

WOODLAND HOUSE GROUP

C/O Chessgrove Park Day Nursery
Ditchford Bank Road, Hanbury, Nr Bromsgrove, Worcestershire, B60 4HS
01527 821309 | enquiries@woodlandhousegroup.co.uk

20th March 2020

Dear Parents,

Coronavirus (COVID-19)

I am writing to inform you that over the last 2 days we have been eagerly awaiting further information from the government and Local Authority. This comes after the Prime Minister's announcement on Wednesday that School, Colleges and the Early Years sector were advised to close from Monday 23rd March.

We have clarification that the Early Years Sector have been advised to close to all parents except those who are classed as 'Key Workers'. Over the last 24 hours we have been collecting data from both yourselves and the Nursery Managers to confirm every parents' occupation for our 400 children on roll. We will open as usual on Monday to offer normal childcare services for the following parents:

- **Health and Social Care** - This includes but is not limited to doctors, nurses, midwives, paramedics, social workers, care workers, and other frontline health and social care staff including volunteers; the support and specialist staff required to maintain the UK's health and social care sector; those working as part of the health and social care supply chain, including producers and distributors of medicines and medical and personal protective equipment.
- **Education and Childcare** - This includes nursery and teaching staff, social workers and those specialist education professionals who must remain active during the COVID-19 response to deliver this approach.
- **Key Public Services**- This includes those essential to the running of the justice system, religious staff, charities and workers delivering key frontline services, those responsible for the management of the deceased, and journalists and broadcasters who are providing public service broadcasting.
- **Local and National Government** - This only includes those administrative occupations essential to the effective delivery of the COVID-19 response or delivering essential public services such as the payment of benefits, including in government agencies and arms length bodies.
- **Food and other Necessary Goods**- This includes those involved in food production, processing, distribution, sale and delivery as well as those essential to the provision of other key goods (for example hygienic and veterinary medicines).
- **Public Safety and National Security** - This includes police and support staff, Ministry of Defence civilians, contractor and armed forces personnel (those critical to the delivery of key defence and national security outputs and essential to the response to the COVID-19

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pandemic), fire and rescue service employees (including support staff), National Crime Agency staff, those maintaining border security, prison and probation staff and other national security roles, including those overseas.

- **Transport** - This includes those who will keep the air, water, road and rail passenger and freight transport modes operating during the COVID-19 response, including those working on transport systems through which supply chains pass.
- **Utilities, Communication and Financial Services** – This includes staff needed for essential financial services provision (including but not limited to workers in banks, building societies and financial market infrastructure), the oil, gas, electricity and water sectors (including sewerage), information technology and data infrastructure sector and primary industry supplies to continue during the COVID-19 response, as well as key staff working in the civil nuclear, chemicals, telecommunications (including but not limited to network operations, field engineering, call centre staff, IT and data infrastructure, 999 and 111 critical services), postal services and delivery, payments providers and waste disposal sectors.
- Vulnerable children include children who are supported by social care, those with safeguarding and welfare needs, including child in need plans, on child protection plans, 'looked after' children, young carers, disabled children and those with education, health and care (EHC) plans.

With this now published please could all parents who are included in the above categories **contact the Nursery Manager by 3pm on Friday 20th March to confirm their place from next week.** (Only one parent needs to fall into this category for you to be able to continue to access your Nursery place). This information will allow us to manage our staff teams, including maintaining staff to child ratios, as well as having a clear picture of how we will maintain outstanding childcare throughout this period.

In view of this unprecedented position we find ourselves in, to assist **all** our families through what is going to be a difficult time, I have decided to postpone our fees increase scheduled for 1st April. Please refer to our 2019/2020 Fees Schedule for the continued current structure.

Invoicing will continue as usual on 1st April for families in the 'Key Worker' categories who attend Nursery. Please let your Nursery Manager know if you require additional sessions or more flexibility than usual, we are currently examining all options to be able to extend our services.

For any families that are not categorised as 'Key Workers' we will remain in regular contact with you and keep you up to date with when our Nurseries will return to usual for all. In these circumstances, and to ensure that we can maintain high-quality childcare moving forward, I have made the decision to vary Nursery terms and conditions and implement a retainer offer which will guarantee your child's nursery place upon return. All families who wish to return will be invoiced for just 20% of usual Nursery fees. This will be reimbursed upon your return, along with fees already paid for the end of March, meaning the period when we were unable to care for your child will be free.

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For families who wish to permanently terminate their Nursery place, usual Nursery terms and conditions will apply and 1 months notice will be required. As we operate a waiting list system unfortunately we will not be able to guarantee availability should you decide to return at a later date.

If you are unclear as to whether you are able to attend Nursery or not please contact your Nursery Manager.

Please call our Office Manager, Bec Wild on 01527 821309 for more information regarding invoicing.

Please call School House Private Day Nursery if you have a Four Seasons Out of School Club enquiry or query – 01527 576400.

For all of our families, we would like to thank you for your understanding and patience during this unprecedented time. We are guided by our Local Authority and Government changes and will update all of our families as soon as we gain further information.

Warmest regards,



Glenis Keenan
(MD Woodland House Group of Nurseries).