



Wraparound Care

Terms and Conditions

September 2024

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Worle Village Primary School Wraparound Care Clubs run as part of Worle Village Primary School, led by school staff.

Policies and procedures

The clubs operate under school and Trust policies and procedures, for example, safeguarding, health and safety, staff code of conduct etc. Copies can be found on the school and Trust website for your information.

Admission

We endeavour to accommodate children of all abilities, whilst working within the limitations of the clubs. Children with additional needs will be assessed individually to determine their suitability for the club in case additional charges, such as a 1-2-1 LSA, would incur costs, due to staffing ratios, which would not be financially viable for either the school or parents/carers.

SEND pupils who have 1-2-1 support and/or an EHCP will need to be approved to use wraparound care to ensure we have the correct staffing ratios.

It is also our policy that reception pupils are not able to access the clubs during Term 1 whilst they settle into school. We understand that this may be hard for parents/carers to manage but we find that this helps child to settle into school faster. It is the Headteachers discretion to admit a reception child prior to the end of term 1.

Payment of fees

The current fees are outlined on the school website and are payable in advance via Schoolcomms. The clubs do not operate a credit system. The only exception to this rule is those parents/carers who wish to pay via childcare voucher and this must be pre-agreed with the school Bursar.

The clubs operate on a term-time only basis; no charges will be made for bank holidays or INSET days. You will also not be charged if your child is unwell. It will be your responsibility to cancel sessions if your child is unwell or they are absent for any other reason.

The school aims to keep fees to a minimum, whilst ensuring the club can run self-sufficiently and does not need to be subsidised from the main school budget.

Changes and cancellations

Parents/carers will be able to manage changes and cancellations to bookings via Schoolcomms using School Gateway. Changes can be made up to 8.15am on the day for Breakfast Club and up to 9.00am on the day for After School Club. After this time you will still be charged for the session.

When making cancellations on Schoolcomms the system will add a credit to your account (rather than a full refund) which you can use towards the cost of future sessions.

If you need to make a change to After School Club after 9.00am please call or email the school office and this can be added manually for you. You will still need to add

enough funds to your School Gateway basket to book the session, as it must be paid for upfront. Please do this before contacting the office.

Club rates are only applicable if your club attends a club at the school prior to needing to attend After School Club, for example, gym, netball or football. The lower rate will then apply.

Arrival and departure

Children in Upper Key Stage 2 come independently to After School Club. Those in Reception, Key Stage 1 and Lower Key Stage 2 are collected by a member of staff.

A register is taken each morning and afternoon to ensure all children are present, any queries or concerns are followed up with parents/carers.

Children should always be collected by a known person, if this is not possible in exceptional circumstances, please let the club staff or the school office know who the named person will be. Children in Years 5 & 6 may walk home afterwards if a walking home permission form has been signed. The Lead Playworker must be informed of the time the child is permitted to leave the school grounds.

After School Club finishes at 5.30 pm. If you are delayed for whatever reason, please telephone the club to let them know. **A late payment fee of £10.00 per 5 minutes** will be charged if children are collected **after 5.30 p.m.** You may also be asked to contribute towards any extra staff wages incurred.

Safeguarding

We intend to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We aim to comply with local and national child protection and safeguarding procedures and ensure that all staff are appropriately trained and have enhanced DBS checks.

Behaviour

We expect children to behave in line with our expectations and have the right to refuse to accept children who do not follow these expectations.

The clubs operate a behaviour policy, summarised here:

Children are expected to respect each other, staff and visitors. Staff will encourage an atmosphere of care and consideration between all members of the club including children, staff and visitors.

We aim to encourage appropriate behaviour through praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities.

We will not tolerate from any member:

- disregarding school behaviour rules, bullying;
- aggressive, confrontational or threatening behaviour,
- inappropriate language; or
- behaviour intended to result in conflict.

If a child shows this behaviour consistently, they may be excluded from club, in line with the policy and refused a future place.

In the case of violence or behaviour that poses an immediate danger, a child is required to be collected directly; as an ultimate sanction, the child may be excluded from the club.

Illness

We are unable to care for children who are unwell. If your child is ill during club, we will contact you and request that you collect them.

Accidents and First Aid

Every precaution is taken to ensure the safety of the children at all times and the club is fully insured under the schools public liability insurance. Our staff are trained in first aid and a first aid kit is kept on the premises.

Medication

Please let the Play Leader know if your child is taking prescribed medicine. Please note that it is school policy that medication is not administered at either school or After School Club except for inhalers or long term medication, unless prescribed by a doctor.

Complaints Procedure

Wraparound Care is run to provide a service for parents/carers. We value your opinions. If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the Play Leader or Headteacher.

All written complaints will be dealt with under the Trust Complaints Policy.

Contact Information

The clubs can be contacted through the main school number during school hours and by selecting option 3 from the school number, during club hours.

Pledge to Parents/Carers

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.
- Keep you informed of opening times, fees and charges, programmes of activities, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Inform you of any accidents/incidents.
- Be available to discuss decisions about running the club.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.