

## **FAQ's**

### **Why has Kickstart decided to temporarily suspend face to face services?**

The Coronavirus has been classed as a global pandemic by the World Health Organisation and the UK Government are advising that everyone, including children should adopt social distancing measures. On Friday 20<sup>th</sup> March 2020 the UK Government closed all schools and early years providers, except for those children who are vulnerable and for the children of key workers and up until Friday 20<sup>th</sup> March 2020 all Kickstart face to face services remained fully in operation.

Having liaised with schools, it appears that attendance at schools during the week commencing Monday 23<sup>rd</sup> March 2020 will range between 7 to 30 children each day. Only a proportion of these children will access or want to access our wrap around care or holiday club provisions and it is highly unlikely that this would be cost effective. In addition, the Government has announced a Coronavirus Job Retention Scheme which if Kickstart accesses will mean that we can keep all of our staff and pay them during the next 3 months, this helps us protect jobs and to ensure that all services can be reinstated when we open again. In order to gain this funding the staff must be classified as 'furloughed'.

Having carried out a risk assessment on the ever changing working conditions and having spoken to all Kickstart staff members individually, it was the unanimous decision of all staff that it would be safer and more stable for the Company to take this course of action.

### **How long is this for?**

Nobody knows how long the closure of schools will remain in place and we have initially ceased face to face delivery until 31<sup>st</sup> May 2020 but this date is flexible depending on Government advice.

### **Will Kickstart Continue once schools reopen?**

By taking the action we have, Kickstart has secured all 14 jobs within the Company and all staff will be ready to immediately recommence work once schools are reopened by The Government.

### **Can I still contact Kickstart for help and support?**

Yes all of our staff will be on hand to provide help, advice, support and resources to parents, carers, children and schools. We are publishing a home learning, stay active guide with links to useful online physical and mindfulness sites. In addition, Kickstart will be publishing a daily challenge on our social media platforms so families can participate and upload their daily efforts. Make sure you like and follow us on Facebook and Twitter. We are also working with our childcare team to provide a wide range of activities for the Easter Holiday period.

Anyone can contact us by email [info@wearekickstart.com](mailto:info@wearekickstart.com) or via our facebook or twitter platforms

## **What happens to any sessions I have paid for but have not used?**

Within our terms and conditions it states,

“Should a session be cancelled due to reasons outside the control of Kickstart (e.g. school closures) session charges still apply”

Kickstart has already moved to reassure customers that any payments made for sessions taking place from Monday 23<sup>rd</sup> March 2020 onwards will be applied as a credit on the customer account for future bookings and we will not enforce that element of our terms and conditions in what are unprecedented times.

Please do not contact Kickstart in relation to unused sessions as over the coming days all accounts will be updated and any paid sessions in this period will be credited accordingly.