

## Royal Greenwich – a great place to grow up!



Childcare  
Options  
Royal Greenwich

Dear Providers

As of Sat 17 October, London has now moved into Tier 2 status of Covid 19 high alert. There are some changes which will impact outside of settings for your families and staff in terms of household mixing indoors. The sector itself continues to remain open and of course this will present challenges with which we will do our best to support you – please be aware that you may not always get the advice you are hoping for and in our role, we may have to deliver news based on government guidance which is not always welcome. We will keep you updated as we find out more and the situation continues to evolve.

We have a further update to the Actions guidance – it does not substantively change the previous guidance – some sections have been amended and added to which are highlighted below. Please do make sure you have the latest copy to look at – it is attached and links are provided. A new section is now included in the e-bulletin called Frequently Asked Questions. Shielding advice has been updated and that is included for you if you have not yet seen as well an important message from the Competitions & Markets Authority around fees and contracts.

Best wishes to you

Kallie – Team Leader, Kerry, Elaine, & Rebecca – Advisors, Danielle & Janet – Funding



Main telephone lines are not fully available but if you provide a phone number we will call you right back and speak to you in person – we are open 9am – 5pm Mon - Fri.

Parents [FIS@royalgreenwich.gov.uk](mailto:FIS@royalgreenwich.gov.uk)

Providers [Childcare-support@royalgreenwich.gov.uk](mailto:Childcare-support@royalgreenwich.gov.uk)

### Miss a copy of the e-bulletin?

Catch up here and check out links to important information sources

[https://www.royalgreenwich.gov.uk/info/200283/nurseries\\_and\\_early\\_learning/2183/early\\_years\\_team\\_information\\_for\\_providers/2](https://www.royalgreenwich.gov.uk/info/200283/nurseries_and_early_learning/2183/early_years_team_information_for_providers/2)



➔ Early years and childcare information for professionals

➔ Key information and resource links for early years and childcare providers

## Key information and resource links for early years and childcare providers

### Monthly newsletter

The latest updates and information for early years professional working in Royal Greenwich.

Early years professional newsletter ➔

**Actions for early years and childcare during  
Coronavirus (Covid 19) outbreak**

**Update briefing Autumn 2020**

*Updated 13 Oct*

**Kallie Schut**

**Early Years & Childcare Service**

[childcare-support@royalgreenwich.gov.uk](mailto:childcare-support@royalgreenwich.gov.uk)



Briefing available to view on YouTube [https://youtu.be/bRm\\_2lhphxk](https://youtu.be/bRm_2lhphxk)

Guidance

# Actions for early years and childcare providers during the coronavirus (COVID-19) outbreak

Updated 21 October 2020

<https://www.gov.uk/government/publications/coronavirus-covid-19-early-years-and-childcare-closures/coronavirus-covid-19-early-years-and-childcare-closures>

## Contents – Quick hyperlinks

### [Main changes to previous guidance](#)

#### [1. Who this guidance is for](#)

#### [2. Responsibilities of local authorities and early years providers](#)

#### [3. Infection prevention and system of controls](#)

#### [4. Children's attendance](#)

#### [5. Considerations for operating the setting](#)

### [6. Safeguarding and welfare](#)

#### [7. Early years foundation stage and reforms](#)

#### [8. Ofsted](#)

#### [9. Childminders](#)

#### [10. Funding](#)

**Main changes to previous guidance** – click on blue links to see details of changes.  
DFE will keep this guidance under review as continue to monitor the situation.

### **[3.Infection prevention and system of controls](#)**

added information on:

- the use and disposal of face coverings
- supervised toothbrushing programmes
- local COVID alert levels and tiers of restriction
- music, dance and drama
- maximising use of sites and ventilation within settings
- reopening of buildings
- journeys, such as pick-ups and drop offs
- attending more than one setting
- a child with symptoms attending a setting
- pregnant women
- visitors to settings, including new admissions and settling in

amended wording on:

- employer health and safety and equalities duties
- staff who are clinically extremely vulnerable

### **[4.Children's attendance](#)**

amended wording on:

- children who are shielding or self-isolating (section 4)

### **[5.Considerations for operating the setting](#)**

added information on:

- use of outdoor private and public spaces
- informal childcare

### **[6.Safeguarding and welfare](#)**

added information on:

- supporting children's and staff wellbeing
- new SEND legislation

amended wording on:

- safeguarding

### **[7Early years foundation stage and reforms](#)**

added information on:

- EYFS disapplications ending on 25 September 2020

- emergency first aid

### **8.Ofsted**

added an additional paragraph on managing coronavirus (COVID-19) cases

### **10.Funding**

added information on: the Job Retention Bonus scheme

updated information on funding

**This guidance should be read alongside the following guidance (click on links)**

Guidance on infection prevention and control:

- [safe working in education, childcare and children's social care settings, including the use of personal protective equipment \(PPE\)](#)

Guidance on funding:

- [financial support for education, early years and children's social care](#)
- [check if you can claim for your employees' wages through the Coronavirus Job Retention Scheme](#)
- [use of free early education entitlements funding during coronavirus \(COVID-19\)](#)

Other relevant guidance:

- [supporting vulnerable children and young people during the coronavirus outbreak](#)
- [temporary early years foundation stage \(EYFS\) coronavirus \(COVID-19\) disapplications](#)
- [Ofsted's response to coronavirus \(COVID-19\)](#)
- [EYFS reforms: government consultation response](#)

## **3.7 Local COVID alert levels and tiers of restriction**

The tiers of restriction for education and childcare, summarised in Annex 3 of the [contain framework](#), work alongside the [local COVID alert level framework](#).

At all local COVID alert levels, the expectation is that education and childcare provision should continue as normal. The government has been very clear that limiting attendance at schools, and other education settings, should only be done as a last resort, even in areas where a local alert level is high or very high.

Decisions on any restrictions necessary in education or childcare settings are taken separately on a case-by-case basis, in the light of local circumstances, including information about the incidence and transmission of coronavirus (COVID-19).

See below for more information

You must take **swift action** when you become aware that someone who has attended your setting has tested positive for coronavirus (COVID-19).

Contact the dedicated advice service introduced by Public Health England (PHE) and delivered by the NHS Business Services Authority. This can be reached by calling the **DfE Helpline on 0800 046 8687 and selecting option 1** for advice on the action to take in response to a positive case.

Notify Ofsted, RBG Early Years & Childcare and RBG PH Team by email with attached notification Excel form below

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

[childcare-support@royalgreenwich.gov.uk](mailto:childcare-support@royalgreenwich.gov.uk)

[healthprotection@royalgreenwich.gov.uk](mailto:healthprotection@royalgreenwich.gov.uk)

**What is close contact? Any contact without face coverings as set out below**

**Confirmed or suspected with symptoms within setting to self isolate for 10 days. Close contacts to self isolate for 14 days:**

- direct close contacts - **face to face contact** with an infected individual for any length of time, within 1 metre, including being coughed on, a face to face conversation, or unprotected physical contact (skin to skin)
- extended close contact (**within 1 to 2 metres for more than 15 minutes**) with an infected individual
- **travelling in a small vehicle**, like a car, with an infected person

If settings have **2 or more confirmed cases within 14 days, or an overall rise in sickness absence** where coronavirus (COVID-19) is suspected, settings may have an **outbreak**, and should work with their local health protection team who will be able to advise if additional action is required.

[phe.slhpt@nhs.net](mailto:phe.slhpt@nhs.net) and/or [slhpt.oncall@phe.gov.uk](mailto:slhpt.oncall@phe.gov.uk)

**Minimise contact with individuals who are unwell by ensuring that those who have coronavirus (COVID-19) symptoms, or who have someone in their household who does, do not attend settings**

Ensure children, staff and other adults do not come into settings if they have coronavirus (COVID-19) symptoms or have tested positive in the last 10 days and anyone developing those symptoms during the day is sent home. These are essential actions to reduce the risk in settings and further drive down transmission of coronavirus (COVID-19). All settings must follow this process and ensure all staff are aware of it.

If anyone in the setting becomes unwell with a new, persistent cough or a high temperature, or has a loss of, or change in, their normal sense of taste or smell (anosmia):

- they must be sent home and advised to follow [guidance for households with possible or confirmed coronavirus \(COVID-19\) infection](#), which sets out that they must self-isolate for at least 10 days

- they should [arrange to have a test](#) to see if they have coronavirus (COVID-19)
- other members of their household (including any siblings) should self-isolate for 14 days from when the symptomatic person first had symptoms
- if a child is awaiting collection:
  - they should be moved, if possible, to a room where they can be isolated behind a closed door with appropriate adult supervision
  - ideally, a window should be opened for ventilation
  - if it is not possible to isolate them, move them to an area which is at least 2 metres away from other people
  - if they need to go to the bathroom while waiting to be collected, they should be taken to a separate bathroom if possible - the bathroom should be cleaned and disinfected using standard cleaning products before being used by anyone else
  - PPE must be worn by staff caring for the child while they await collection if a distance of 2 metres cannot be maintained (such as for a very young child or a child with complex needs) - more information on PPE use can be found in the guidance on [safe working in education, childcare and children's social care settings](#)
- as is usual practice, in an emergency situation call 999 if someone is seriously ill or injured or their life is at risk - anyone with coronavirus (COVID-19) symptoms should not visit the GP, pharmacy, urgent care centre or a hospital
- any members of staff who have helped someone with symptoms and any children who have been in close contact with them do not need to go home to self-isolate - however, they must self-isolate and arrange for a test [if they develop symptoms](#) themselves (in which case, they should arrange a test), if the symptomatic person subsequently tests positive or they have been requested to do so by NHS Test and Trace
- everyone must wash their hands thoroughly for 20 seconds with soap and running water or use hand sanitiser after any contact with someone who is unwell - the area around the person with symptoms must be cleaned with normal household disinfectant after they have left to reduce the risk of passing the infection on to other people, see the guidance on [cleaning of non-healthcare settings outside the home](#)

PHE is clear that routinely taking the temperature of children is not recommended as this is an unreliable method for identifying coronavirus (COVID-19).

**Frequently Asked Questions – Covid 19** : Please refer to guidance documents at all times

**What if parents or siblings of children attending your setting or household members of your staff display symptoms?**

If that family member has symptoms and tests positive for Covid 19, the staff member or child who normally attends your setting must self isolate with the whole of their household members, ie family, for 14 days. They must not attend your setting. The rest of your setting continue as usual. Be extra vigilant for symptoms in others, minimise mixing between groups and adhere strictly to systems of controls including social distancing between adults and adults wearing face masks in areas away from direct interaction with children.

If the staff member or child who is self isolating with their household/family subsequently displays symptoms and tests positive within 48 hours of the last attendance at your setting, you will now need to follow the notification process and send the child or staff member's consistent group/bubble home to self isolate for 14 days.

**What if siblings of children attending your setting or children of staff are sent home because someone in their class at school has displayed symptoms and been tested positive for Covid 19 and so now they have to self isolate for 14 days as a close contact?**

As long as the child sent home from school or another setting does not display symptoms, their family do not need to self isolate. The child and staff member who attend your setting can continue to come as usual. However ask to be notified as soon as possible if the person sent home begins to subsequently display symptoms and tests positive. If that happens, the child or staff member at your setting will then need to self isolate as a household. Your setting continues as usual but again be extra vigilant. If additional family members who usually attend your setting begin to display symptoms and test positive – you will need to consider their last contact at your setting and set in motion process of notification and self isolation where necessary.

**What if a childminder's own child is sent home to self isolate for 14 days because someone in their class at school has displayed symptoms and been tested positive for Covid 19?**

The childminder's child should isolate for 14 days which means that they should not visit or be visited by other people. They should not leave the home to take part in activities and meet friends. Household contacts do not need to isolate unless the child develops symptoms.

In a childminder's setting this means that the childminder must:

- Ensure their child remains in the 'home' element of the house, this may mean they need to remain in a room separate to the 'childcare setting' ideally behind a closed door, but if it is not possible to close the door for safety reasons, then with windows open for improved ventilation. This should not be an adjoining room to the childcare setting such as in the living room element of an open plan living room dining room in which the dining room has children in.
- The child must be separated and they must not mix with the children in care.
- Ensure hands are washed between caring for own child in 'home' and then returning to the 'childcare setting' in the home.

If you are not able to keep your child in a separate room to other children then you cannot care for other children in your home when your own child is self-isolating. If your child shows symptoms or any other member of the household, and tests positive, the whole childminder setting will need to close.

## Frequently Asked Questions – Covid 19

### **Are more than 6 people allowed to meet if it an organised and supervised children's activity eg forest school?**

Settings can take groups of children on outdoor trips as long as it is the purpose of education and childcare and remain within EYFS staff ratios, carry out a risk assessment, can stay 2m away from other people and groups, wherever possible and have good hygiene throughout including handwashing before and after the trip.

Groups that are held in registered settings should follow early years guidance and groups in the community must follow Covid secure guidance and alert level guidance. Informally arranged activities are not covered by an exemption.

The exemption to the rule of 6 applies to supervised activities provided for children, including wraparound care (before and after school childcare) and children's playgroups and for registered childcare.

### **What if a childminder has an overseas visitor from a non exempt country who is staying in the home and is required to self isolate for 14 days?**

If a childminder has a non-symptomatic visitor from non-exempt country who must self isolate for 14 days, the self isolating person must stay in the 'home' part of house and stay away from 'childcare' area of the setting and have no contact with cared for children. The childminder must be extra vigilant in system of controls and look out for any symptoms in the person who is self-isolating and other household members. The childminder can continue to trade as usual and provide childcare.

It's important for the person to avoid as much contact with other family members as possible in the home in order to reduce the risk of transmitting coronavirus. The person self isolating should stay in a well-ventilated room with a window to the outside that can be opened, separate from other people in the home.



**Covid 19 Responding  
to a Suspected  
/Confirmed Case**

**Child / staff member develops Covid-19 symptoms:**

- High temperature
- New continuous cough
- Loss of or change to sense of smell or taste

Send child / staff member home immediately to isolate for at least **10 days** and notify household members to isolate for 14 days

If child is waiting to be collected, separate from group (room or 2m if no room) and isolate with **one** member of staff

Staff member to wear PPE until child has left and then safely discard PPE

clean all areas affected

all in contact with child/staff to wash hands

(Follow **Cleaning of non-health care settings** guidance)

Child / staff member should arrange to have a test within 8 days <https://www.gov.uk/get-coronavirus-test> or call NHS 119

**NEGATIVE**

Child / staff member can **return** to setting and household members can end 14 day isolation

**POSITIVE**

Rest of children and staff in **close contact** sent home to isolate for 14 days (whole of childminder household)

**POSITIVE**

Other household members of those in close contact sent home **do not** need to isolate unless the child / staff member sent home develops symptoms

**You must IMMEDIATELY NOTIFY**

1. Telephone new PHE / DFE helpline **0800 046 8687** select Option 1
2. Local Authority Early Years and Childcare and Public Health team via notification form [childcare-support@royalgreenwich.gov.uk](mailto:childcare-support@royalgreenwich.gov.uk) and [healthprotection@royalgreenwich.gov.uk](mailto:healthprotection@royalgreenwich.gov.uk)
3. Ofsted [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Outbreak - if two or more confirmed cases within 14 days or overall rise in sickness absence where COVID-19 suspected – PHE local health protection to advise on additional actions [phe.slhpt@nhs.net](mailto:phe.slhpt@nhs.net); [slhpt.oncall@phe.gov.uk](mailto:slhpt.oncall@phe.gov.uk)



<https://www.gov.uk/government/publications/coronavirus-covid-19-early-years-and-childcare-closures/coronavirus-covid-19-early-years-and-childcare-closures>

### **Staff who are clinically extremely vulnerable**

[new guidance on protecting the clinically extremely vulnerable](#) has been published. The guidance is less restrictive than previous shielding guidance, and includes advice at each local COVID alert level.

If an area is at local COVID alert level medium, high or very high, and clinically extremely vulnerable staff are unable to work from home, **they should still attend the setting as the workplace should be COVID secure, where the system of controls in this guidance is implemented in line with the setting's own workplace risk assessment.**

Employers should be able to explain the measures they have put in place to keep employees safe at work.

The government may advise more restrictive formal shielding measures for the clinically extremely vulnerable, in the very highest alert levels, based on advice from the Chief Medical Officer. In this situation, clinically extremely vulnerable staff should not go into work if shielding advice is in place in their area or the area they work in.

### **Staff who are clinically vulnerable**

**Clinically vulnerable staff can return to settings.** While in settings they should follow the sector-specific measures in this guidance to minimise the risks of transmission.

This includes taking particular care to observe good hand and respiratory hygiene, minimising contact and maintaining social distance from other staff in settings. This provides that ideally, adults should maintain a 2 metre distance from others. Where this is not possible avoid close face to face contact and minimise time spent within 1 metre of others. While the risk of transmission between young children and adults is likely to be low, adults should continue to take care to socially distance from other adults including older children and adolescents. People who live with those who are clinically extremely vulnerable or clinically vulnerable can attend the workplace.

### **Staff who are pregnant**

Pregnant women are in the 'clinically vulnerable' category. They are generally advised to follow the above advice, which applies to all staff in early years settings. Employers should conduct a risk assessment for pregnant women in line with the [Management of Health and Safety at Work \(MHSW\) Regulations 1999](#).



<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

## Contents – Quick links

1. [Who this guidance is for](#)
2. [Introduction](#)
3. [What has changed](#)
4. [What level of advice should you follow](#)
5. [General advice for clinically extremely vulnerable people at all local COVID alert levels](#)
6. [Further advice at local COVID alert level: medium](#)
7. [Further advice at local COVID alert level: high](#)
8. [Further advice at local COVID alert level: very high](#)
9. [Shielding](#)
10. [Definition of clinically extremely vulnerable groups](#)

## Tier 2 : Covid Alert Level High Advice for Vulnerable / Clinically Extremely Vulnerable

### Socialising inside and outside the home

At [local COVID alert level: high](#), you must not meet with people indoors in any setting unless they are part of your household or support bubble. This includes private homes, and indoors in hospitality venues, such as pubs and restaurants.

You may continue to see friends and family you do not live with outside, including in a garden or other outdoor space. If you do so, you must not meet in a group of more than 6. In England, this limit of 6 includes children of any age.

At this alert level, our additional advice for [clinically extremely vulnerable](#) people is that you keep the number of different people you meet with low. The fewer people you meet, the less likely you are to catch COVID-19.

You are encouraged to continue to go outside with your household and/or support bubble because of the benefits of exercise. If you do choose to meet other households outside of your support bubble, this must be outside, must be in groups of less than 6 people and we advise you to keep the numbers low.

You do not need to maintain social distancing within your household.

## Work and school

The advice is the same as for local COVID alert level: medium.

You should continue to work from home where possible. If you cannot work from home, **you can still attend your workplace as your workplace should be COVID-secure**. The [general advice on work](#) has further details about what to do if you have concerns.

All pupils and students should continue to attend education settings at all local COVID alert levels unless they are one of the very small number of pupils or students under paediatric or other specialist care and have been advised by their GP or clinician not to attend an education setting.

## Definition of clinically extremely vulnerable groups

People who are defined as clinically extremely vulnerable are at very high risk of severe illness from coronavirus. There are 2 ways you may be identified as clinically extremely vulnerable:

1. You have one or more of conditions listed below, or
2. Your clinician or GP has added you to the Shielded Patient List because, based on their clinical judgement, they deem you to be at higher risk of serious illness if you catch the virus.

If you do not fall into any of these categories, and have not been contacted to inform you that you are on the Shielded Patient List, follow the general [staying alert and safe](#) guidance for the rest of the population.

If you think there are good clinical reasons why you should be added to the Shielded Patient List, discuss your concerns with your GP or hospital clinician.

People with the following conditions are **automatically deemed clinically extremely vulnerable**:

- solid organ transplant recipients
- people with specific cancers:
  - people with cancer who are undergoing active chemotherapy
  - people with lung cancer who are undergoing radical radiotherapy
  - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
  - people having immunotherapy or other continuing antibody treatments for cancer
  - people having other targeted cancer treatments that can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
  - people who have had bone marrow or stem cell transplants in the last 6 months or who are still taking immunosuppression drugs
- people with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary disease (COPD)
- people with rare diseases that significantly increase the risk of infections (such as severe combined immunodeficiency (SCID), homozygous sickle cell disease)
- people on immunosuppression therapies sufficient to significantly increase risk of infection
- women who are pregnant with significant heart disease, congenital or acquired
- other people who have also been classed as clinically extremely vulnerable, based on clinical judgement and an assessment of their needs. GPs and hospital clinicians have been provided with guidance to support these decisions

## **Covid 19 Three Tier Alert System**

<https://www.gov.uk/guidance/full-list-of-local-covid-alert-levels-by-area>

Guidance

# **Full list of local COVID alert levels by area**

The areas in England listed as local COVID alert level high and local COVID alert level very high.

Guidance

## **Local COVID alert levels: what you need to know**

Information on local COVID alert levels, including what they mean, why they are being introduced and what the different levels are.

<https://www.gov.uk/guidance/local-covid-alert-levels-what-you-need-to-know>

## **Find out the coronavirus restrictions in a local area**

Postcode Checker to confirm Tier status in your area at link below

<https://www.gov.uk/find-coronavirus-local-restrictions?priority-taxon=774cee22-d896-44c1-a611-e3109cce8eae>

## London Boroughs – Covid 19 Tier 2 status (applicable as of 17 Oct)

Read here <https://www.gov.uk/guidance/local-covid-alert-level-high#childcare>

Tier 2 poster <https://coronavirusresources.phe.gov.uk/COVID-19-Tiering-System/resources/Posters/>



The graphic is a horizontal banner with an orange background. On the left, it says 'LOCAL COVID ALERT LEVEL HIGH' in large white letters. Above this, it says 'HM Government' and 'NHS'. To the right, there are two columns of text. The first column is titled 'Education' and has an icon of a graduation cap. The second column is titled 'Childcare' and has an icon of an apple. The text in the 'Education' column says 'Schools, FE colleges open. Universities must reflect wider restrictions.' The text in the 'Childcare' column says 'Registered and wraparound childcare. Supervised activities permitted in private homes. Children's groups permitted. Childcare bubbles for under 14s.'

### Tier 2

Early years settings, primary schools and alternative provision (AP) providers, special schools and other specialist settings will continue to allow all children/pupils to attend on site. Secondary schools move to a rota model, combining on-site provision with remote education. They continue to allow full-time attendance on site to vulnerable children and young people and the children of critical workers. All other pupils should not attend on site except for their rota time. Further education (FE) providers should adopt similar principles with discretion to decide on a model that limits numbers on site but works for each individual setting.

## Childcare

There are exceptions from legal gatherings limits for registered childcare, education or training, and supervised activities provided for children, including wraparound care, youth groups and activities, and children's playgroups. This means you can continue to use early years and childcare settings, including childminders, after-school clubs and nannies. See guidance on [working safely in other people's homes](#).

The following people can provide childcare support in private homes and gardens:

- registered childcare providers, including nannies
- people in your support bubble
- people in your childcare bubble

A childcare bubble is where someone in one household provides informal (unpaid and unregistered) childcare to a child aged 13 or under in another household. For any given childcare bubble, this must always be between the same 2 households.

Friends or family who do not live with you and are not part of a support or childcare bubble must not visit your home to help with childcare. Childcare bubbles are to be used to provide childcare only, and not for the purposes of different households mixing where they are otherwise not allowed to do so.

Guidance

# Coronavirus (COVID-19): how to self-isolate when you travel to the UK

Updated 25 September 2020

<https://www.gov.uk/government/publications/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk>

## Contents

1. [Coronavirus \(COVID-19\): how to self-isolate when you travel to the UK](#)
2. [Who must self-isolate](#)
3. [Why self-isolating is important](#)
4. [How to travel to the place where you are self-isolating](#)
5. [How to self-isolate in your accommodation](#)
6. [Support to help you self-isolate in your own accommodation](#)
7. [Within your accommodation](#)
8. [Washing your hands and keeping good hygiene](#)
9. [After self-isolating](#)
10. [What to do if you get coronavirus symptoms](#)
11. [Exemptions](#)

When you arrive in the UK, you must travel directly to the place you are staying and not leave until 14 days have passed since you were last in a non-exempt country or territory. This is known as 'self-isolating'.

The 14-day period starts from the day after you leave a non-exempt country or territory. A non-exempt country or territory is any country or territory that is not on the [travel corridors list](#).

### Example 1

You leave a non-exempt country on Monday morning and arrive in England on Monday afternoon. You must self-isolate:

- on the day that you arrive back
- for 14 full days after that

### Example 2

You leave a non-exempt country on Monday afternoon and arrive back in England on Tuesday morning. You must self-isolate on arrival and for 14 full days, including the Tuesday.

You should self-isolate in one place for the full self-isolation period, where you can have food and other necessities delivered, and [stay away from others](#). You must self-isolate at the address you provided on the public health passenger locator form.

This can include:

- your own home
- staying with friends or family
- a hotel or other temporary accommodation

You should not have visitors, including friends and family, unless they are providing:

- emergency assistance
- [care or assistance](#), including personal care
- medical assistance
- veterinary services
- certain critical public services

### **Support to help you self-isolate in your own accommodation**

The people you're staying with do not need to self-isolate, unless they travelled with you or you [develop symptoms of coronavirus](#).

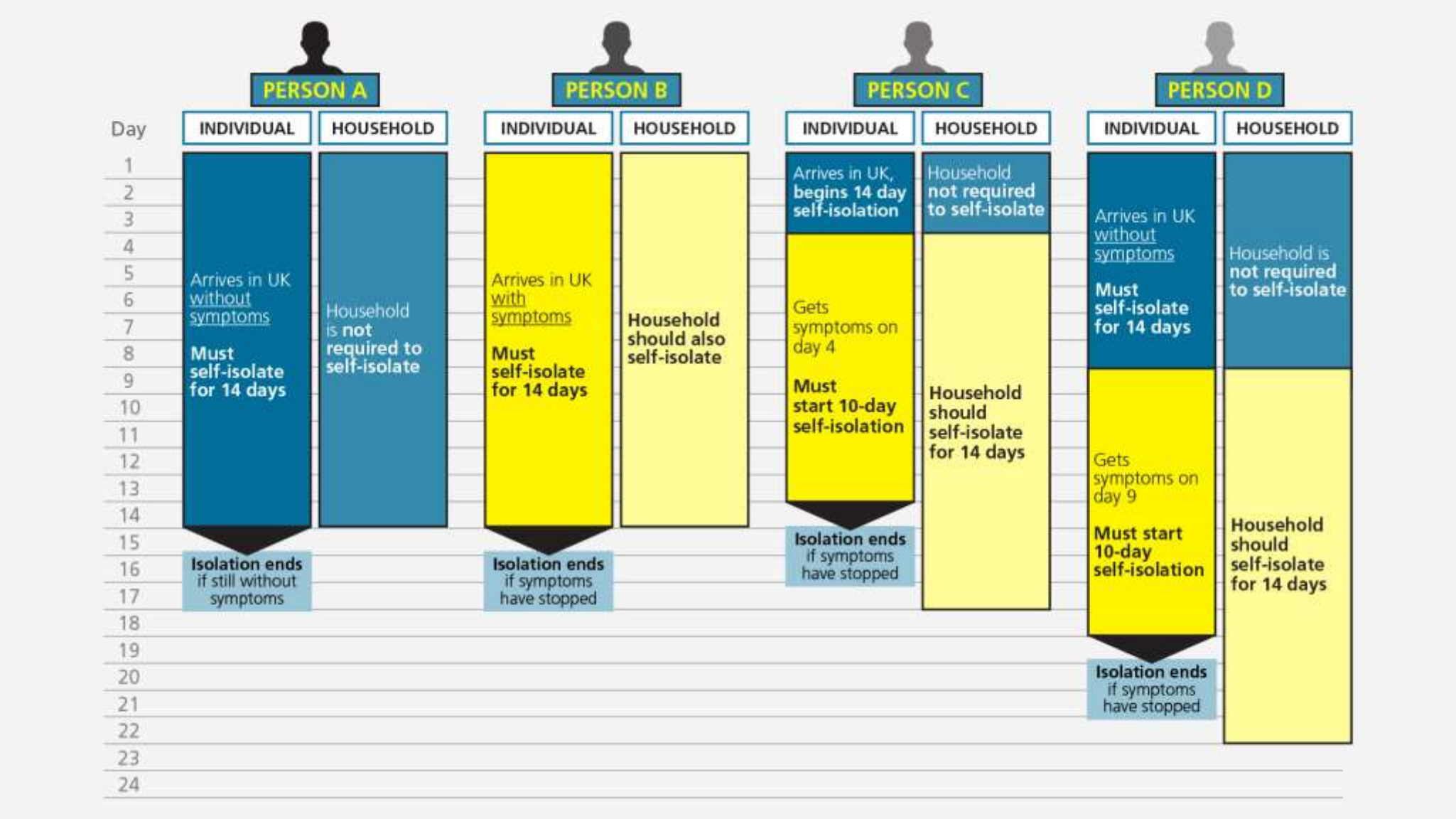
### **Within your accommodation**

The people you're staying with do not need to stay at home, unless they travelled with you.

It's important to avoid as much contact with other people as possible in your home in order to reduce the risk of transmitting coronavirus. You should stay in a well-ventilated room with a window to the outside that can be opened, separate from other people in your home.



Overseas traveller to your home or returning from holiday from a non-exempt country



Guidance

## Actions for early years and childcare providers during the coronavirus (COVID-19) outbreak

Updated 21 October 2020

<https://www.gov.uk/government/publications/coronavirus-covid-19-early-years-and-childcare-closures/coronavirus-covid-19-early-years-and-childcare-closures>

### 10.9 Charging parents and carers if they are unable to take up their child's place

The government is working hard to mitigate the impact of the coronavirus (COVID-19) pandemic on all parts of our society, including individuals and businesses. Settings are expected to comply with the law and take a reasonable and proportionate approach to parents' and carers' fees, in light of these unprecedented circumstances, and to communicate any arrangements clearly with them.

The Competition and Markets Authority (CMA) established a COVID-19 Taskforce to identify, monitor and respond to competition and consumer problems arising from coronavirus (COVID-19) and the measures taken to contain it.

The CMA guidance can be found in the [CMA open letter to the early years sector](#).

People and businesses who have seen or experienced businesses behaving unfairly during the coronavirus (COVID-19) pandemic [can report it to the CMA](#) by using their dedicated [online form](#). Where there is evidence that businesses have breached competition or consumer protection law, the CMA will take enforcement action if warranted.

*See overleaf for summary*

### 10.10 Charging for consumables

Settings may charge for consumables, such as nappies, in line with the [early education and childcare statutory guidance for local authorities](#). As per this guidance, they should consider the impact of charges on **disadvantaged families**.

As per Royal Greenwich Service Level agreement and statutory guidance, no additional charges are expected to be applied to funded 2 year olds hours and alternative options must be made available to families accessing universal 15 hours and 30 hours. Any additional hours, services and consumables must be transparent and fully itemised on invoices. Nor can these be tied in as conditions to entitlement place offers.



### **IMPORTANT**

#### **Open Letter 28 July 2020 to Early Years & Childcare Providers**

See attached or click on link below

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/904194/Open\\_letter\\_to\\_Nursery\\_and\\_Early\\_Years\\_settings.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/904194/Open_letter_to_Nursery_and_Early_Years_settings.pdf)

- Purpose: help providers understand consumer protection law
- Providers ensure contracts meet requirements of law and consumers' rights
- No new laws or rules; explained how current law applied and addressed issues drawn to the CMA's attention by consumers
- Asked providers to consider contracts and arrangements (with consumers/parents) and take necessary steps to ensure they complied

## **Consumer law and early years:**

- CMA COVID-19 Taskforce (March 2020). Purpose:
  - monitor market developments
  - identify commercial practices that adversely affect consumers
  - consider help for businesses to comply and protect consumers' rights
- Reports alleging some unfair practices by a minority of nurseries and early years providers received, mainly relating to payments and cancellations
- CMA published statement (April 2020) on how law applied to consumer contracts, refunds and cancellations and they would examine early years as one of three sectors of concern.
- CMA found:
  - vast majority of providers striving to reach fair arrangements in very challenging circumstances, with concerns re: treating consumers unfairly
  - consumers and providers have sought to reach new agreements on their childcare arrangements.

## **CMA findings – three main themes:**

1. Providers requiring full or excessively large fees for services which are not being carried out due to the pandemic public health restrictions and government guidance.
2. Providers relying on unfair cancellation terms, e.g. requiring unreasonable notice, or high cancellation fees in cases where the business was unable to provide.
3. Providers putting unfair pressure on consumers to agree to make payments by threatening loss of the child's place or the provider will go out of business.

## “Providers requiring full/excessive fees” - CMA

CMA's view:

- Consumers should not have to pay for services that cannot be provided.
- Consumers should also be offered a refund where services are paid for in advance but do not take place as agreed in the contract.
- Contract terms requiring consumers to pay settings who are not providing the services agreed in the contract are likely to be unfair and unenforceable.
- Some contracts allow for a payment contribution to cover costs during a temporary interruption in service. CMA would be unlikely to object to a term which allows the business to request payment of a small contribution to its costs whilst the service is disrupted for a limited period. However:
  - must be low (no more than direct unavoidable costs to the business during the disruption such as mortgages/rents, where relevant 'holiday periods' could not be agreed, utilities, insurance premiums. These costs should not seek to cover costs which are reimbursed in other ways such as insurance or government financial support e.g. furlough
  - apply for a specified and modest time period
  - stop being charged if the consumer decides to exit the contract to avoid further payment.

## “Providers putting unfair pressure on consumers” - CMA

- Consumers likely to be invested in their child continuing to attend a specific setting for a variety of reasons.
- Where legislation or other lockdown measures mean parents cannot make use of these services for a period of time, it is likely to be an unfair and illegal practice to warn or threaten to remove a child's place unless the parent continues to pay full or substantial fees during periods of lockdown.
- Despite financial pressures caused, providers should not demand consumers pay high fees by warning if they do not pay the business will cease trading and/or livelihoods will be lost. To do so may breach consumer law.

## “Providers relying on unfair cancellation terms”

### - CMA

- In general, notice periods and cancellations fees may be appropriate in normal circumstances, where the business is still able to provide a service and the consumer decides they do not want it.
- Cancellation terms must be fair and brought to consumers’ attention.
- Notice periods should be no longer than reasonable for the business to find a replacement child if the business continues to provide a service.
- Additional fees should not be charged if a child continues to attend during the notice period.
- Where a child does not attend or a service is not provided, during a cancellation period, reductions should be offered to reflect lower business costs (such as food for the child) or no service being provided.

### TAKE ACTION NOW

- Providers and consumers (parents) familiarised with advice and take necessary steps to ensure compliance with consumer law.
- Providers to examine agreements with parents and ensure they comply with consumer law.
- Providers aware non-compliance may risk action by CMA or others under consumer protection law, e.g. trading standards.
- Providers aware parents can take action to challenge breaches of contract and terms they think are unfair.

#### Useful links for providers and parents

<https://www.which.co.uk/consumer-rights/regulation/consumer-contracts-regulations>

<https://www.gov.uk/government/organisations/competition-and-markets-authority>

## Report a business behaving unfairly during the Coronavirus (COVID-19) outbreak

<https://www.coronavirus-business-complaint.service.gov.uk/>

## **Approved Provider List (APL)**

Our Approved Provider List (APL) is a register of selected childminders and settings who can provide short term/ad hoc support to children in a range of circumstances as well as facilitate Together for Twos placements.

All children coming through social care referral routes will be vulnerable children and many will have additional challenges to face at home.

### **What we need from you:**

Due to the additional challenge and vulnerability experienced by the majority of the children referred we require an Ofsted grading of Good or Outstanding.

Providers who have not yet had their inspection and are interested in joining the APL can also contact us to the email address below.

Our usual process for adding providers to the APL is to carry out a setting visit – or invite providers to an APL briefing. Here we discuss the varying needs the children may have. We also focus strongly on relationship building with parents as this is often very different to that with fee paying parents.

Due to current restrictions we will arrange to carry out a Zoom meeting with you and go through the process in that way. A follow up visit in person to your setting will take place as soon as we are able to.

Flexibility – referrals often come in with a short turnaround time.

An open, empathetic and adaptable approach to the work

### **What you can expect from us:**

High level of support and liaison with you, the family and social care

Additional working hours

Rates of payment for providers has recently been increased to £6.45 per hour per child during the hours of 9am and 6pm. This increases to £10.70 per child per hour between 7pm and 8am.

Each provider can access one of our EYCA delivered training sessions free of charge once they have completed a successful placement

If you are interested in joining our APL – please email [childcare-support@royalgreenwich.gov.uk](mailto:childcare-support@royalgreenwich.gov.uk) and one of our EYCA's will contact you to discuss further.

## Early Years & Childcare Training

Paediatric First Aid courses are being booked and offered to those on wait list – if you would like to be added to the priority list, please email [eyc.training@royalgreenwich.gov.uk](mailto:eyc.training@royalgreenwich.gov.uk) Places will be allocated based on expiry dates of current certificates.

Area of EYFS	Training Courses and Workshops	Dates	Start Times	End Times
Safeguarding & Welfare	Intermediate Safeguarding	17/10/2020	09:30	12:30
	Designated Safeguarding Person	07/11/2020	09:30	12:30
	Intermediate Safeguarding	28/11/2020	09:30	12:30
<b>New dates!</b>	Paediatric First Aid – blended	02/12/2020	08:45	16:00
	Paediatric First Aid – blended	12/12/2020	08:45	16:00
	Paediatric First Aid – blended	19/12/2020	08:45	16:00
	Paediatric First Aid – blended	13/01/2021	08:45	16:00
	Paediatric First Aid – blended	16/01/2021	08:45	16:00

**1:1 slots to support Risk Assessments and Systems of Controls advice available or drop ins for advice**

To schedule email [childcare-support@royalgreenwich.gov.uk](mailto:childcare-support@royalgreenwich.gov.uk)

### **Trainings & Briefings.**

Please download free Zoom app on device of your choice <https://zoom.us/download>

📅 Book via usual Direct Services to Schools training link below. For info email [eyc.training@royalgreenwich.gov.uk](mailto:eyc.training@royalgreenwich.gov.uk)

[http://servicestoschools.royalgreenwich.gov.uk/courses/private,-voluntary-and-independent-\(pvi\)-and-childminders](http://servicestoschools.royalgreenwich.gov.uk/courses/private,-voluntary-and-independent-(pvi)-and-childminders)

## **IMPORTANT ACTIONS FOR PROVIDERS**

### **DFE Data Collection Survey link to be completed**

**every WEDS by 5pm – this continues to be a requirement by the DFE**

The weekly survey has been changed, made shorter!

It is really important that you complete it in order for the work you are doing to be reflected nationally

<https://wh.snapsurveys.com/s.asp?k=160258722722>

## Healthy Early Years London

### Healthy Start Vouchers

HEALTHY  
START

Healthy Start is a government programme that helps pregnant women and young children in low-income families to buy healthy food and vitamins. From 10 weeks of pregnancy, eligible women receive one Healthy Start voucher a week worth £3.10. Eligible infants from 0-12 months receive two vouchers a week (worth a total of £6.20) and eligible children aged 1-4 years old receive one £3.10 voucher a week.

In Greenwich, **ALL** pregnant women can collect three free vitamin bottles from their midwife at their booking appointment. After their baby is born, eligible families receive vitamin vouchers every 8 weeks. These vouchers can be exchanged for postnatal women's vitamin tablets and children's vitamin drops at all children's centres.

### Two important changes to Healthy Start

- Since April 6, 2020, a signature is NO LONGER required from a health professional on the application form.**
  - This means Part B on the application form can be left blank.
  - However, if pregnant, the estimated due date needs to be completed in Part B.
  - Don't forget the applicant still needs to sign the application in Part A, Section 7
  - Please visit <https://www.healthystart.nhs.uk/healthy-start-vouchers/how-to-apply/> for an application form.
- From October 1, 2020, pulses and canned fruit and vegetables have been added to list of eligible foods.**
  - Fresh, frozen and tinned fruit and vegetables including loose, pre-packed, whole, sliced, chopped or mixed fruit or vegetables, fruit in fruit juice, or fruit or vegetables in water, but not those to which fat, salt, sugar or flavouring have been added.
  - Fresh, dried and tinned pulses, including but not limited to lentils, beans, peas and chickpeas, but not those to which fat, salt, sugar or flavouring have been added.
  - Plain cow's milk – whole, semi-skimmed or skimmed. It can be pasteurised, sterilised, long life or UHT.
  - Infant formula milk that says it can be used from birth and is based on cow's milk.



For questions on the scheme please email:  
[Healthystart@royalgreenwich.gov.uk](mailto:Healthystart@royalgreenwich.gov.uk)

Greenwich Welfare Rights Service can also provide advice to families on 0208 9216375 (Monday, Wednesday and Thursday 10am-1pm).



## Healthy Early Years London

<https://www.london.gov.uk/what-we-do/health/healthy-early-years-london/about-healthy-early-years-london>



### BRONZE AWARD APPLICATIONS

Great news – some of our providers are making excellent progress on their bronze applications by working with us. We have noticed that some providers are going directly online to start the Bronze award process.

- ✓ Register your setting online
- ✓ Completed next steps by attending healthy eating and menu planning training with us
- ✓ Post your sugar smart pledges
- ✓ Sent in your menus,

Then approval review takes place and if you are ready, we will support you to move to the Bronze stage.

- ★ A reminder to contact us **before** you start completing your Bronze application.
- ★ You must use the Royal Greenwich template rather than submit your application directly online.
- ★ Each setting in a chain must apply individually

We have set up a quicker and more efficient process to move you through the application. This will be sent to you when you are ready to start working on the Bronze. You will be invited to attend a briefing with our Public Health lead on Healthy Early Years London and an Early Years Advisor to take you through.

#### Accompanying Evidence - these documents and policies must be included

Menu that meets Eat Better Start Better
Sugar Smart Pledge
Healthy Eating & Food Statement/Policy
Physical Activity Statement / Policy
Immunisation Statement/Policy
No Smoking, Alcohol and Drugs Statement/ Policy
Behaviour Policy

Look out for briefings to be uploaded to YouTube soon. Email [childcare-support@royalgreenwich.gov.uk](mailto:childcare-support@royalgreenwich.gov.uk)

**Celebrating Private Fostering Week from 26<sup>th</sup> to 30<sup>th</sup> October 2020**



## Are you caring for someone else's child?

- If so, this could be a private fostering arrangement.
- You could be entitled to advice and support from the council.

ROYAL borough of  
GREENWICH

## A private fostering arrangement is...

- Caring for a child under the age of 16 (18 if disabled).
- Who is not a close relative.
- For more than 28 days.

ROYAL borough of  
GREENWICH



## Fostering in Royal Greenwich

Contact:

The MASH Team Royal Borough of Greenwich  
1<sup>st</sup> Floor, The Woolwich Centre

35 Wellington Street

London, SE18 6HQ

020 8921 3172

[fostering.duty@royalgreenwich.gov.uk](mailto:fostering.duty@royalgreenwich.gov.uk)

[www.royalgreenwich.gov.uk/fostering](http://www.royalgreenwich.gov.uk/fostering)

ROYAL borough of  
GREENWICH

## Keeping Children Safe: Useful Safeguarding Numbers

Greenwich Safeguarding and Social Care	
'Multi Agency Safeguarding Hub' (MASH) <a href="mailto:MASH-referrals@royalgreenwich.gov.uk">MASH-referrals@royalgreenwich.gov.uk</a>	020 8921 3172
Safeguarding Consultation Line	020 8921 2267
Social Care and Safeguarding Emergency Duty Team <a href="mailto:Childrens-Out-Of-Hours@royalgreenwich.gov.uk">Childrens-Out-Of-Hours@royalgreenwich.gov.uk</a>	020 8854 8888
Early Help	
Practice Management – consultation line(1pm to 4pm)	020 8921 4590
Early Help referrals <a href="mailto:early-help-refer@royalgreenwich.gov.uk">early-help-refer@royalgreenwich.gov.uk</a>	
Local Authority Designated Officer_ Winsome Collins Manager	
<a href="mailto:childrens-LADO@royalgreenwich.gov.uk">childrens-LADO@royalgreenwich.gov.uk</a>	020 8921 3930
Sharon Pearson – DO PVI/ CMs Laura Lhumbis –DO Schools	020 8921 3930
Greenwich Safeguarding Children Partnership	
Greenwich Safeguarding Children Partnership website <a href="http://www.greenwichsafeguardingchildren.org.uk/site/index.php">http://www.greenwichsafeguardingchildren.org.uk/site/index.php</a>	020 8921 4477
Prevent	
Adam Browne – Prevent Co-ordinator	020 8921 8321
Heather Hutchings – Prevent Education Officer	020 8921 8325
Confidential Anti-Terrorist Hotline	0800 789 321
Police 999	
CAIT - Child Abuse Investigation Team	0207 230 3705
Ofsted	
Ofsted enquiries, complaints, investigation and enforcement	0300 123 1231
Royal Greenwich Early Years	
Early Years & Childcare <a href="mailto:childcare-support@royalgreenwich.gov.uk">childcare-support@royalgreenwich.gov.uk</a>	
Families Information Service <a href="mailto:fis@royalgreenwich.gov.uk">fis@royalgreenwich.gov.uk</a>	020 8921 6921
Support, Advice & Signposting	
NSPCC	0808 800 5000
Childline	0800 1111
Samaritans	08457 909090
Family Lives - Parentline	0808 800 2222
Young Minds – Parent Helpline	0808 802 5544
CAMHS	0203 260 5211
Children with Disabilities	
Disabled Children's Social Work & Occupational Therapy Team	020 8921 2599
Disabled Children's Keyworker Team	020 8921 4939
SEND Assessment & Review Service	020 8921 8029
SEND Outreach Support Services	020 8921 3311



## Stories to Celebrate 365

CBeebies Bedtime Stories offer a broad selection of stories read by various people. This could be a great resource to use in your setting or to share with parents.

### MIXED A Colorful Story



Arree Chung

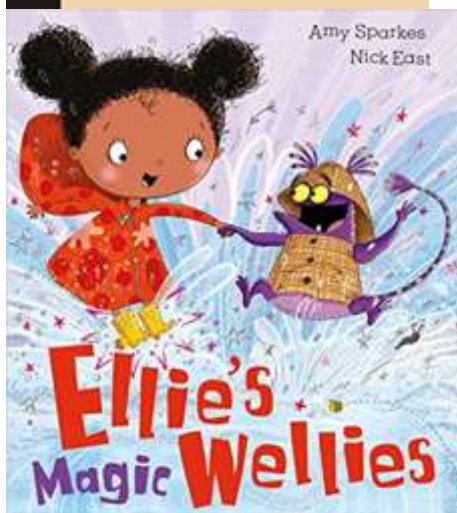
Mixed – a story of how we can all be different and live in harmony together read by Radzi Chinyanganya

<https://www.bbc.co.uk/iplayer/episode/b0bp2m7h/cbeebies-bedtime-stories-655-radzi-chinyanganya-mixed>



Little People – Big Dreams: the story of how Ella Fitzgerald followed her dreams to become a world famous singer

<https://www.bbc.co.uk/iplayer/episode/b0bmkzb0/cbeebies-bedtime-stories-652-sharon-d-clarke-little-people-big-dreams>



Ellie's Magic Wellies – a story of puddle jumping fun!

<https://www.bbc.co.uk/iplayer/episode/b09l66zn/cbeebies-bedtime-stories-10-pearl-mackie-ellies-magic-wellies>

## Digital Offers by **Children's Centres** and **Greenwich Libraries**

<https://www.facebook.com/pg/Greenwich-Libraries-375637446612900/videos/>



### **Children's Centres**

To get in touch with your local Children's Centre by phone – you can find their contact details here

[https://www.royalgreenwich.gov.uk/directory/15/childrens\\_centres](https://www.royalgreenwich.gov.uk/directory/15/childrens_centres)

#### **EAST CHILDREN'S CENTRES**

[www.facebook.com/abbeywoodthamesmeadchildrenscentres](http://www.facebook.com/abbeywoodthamesmeadchildrenscentres)

Telephone 020 8311 5491 / Email [waterways@gll.org](mailto:waterways@gll.org)

#### **SOUTH GREENWICH CHILDREN'S CENTRES**

[www.facebook.com/southgreenwichchildrenscentres](http://www.facebook.com/southgreenwichchildrenscentres)

Tel: 020 8859 1110 / Email: [SGCCSM@gll.org](mailto:SGCCSM@gll.org)

#### **GREENWICH WEST CHILDREN'S CENTRES**

Website: <https://www.quaggydevelopmenttrust.org/>

Facebook: <https://www.facebook.com/quaggycc>

Follow Halo the Hippo <https://www.facebook.com/halothehippo>

#### **CENTRAL GREENWICH CHILDREN'S CENTRES**

<http://www.homestartgreenwich.org.uk/>

[Join us on Facebook](#)   [Follow us on instagram](#)