

29 May



Dear Parents,

Re-opening Busy Bees

We heard from our Prime Minister last night that the Government's five tests have been met, which enables the phased return of children to early years settings, in England, from Monday 1 June. This is great news for our sector, staff teams and families and I am delighted to let you know that we will be reopening the majority of our nurseries from Monday. We are also making the final preparations for the remaining nurseries to open in the coming weeks, based on sufficient demand.

During this period of lockdown we felt it important to play our part by keeping 115 centres open throughout the UK, caring for more 5000 children of keyworkers, making us the largest provider of childcare for the NHS right now. I hope this brings you comfort and reassurance that the extra control measures you will experience on your return are tried and tested and will help to keep your children safe whilst in our care.

I have an amazing team working tirelessly to ensure that when we reopen we do so safely, and that all children experience as seamless a transition as they can back into their nursery with their friends. We know there will be mixed emotions for our children, parents and staff teams, and despite our very best efforts things will not all go to plan in the first few days as we settle over 14,000 children back into nursery life. Please can I request that you are patient with our teams who are so desperate to get this right for you and that you are also respectful of other families and their needs.

I am incredibly proud of our business, and our staff teams for their tenacity, comradery and true Busy Bees spirit throughout this. We haven't got everything right all of the time, but we have remained true to our core values and every decision that we have made has always been with our children, families and staff teams at the forefront.

Throughout this period we, like all businesses, have recognised that our decisions have consequences, and our focus on ensuring that we act with integrity has, at times, impacted the business. Many of our decisions, including to not charge nursery fees and to keep nurseries open, absorbing losses into the business, have come at a great cost to us but have been absolutely the right thing to do. Whilst many of our doors will reopen on Monday morning, and this is hugely welcomed, we will only be reopening on just 30% of our original occupancy.

We know that not everyone is ready to return right now, and we stand by our commitment to you to be as flexible as we can to meet all of your needs. If you haven't already spoken to a member of our team about your return date please don't worry, we will be ready when you are, and will be working closely with our Centre Directors to ensure we have places for all of our existing families when you need it.

Over the coming months we will be looking to rebuild our business with your support, to enable us to secure jobs for our loyal staff, maintain the investment required in our centres, support our staff in training and development and retain our place as the sector leader in early years, offering every child the best start.

Our website homepage and individual nursery pages will be kept up to date but if you do have any further questions for us so please do get in touch with your Centre Director in the first instance or complete our contact us form [here](#) and a member of our National Support Centre will be in touch as soon as we can.

Our teams will be eagerly waiting to greet you when you arrive, and I wish you a happy and safe reunion.

Warmest Wishes

Cheryl Creaser
Chief Executive Officer UK and Europe