

19 October 2020

Dear Parents

Our continued efforts to remain COVID secure and open

I last wrote to you in September sharing the small number of COVID-19 cases in our nurseries, and asking for your support to act responsibly to protect our families and staff teams. Since this correspondence we have been carefully following all government announcements, guidance, and regulations to ensure that we continue to operate with the safety of our families and colleagues as our number one priority.

We remain confident that our robust control measures are continuing to be effective, but we have seen a rise in the number of cases over the last month. Although this rise is to be expected and mirrors what is happening across the country right now, I wanted to provide you with some reassurance that our safety team is closely monitoring the situation and adapting our control measures in response.

Across the UK we are experiencing different approaches and tiers to local restrictions, and it's important to note that none of these include closure of early years settings at this stage. There has however been some mention of a potential two-week circuit breaker possibly tagged onto the half term school holidays or in the coming months, which may or may not include the reintroduction of closures to early years settings. Please be assured this is only speculation at this point and we are not aware of any plans for this to actually happen, but we wanted to prepare our families in case we receive this news at short notice so you will know what to expect.

If we are asked to once again close to all but keyworker families and those that are vulnerable we will do our best to keep as many of our centres open to serve their local communities as we can. Should this happen we will update [our website](#) and ensure our individual nursery pages keep you fully informed of the situation at your nursery.

We will continue to support our Centre Directors and keep them fully abreast of the most up-to-date guidance, and as always, they should be your first point of contact should you have any queries. In the event of another enforced closure if you can't contact your Centre Director we will make sure we have a central team available who can be reached on **0330 333 8133** or via our [Contact Us Form](#), please do be patient we will ensure we make contact with all of our families as soon as we can.

Our nursery teams up and down the country have been truly amazing this year, and I continue to be immensely proud of them reacting with speed and agility to the ever changing regulations, and their resilience to continue to keep your children safe and give them the best start in life every day has been unfaltering.

I am grateful to you all for your patience while you drop-off and collect your child every day, especially as the colder weather is most certainly upon us. We fully appreciate this is not ideal however is required to minimise the footfall in our centres and to keep everyone safe. In light of this we are exploring the best possible communication solutions to keep you and your key person in touch and involved in your child's day, you will be hearing more from your Centre Director about this in the coming weeks.

Thank you to you and your family for your continued support, acting responsibly to minimise the number of cases going into the winter months, please do keep well and safe.

Warmest Wishes

Cheryl Creaser

Chief Executive Officer UK and Europe

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