



## Wrap Around Care: Key Information & Parental Agreement

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## Introduction

Our clubs exist to provide high-quality out-of-school hours childcare, run by school staff for families that attend our schools. Each club is designed to ensure that children enjoy a safe, caring environment offering a range of stimulating, active and restful activities for the children during term time.

This document sets out important information about the Wrap Around Care (WAC) provision and includes a Parental Agreement within the annex towards the end.

## Admissions

Available spaces in the school's provision will be shown on Arbor. Alternatively, parents can contact the school office for availability information. All bookings must be made on Arbor. The agreement form ([annex 1](#)) must be completed before the child takes up their place.

- Places are provided on a strict first-come-first-service basis.
- All places are subject to availability.
- The agreement must be completed prior to the child's commencement at the club.
- Children's attendance is recorded on a register.

## Booking

Once the School has confirmed a space is available, in order to secure the place, an agreement (annex 1) must be completed in full. Your child will be unable to attend without this. The school must be notified immediately of any change of details held by us, including changes to contact numbers in case of emergencies and changes in medical conditions.

Parents requiring sessions must book this on Arbor in advance. We are unable to accept children that turn up on the day due to insufficient adult: pupil ratios. Every endeavor will be made to accommodate parent requests.

## Fees

Charges for sessions can be found on the school website.

- Payments must be made in advance via Arbor.
- Refunds will not be given if a child does not attend a booked session e.g. for illness, due to early collection or a family holiday.
- Where a child has not attended the provision for their allocated session/s for a period of 3 consecutive weeks, parents will be contacted to discuss if the place is still required.
- Persistent lateness for collection will not be tolerated. Your child may lose their space if not collected by the agreed times.
- You must give 2 weeks' notice in writing to the school to request refunds for future cancelled dates.

## Cancellations & Changes

- If your child will not be attending a session, please inform the school. You will still be charged for sessions that they are registered for.
- If you would like to change the day your child attends, you must contact the school to see if they can accommodate this. One weeks' notice is required before any change takes place. There is no guarantee that changes can be accommodated.
- Payments are refundable if the provision closure is due to the school.
- You must give 2 weeks' notice in writing to the school to request refunds for future cancelled dates.
- We reserve the right to withdraw a place should payments not be made for sessions.

## Children with Additional Needs

We recognise that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child, in consultation with their parents, prior to them attending the Club and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

Whilst we will make every practical effort and endeavor to welcome children with additional needs, there may be some instances where we cannot. We will work in partnership with parents and liaise with the school to look at the child's individual needs.

## Behaviour

We expect all children to have good conduct and standards of behaviour whilst attending the club, the same as they do in school. The school's behaviour policy applies to the wrap around clubs.

## Withdrawing an offer of a place

We reserve the right to withdraw an offer of a place in the following circumstances:

- Persistent unacceptable behaviour resulting in distress or disruption to adults or children at the provision.

For the purposes of this agreement, the term 'persistent' constitutes as three or more incidents of this nature. In consultation with WAC staff, the Headteacher will then make a formal assessment of the matter to determine whether a child's place is withdrawn. Parents will be informed as soon as possible by phone and written outcome will be sent within 10 days of the assessment taking place.

- A one-off serious breach of the school's behaviour policy.

Refunds on future booked sessions will be provided, minus any payments made for sessions within seven days of the incident.

## Collecting Children/ Uncollected Children

- Children can be collected at any time before 5.30pm. If children are collected earlier, you are still charged for the whole session.
- If you have a problem picking up your child, you must contact the WAC team on **07940405632** to advise of the reason for the delay and make alternative arrangements for the collection of the children. If someone else is picking up your child, ensure the WAC team has the details of the person.
- If a parent arrives late (after 5:30), a late charge of £10.00 per child will be incurred per quarter of an hour to cover the costs of the staff who are legally required to supervise the child.
- If a parent is persistently late collecting their child (3 times), your place may be terminated.
- Children with mobile phones will not have access to these during this club.
- The security, health and well-being of our children are our priority.

### Data Protection

Personal information given to the WAC provision will be securely stored and disposed of in line with school data retention policies.

Under data protection law, individuals have a right to be informed about how we use any personal data that we hold about you and/or your child/ren.

### First Aid/Accidents

It is important to remember that at times when children are playing “accidents” can happen. For this reason, we have staff that are qualified in administering first aid.

- Any minor accidents will be dealt with and recorded. The parent will be informed when collecting children from the provision and will be given a bump note. In case of a more serious accident, the appropriate action will be taken, and parents will be informed immediately.
- Medication can only be administered in line with the school’s ‘Administration of Medicine’ policy.
- It is the parent’s responsibility to ensure that all medication provided to school for administering does not exceed its expiry date and is clearly marked with your child’s name.

### Becoming ill during WAC hours

If children are ill during a session, the parent will be contacted. If children suffer from an infection, or infectious illness the WAC team will ask the parents to collect the child immediately, with the understanding that children will only be accepted back when they are fit. Please note that 24hrs is the requested time for sickness/stomach bug. This action is necessary for the protection of other children from infections and illness. The provision needs to be informed if children are not attending due to illness.

### Child Protection and Safeguarding Children

We take our responsibility for child protection and safeguarding seriously. All staff undertake child protection training and can recognise signs of abuse and concerns. The WAC provision follows the school Child Protection and Safeguarding policies and adheres to policy procedures for referring concerns to Designated Safeguarding Leads.

### Emergency Closure

If the WAC provision has to close at short notice, due to very exceptional circumstances i.e. no heating, burst water pipes etc, a full refund will be given for the day(s) the club is closed. We are unable to give refunds if the club is open and parents make the decision not to send their children. In the rare situation of an emergency closure, the Wrap Around Care staff will contact the parents, therefore please ensure that the contact numbers help by the school remain up to date.

In adverse weather conditions please check on the school’s website for opening information.

### Equal Opportunities

We will challenge inappropriate attitudes and practices by engaging children and adults in discussion, by displaying positive images of race and disability, and through our staff modelling anti-discriminatory behaviour at all times.

- The provision is committed to equality of opportunity for all and will provide appropriate support to ensure integration.
- We recognise all children as individuals with different needs.

## Complaint Procedure

- If you have an issue or problem with any aspect of the WAC provision, please raise concerns in the first instance with staff on duty who will do their best to resolve the issue to your satisfaction.
- If this course of action does not resolve the issue or you feel it is not an appropriate course of action, then the School Complaints Policy will be followed.

Annex 1: Parental Agreement  
Parental Agreement

Please read the following statements, sign the declaration and return it to school or to a member of the WAC team.

1) General

- 1) I agree to my child attending Wraparound Care at Heath Mount Primary School.
- 2) I agree that during school hours I will contact the school with any queries or amendments. I understand that failure to do so will result in being charged for pre-booked places.
- 3) If for any reason I find I am unable to collect my child I will contact the club as soon as possible to make alternative arrangements.

2) Expectations

- 1) I agree that my child will be expected to play safely and within boundaries advised by staff and the school Behaviour policy. Should my child repeatedly behave in an inappropriate manner or demonstrate a serious breach of policy, I accept I may be asked to collect my child from the club.
- 2) Should any issues arise I agree to meet and discuss them with the appropriate member of staff at a mutually convenient time.

3) Medical

- 1) I agree to my child receiving medication as instructed.

4) Financial

- 1) I agree to give at least 2 weeks' notice if cancelling a place at the provision. Exceptional circumstances will be at the discretion of the Headteacher/Deputy Headteacher for refunds.
- 2) I will collect my child from the WAC provision by 5.30pm at the latest. I understand that failure to do so will result in being charged a £5.00 initial penalty, increasing to £10.00 per 15 minutes late. Exceptional circumstances will be at the discretion of the Headteacher/Deputy Headteacher.
- 3) In the circumstance where my child goes to an after-school activity and then attends WAC, I accept that I will be charged for the price of the full session booked, including their time spent in the after school activity. In the event that an after-school activity is cancelled, the child's place at WAC will remain reserved.
- 4) I will pay my fees promptly at the time of booking a session and should there be any issues, I will discuss them promptly with the School Office or relevant member of staff.
- 5) If for any reason I should fail to pay my fees at the time of booking, I accept that the following procedure will be applied:
  - a) Failure to respond to this reminder within two weeks will result in formal procedures commencing.
  - b) Failure to respond after formal procedures will result in my child no longer being able to attend the WAC provision.

Child's Name \_\_\_\_\_ Year Group \_\_\_\_\_

Signed: \_\_\_\_\_

Name (please print): \_\_\_\_\_

Email Address \_\_\_\_\_

Date \_\_\_\_\_