

Frequently Asked Questions - Parents

Q. If I cancel a place because I have to isolate my whole family, what notice period do I need to give regarding paying the Company?

A. We would look for reduce from 8 weeks to 2 weeks' notice.

Q. If schools close, would the onsite setting at St Pauls and Talbot before and after school close?

A. We are assuming this would be the case as the provision is in the school grounds. However, clarification is pending. We will endeavour to offer care to cover through the day but this is currently being reviewed regarding staffing being available and demand being necessary. Please email your needs and concerns to janette@candystripeinc.co.uk so we can consider this.

There will be key worker children still attending some schools and we may be able to offer wrap around services too. This is to be evaluated against staffing ratios and needs so please email your needs to janette@candystripeinc.co.uk immediately so we add you to our list and safeguard your child/children by understanding your needs and wants.

Remember it might not be based on your normal site so prepare your children for change and we will ensure they are looked after, supported and kept safe.

Q. If the Company is still open, are we providing cover?

A. We are looking at options and are checking with advisors daily. We will update you as soon as we are in a position to answer this definitively.

We can offer collections or childcare but only to key workers listed as part of the DfE guidance listed at the end of these Q and As. Parents and carers may be to take to other sites and parents need to be aware of these changes and assess if this works for them and their children's mental health. We will be checking temperatures and keeping a very high level of health and hygiene. We need to know that parents and carers too understand that they will not be able to enter the setting other than the reception areas and children will be temperature checked; any issues we can refuse care and we need parents to understand this is a measure to protect and support.

We are keen to look at all ways we can support but ultimately we may close at short notice in particular if any cases become apparent.

Please email your needs and concerns to janette@candystripeinc.co.uk so we can look at each need one by one and put solutions in place that suit each child and family.

Q. Do I pay for the childcare, even if we don't send them to your Company at this time?

A. If you choose to self-isolate, then the fees are still due for the next few weeks. However, we will update you if the decision is to close the Company temporarily in terms of any potential rebates. This is being calculated over the coming weeks and each customer will be contacted with information asap.

Q. How can I be sure that my child will be safe if coming to school closure childcare?

A. There are a multi layer of new protocols being written to ensure safety on all levels with new risk assessments being written and training completed in order to carry them out. New protocols will include temperature checking in reception prior to children being allowed to enter the centre, wherever the centre is we offer support. These measure will be made public knowledge once completed by the end of play on Friday.

Q. Will Candystripe survive this outbreak and continue in business?

A. Contingency plans are already in place to support the business which holds excellent disruption to service insurance. We will manage this outbreak day by day and keep you informed at all times about what measures we are actioning to ensure continuation for both parents/carers, children and staff.

Q. Definition of key workers and vulnerable children

A. The DfE have now published the list and it is important that parents understand that if there are 2 parents and only one is a key worker we will not be able to support as the idea is the other parent should stay at home with the children to reduce further risk to health.

Only if both parents are key workers or a single parent family who is a key worker can access childcare.

The keyworker list is currently :

All NHS staff including non-medical staff;
Teachers and nursery staff
All police officers, PCSOs and majority of the civilian police staff;
Firefighters;
Prison officers and most prison staff
Probation Service staff
Social workers
Council planners and environmental health staff
Most Ministry of Defence staff
Highway Agency road traffic officers
Delivery drivers

Vulnerable children are listed as those with support from Social workers or have Education, Health and Medical plans.

More questions and answers will be added in due course.