

*Newpark Childcare Centre*  
*a place of discovery*



**Emergency Childcare Parent Handbook**

# *Newpark Childcare*

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*Dear Parents,*

*Thank you for choosing Newpark Childcare Centre for your child. We know that choosing childcare arrangements for your child is a difficult process and in emergency situations can be distressing for some parents. It is here that our small size is our strength, and we would invite you to read over this handbook which contains information about Newpark Childcare Centre's emergency childcare.*

*If you have any questions, or if you would like to arrange to meeting our team and seeing our nursery setting.*

*We look forward to getting to know your family.*

*Janice, Tiffany & Barry.*

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### **Who is Newpark Childcare?**

Newpark Childcare is a family-run business based in London. Our first setting New Park Nursery & Montessori School in Islington opened in 1994 and in 2004 we opened a second nursery, Newpark Childcare Centre in the City.

We adhere to the principle that small is beautiful when we design our nurseries, so that we can create a place of discovery for your child.

### **The Newpark Directors**

#### *Janice Clutterbuck NNEB*

Janice, an Early Years practitioner of over thirty years standing, opened New Park Nursery & Montessori School in Islington in 1994 in response to the growing need among working parents for quality childcare. As a working mother of three, she is the driving force behind Newpark Childcare's commitment to maintaining its reputation for providing parents with the support, personal attention, and flexibility of childcare that modern families deserve.

#### *Barry Clutterbuck*

Barry, Janice's husband, is the co-founder of New Park Nursery & Montessori School. With over 30 years in business, Barry has the strategy and finance experience in the partnership. He designed and wrote the sophisticated computer programme which operates our childcare management system. His passion is creating unique environments that nurture children's natural curiosity makes him invaluable when it comes to the creation of each nursery settings, and he is the inspiration behind the stunning aquarium at Newpark Childcare Centre in the Barbican.

#### *Tiffany Clutterbuck*

Tiffany, the youngest of the second generation, established Newpark Childcare with her family in 2003. She has been involved in New Park Nursery and Montessori School from the beginning, and is now helping to develop the business using the experience she gained while working in commerce. Tiffany is committed to sustaining the company's family-run business childcare ethic.

### **Emergency Childcare**

"Emergency" Childcare is where an employee's primary childcare arrangements are unavailable or break down for any given reason on any given day. For example, when your nanny is ill, your childminder is on holiday or your child's school is closed.

Emergency Childcare, however, is not for when a parent has failed to make permanent childcare arrangements or when a child is too unwell to attend their normal childcare arrangements. Under no circumstances may sick children attend Newpark Childcare Centre. Please ask the Centre Officer in Charge for a copy of our Medicine and Sickness Policy for more details.

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### About Newpark Childcare Centre

Newpark Childcare Centre caters for only 24 places for children therefore our setting is intimate, homely, and safe.

Inside, the main play area is specifically designed to be welcoming in size, shape and colour to emulate an atmosphere sympathetic with a child's home environment. Our aim is for children to feel at ease in what may be a new place.

Our beautiful nursery is small yet perfectly formed, with a unique feature along one entire wall - a series of three giant tropical aquariums. Our acrylic aquariums are home to some unusual plant life and a huge number of varied water creatures, including colourful fish of all sizes and species, freshwater clams, lobsters and coral.



We believe outside play is of great importance for our children. Fresh air and physical activity play a very important role in overall healthy development. In the immediate vicinity of the Centre there are several opportunities for nursery outings that will supply these needs. The Podium covered walkway allows us to walk quickly and safely to our outing destinations, whatever the weather. We are the only City nursery to be able to guarantee daily outings come rain or shine. This means your child will enjoy a wide and diverse range of outdoor and neighbourhood experiences at Newpark.



Newpark Childcare Centre is **open from 7am to 7pm Monday to Friday**. Parents may use the Centre at any time they require within those hours. We close for all English Bank Holidays and two weeks over Christmas and New Year.

### Our Staff

We train our staff to maintain a real belief in the individual worth of each child and to ensure that every child has the opportunity to develop their full potential irrespective of their class, ethnic origin, gender, race, religion or disability. As a matter of policy, we seek a combination of qualified and experienced staff, including highly esteemed childcare qualifications – NNEB, BTEC, NVQ 2+3 and DipCE. We also encourage our staff to continue and update their training with our sponsorship. In appointing our staff, we pay equal attention to their suitability as well as to their qualifications; our aim is to employ the right person for the job.

The Centre Officer in Charge is Jill Spence. Jill has a B.A. Hons in Early Childhood Studies and has been working in the childcare sector since 1998.

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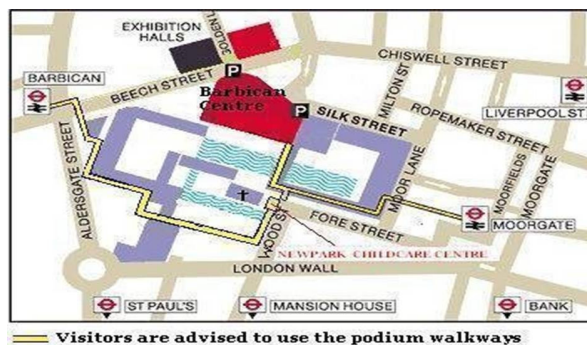
### **Behaviour & Equal Opportunities Policy**

It is our policy to protect all children in our care. We give positive encouragement to engage them in alternative activities and discuss with the child appropriate behaviour. We teach the child awareness of how his or her actions affect others. We promote respect and consideration for others.

We believe that our nursery environment is greatly enriched by the distinct contribution made by people from differing backgrounds and experience. We aim to benefit by this diversity and all forms of harassment (including racial, sexual and bullying) will not be tolerated.

### **How to find us**

Newpark Childcare Centre is located in the heart of the City of London. Our newly refurbished nursery nestles in the quiet and peaceful surroundings of the Grade II listed Barbican on the east side, and can be safely reached in minutes via the network of well-lit high-level public walkways from both Barbican and Moorgate stations. The Barbican Centre has several car parks, and there are parking meters on Fore Street. Parents are kindly requested not to drive onto St. Giles' Terrace or block the fire access barrier to the Terrace.



### **How to use the Centre**

There are two ways to use the Centre. The first is to establish if your company has an emergency place at Newpark that you can take advantage of. Alternatively if your company does not have this arrangement or your company's place is being used on the day you need to use the Centre then you may require one of our private places.

Newpark Childcare require parents to complete an "Emergency Childcare Parent Registration Form" for each child. These are available by hard or soft copy from the Centre Officer in Charge. Please complete the form no more than 48hours before the child will attend the Centre, and then handed to the Centre Officer in Charge when you arrive with your child. Please note that since the information on the form must be current a new form will have to be completed for every booking.

To book a place for your child please telephone the Centre on **020-7638-5552**. If you telephone out of hours or the Centre is unable to take your call then please call Head Office directly on 020 7638 5550. Please note bookings made on answer phones cannot be accepted.

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### ***Private Emergency Attendance Fees***

(Two hour minimum booking per day)

4 months – 2 years	£10.00/hr
2 years +	£9.00/hr
Cancellation fee per single booking	£22.00

Reservations must be cancelled no later than 12noon prior to the day reserved for care to allow us to offer the space to other parents.

If you arrive to collect your child after 7pm, there will be a fine of £10 for each 15 minutes payable on the spot to the Centre Officer in Charge. Unfortunately regular lateness may result in the privilege of using the Centre being taken away.

### **What age ranges do you cater for?**

Newpark Childcare Centre is registered by OFSTED to accept children up to their 8<sup>th</sup> birthday. Any child over this age may attend Newpark only at the discretion of the Directors, to ensure that the care of these older children does not detrimentally affect the care of our under eights.

For older children we operate a fun "Newpark Helper" programme. It may be the case that a single child is older than the majority of the children in attendance that day so to ensure that they feel comfortable and valued, we will appoint them as a nominal "Newpark Helper" for the day, helping us to "care" for the younger children, read to them, and organise games. They will receive a certificate at the end of the day to congratulate them on their efforts!

### **Things to bring with your child**

1. Your registration form
2. A change of named spare clothes
3. Any form of comforter you feel necessary, e.g. dummy, favourite teddy, blanket.
4. 5 x Nappies per day, if necessary
5. Formula milk and feeding bottles, if necessary
6. Alternative to cow's milk, if necessary (i.e if your child has soya milk etc.)
7. Sunhat and sunscreen, if necessary
8. Scarf, gloves, wellies and outdoor coat, if necessary

### **What will my child's day be like at Newpark Childcare Centre?**

Newpark Childcare Centre opens at 7 a.m. and parents and children begin to arrive anytime from then onwards. Parents are welcome to stay with their child as long as is necessary to help their child adjust to the nursery.

We serve breakfast cereals or porridge or organic baby breakfast foods for children who have not eaten at home. All children that require breakfast need to be in the Centre by 08.30. They are then helped to clean their faces and hands.

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Throughout the day, babies will be fed their bottles and be able to sleep in accordance with your home routine. Babies' nappies are changed throughout the day at regular intervals or when required.

Activities for the day will vary and largely depend on the child. We aim to keep children busy and having fun. A range of play equipment including books, puzzles, dolls, dressing up clothes, building blocks, board games are available, and activities are laid out for the children to play with. Craft activities such as sticking, drawing, painting using brushes, or hand, feet, and potato printing are always popular, especially with older children. We also strip down to our nappies or wear aprons for messy play activities using natural materials such as flour, cornflour, jelly, pasta, water, foam, or wet sand. Both children and staff never fail to be covered head to toe by the end! All materials used during activities are non-toxic and safe for children. We also listen to music on the tape recorder, sing action rhymes and songs together, dance, and play with musical instruments.

Each day the children have an opportunity for outside play as detailed above.

Mid morning, children will have a finger food snack of fresh fruit pieces, vegetable and bread sticks, or crackers. Drinks (water, cow's milk, juice) are offered throughout the day.

A freshly cooked hot lunch and dessert is served at 12noon. Examples of lunches we serve are: Quorn & spinach lasagne, Stir-fry chicken & vegetables with rice, Moroccan-style mixed bean & vegetable casserole with cous-cous, Minted lamb sausages with creamy mash & seasonal vegetables. Examples of desserts are: homemade rice pudding with cinnamon, fresh fruit salad with Greek yoghurt, apricot & mango fool.

We provide a puree of freshly cooked vegetables or other foods for weaning babies. After lunch our older children will have their one main sleep of the day at this time. Individual sleep mats with sheets are laid out and blankets are provided. A member of staff stays with the children while they are sleeping. For children who do not sleep, a member of staff will sit involve them in a quiet game.

Throughout your child's day, our staff continuously interact with your child, playing and talking with them, giving them cuddles and ensuring their emotional needs are attended to.

At 4pm, a hot tea, followed by fresh fruit, is served. Example of tea may be: Scrambled egg on wholemeal toast, pasta with a homemade tomato sauce, cream cheese & grated carrot sandwiches, homemade hearty vegetable soup with garlic bread

Parents are free to come and pick up their child at any time during the day until Newpark Childcare Centre closes at 7 p.m.

We have a true open door policy at Newpark - once your child is settled, please feel free to come and visit your child during the day to play, have a cuddle, or breastfeed. This is one of the luxuries that working in the City affords you.

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Newpark Childcare Centre  
1 St. Giles' Terrace, Barbican, London, EC2Y 8DU  
Enquires: 020 7638 5550 ♦ [barbican@newparkchildcare.co.uk](mailto:barbican@newparkchildcare.co.uk)

**Also in Islington:**



New Park Nursery & Montessori School,  
67 Highbury New Park, Islington, London N5 2EU  
Enquiries: 020 7226 1109 ♦ [highbury@newparkchildcare.co.uk](mailto:highbury@newparkchildcare.co.uk)

[www.newparkchildcare.co.uk](http://www.newparkchildcare.co.uk)