app.

If you would like to find more out about the current framework, please follow the link below or talk to your child's key person.

If you would like to find more out about the current framework please [click here](#) or talk to your child's key person.

Learning through play

YMCA Childcare believes that the best way for our children to learn is through play and exploring their surroundings with support from our highly committed and experienced staff. In our setting we enjoy using both inside and outside to provide fun ways to learn while playing. Children at play is brain building in progress. The activities we provide in the setting will provide your child with the opportunity to learn, develop and aspire to becoming the very best they can be throughout their life. The early years count as strong foundations, where your child's interests are essential to learning new skills and extending on what they already know.

Behaviour Management

Part of the Early Year Curriculum is a positive attitude towards managing the behaviour of children. The principle guiding the management of behaviour at YMCA Trinity Group exists within the Early Years Curriculum and places the emphasis on supporting personal, social and emotional development.

Learning Journey – Parent Zone

What is ParentZone?

ParentZone is a smart phone and tablet app which brings you closer to your child's development at nursery. You will be able to see photos, videos and notes on your child's journey with us. We want to make sure we work with parents to enhance your child's development, so as well as being able to see what he or she is getting up to while in our care, you can get involved and contribute your own photos and notes from home to show all of the fun things your child gets up to outside of nursery. Together we can provide the very best experience throughout your child's early years.

ParentZone goes hand in hand with software called iConnect. Our practitioners use tablets to take learning observations and photos.

Security

The system is very secure. You will be the only one outside of the nursery that can view your child's profile and you will access it with a unique and secure log in.

Getting Access

You can download ParentZone from the Google Play Store & the Apple App Store. If you don't have a smart phone, you can log in at www.parentzone.me. We send you out a secure email to invite you to activate your account and set up a unique ParentZone log in once your child has started at the setting. For further information, please speak to your Childcare Manager.

Transitions

Moving to a new Room

A transition should be a happy and positive experience for you and your child. Whether your child is transitioning to the next room in the nursery, onto a new setting or to big school, we aim to support you and your child in the best possible way. Before your child moves to the next room in the nursery, they are supported by their key person during small play sessions in their new room. They will slowly begin to spend time with their new key person taking part in the activities that they enjoy. You will be informed of their progress along the way.

Moving to school

When your child moves onto another setting or to school, again we will support you and liaise with your child's new setting. We invite school teachers to the nursery so that they can meet your child and key person in order to find out about their interests, routines and any other information we feel they need to know in order to support your child during their transition to their new setting. On some occasions your child's key person may do a transitional visit with you and your child to their next educational setting. This supports seamless communications and information sharing in regard to specific educational needs.



Nursery Meals

Healthy balanced meals are prepared and cooked for our Lowestoft and Providence settings by our Nursery Chefs, with care and consideration for children's dietary needs. As in all other areas, we respect your wishes and ensure that your child is provided with the diet of your choice.

Mealtimes provide your child with a great social experience to be enjoyed with other children and staff. The nursery staff sit and eat with the children at lunch time to encourage healthy eating and social skills.

Breakfast is available and can be booked if your child attends the nursery in the morning session and is served until 8:30am. If your child attends the late afternoon session you have the option of ordering them a light tea which is served at 4:30pm. Lunch is served at 11:00 - 11:30am and should be booked in advance. All meals are charged accordingly, please see our fees page.

During each session we offer your child a healthy snack. This may consist of fruit, vegetables, crackers, breadstick, fruit loaf, etc. Please see our snack menu for daily options. Snack is served with a choice of milk or water. Water is supplied throughout the day for your child to access independently, where appropriate. To promote healthy dental hygiene, we do not provide children with juice whilst at nursery. If you want your child to bring a drinking bottle into nursery, please can we encourage you to fill this with water.

For our hot meal option, we work a two-week menu that provides a variety of nutritious foods which include vegetable, meat and fish dishes. Our menu's change termly and suggestions are always welcome from you and your child.

For our tea meal option, we prepare a healthy meal with a variety of nutritious foods. For example, a roll, pitta or wrap with a variety of fillings, served with vegetables or salad.

Sample Lunch Menu

Monday	Tuesday	Wednesday	Thursday	Friday
Vegetable chilli	Homemade cheese burger with a roll	Sweet and sour chicken	Roasted vegetable pasta bake	Fish goujons with Lemon and diced potatoes
Rice	Potato wedges	Vegetable rice	Garlic bread	Peas
Rice Crispy Cake	Banana and custard	Apple cake and crème fraîche	Fresh pineapple and ice-cream	Fruit jelly

Sample Tea Menu

Monday	Tuesday	Wednesday	Thursday	Friday
Wraps with a choice of fillings	Muffin Pizza	Sandwiches with a choice of fillings	Beans on toast	Pitta bread with a choice of fillings

Policy Statements

For full copies of our policies and procedures please speak to your settings Childcare Manager.

Attendance Policy

If your child is absent from nursery you will need to inform the nursery either prior to the planned absence or on the day informing the nursery as to why they are not in and when you expect them to come back.

Equality and Diversity Policy

Our settings are committed to providing equality of opportunity and anti-discriminatory practice for all children and families. We aim to meet children's specific needs with regard to ethnic origin, cultural and linguistic background, gender or disability. We aim to provide additional provision for children who have a particular need, and this will be discussed with parents/carers, relevant external agencies and the nursery staff. The settings will aim to accept children with a variety of additional needs and will endeavour to provide appropriate support where necessary.

Special Educational Needs and Disability Policy

We aim to provide a well-balanced Early Years Foundation Stage for all children and to differentiate this to accommodate individual needs.

Each nursery has a named Special Educational Needs and Disability coordinator. All children will be given the opportunity to take part in the same activities and play. The children will play an equal part in the nursery.

We will aim to identify any child's difficulties as early as possible through observations and record keeping, and we will work in partnership with parents/carers if we feel a child may require additional support. We will liaise with other professionals to ensure we are offering effective provision for children who have been identified as requiring additional support. We have due regard to the Special Educational Needs and Disability (SEND) Code of Practice (June 2014) and the Disability Discrimination Act (DDA) Part III (1995).

Social Media Policy

We promote the safety and welfare of all staff and children and, therefore, ask parents and visitors not to post, publicly or privately, information about any child on social media sites such as Facebook, Instagram and Twitter. We ask all parents and visitors to follow this policy to ensure that information about children, images and information do not become accessed inappropriately outside of the setting.

We ask parents not to:

- ▶ Send friend requests to any member of staff
- ▶ Screen shot or share any posts or pictures from the settings online learning journey's (these may contain other children in the pictures)
- ▶ Post any photographs to social media that have been supplied by the setting with other children in them (e.g. Christmas concert photographs or photographs from an activity at the setting)

Non Collection of a child policy

In the event that your child is not collected at the end of their nursery session, agreed procedures are put into practice after 15 minutes. Please inform the nursery ASAP if you are unable to collect your child as planned. Staff will make every effort to contact you and your child's emergency contacts, if after one hour has lapsed your child has still not been collected and no contact has been made the nursery duty manager has an obligation to your child's welfare and is required to contact the local authority children's social services emergency duty service.

Safeguarding Policy

We recognise that the welfare of all children is paramount and that all children and young people; regardless of ability or culture, have equal rights of protection. We have a duty of care when children are in our charge and will do everything we can to provide a safe and caring environment whilst they attend our settings. We will listen and keep private anything you say to us. However, we must inform the Local Authority Safeguarding Children Board if we are worried about the care a child is receiving.

Behaviour Management

YMCA Childcare believes that children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour. We aim to teach children to behave in socially acceptable ways and to understand the needs and rights of others. Our aim is always to support the child's personal, social and emotional development.

We handle children's unacceptable behaviour in ways which are appropriate to their ages and stages of development - for example by distraction, acknowledgement of feelings and supporting children to gain control of their feelings so that they can learn a more appropriate response. We praise and endorse desirable behaviour such as kindness and willingness to share. We support each child in developing self-esteem, confidence and feelings of competence as well as a sense of belonging in our nursery, so that they feel valued and welcome.



We are committed to safeguarding and promoting the welfare of children, young people and adults at all times and expects everybody working within our settings to share this commitment.

Care of Sick Children & Illnesses

As our setting does not have the medical facilities to care for sick children and we have to consider the health of other children and staff in the provision, we advise you to keep sick and ill children at home until they are fully recovered. We follow Health Protection Agency (HPA) advice for infection control and exclusion periods – Please see our poster in setting or speak to a member of staff.

Sickness and Diarrhoea

For cases of diarrhoea and sickness your child is not able to attend the setting until 48 hours from the last bout of illness.

High temperature and Fevers

If your child is suffering from high temperatures or fevers over 38°C they should not attend the setting until 24 hours have passed and their temperature is back to normal.

Medication

All medicines should be prescribed by your General Practitioner; we cannot give your child medication unless it has a pharmacy label, which states your child's name, the name of the medication and the dose to be taken.

For all medication we ask you to fill out the required medication forms.

Medical treatment - antibiotics

If your child is on short term medical treatment such as antibiotics, we ask you to keep your child at home for 48 hours after the first dose.

Immunisations

If your child has an immunisation injection, we ask that you keep your child at home for 24 hours in case your child has a reaction to the injection. If your child has received the flu nasal spray they will be able to attend the setting without the 24 hour exclusion period. Please speak to a member of staff if you need any advice.

Asthma

For asthma medication we advise you to ask your GP for a second inhaler that can be kept at the setting.

Long term medication

If your child requires long term medication a health care plan will need to be filled in with your child's key person. Please see our full policy for more information.

Out of School Clubs

YMCA Childcare offers an out of school club in Lowestoft and Ipswich that caters for children aged 4 to 12 years. We provide breakfast, after school and holiday care within a fun, safe and stimulating environment.

Breakfast and After School Club

The breakfast and after school club is for children aged 4 to 12 years and offers your child a wide variety of activities, that are fun and interesting. These activities include arts and crafts, games, computing, sports and physical activities and a quiet area for relaxing or for homework. Our staff are qualified, experienced and committed to ensuring that your child enjoys their time with us.

Drop off and collection

We operate a 'walking bus' with experienced and qualified staff in order to safely drop off and collect children from their schools. To find out which schools in your local area we can drop off and collect from please contact us at nurseryadmin@ymcatrinity.org.uk

Snack and Tea

Your child will be offered a healthy snack when they arrive back from school. A light tea can be provided at an additional cost. Please contact us or visit our website for more information on fees.

Opening times

Our Breakfast club is available from 8am to 9am and our after-school club is available from 3pm to 6pm.



Holiday Club

YMCA Childcare's holiday club operates during the school holidays between the hours of 8am and 6pm, providing full day or half day spaces for children aged 4 to 10 years.

During each week of our holiday club a different theme is incorporated, such as: Back to the future, Mad science, The great outdoors, Commonwealth challenge, Find your talent and 3,2,1...Blast off!!

As well as planned activities there is always art and craft activities, physical play activities, quiet games, team building and much, much more to offer.

Trips and outings are also organised during some holidays.

Food and drink

We offer healthy snacks to the children during the day and a light tea is available late afternoon. We ask for a packed lunch to be provided at lunch time, or we can provide a hot lunch at an additional cost. For information about costs please contact us or visit our website.

Booking

Please contact the setting directly to book your sessions. We require **full payment in advance** of each Holiday Club (except for the Summer Holiday Club – please ask for details at the time of booking). This payment is non-refundable, and sessions cannot be swapped or refunded if your child is sick.

Bookings for the Holiday Club are taken on a 'first come first served' basis. A booking cannot be secured until payment is received.

YMCA Childcare Holiday Club is currently available at St. Margaret's Road – Lowestoft and Providence - Ipswich. For further details please email nurseryadmin@ymcatrinity.org.uk

General Info Regarding Fees

We reserve the right to cancel a booking if fees are not paid in advance.

Deferred Start Date

The start date may be deferred for **one** month without further cost. After this time, you will lose your original registration fee and deposit, and you will need to re-register following the registration procedures.

Holiday Entitlement

To enable us to maintain adequate staffing levels written advice of family holidays is required in advance. For all year-round fee-paying placements the holiday entitlement is equivalent to 1 week at half rate fees, e.g. where a child is full time you will receive 5 days at half fees. Where a child attends 2 days a week in the Nursery you will receive 2 days at half fees.

If your child is absent due to further holidays, full fees will be due.

Fees are reviewed annually, usually 1st April, however we reserve the right to review and amend at any time throughout the year and implement additional fee increases if necessary. In all cases, at least one month's notice of any changes will be given.

Bank Holidays

Full fees are due for bank holidays with the exception of Christmas Day and Boxing Day.

Bad Weather

The nursery will remain open as long as it remains safe to do so in the event of bad weather. In the extreme circumstance that the nursery has to close full fees will still be due.

Sickness

Full fees will be due if your child is absent due to sickness.

Late Pick Up

If your child is picked up after their agreed collection time there will be a charge of £4 per 15 minutes.

Notice Period

Four weeks written notice is required to terminate your child's nursery space. Charges will be incurred if adequate notice is not provided.

Training Days

To ensure the nursery maintains high quality childcare the nursery will close at 4:00pm twice a year in order to carry out necessary in-house staff training. Parents will be advised in advance of this closure.

School Inset Days/ Closure (Breakfast and Afterschool Clubs only)

Where a school is closed due to Inset days fees will not be charged. Where a school is closed due to bad weather full fees will still be due. Your child is still welcome to attend the club however arrangements will need to be made to drop them off to the club.

Sibling Discounts

A sibling discount of 10% will be offered to the oldest child for nursery and holiday club bookings. This applies to fee paying bookings only and not fully funded bookings.

Methods of Payment

YMCA Trinity Group Childcare will accept cash or cheque (not post-dated), BACS payment, card payment; these must be paid in advance. **Failure to do so may mean the withdrawal of your child's place.**

If fees remain unpaid, we will implement our debt collection process which will result in the debt being passed to our debt collection agency. If settlement is not received, it may result in us taking out proceedings in the County Court. It is our policy to pursue outstanding debts and could result in a CCJ (County Court Judgement). This will impact on the chance of obtaining future credit i.e. a loan or mortgage.

Registration Procedure

Stage One – Initial Registration

The completed registration form and registration fee (one-off administration cost – non-refundable) needs to be submitted. The registration fee is not required for fully funded children. You will also be asked to provide a form of ID for your child, such as a Birth Certificate or Passport as well as proof of address, such as a utility bill.

Deposit

Upon confirming a child's space, a deposit (Suffolk: equivalent to 1 weeks Nursery fees / Cambridgeshire: equivalent to 2 weeks Nursery fees) is required to secure the space. A deposit is not required for fully funded children.

This amount will be held as a deposit against your account and will be repaid to you at the end of your child's time in the Nursery. If fees are still due at that time, the deposit will be used to offset the outstanding debt. If your account is clear, we will arrange to repay the deposit.

N.B. Both the registration fee and deposit are non-refundable if you cancel your child's place at the Nursery.

Stage three – Fees:

Before your start date one months fees are payable in advance. You will then be invoiced monthly for fees payable.

ALL FEES ARE PAYABLE IN ADVANCE.

Terms & Conditions

All parents/guardians who are placing their child in full or part-time care must be aware of the following Terms and Conditions.

These Terms and Conditions are subject to amendment; parents / carers will be notified in writing of any changes made. Please also see YMCA Childcare Policies and Procedures which are available in the setting or on our website.

YMCA Childcare reserves the right to terminate your child's place if the Terms and Conditions are not adhered to.

1. YMCA Trinity Group Childcare treats all of the children in their care with equal concern and in doing so respect each child's religious persuasions and meet each child's specific needs with regard to their ethnic origin, cultural and linguistic background, gender or ability.
2. Children must be of the minimum age of 3 months and not more than 12 years of age. All parents/guardians must complete and sign the registration form.
3. Children must be of general good health and free from infectious illness or disease. It is recommended that the child is up to date on his/her inoculations. YMCA Childcare reserves the right to refuse admission to children due to ill health. When a child becomes ill, every effort will be made to contact you and you will be requested to collect your child as soon as possible.
4. Children arriving at YMCA Childcare with an injury will need a pre-existing injury form. Accident forms will be completed for any accident however minor that occurs whilst attending nursery. This is a registration requirement from Ofsted.
5. All medication must be clearly labelled with your child's name and dosage required. Details of the medication along with your signature must be entered into the medication folder before it can be administered. We require permission to take children to the doctor in the event of an emergency or to receive treatment as necessary (please see registration forms).
6. Permission is requested by the parents/guardian to take the children off the childcare premises for outings etc.
7. YMCA Childcare must be given notification if any person other than the child's parents/guardian is to collect the child. Persons collecting your child must be a minimum of 16 years old.
8. Parents are responsible for providing written notification of any changes to your address, contact numbers, work or doctor's details.
9. Children must be picked up at their agreed collection time. Please note that a charge of £4 per 15 minutes will be charged if your child is collected late.
10. We request that you supply your child with a spare set of clothes and nappies/wipes if applicable.

11. All YMCA Trinity Group staff are aware of our safeguarding procedure and have a duty of care and will refer any concerns regarding your child or family. This may or may not be done with your consent.
12. If for any reason you wish to complain, you should in the first instance speak to the duty manager. If you are still dissatisfied, you should seek an appointment with the Childcare Manager. In some cases, you may wish to put forward a written complaint; in this case, please address your letter to the Childcare Manager. In addition to this you are able to contact Ofsted (please see complaints procedure for contact details).
13. You will still be charged at the normal rate if your child is absent from the nursery for any reason. All booked sessions including bank holidays are payable for and sessions can only be swapped in extreme circumstances and at the discretion of the Childcare Manager. Fees are payable monthly in advance and YMCA Trinity Group reserves the right to discontinue provision for your child if fees are not received on a regular basis. We ask where possible for you to notify us before 9am if your child will be absent from YMCA Childcare. If you do not notify us and your child is absent for three consecutive days, you will be contacted by your child's key person. Four weeks written notification is required if you intend to change or terminate your placement at the Nursery.
14. If for any reason we are unable to claim funding for your child, you will be responsible for payment of the fees due.
15. Fees are reviewed annually, usually 1st April, however we reserve the right to review and amend at any time throughout the year and implement additional fee increases if necessary. In all cases, at least one month's notice of any changes will be given.
16. NURSERY ONLY. Home visits are recommended to ensure the transition from home to nursery is smooth and positive for you and your child.
17. YMCA Trinity Group has a zero-tolerance policy and will not accept violent, aggressive or threatening behaviour towards its staff.
18. YMCA Trinity Group does not accept any responsibility for loss of or damage to any toys, equipment or property that children bring or leave at YMCA Childcare.

Nursery Fees

At YMCA Childcare we pride ourselves on our competitive fees and flexible sessions, whilst providing quality care, education and supporting the needs of our families. For further information on our childcare fees please visit our website.

<https://ymcatrinitygroup.org.uk/family-support/childcare/>



Contact Information

Lowestoft

YMCA Childcare St. Margaret's Road

St. Margaret's Road
Lowestoft
Suffolk
NR32 4HW

E nurseryadmin@ymcatrinity.org.uk

T 01502 585882

YMCA Childcare Water Lane

Water Lane
Lowestoft
Suffolk
NR32 2NH

E nurseryadmin@ymcatrinity.org.uk

T 01502 561701

Ipswich

YMCA Childcare Providence

2 Wellington Street
Ipswich
Suffolk
IP1 2NU

E nurseryadmin@ymcatrinity.org.uk

T 01473 295258

YMCA Childcare Grundisburgh

Alice Driver Road
Grundisburgh
Ipswich
Suffolk
IP13 6XH

E nurseryadmin@ymcatrinity.org.uk

T 01473 738017

Useful Information

Suffolk Families Information Service

Tel: 0345 60 800 33

Funding and fee paying support and eligibility checkers

Website: www.childcarechoices.gov.uk

Tax Credits Advice

Website: www.gov.uk/childcare-tax-credits

Tel: 0345 300 3900