



We would like to welcome you all back and we hope you all had a wonderful Christmas and a Happy New Year! We would also like to say a massive Thank You to everyone that brought the team Christmas Presents.

We would also like to thank you all for your very generous donations for Harlow Foodbank. Your donations would have helped lots of families over the Christmas period.

### Change to fees

A reminder that our fees have increased from this month, January 2019.

**Hourly fee** - increased from £5 to £5.25 an hour, sibling rate increased from £4.75 to £5 an hour.

**Lunch** - increasing from £1.50 to £2.00

**Dinner** - increasing from £2.50 to £3.00

We are also now able to accept card payments in the office with minimum payments of £10.00.

### Picking up

We understand that when picking up your child from the Cubs/Kittens room it can be dark outside and we have now installed lighting at both entrances. We apologise if you are kept waiting outside, we are not ignoring you or being rude, the staff are getting your child and their belongings ready for you before answering the door, we are just making sure we are keeping your children safe.

### Polling day

Our building is used as a polling station; therefore on Thursday 2<sup>nd</sup> May 2019 we will be closed and will be using the time for a staff training day - Please make alternative childcare arrangements for this date as unfortunately we are unable to care for your child on this date.

### Feedback from parents

It is important to us that we are doing everything we can to provide the best care for your child, in order to do this we need to know what we are doing well and area's we can improve. Attached to this newsletter is a form called a star and wish, please can you fill this in with two things we are doing well and something you wish we could improve. We will use this feedback to plan how we can improve our service for you and your child.

### February half term

February half term is Monday 18<sup>th</sup> - Friday 22<sup>nd</sup> February, during this week we don't provide care for funded children, however, if you need extra childcare during that week please let us know ASAP so we can staff the week accordingly.



### Apprentice

Megan our Apprentice has now moved from Kittens and is based in Cubs this term.

### REMINDER!

Please can you remember that we are a **NO PEANUTS AND NO NUTS** building! This includes Almonds, Hazelnuts, Walnuts and Coconut, as well as products such as Nutella!  
We have both a member of staff and children with severe nut allergies.

Don't forget to check out our website and Facebook pages:

[www.homefromhomechildcarers.co.uk](http://www.homefromhomechildcarers.co.uk)

HFHC - [www.facebook.com/HfHC.ABC](https://www.facebook.com/HfHC.ABC)

HFHC Holiday Club - [www.facebook.com/HfHCHolidayClub](https://www.facebook.com/HfHCHolidayClub)