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20th July 2020

Dear Norcot Community,

Letter of Appreciation

'When the world needed to stay apart, we stayed together.'

The COVID-19 situation has been incredibly challenging for all of us. The way our community has coped has been remarkable. To have an emergency situation like this thrust upon us is unprecedented and, I hope, will be a once in a lifetime experience.

From the bottom of my heart, I would like to express my gratitude to the whole Norcot community for the extraordinary effort you have all shown since the start of COVID-19. It makes me immensely proud to lead our Centre. We have all pulled together and it made us stronger and closer. I am struggling to find the appropriate words to thank you all but I will try. Thank you to the:

- **Senior management team.** I am deeply impressed by their dedication and the commitment they have shown during this pandemic, often working way beyond their contracted hours. They have always supported me and given valuable insight to enable me to make the numerous decisions that have had to be made.
- **Staff who continued to look after the children in the Centre** They have had to learn to deal with the changes and uncertainty that this pandemic has brought to us all. There were days where they were worried about their own safety but they continued to support the children and made their sessions as enjoyable as possible.
- **Those staff working from home.** I am truly touched by their dedication and professionalism, while making their weekly calls to all the parents and carers to ensure their wellbeing and offering support for their children, from delivering food parcels to art resources or recording home learning videos on Facebook.

- **Admin staff** who had to deal with additional paperwork, ensuring effective communication, sending regular texts and emails and uploading resources to our website. They also remembered to send birthday greetings to those children whose birthday occurred during lockdown.
- **Site staff** who continued to ensure that our buildings and site are Health and Safety compliant. They also worked hard to get our outdoor areas ready for when the children return. The additional cleaning related to COVID-19 has put a strain on an already challenging situation. Thanks to the cook for continuing to provide delicious meals for the children across the Centre.
- **Children, who continued to attend the Centre.** For adapting to this new situation so remarkably well, and coping with all the changes that each day brought. They are little heroes and are a credit to their parents and carers.
- **Children, who remained at home.** For coping with the pressures that the lockdown has brought. Many have struggled to understand why they suddenly can't see their friends or family or leave the house to go to the playpark. They have shown great resilience.
- **All the parents / carers.** For continuing to support their children at home and for their understanding throughout this challenging times. You all had a wide variety of experiences during lockdown and had to cope with many additional anxieties but you continued to be strong for your children.
- **Governing body.** For ensuring the strategic direction of the centre was in line with COVID-19 requirements and for holding emergency meetings when urgent decisions had to be made. Their knowledge and experience was invaluable.

We must try and make a positive out of a negative, never taking anything or anyone for granted. It is clear that COVID-19 has impacted on everyone's life in a different way, we can't change it but we can change the way we continue to look at our lives, with hope, love, joy and respect. This situation will pass and we will become stronger, better and kinder people.

Always remember, you are never alone. We are all here for each other. Stay strong and keep safe.

Yours sincerely

K. Bingham

Katarina Bingham
Head of Centre