



YORK CHILDCARE
day nurseries

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Friday 26th June 2020

Dear Parents / Carers

I hope that you and your families are coping with the current heatwave in addition to the pressures created by the Coronavirus pandemic.

For those of you who have already returned to nursery, I've been hearing lovely stories of how much your children have enjoyed being back and of how amazingly well they have settled in: they have coped so well with things not being the way they were before, including being intercepted by a member of staff at the front door!

A big thank you to all of you parents and carers, as you have really helped to ease the transition back into nursery for your children. I'm hearing how well the timed drop-off and pick-up system is working and we will continue to offer this service for the time being. We were very apprehensive about having to put some of these measures in place as they initially seemed to be such extreme steps and so different from our previous way of working: however, I'm pleased that they are working well as part of our safe operating procedures.

We have formally reviewed our Risk Assessment document this week and have made a few modifications to keep it in line with current government guidance, including increasing the maximum group size from 15 to 16 in anticipation of more children returning to nursery in July. (It will be attached to this email and will also be available on the website.) This doesn't mean that your child will necessarily be part of a group of 16 all the time, but it gives us the scope to be able to accommodate a group size of 16 when necessary, in our attempts to try and accommodate as many of your requests as possible. Please talk to the senior staff at your nursery if you need more information about the specific arrangements for your child.

Talking of staff, I'd like to take this opportunity to say a really big thank you to all the members of our staff teams. I know that many of you have already been in touch with your respective nurseries to express your thanks to them for everything which they have done and continue to do to make nursery such a welcoming and exciting place for your children to be. I get the impression that the staff really missed being with your children and many have told me how glad they are to be back at work. We still have a few of our team who can't get back to work yet for various reasons and we look forward to welcoming them back when the time is right. We will keep you informed if your child's key person is not back at work yet so that you and your child know what to expect when you return.

In my letter of 21st May we set out our proposed timeline for safely returning children to the nursery and included an outline of the basis of our charges. I can now confirm that the charging will go ahead as planned; here's a reminder of what was stated, along with some further information:

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

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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 booked for your child but which you are not using just yet. Parents will have had 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 which will be used at a later date. Please note that the 50% discount does not apply to absence due to illness or holiday once children have recommenced attendance at nursery. You will not be charged for any sessions which you have requested that we are unable to provide.

For those of you using Early Years or Two Year Old funding who have not previously registered to use the funding as a stretched offer, the last date when funding applies is Friday 10th July. Full fees will be charged from then until the new funding year starts in September. Please see the funding calendar on our website for clarification of which 38 weeks of the year funding applies to. You will find the link to the relevant calendar on this page:

<http://www.yorkchildcare.co.uk/nurseries/josephs-nursery/parents-information/#section>

<http://www.yorkchildcare.co.uk/nurseries/heathers-nursery/parents-information/#section>

<http://www.yorkchildcare.co.uk/nurseries/scarcroft-green-nursery/parents-information/#section>

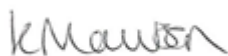
From 1st August, we will return to full standard terms and conditions ie parents will be required to pay in full for all sessions.

Notice periods: Parents were asked to confirm by Friday 19th June whether they wished 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.

Your invoices will continue to be prepared towards the end of the month for July and August. They will be issued earlier in the month during September and we hope to transition back into invoicing monthly in advance with effect from October, when we hope that things will be a little more back to normal.

We will continue to keep you updated as our country moves into the next phase of easing lockdown. Thank you for your continued co-operation and support during these difficult times.

Kind regards



Karen Mawson
CEO on behalf of the Trustees of York Childcare