

## FAQs

**Q. Are my children able to join me if I am a member of staff who is deployed to another school or priority childcare hub?**

A. Yes. As long as everyone meets the health criteria for leaving the family home.

**Q. Are early years, primary and secondary pupils going to be attending the same schools/priority childcare hubs?**

A. This could be the case in some settings and will depend upon the specific context. All provision will be organised to suit those attending and phases will work together to put children first.

**Q. If we were told last week not to allow people into our settings, is it OK to allow visitors if we are a priority childcare hub?**

A. The same principles apply about minimising external visitors.

**Q. If I am redeployed, am I able to attend a hub near to my home rather than my usual place of work?**

A. Cluster Headteachers will work together, supported by the LA to meet needs and demand. This situation will have to be kept under continuous review.

**Q. The term 'volunteer' has been used in relation to staffing during the current crisis. How will this work for staff who work in hubs?**

A. The key will be knowing what our workforce capacity is and to build a resilient model. Therefore all schools/hubs will need to update their capacity on a daily basis. We are developing the systems to capture this.

**Q. How will pay be calculated for school support staff who work in hubs?**

A. Current Government guidance is that pay will continue as normal.

**Q. What support can schools expect from service providers - i.e. Orian / Dolce?**

A. We are working with key school service providers and will provide further guidance when available.

**Q. Are children eligible for care in a hub if only one parent is a key worker and the other parent could offer childcare instead of attending their place of work?**

A. Yes. However The Government has asked parents to keep their children at home wherever possible and the childcare is available to those whose work is critical to the Covid 19 response and whose children absolutely need this provision.

**Q. Volunteer is in bold and underlined. Before I compile a list, can I check that there is the OPTION to volunteer? Do contracts not tell us to work unless we meet the usual restrictions?**

A. This is not a usual situation. We are relying on individuals to make choices based on own health, risks and circumstances.

**Q. They are volunteering to staff one of the yet to be identified hub schools, potentially near their home address not their work address?**

A. At the moment, we are planning to work through clusters to develop a more resilient hub model.

**Q. If they volunteer, as a keyworker, their childcare is covered but they wouldn't be forced to take that childcare if they had other arrangements?**

A. As a key worker, the Government advice equally applies. Therefore a volunteer would not have to use the childcare.

**Q. If I chose to volunteer in my own school and my school closes, must I agree to be redeployed to another school/hub?**

A. No. This is a matter of personal choice which will be respected. While it will be helpful for as many staff as possible to be flexible in response to need and to protect lives, staff availability and capacity will need be assessed on a daily basis.

**Q. Who will have overall responsibility for a hub?**

A. The Headteacher in a hub will take responsibility. This may be on a rota basis. We will be providing a framework over the next few days to support hub panning at cluster level.

**Q. We want to make sure we are open for our children and our key workers on Monday so can we have a more phased approach to hub development.**

A. Updated LA communications address this question. The key is not all schools are in a position to be open as usual for their children on Monday and those saying that they can do this today may not be in this position to do so within 24 hours so we will still need to develop a localised hub model quickly.

**Q. If a child has a EHCP with significant needs to be met, how do we safeguard and support appropriately?**

A. Our communications to all parents affirms the need for them to keep children at home if at all possible. Schools/hubs will need to risk assess on a case by case basis and consider availability of appropriately experienced staff. They will also need to keep this under review, as staffing and capacity may change, and the school/hub might not be the best place for the care of the child. The Inclusion team will work together with you to support on developing arrangements where needed.

**Q. Are parents expected to transport children to a hub?**

A. Yes. We will be communicating this expectation in a letter to parents.

**Q. What hours will school/hubs be expected to be open?**

A. This is an emergency situation. It will depend on local context and capacity and will need to be determined locally.

**Q. Do we have to be open over the Easter holidays?**

A. In his announcement yesterday, the secretary of state stated: "Where possible, we would encourage settings to stay open for this purpose throughout the Easter holidays."

This announcement does not indicate that it will be mandatory. However, as many key workers have had their scheduled leave cancelled, we will need to offer childcare for keyworkers over this period. Staff flexibility, or use of rotas to take leave either side of the Easter holidays may assist in developing a local solution. Capacity and demand will become clearer on Monday to enable further planning. This is also a rapidly changing situation.