



A place to belong.

A place to learn, play and thrive.

CANTERBURY PROSPECTUS

Childcare from 3 months to 5 years • Croydon

Welcome to Tender Care



Choosing childcare is a big decision

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As a mother of three young children when I opened Tender Care, I understood how daunting it can feel to choose a nursery. Will my child be happy? Will they be safe? Will the team understand what they need? Those questions still shape everything we do.

We believe the first five years are the foundation for future wellbeing and learning. Our aim is to give every child warm, responsive care and rich opportunities to explore, build confidence and develop at their own pace. We look forward to welcoming you and your child to Canterbury Tender Care Day Nursery.

Shyrose Director

ESTABLISHED IN 2001 • OFSTED REGISTERED • OPEN MONDAY TO FRIDAY • AGES 3 MONTHS TO 5 YEARS

Our Canterbury nursery



One nursery. One caring community.

Canterbury Tender Care Day Nursery is located on Canterbury Road, next to ARCC Community Centre (formerly Broad Green Library) and within easy reach of Croydon town centre. The nursery welcomes children from 3 months to 5 years and can care for up to 74 children at any one time.

Our spacious setting has carefully designed rooms for different ages and stages. Children can enjoy two outdoor areas, a dedicated sensory room, an ICT room and inviting indoor physical-play structures. Resources are arranged at child height so children can choose, use and return equipment with growing independence.

What families can expect

- Warm relationships with a consistent key person
- Safe, stimulating indoor and outdoor experiences
- Inclusive practice that values every family
- Regular communication about your child's day and development



Learning through play

Curious minds grow through meaningful play

We follow the Early Years Foundation Stage (EYFS). Practitioners observe children carefully, identify their interests and next steps, and plan experiences that support the seven areas of learning and development.

Everyday experiences include

- Sensory and messy play: sand, water, paint, dough and mud kitchens
- Physical play: bikes, scooters, climbing and movement
- Stories, rhymes, conversation, music and imaginative play
- Mark-making, early writing, mathematics and problem-solving
- Construction, small-world play, technology and natural materials



Open-ended learning

Babies and young children explore treasure baskets and heuristic materials that can be filled, stacked, rolled, emptied and combined. There is no single 'right answer'—the learning comes from discovery.

A day at nursery



A reassuring rhythm with room for individuality

Our daily routine offers children a predictable flow while remaining responsive to their needs. The day includes child-led exploration, focused small-group experiences, stories and songs, outdoor play, meals, snacks and rest.

Babies

Baby-room routines are led by each child's needs. We work closely with families around feeds, sleep, nappy changes and comfort. Babies enjoy warm interaction and age-appropriate sensory, creative and physical experiences.

Toddlers and preschoolers

Children have sustained time to learn through play, alongside adult-guided activities that develop communication, confidence, independence and readiness for their next stage.

Example preschool routine

8:00-8:45	Arrival, breakfast & free play
9:00	Greeting & story in key groups
9:20	Small-group time
9:40-11:10	Learning through play & snack
11:10-11:30	Tidy-up, group time & handwashing
11:30	Lunch

12:10	Group time, rest & sleep
12:20	Learning through play
2:00	Small-group time
2:40-3:50	Learning through play & snack
4:05	Tea, followed by group time
4:40-5:30	Play, tidy-up & quiet activities

Times are illustrative and routines remain responsive to children's needs.

Care, safety and wellbeing



Training and development

Every employee, regardless of position, is DBS checked and trained in paediatric first aid. As a minimum, all employees complete mandatory training within their first four weeks of employment and undertake safeguarding training every year.

We also provide a varied programme of professional development throughout the year, covering a range of topics to strengthen knowledge and maintain high-quality practice.

Safeguarding

Keeping children safe is at the heart of our policies and daily practice. The nursery has a Designated Safeguarding Lead, and all practitioners receive regular training. We help children understand emotions, relationships and personal safety in age-appropriate ways.

Positive behaviour support

We guide behaviour calmly and respectfully, helping children name feelings, understand boundaries and solve conflicts. Physical, emotional or demeaning punishment is never used. Bullying or abusive behaviour from children or adults is not accepted.

Rest and sleep

Babies sleep according to their individual needs. In line with safer-sleep requirements, no loose items are placed in babies' cot areas. Toddlers and preschool children are offered rest or sleep after lunch and at other times when needed. We agree routines with families and always respond to a child who is tired.

Every child is valued

Inclusive by design

We respect and celebrate the identities, cultures, languages, beliefs, abilities and family lives represented in our community. We challenge discrimination and bias and help children experience a broad, balanced view of the world.

Additional needs and disabilities

We meet with parents or carers and, where appropriate, health and education professionals to understand each child's needs. Reasonable adjustments, specialist resources and ongoing reviews are arranged wherever possible so children can participate fully.



Illness and medication

Some illnesses require a period away from nursery to protect the community. Current exclusion guidance is shared with families. Prescribed medication may be administered after the required consent and recording procedures are completed. If a child becomes unwell, we will contact their parent or carer and may ask for prompt collection.

Accidents

Minor bumps and scrapes can occur during active play. Accidents are recorded and shared with families through the Family app. We contact parents or carers following a head injury or whenever further advice or action may be needed.

Space to explore



Indoors and outdoors

Canterbury offers light, colourful rooms filled with accessible learning resources, two outdoor areas, a dedicated sensory room, an ICT room and indoor physical-play structures. Children can move between energetic play, investigation, creativity and quieter moments throughout the day.

Highlights

- Purposeful spaces for babies, toddlers and preschool children
- A dedicated ICT room supporting early digital exploration and learning
- Sensory experiences that support regulation, curiosity and communication
- Outdoor opportunities for movement, nature, imaginative play and challenge
- Role-play, books, construction, creative resources and small-world provision
- Buggy storage, subject to space and left at the owner's risk

Food, clothing and comfort

Meals and snacks

Children receive breakfast, lunch, tea and suitable snacks according to their booked session. Breakfast is served until 8:45am; lunch is served at 11:30am; and tea is served at 3:30pm for babies and 4:00pm for preschool children. The cost of meals is included in nursery fees.

Our menus are balanced, varied and designed with young children in mind. Snacks such as toast and fruit are offered at suitable times, and water is available throughout the day. Children are supported to serve themselves where appropriate. Mealtimes are relaxed and encouraging, and updates are recorded in the Family app.



Dietary needs

Please tell us about allergies, medical diets, religious requirements or other dietary needs before your child starts. We cater for most requirements, use Halal meat and Quorn, and review menus regularly to reflect seasonal changes. Families are welcome to contribute menu ideas.

Clothing

Children should wear practical, clearly named clothing that can cope with paint, water, outdoor play and everyday exploration. Nursery uniform is optional: polo shirts cost £10 and sweatshirts cost £12. Choose easy-to-manage clothing for children learning to use the toilet.

Comfort objects and jewellery

A familiar comfort object can help babies and younger children settle. Please label items and avoid anything precious or difficult to replace. For safety, children should not wear jewellery other than small sleepers, where agreed with the nursery.

Working with families



Sharing information through Famly

Canterbury Tender Care uses Famly, our nursery software, to keep families connected with their child's day. The app provides daily updates on meals, nappies, toileting and sleep. It also supports invoicing and includes direct messaging and a nursery newsfeed.

Following progress

Monthly observations shared through Famly help families follow their child's learning and development. Parents and carers can also speak with their child's key person and are invited to regular progress conversations.

Photos and video

We only take and use images in line with the permissions agreed during registration and our current safeguarding and data-protection procedures. Children are never photographed during personal care.

Your involvement matters

Families are welcome to share ideas, skills, languages, celebrations and feedback. Newsletters are shared termly: Autumn in September, Spring in January and Summer in April. We encourage parents and carers to contribute to nursery life in ways that work for them.

Joining Tender Care

1 Arrange a visit

Visits are by appointment so we can maintain staffing ratios and give you time to see the nursery and ask questions.

2 Register your interest

If the sessions you need are not available, we can add your child to the waiting list. Places are offered according to availability, age group and the requested pattern of attendance.



3 Secure the place

When a suitable place is offered, registration and payment details will be confirmed in writing. A registration fee and £75 deposit apply to fee-paying children only. The £75 deposit is credited against the final invoice, provided the account is fully up to date. The nursery-parent agreement and full terms and conditions apply.

4 Settle in gently

We agree a start date and a settling-in plan that reflects your child's needs. Settling sessions are not charged. Once your child's place officially begins, charges apply for the full duration of each booked session.

Documents required

- Birth certificate
- Proof of address: Council Tax bill, utility bill or bank statement
- Red Book
- Funding-code confirmation email, where applicable

Policies

Families receive access to key nursery policies, including safeguarding, health and safety, equality, behaviour support and administering medicines. Policies are reviewed and updated regularly.

Fees and funded childcare



Fees

For fee-paying children, fees include all meals (breakfast, lunch, tea and snacks), nappies and wipes. Fees are calculated over 51 weeks for all-year-round places or 38 weeks for term-time places, then divided into 12 equal monthly payments. Payments are billed monthly and payable in advance. The nursery closes for one week over Christmas; this week is not included in all-year-round billing.

Fees are charged at the rates shown on the current fee sheet and must be paid by bank transfer, in advance, on the first day of each calendar month. Late payment may result in cancellation of a child's place. Children starting part-way through a month receive a proportionately adjusted first invoice; monthly fees are then due on the first of each month. Fees are reviewed each April. Fees remain payable during sickness and family holidays.

**15-30
HOURS**

free early education
from 9 months

Free Early Education

The government provides between 15 and 30 hours for children aged 9 months to 4 years. Each family's entitlement will differ depending on the child's age and their circumstances. Tender Care Nursery caters for all funding options.

We offer a range of packages designed to suit a variety of parenting needs, including stretching funding over 51 weeks instead of the standard 38 weeks. For enquiries about funding and sessions, please speak to the Setting Manager.

Family Space Croydon

<https://croydon.cloud.servelec-synergy.com/Synergy/Familyspacecroydon.aspx>

Best Start in Life

<https://beststartinlife.gov.uk/>

Plan your visit



Opening hours

Monday to Friday • 8:00am–6:00pm
Closed for bank holidays and INSET days. Closure dates are shared in advance.

Canterbury

91–93 Canterbury Road
Croydon, Surrey CR0 3HH

020 3362 0358
admin@tendercaredaynursery.com

Getting here

The nursery is next to ARCC Community Centre (formerly Broad Green Library) and is convenient for Thornton Heath, Norbury, Purley Way and Croydon town centre. Bus routes 109, 198, 250, 264 and 289 stop nearby. Train services include the Mildmay Line, Windrush Line and Southern. Parking is available on Canterbury Road and surrounding side roads. Canterbury Road is pay-and-display between 08:00 and 18:00.



Come and see Tender Care

Meet our team, explore the rooms and ask every question that matters to you.

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www.tendercaredaynursery.com

Prospectus information is subject to the nursery-parent agreement and current nursery policies.

