



Last updated Monday 23 March 2020

Frequently Asked Questions

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In these uncertain times we would like to offer as much support and clarity as we can. Government updates are only known to us when they are announced to the public. Following these updates we assure you that we will continue to do all that we can to make considered, well thought out decisions and will update you as soon as we are in a position to offer full and informed communications. While this may mean that we appear quiet, we assure you that we are diligently working to do all we can in these unusual times.

We hope that the following Frequently Asked Questions (FAQ) will help you navigate all the information we have shared with you, including our most recent parent letter available [here](#).

Should your question remain unanswered please send this to us via our online web enquiry and we will respond to you as soon as we are able. Our team is working with you, for you and your cooperation and understanding will see us through.

We thank you for your support, we will continue to do all we can to support you.

Questions relating to key workers and children considered vulnerable

Q. I don't know if I am a key worker, how do I find out?

- A. We have detailed descriptions on our [Coronavirus webpage](#) to support you as this can be confusing.

In summary; key people are all:

- Those working in the NHS, whatever their role everyone is needed and included
- All emergency service workers
- Those involved in supply chains for food, consumables, PPE etc.
- Skilled trades who maintain electricity, gas and other utilities



- People involved in keeping the infrastructure of the country maintained and in working order
- All educators, including nursery colleagues and teachers

Q. What constitutes a vulnerable child?

- A. Children that are vulnerable are those with Special Education Needs, including children that need support with behaviour management. Other vulnerable groups of children are those with English as an additional language, those in receipt of 2 year or EYPP funding, with parents in the armed forces, where court orders or restricted access arrangements are in place and those that are, or who have previously been looked after by the local authority or who are known to Social Services.

This is not an exhaustive list, but the examples highlight what considerations should be taken into account to deem a child as vulnerable.

Q. I am a key worker and a Busy Bees parent, when can I come to my nursery?

- A. Please come in as usual and we look forward to welcoming you.

Q. I am not a key worker but my partner is a key worker. Can our child attend the nursery?

- A. Please come in as usual and we look forward to welcoming you. If you choose to keep your child at home or make other arrangements during this period of restricted opening, we will not expect you to pay fees as normal.

Q. I am not currently a Busy Bees parent but I am a key worker. Can my child attend one of your nurseries?

- A. Please contact your [local Busy Bees nursery](#). As you will appreciate we are prioritising our existing families who are key workers, but your local Busy Bees nursery will do everything it can to welcome new families in your position and will be ready to discuss your needs with you during the week of 23rd March.

Questions relating to our opening for week commencing 23rd March

Q. I am a key worker and my child goes to Busy Bees, when can my child come in?

- A. Please bring in your child as usual, we look forward to welcoming you.

Q. Who are we opening to?



- A. On Monday we are open to children of key workers and children who are considered vulnerable, where they already attend a Busy Bees Centre. We also welcome new families of key workers and vulnerable children, to contact their local Busy Bees nursery to discuss their childcare needs during the week of 23rd March.

Q. Is every Busy Bees Centre in the UK opening on Monday?

- A. We are proud that almost every centre is open. We have a small number of exceptions to this and these parents have been supported in neighbouring centres. From Monday 23 March the following centres will merge:

- **London Fortune Green** please go to Finchly Gloucester House
- **Edinburgh Newhaven** please go to Herriot Hill nursery
- **Dundee Meadows** at David Lloyd please go to West at Ninewells hospital (formally Teddy Bear Club)
- **Glasgow Anniesland** please go to Glasgow Kelvin
- **Livingston Alba** please go to Livingston Village
- **Leeds Grove** please go to Leeds Headingley

From Wednesday 25 March, the following centres will merge:

- **Manchester Fallowfield** please go to Manchester Hyde
- **Altrincham** please go to Sale

Q. When will we open for new children who are children of key people or who are vulnerable?

- A. During the week of 23rd March we will welcome new children. We are taking this gradually so that children enter a calm and stable environment which is very much needed when they are experiencing so much change in their lives. We are getting ready for you and your local Centre Director will advise when you can come.

Q. Why are you not opening on Monday for all children of key workers and children considered vulnerable?

- A. We are opening on Monday to our existing eligible families and will respond to demand from new eligible families as quickly as we can. Please be patient with us as we prepare to accept new eligible families, as we will need make sure that:
- We have enough essential basic items in place for everyone e.g. appropriate hygiene equipment, food etc
 - We are fully staffed to welcome you
 - Your child joins a calm and welcome setting, which is much needed now more than ever



Questions relating to fees

Q. Can I get a refund of my fees for the days in March my nursery was closed?

A. No, we are not offering refunds for March fees for the period of closure. If you i) are not a key worker or parent of a child considered vulnerable; or ii) are a key worker or parent of a child considered vulnerable and choose not to use our nursery during the period of closure, we will credit any overpayment of fees for March. The credit will be made to your parent account to be used when we are allowed to fully reopen. In the event we are not able to reopen fully before your child leaves the nursery to attend school, we will provide a refund of these fees (and return your deposit).

Q. If I have not yet paid my March fees, do I still need to pay?

A. Yes, March fees are to be collected. If you i) are not a key worker or parent of a child considered vulnerable; or ii) are a key worker or parent of a child considered vulnerable and choose not to use our nursery during the period of closure, we will credit any overpayment of fees for March. The credit will be made to your parent account to be used when we are allowed to fully reopen. In the event we are not able to reopen fully before your child leaves the nursery to attend school, we will provide a refund of these fees (and return your deposit).

Q. Why have I received my April invoice when the nursery will be closed in April?

A. April's invoices were issued before the government announcement enforcing the closure of nurseries. We are currently working on crediting these invoices except for parents who are key workers and parents of children considered vulnerable, whose child continues to attend our nurseries during April.

Q. Will I be chased for payment of my April invoice?

A. We will only collect direct debits or follow up payment from parents who are key workers (or parents of children considered vulnerable), whose child continues to attend the nursery during April.

Q. What happens if I have already paid my April fees?

A. If you i) are not a key worker or parent of a child considered vulnerable; or ii) are a key worker or parent of a child considered vulnerable and choose not to use our nursery during the period of closure, and have already paid you April fees, we will refund any overpayment of fees in full. Please discuss with your nursery Centre Director.



Q. I currently pay part of my fees using Childcare Vouchers or an alternative method of tax-free childcare (TFC). Should I continue to use my vouchers/TFC in the normal way?

A. We would ask that you continue to send in your Childcare Vouchers/TFC, even if your child does not continue to attend the nursery during the period of closure, to support your nursery during this period. Any payments received by us will be credited to your account and used when we are allowed to fully reopen.

Q. Should I cancel my direct debit?

A. No. We will not collect your April fees by direct debit, unless you are a key worker or parent of a vulnerable child, and your child continues to attend the nursery during the period of closure. Your direct debit details will be retained for use when the nursery fully reopens.

Q. What will happen with May 2020 billing and beyond?

A. We are unable to provide guidance for May and beyond at this stage (as we don't yet know whether we will be closed or allowed to reopen fully in May), but rest assured we will continue to update you fully and clearly as the situation develops.

Q. I currently receive funding for my childcare and I believe I am a key worker. Will I still receive the Early Years Funding when the new term starts in April?

A. We are currently working with Local Authorities regarding this and nurseries will be updated as soon as we receive further guidance.

Q. I am struggling to pay my nursery fees due to the impact of the Coronavirus. What can I do?

A. Our first priority is to support our dedicated nursery staff through what may be challenging financial times ahead, but this support is extended to you, our families too, so if you are struggling to meet your nursery fees please talk to us so we can try and find a solution together.

Questions relating to our Unleashing Potential (UP) learning programme

Q. I have downloaded the app but it won't let me in. What do I do?

A. Please check that this is the green parent app. Please use the email address you use to receive your invoices as this is the email we have on our system to enable access.



If you are still having trouble, which we really hope you aren't then please contact us at ProjectUP@busybees.com

Complaints

We are sorry that you feel the need to make a complaint in this time of great uncertainty. We are doing all we can with the information we receive, which is rapidly changing. We do want to help you so please speak with your Centre Director in the first instance. If you still feel the need to complain then please contact us via our [online form](#) we have colleagues responding to your enquires and we will be in touch with you. Please understand that we are responding in order of priority.