



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 the term time.

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

Admissions

The WAC Manager will tell parents whether spaces are available in the school provision. The school website should be consulted on the booking procedures and to find contact details of the WAC Manager. The Registration / 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.
- Where a provision is oversubscribed, a waiting list will be maintained by the WAC Manager.
- All places are subject to availability.
- The registration process must be completed prior to the child's commencement at the club.
- School staff will not be given priority over 'community children', however they can take a place if it is available and continue to hold that place regardless of whether there a waiting list is formed at a later stage.
- Children's attendance is recorded in a register.

Booking

Once the WAC Manager has confirmed a WAC space is available, in order to secure the place, a Registration Form/Agreement (annex 1) must be completed in full providing contact names, telephone numbers, children's doctor, allergy information, and special requirements. The club must be notified immediately of any change of these details, including changes to contact numbers in case of emergencies. Your child will be unable to attend without a signed Registration/Agreement form.

Parents requiring extra sessions must contact the WAC Manager in advance to check availability. We are unable to accept children that turn up on the day due to insufficient adult:pupil ratios. Every endeavour will be made to accommodate parent requests.

Fees

Charges for sessions can be found on the school website <https://www.parklandprimary.co.uk/>

- Payments must be made in advance and by Parent Pay or Childcare Vouchers.
- Payment will be expected for a child's contracted session, whether a child attends or not (due to illness or holidays).
- A 10% discount will be given to one additional sibling.
- 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.
- Where payments are not made in advance and there are arrears, we reserve the right to cancel the booking with immediate effect.
- Persistent lateness will not be tolerated. Your child may lose their space if not collected by agreed times.
- You must give 4 weeks' notice in writing to the WAC Manager to cancel your WAC place.

Cancellations & Changes

- If your child will not be attending a session, please inform the WAC Manager. You will still be charged for sessions that they are registered for.
- If you would like to change the day or number of days your child attends, you must contact the WAC Manager to see if they can accommodate this. 4 weeks' notice is required before any change takes place. There is no guarantee that changes can be accommodated.
- All payments are non-refundable (unless closure is due to WAC).
- 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 their 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 endeavour 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 in the club 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. The Extended Services Manager in consultation with WAC staff and the Headteacher will then make a formal assessment of the matter to determine whether a child's place is withdrawn. Parents will be informed immediately by phone and written outcome sent within 10 days of the assessment taking place.

Collecting Children/ Uncollected Children

- Children can be collected at any time before 4.30pm (early session) or 5.45pm (late session). 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 Manager on 07701331264 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 Manager has details of the person and ensure the person is given the correct password for collection.
- If a parent arrives late, 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 (3 times), your place may be terminated.
- If children have a mobile phone, it should be turned off and secured in their belongings. Parents must contact the WAC Manager to pass on information to their child.
- 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 (see school website)

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. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data. Please see the WAC Privacy Notice on the school website which explains how we collect, store and use personal data about children at WAC.

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. In case of a more serious accident, the appropriate action will be taken, and parents informed immediately.
- Medication can be administered in line with the school's 'Administration of Medicine' policy. Parents will need to complete a 'Request and Consent form' which can be picked up from the school office or WAC provision.
- It is the parent's responsibility to ensure that all medication provided to WAC 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 Manager 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 48hrs 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 Senior 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 the 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 contact numbers are up to date on the registration forms.

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 Wrap Around Care Complaints Policy will be followed.

Annex 1: Registration Form and Parental Agreement

We collect data and use pupil personal data when the law allows us under the Education Act 1996 and subject to Article 6 & 9 of the General Data Protection Regulation to comply in the main with a legal obligation. Where data is not mandatory, we will always seek your consent. Any data sharing will only be in accordance with our policies and processes – further information can be found on our Privacy Notice.

Child's Details

Date of Registration:

First Name:	Surname:	What s/he likes to be called:
DOB and current age:	School Attended:	First Language:

Parent/Guardian details

Title:	First name:	Surname:	Title:	First name:	Surname:
Home address:			Home Address (if different)		
Does this child normally live at this address? Yes/No			Does this child normally live at this address? Yes/No		
Home number:	Mobile Number:	Work Number:	Home number:	Mobile Number:	Work Number:
Email address:			Email address:		
Does this person have parental responsibility? Yes / No			Does this person have parental responsibility? Yes / No		
Does anyone else have parental responsibility for this child? Yes / No (If yes, please provide details)					

Emergency Contact Details (Please provide details of TWO people if we are unable to get hold of you)

Name:	Telephone number:	Mobile number:
Address:		Relationship to the child:
Name:	Telephone number:	Mobile number:
Address:		Relationship to the child:

Child's Doctor

Name of Doctor:	Telephone:
Address:	

About your child

Please detail any additional/special needs your child has:(continue on separate paper if necessary)
Please detail any dietary requirements/ food allergies: (continue overleaf if necessary)
Is there anything your child doesn't like (food, games etc) or is scared of?
What are your child's favourite activities?

Permissions and Consent

At times we may take photographs within the club. These images may be used for WAC newsletters, to promote the club, on our website, or on the School's social media pages.	
Please circle YES or NO giving consent to where images may be used:	
Wrap Around Care Newsletter	YES / NO
Promotion of Wrap Around Care (Prospectus, leaflets)	YES / NO
School's website	YES / NO
School's Twitter account	YES / NO
School's Facebook account	YES / NO
Wrap Around Care Twitter account	YES / NO
I do/do not give permission for my child to watch PG films	
I do/do not give permission for my child to be taken off site in supervised activities	
I do/do not give permission for my child to use face paints, temporary tattoos etc	

Parental Agreement

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

1) General

- 1) I agree to my child attending Rangers at Parkland Primary school.
- 2) I agree that during school hours I will email the WAC Manager with any queries or amendments. I understand that failure to do so will result in being charged for pre-booked places.
- 3) I agree that if my child is absent from school, I will inform the School Office if they were due at a WAC club (before or after school). I understand that failure to do so will result in being charged for pre-booked places.
- 4) 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/WAC Behaviour policy. Should my child repeatedly behave in an inappropriate manner I accept that 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 WAC Manager at a mutually convenient time.

3) Medical

- 1) I agree to my child receiving medication as instructed and any emergency dental, medical or surgical treatments, including anaesthetic or blood transfusion, as considered necessary by the medical authorities present.

4) Financial

- 1) I agree to give at least 4 weeks' notice if cancelling a place at the WAC provision. Exceptional circumstances will be at the discretion of the Beehive Manager or Bursar.
- 2) I will collect my child from the WAC provision by 5.45pm at the latest. I understand that failure to do so will result in being charged a £10.00 penalty. Exceptional circumstances will be at the discretion of the WAC Manager.
- 3) In the circumstances 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. This is in the event that if an activity is cancelled the child's place will have been reserved.
- 4) I will pay my fees promptly at the time of booking a place and should there be any issues, discuss it promptly with the WAC Manager or Extended Services Manager.
- 5) If for any reason I should fail to pay my fees at the time of booking (unless paying via Childcare vouchers), I accept that the following procedure will be applied:
 - a) Two weeks after the initial booking, an informal reminder for payment will be sent.
 - b) Failure to respond to this reminder within two weeks will result in formal procedures commencing.
 - c) Failure to respond after formal procedures will result in my child no longer being able to attend the WAC provision.

Childs Name _____ Year Group _____

Signed: _____

Name (please print): _____

Email Address _____

Date _____

Sessions

Please complete the table below indicating the sessions you have booked with the WAC Manager. (Should this not agree to WAC timetables we will contact you)

Monday AM	Tuesday AM	Wednesday AM	Thursday AM	Friday AM
Monday PM	Tuesday PM	Wednesday PM	Thursday PM	Friday PM