

Coronavirus and Nursery - Frequently Asked Questions

We have provided some answers to the most frequently asked questions as of 24/3/20. We will update this as we need to.

1. How long will nursery be 'partially closed' to all except Keyworker children?

Our partial closure was 'expected' by Government from Monday 23 March 'until further notice'. We will advise families via Facebook as soon as we know more about when we will fully reopen.

2. I am not a Keyworker, but I want my child to attend nursery.

Unfortunately, the guidance is for parents to look after their children at home unless they fall in the keyworker strategy, so it is not possible for nursery to offer a place under these circumstances at the moment.

3. I am a Keyworker, but my partner is not, can I access a place?

Yes, only one parent of a two adult family needs to be a critical keyworker to be eligible to access a childcare place.

4. I am a Keyworker; can I increase my child's nursery hours?

Yes, we have capacity to offer additional sessions and days for Keyworker children in the short term. This may need to be revisited once we reopen fully.

5. I am a Keyworker with a child at nursery, but I want my child to stay at home – can I do this?

In light of [Guidance: Closure of educational settings: information for parents and carers](#) Keyworkers are advised to keep their children at home if this is at all possible. There will be no charge or notice period to pay. Please see Q.10.

6. I am not a Keyworker; will I be charged for my child's place?

As we are unable to offer you the nursery service until further notice, we will not charge fees and you will be charged up until 23/3/20.

7. I am a Keyworker and need weekend childcare – do you offer this?

We are currently exploring the viability of extending our opening hours and weekend provision. We need to check insurance cover and Ofsted registration. Should there be sufficient demand we will post a notification on Facebook.

8. Will my child still have a place when the nursery is fully open?

We will do our very best to ensure that children who have attended nursery and return once we are fully open are able to attend the sessions/days that parents seek. We will discuss this with you nearer the time. In an attempt to minimise costs for parents, we will not charge a retainer for a future place.

9. Are you offering childcare to Keyworker children over age 5?

Yes, our site is registered for children from birth – 11 and we regularly run after school and holiday care. Please contact the nursery for further details.

10. How will nursery remain sustainable?

You will appreciate that nursery sustainability is crucial in these uncertain times and we are working hard to be secure the future of nursery for local families. This includes the organisation seeking loans, grants and tax relief where possible. In the short term we would be grateful for any donations, in lieu of fees, to support us. Any gesture would be hugely appreciated. Many thanks for your ongoing support.