

20th March 2020



Dear Parents and Carers of Candystripe

Firstly, I would like to say that I hope you are all keeping well and safe through what is a very difficult time for all of us. The landscape is changing constantly, and I want to assure you we have now planned forward to support as much as we can during this very uncertain time.

I want to assure you that for any care not used in out of school or nursery will offer notice periods and other checks complete be refunded in due course; please bear with us on this aspect as this is not currently deemed as the most important part of this process. Where possible do not stop your payments for this month and next week we will start looking at the process for refunds. Guidance and FAQs are on our website so please refer to them for more detailed responses.

The most important part and the main reason for writing to you is to ensure that those parents in key worker posts can do what they need to do to get our country back on track and all out citizens safe and healthy.

Candystripe is a strong well-established company of nearly 16 years.

We are paying all our staff on full hours as much as we can throughout this time so that once the virus is beaten, we will be back on track; what you need for September onward is in place already. If you need to change or add more please email janette@candystripeinc.co.uk.

What are we offering during the COVID-19 Outbreak?

We are able to offer full day, playscheme and wrap around services at Candystripe Cottage if required to Key Worker staff and vulnerable children only. We can also offer some wrap around at St Pauls also.

If you fall into the categories of key workers, which are listed on our homepage, we can support you (www.candystripeinc.co.uk).

You will be required to sign a new protocol to ensure everyone understands what is on offer and what the new measures are that are being put in place to ensure the safety of your child/children; with increased health and hygiene protocols. Without this agreement signed by you we will NOT be able to support you. These extra the measures are vitally important to keep the children and my staff safe at all times. Staff also are having to sign agreements to ensure their full understanding for their safety and responsibility for caring for your child/children.

This proforma will also go on our website for you to read and check ready for signing if you choose to use us.

We are not interested in bums on seats in this exercise with regards to fees and have minimised these to training days fees only to cover our basic costs. The main idea of offering care is to ensure most children are at home and not in care.

So if you need our help please email janette@candystripeinc.co.uk or call 0113 268 9443 option 2 or if busy option 1.

We have worked hard over the past 24 hours to put in place rigorous health and safety protocols. Our HR Co-ordinator has put risk assessments in place also and is currently training staff that these measures must be adhered to at all times. Please as parents I ask for your understanding and patience with regards to these measures.

All staff have been amazing overall. We have already identified at the beginning of the week those staff more vulnerable and isolations took place then; there are no symptoms from any staff of the virus.

My staff are ready, the site is safe, there is a full time cleaner in place and plenty for the kids to get focussed on all with social distancing rules in place. Some activities are stopped including baking, painting and any contact games. Also, we will still have our FA accredited sports coach on site some days to keep them activated and energy expended.

We are now working with parents and schools to ensure we understand exactly who is attending and numbers are more limited than normal to ensure social distancing is a priority even inside the premises.

This is a logistical masterpiece and I am so very proud of my team for springing into action and getting the job done. In particular reference to wrap around care services Janette is working with parents and schools and then liaising with our drivers to ensure children are collected safely. Buses are cleaned down before and after collections. Please be very clear if you are booking this with us what school we need to collect from and what time so we can plan this in.

As a community we can get through this. People first and no waste is my priority during these times. What I mean is no matter what if closing our doors keeps people safe that is what I am willing to do, but if staying open and sticking together safely works then that is what we intend to do. Our cook Sharon is cooking up a storm and there will be no waste as we will deliver any extra out into the community. If you know of someone in need please email me.

Please don't hesitate to contact me on anna@candystripeinc.co.uk or 07720 053917. I am on isolation as I am currently going through chemotherapy! But I am still leading the team and they are doing a fabulous job.

I will keep our website homepage up to date with any changes and send emails and texts when changes are made. Sorry if inundated and check your spam folders for emails.

Look after yourselves and if we keep movement to a minimum and look out for one another we will get through these times and come out stronger.

Kind regards

Anna

Anna Robinson
Director and Safeguarding Lead
anna@candystripeinc.co.uk
07720 053917 / 0113 268 9443 option 6