



30<sup>th</sup> March 2020.

Dear Parent,

Firstly, I would like to thank you for your patience during these unprecedented times, I know you will be worrying if you have to pay your childcare fees when you are not able to use the service. We have been exploring options on how we can support our families through this, whilst still ensuring the longevity of the organisation beyond this period, which as you can imagine has been a fine balancing act.

I am pleased to be able to say that by accessing some support on offer at the moment from both government and local authority, **No fees** will be due **from 1<sup>st</sup> April** for families who **cannot** use the service. Given the speed with which circumstances are changing, our Board will review this position in May.

I hope this makes life a little easier for many of you and be assured, we are looking at a range of ways in which we can support you in addition to fees. You will hear more about that in the coming days.

I would like to note however, in line with our Emergency closure Policy, all fees will be due from Monday 24<sup>th</sup> March to Tuesday 31<sup>st</sup> March. We still have full costs of running the organisation for this period.

Families who are **Key Workers** and are using the service, are required to pay their fees.

For families who normally pay their fees by cash or card, you can still call the office and pay by card, if you normally pay by cash, you can send a bank payment using our bank details below and for all families who pay by standing order weekly, please send payment as normal for the period covering 24<sup>th</sup> to 31<sup>st</sup> March. If you pay monthly and you have already paid your fees in advance for the month of March, there is no need to send any further payments. If you pay two or four weekly and are unsure of how much to pay, please email our finance team at:

Dunagoil service: [rosemary.shewan@indigogrp.com](mailto:rosemary.shewan@indigogrp.com)

OSC & Indi Youth Services: [Lorraine.devlin@indigogrp.com](mailto:Lorraine.devlin@indigogrp.com)

Garrowhill Service: [admin.garrowhill@indigogrp.com](mailto:admin.garrowhill@indigogrp.com)

**Our bank details are:**

The Royal Bank of Scotland

Sort code: 83-26-24

Account no. 00616270

Ref: your child's name or reference number if you know it.



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Scottish Charity No. SC035442





I would like to take this opportunity to wish all of our families the very best of health  
In the coming weeks and hope to see you all soon.

Thank you for your continued support during this time.

Vera Matthews  
Director of Corporate Services



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