

November 2020



Dear Parents / Carers

How are you all doing?

First and foremost, I just want to thank all of you and your children for helping us continue to create a safe and special place for the children to play and have fun. Do you know how to contact us? To ensure you do the details are listed below:

Contacting the office and phone system update

How do you contact us? Just a reminder for what to do if you need to contact us:



Call us on **0113 268 9443** and follow the menu to get in touch with the person you require:

Bookings – can be emailed to info@candystripeinc.co.uk this way they can be confirmed.

Press 1 if calling to speak to reception and staff at the Cottage site or email reception@candystripeinc.co.uk This site covers Chapel Allerton, Immaculate Heart, St Urbans and St Matthews.

Press 2 if calling for accounts, admin and party bookings or email accounts@candystripeinc.co.uk

Press 3 if calling to speak to staff at our Lidgett Park Church setting or email church@candystripeinc.co.uk. This site covers Moortown, Immaculate Heart and Gledhow children.

Press 4 if calling to speak our Business Manager Lesley please do so by email to lesley@candystripeinc.co.uk

Press 5 if calling to speak about Parties or party supplies

OR

Press 6 to speak to me directly, the Director about any safeguarding concerns or complaints or email me on anna@candystripeinc.co.uk

If you are still struggling to get in touch, please call me on my personal mobile 07720 053917 at any time. You can also send a message through our contact us page on our website www.candystripeinc.co.uk

Other notices which are important to note:

If you would like childcare in nursery during the week commencing 14th December, please bear in mind this is a non-funded week and will accrue further charges if you choose to use that week.

COVID-19 update

I think it is important to make reference to the pandemic but not focus solely on it. The team are managing the sites so incredibly well and we have had no cases directly linked to our sites to date.

Please can parents update the team if you are collecting your child by 2.30pm each day so we can update our systems to ensure their safety and also to stop the delay in returning children swiftly to their clubs; especially in the winter months. Also use our QR codes to record your visit. Your children are already listed on our registration system.

If you would like to discuss any COVID-19 related issues please don't hesitate to contact me directly at anna@candystripeinc.co.uk.

Thanks to all parents / carers for using our services and working with us on the protocols we have developed they are working very well.

Lockdown:

Now there is a new lockdown in place we remain open for business and no one is furloughed. The furlough system in place does not work in our business as the staff are all needed to ensure children's safety at all times.

If we go further into a school lockdown this may change. I will keep you posted on this if this changes.

Very important – your help with any changes to your child's childcare attendance are vital. If you need to make a change, please email the change asap so we can update the system and forward to the team. Without your full co-operation with updates the system will not work as efficiently as I would like. Thanks to all those parents who do this already it works very well, and we can ensure ALL children are safe.

A quick email to the site your child attends would be most helpful and most appreciated. cottage@candystripeinc.co.uk or church@candystripeinc.co.uk or call us on 0113 268 9443 option 1

Christmas Playscheme for the holidays:

Sadly, I have had to make the decision to cancel Christmas playscheme for holiday cover. This is to ensure maintenance and a deep clean can be carried out in the sites to ensure their safety for return in the new year.

In October's playscheme sadly we lost a lot of numbers due to the pandemic. We however will work towards continuing to offer training days and getting prepared for next years holidays in full. If you want to book a place on any of our holiday camps please email info@candystripeinc.co.uk or call Janette on 0113 268 9443 option 2.

Safeguarding:

Walking buses - We have developed more walking bus routes over the last few months which are going extremely well.

Sadly we had to cancel the coach hire as it was too expensive to continue due to the pandemic. However, the routes we have developed are working really well.

Immaculate Heart now walks from the cottage in a well-

planned route to the school and back. They are back on site quicker than before which means they seem happier.



Gledhow now walks round to their site and this too is working extremely well with children arriving back quicker and they seem to enjoy their time talking to the team as they walk.

We take safeguarding very seriously at Candy Stripe, all staff receive regular training and updates to their knowledge.

The knowledge and understanding of our safeguarding policies are checked by completion of safeguarding materials and discussion which are handed out to all staff across the settings. These help in identifying areas of development via questions designed to check different areas of safeguarding and policies linked to this. This helps us arrange further training and ensures all staff have up to date information. If you have any concerns with regards to safeguarding please contact us to discuss them, we are happy to work with you in this matter.

For any questions about safeguarding please contact me by emailing anna@candystripeinc.co.uk, Lesley on lesley@candystripeinc.co.uk

Recycling:



We started using a recycling bin at the Cottage site last year, which is working well and, in each bubble, we encourage recycling.

Catering update for Nursery and Out of School Clubs:

We have currently asked parents in our nursery to provide packed lunches. This is due to COVID regulations and we hope to get back to cooking meals from the new year. We will update parents on this in the new year.



Parties:

This service is currently on hold due to COVID-19. We do intend to continue in some form in the future. If you want more information, please contact Janette on janette@candystripeinc.co.uk or call her on 0113 268 9443 option 5.



We are considering selling party stock online for those who want to run parties at home with games cards to support. If you are interested, please email janette@candystripeinc.co.uk.

An update on terms and conditions:



Our main policies and procedures are now on our for reference if ever needed. If you would like to discuss any specific policy or procedure, please contact me direct on 07720 053917 or anna@candystripeinc.co.uk.

Notice period will remain at 8 weeks in writing for the coming year. Changes in fees will change every July and you will be informed of the change.

I appreciate these are challenging times so the kindness parents and carers have shown in continuing their payments has been amazing. Many thanks.

Who is who at each site?

Nursery staff at the Cottage

Lesley Credland – Nursery, business, and Playscheme Manager

Jaha Spence – Nursery Nurse Practitioner

Sophie Wicks – Early Years Educator and EYFS Co-ordinator OOS now also our SENCO

Simran Gill – Learning support worker and PA to Business Manager

Michaela Mitchell – Learning Support worker and Nursery Nurse Practitioner

Naomi Horton – Apprentice Nursery Assistant and Playworker

Lacy Howarth – Apprentice Nursery Assistant and Playworker

Mark Parkin – lunchtime supervisor

Lakeysha Mohammed – Nursery practitioner and Playwork Assistant **(newly qualified well done Keysha)**



Out of School staff Cottage setting dealing with Immaculate Heart, Chapel Allerton, St Urbans and St Matthews

Jander Buchanan – Joint Out of School Manager also works as a Nursery Assistant Practitioner

Sharon Jackson – Joint Out of School Manager

Michelle Elliott – Playwork Assistant

Lakeysha Mohammed – Nursery practitioner and Playwork Assistant

Naomi Horton – Apprentice Nursery Practitioner and Playworker

Sophie Wicks – Early Years Educator and EYFS Co-ordinator Out of School

Janette Weaver works alongside me (Anna) in the office which will be on site.

Gaye Walton – HR and Training Co-ordinator

Lacy Howarth – Nursery Assistant and Out of School division

Christine Smith – Playwork Assistant

Out of School staff at Lidgett Park Church setting dealing with Talbot, Moortown, Immaculate Heart and Gledhow

Jean Weston – Out of School Manager (Moortown, IMH)

Mark Parkin – Out of School Manager (Gledhow)

Dora Gromocki – Playwork Assistant

Stuart Airey – Playwork Assistant

Sarah Newton – Out of School Manager

Janet Wager – Playwork Assistant

Suzy Niman – Playwork Assistant

Accounts update:

Please can you check with the accounts team as a new policy is in place that any overpayments made to Candystripe will be allocated only for future childcare and cannot be refunded; unless part of a normal cancellation process and the child is leaving our care. All monies can be used towards childcare or any service offered by the company.

Any account queries please let us know on accounts@candystripeinc.co.uk or call 9.30am to 14.30pm on 0113 268 9443 option 2.

Finally:

Your thoughts and concerns are important to me and the team about any of the updates. If you are unhappy with any part of the service, please let me know so I can make the improvements and / or investigate further.

It has been a very strange time in particular for our children. We will continue to work hard to make the care as smooth as possible to help the children cope with the changes around them.

I am here to support my team, the children and you so please let me know any thoughts you have good or not so good so I can work hard to keep my team in the loop and make any changes needed to improve.

Kind regards

Anna

Anna Robinson

Director and Lead Safeguarding Officer

07720 053917 / 0113 266 9443 option 6

www.candystripeinc.co.uk

