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Dear parent

20 May 2020

Our Governing Board met today, 20<sup>th</sup> May 2020, and have made a final decision regarding the re-opening of the Centre (currently planned for 1<sup>st</sup> June, subject to a final decision from the Government) and fee charging.

#### Opening hours

Once we start gradually re-opening the Centre, in order to ensure that the children and staff remain safe, we need to follow government guidelines. To implement protective measures, we will require additional staff. In addition, to ensure the 'bubbles' have the same staff working with them at all times, the staff in each bubble can only work 8am to 4pm. Therefore, **we will only be open from 8am to 4pm.**

#### Fee Charges

We remind you that Waterside is a non-profit making Day Care Setting. Our staff and premises cost have not reduced due to the closure of the Centre.

We had planned for a loss of parental fees at some point and had insurance to cover some of the period we were closed. Our insurance claim partially covered the loss of fees so a decision was made to not charge you for April and May fees unless your child was attending as a critical care worker or vulnerable place. Our research has informed us that many settings in the area have charged full fees to parents throughout this period.

We will be unable to claim insurance money from the date the Centre reopens. We therefore have no alternative for the future sustainability of Waterside to charge your contracted fees whether you decide to send your children or not. This also applies to children returning on reduced sessions through your choice. You will be charged your contracted sessions regardless of the sessions you have asked for on reopening. You will appreciate this was not an easy decision for our Governing board to make and it was not a decision taken lightly. However, as I am sure you can understand the staffing and costs have not changed throughout this period and there are now additional associated costs we now need to pay as a result of opening within the Government specified guidelines that we need to follow.

We understand that this might be financially difficult for some of you and would remind you that we require 4 weeks' notice if you do wish to permanently change your sessions and avoid the charge for sessions not attended or decide to give up your place with us.

If you decide to do this and want to resume your usual sessions or place with us at a later point in time you can ask to be placed on the waiting list. At present, with new starters already allocated, we are full in

September. We are aware that this may change with financial circumstances of the parents currently on the list.

The only way to preserve your current contracted session times is to resume paying full fees as soon as the go ahead is given to open.

We really hope that you are able to understand and support the decision as there is really no alternative to preserve our Waterside Day Care setting for your child for the future.

We are following Government advice on when it is safe to open and will adhere to all guidance offered to make it as safe as possible and cannot wait for the day we can welcome all children back into the Centre permanently.

If you have any concerns on how this may affect you and your family, please contact Lisa McCoy [lmccoy@norcot.reading.sch.uk](mailto:lmccoy@norcot.reading.sch.uk) or Katarina Bingham [head@norcot.reading.sch.uk](mailto:head@norcot.reading.sch.uk)

Yours sincerely



Katarina Bingham  
Head of Centre



Chris Armstrong-Stacey  
Chair of Governors

#### Questions and Answers

- 1) My child's contracted sessions are Monday to Wednesday 8am to 6pm what will I be charged.  
*You will be charged for Monday to Wednesday 8am to 6pm even though we are only open safely 8am to 4pm at the moment.*
- 2) I said 'No' on the survey for 1<sup>st</sup> June 2020 as I feel it is too soon. What if I feel differently by July?  
*We appreciate this is a challenging time and needs change all the time. The place is open for you and we hope to be able to offer places to all those parents that want them as their needs change. We really are striving to do our best for all children and families at the Centre.*
- 3) I currently pay and I am contracted for 4 days but I only need 2 days at the moment. What will I be charged for?  
*You will be charged for 4 days. The only way to avoid this is to give 4 weeks' notice and pay for the 4 weeks then you will only be charged for 2 days going forward. We cannot guarantee you will have these sessions back once we are fully open.*
- 4) My child is due to leave in August to start school will you open fully before then or do I just give my notice?  
*This ultimately is your decision depending on your own work commitments and childcare needs. We will follow Government guidelines on opening and want to open safely for all children as soon as possible. We will do our best to celebrate your child's happy times with us and welcome ideas on how to mark this with a leaver's celebration event at the appropriate time.*