

30<sup>th</sup> March 2023

Dear Nursery Families,

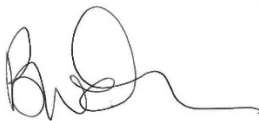
I am writing to make sure that everyone is fully aware of our policy regarding late pickups in Nursery. It seems that our approach comes as a shock when it happens and I wanted to be up front and transparent about why we have a late pick-up policy.

Staff wellbeing has become an absolutely critical part of ensuring that the Nursery child care sector can function effectively. As you may read, or hear about there is huge national demand for places in Nursery but a national shortage in staff within the Nursery sector. We are doing everything we can to ensure that we have staff who enjoy working at the Nursery and feel well supported. In turn, we know that well supported staff offer a quality child care service to our community.

Late pick-ups impact upon staff wellbeing. Many of our staff have families of their own and when there is a late pick-up, they have to wait. When someone phones through to let us know that really helps but on too many occasions we are not contacted. Therefore, as a clear policy we do charge for late pick-ups, not to make money but to ensure that parents using the service understand the importance of picking their children up on time and the impact this has on others. This was to deter staff having to wait, on occasions for almost an hour (together due to Academy rules not allowing staff to be on site alone at night with children). On some occasions, not only have pick-ups been late, but people have been rude to staff. This is not acceptable.

Please, if you are going to be late unexpectedly, as a matter of priority let the Nursery know. A simple sorry often goes a long way. Please also understand that we have a policy and to be fair it will be applied consistently and we would like your support in this process. We pay our staff for any over time they have to put in but many just want to get home after a very long day and have tea with their family.

Yours sincerely,



Brian Walton