



Thursday 21st May 2020

Dear Parents / Carers

Thank you for participating in the survey to assess demand for nursery places. We received a really good response rate which has been very helpful to aid our planning.

Having considered the response to the parental survey and also to a survey conducted to assess how many staff would be available to work, Trustees made the decision today that all three nurseries will partially re-open on 1st June. This is of course subject to final confirmation by government, which we expect to come on Thursday 28th May.

We are conscious that the position regarding nursery fees will be an important factor in many parents' decision-making going forward. We are aware that many other nurseries have continued to charge full fees during closure or required parents to pay a retainer. In line with our charitable objectives, as you are aware, York Childcare has not required parents to pay for sessions which they have not used whilst our nurseries have been closed. Unfortunately, this position is not sustainable indefinitely, and as you will understand, planning has had to be put in place for a gradual return to our 'normal' terms and conditions. The timescales below are subject to ongoing review depending on government guidance and how the COVID-19 situation develops as lockdown eases. These timings are on the basis that government guidance remains that nurseries should re-open on 1st June and remain open thereafter. Parents will be informed ASAP of any changes to timescales.

From 1st June to 30th June, parents will be **charged only for sessions used**. ie If you do not wish your child to attend nursery, you will not be charged, and your child's place will remain open for you. If you wish for your child to attend some but not all of their booked sessions in June, you will be charged only for sessions used, and the other sessions will remain open.

From 1st - 31st July, we will charge a **50% retainer fee** for sessions which are not used. Parents will have the option to (a) use all of their booked sessions; (b) use none of their booked sessions and pay a 50% retainer; (c) use some of their booked sessions and pay a 50% retainer for others.

From 1st August, we will return to full standard terms and conditions ie parents will be required to pay in full for all sessions.

Notice periods:

Please can you let your nursery manager know by **Tuesday 26th May** which sessions you would like to use during June. Please can you do this by email so that we have clear records of your requests. Your manager will confirm by email whether it is possible to honour all / part of your request by Friday 29th May.

Parents will be required to confirm by **Friday 19th June** whether they wish to use, cancel, or pay a 50% retainer to reserve their previously booked sessions (ie your regular booking prior to lockdown) as of 1st July.

After 1st July, York Childcare will require 2 months' notice of any change in hours or withdrawal of your child from nursery, as per our standard terms and conditions.

If you have any queries regarding these proposals please contact Kate Joicey via generaloffice@yorkchildcare.co.uk

Helping Children to Re-settle

We are considering that week commencing 1st June will be a transitionary week as we move from providing a minimal service at Joseph's Nursery with a handful of children and staff, to reopening Heather's and Scarcroft Green Nurseries and potentially accepting more children at Joseph's.

You will soon be receiving our Statement of Operational Procedures (SOP) and our Risk Assessment which will require us all to adapt to a new way of working.

We are mindful that your children may need some time to adjust to coming back to nursery, so to help with this we are proposing to offer the following support:

- Completion of a specially amended 'All About Me' form
- An on-line video call or telephone conversation from a member of nursery staff prior to your child returning to the nursery. Where possible this will be done by your child's key worker but as not all staff are able to return to work just yet, it may be a different member of the team.
- Completion of a new child registration form
- A phased return initially on a part-time basis (unless your child has continued to attend during lockdown because you are a key worker).

1st June will also be the date when several of our staff are returning to work for the first time too, so we will need to ensure that they all receive a return from furlough meeting and check that they are familiar with the new procedures.

As from Tuesday 26th May all the nursery managers are back from furlough and although they will be very busy as we prepare for 1st June, they will be happy to help with any queries which you may have.

Thank you in anticipation of your cooperation as we try and make this transition into the next phase of easing lockdown run as smoothly as possible.

We look forward to seeing your children back in nursery when the circumstances are right for you and your family.

Kind regards



Karen Mawson
CEO on behalf of the Trustees of York Childcare