

Hurst Green Primary School

Wrap Around Care Policy & Parental Agreement (v1)

1. Introduction

At Hurst Green Primary School, we aim to provide a Wrap Around Care (WAC) provision that ensures every child feels safe, happy, and inspired.

Our environment is welcoming and stimulating, offering children a range of child-led activities tailored to their interests. We support families by offering an affordable, convenient care option outside of regular school hours.

Our approach is entirely child-centred and flexible to the needs of our diverse school community, with the aim of supporting working families and promoting the wellbeing of all children in our care.

2. Legal Framework

This policy complies with the following legislation:

- > **Childcare Act 2004**
- > **Health and Safety at Work Act 1974**
- > **Equality Act 2010**
- > **Children and Families Act 2014**

3. Admissions

Hurst Green WAC is only available to children of school age who attend our school. Once a pupil leaves our school, whether still in primary education or moving onto secondary education, this childcare service will no longer be available to them.

Our WAC Club is open every day during term time. It will be closed during school holidays, banks holidays, and INSET days.

- > Places are bookable via ScoPay and offered on a **strict first-come, first-served** basis.
- > A completed **Parental Agreement** is required before attendance.
- > Once capacity is reached, children can be placed on a waiting list.
- > Parents/carers must maintain up-to-date contact and medical details.
- > Attendance is recorded on a register and monitored.

Please note: We will ask parents to re-register and apply for a place in the last summer term of every year, ready for the following school year. This is to ensure equitable access for our new families joining our school.

4. Booking

- > Sessions **must** be **booked and paid for in advance** via ScoPay.
- > Regular/long term places will be allocated on a strict, first come, first served basis through a registration form sent out at the end of each academic year.

- > Parents who have not been successful in securing a place may remain on a waiting list and will be notified when a place becomes available.
- > Depending on numbers, we may be able to take ad hoc bookings. These bookings will be made through ScoPay. Ad-hoc bookings are subject to availability.
- > Bookings are confirmed upon receipt of payment (tbc).
- > Bookings can be made up to a half term in advance.
- > Bookings must be made **before 4pm on the working day before WAC is required.**
- > Drop-in attendance is not permitted due to staffing ratios but may be allowed in urgent situations at the discretion of the Headteacher.
- > We reserve the right to cancel bookings.

5. Fees/Pricing

Pricing Policy

Hurst Green WAC operates on a non-profit basis. Fees are published on the school website and benchmarked locally to provide the best value to our families. Fees are set to cover the costs of staffing, equipment, daily operations, and continued investment in the provision.

Sessions are charged as follows:

Breakfast Club

- 7:30 am – 8:45 am: **£6.00** (£5.00 per sibling)

After School Club - Early Session

- 3:15 pm – 4:30 pm: **£6.00** (£5.00 per sibling)

After School Club – Late Session

- 3:15 pm – 6:00 pm: **£8.00** (£7.00 per sibling)

Late collection charges:

After School Club - Early Session

- Any late collection after 4:30 pm will automatically be charged for the late session up until 6:00 pm (an additional £2.00 per child).

After School Club – Late Session

- Late collection after 6:00 pm will incur a charge of **£10.00 per 15 minutes per child.**

While fees may be subject to change, parents/carers will always be given a minimum of half a term's notice of such changes.

Tax Free Childcare Vouchers

Childcare vouchers and tax-free childcare will be accepted as a form of payment for those who are eligible to use them. Please contact our school admin team either by phone on **01384 818210** or by email on info@hurst-green.dudley.sch.uk to inform us of your provider, so arrangements can be made.

6. Cancellations, Changes and Refunds

Monies Owed

The school reserves the right to withdraw a child's place in the WAC Club, without refund, if there are any outstanding fees on the account (e.g., unpaid session fees or late collection charges).

Non-Attendance

If your child is unable to attend a session due to illness or other absence, please notify the school as soon as possible. **Fees will still apply** for any pre-booked sessions that are not attended due to illness or other absence.

Transferring Booked Sessions

Requests to change the days your child attends must be made through the school office. We require at least one week's notice, and all changes are subject to availability: there is no guarantee that requested changes can be accommodated, and where it is not possible, fees will still be charged.

Extra-Curricular Clubs

Children may attend extra-curricular clubs on the same days as WAC Club. The usual fee for extra-curricular clubs will be waived for children booked into WAC club.

School Initiated Events

Refunds **will** be given if the school initiates an activity such as a school trip or sporting event etc., after you have already made a booking with either Breakfast Club or After School Club, and where this provision is no longer required. In this instance, you must notify the office, and a refund will be given. The school will endeavour to give parents/carers as much notice as possible regarding these potential activities.

Refunds for Emergency Closures

If the WAC Club is closed due to a school decision e.g. adverse weather, fees for the affected sessions will be refunded.

Requests for Refunds of Future Sessions

To request a refund for pre-booked, future sessions, you must give at least 10 working days' written notice to school. We will monitor such requests to ensure parents/carers are not advance/block-booking then cancelling to hold places open.

Repeated Missed Sessions

After three consecutive missed sessions, parents/carers will be contacted to see if the place is still required.

7. Arrivals & Departures

- > Parents/carers are responsible for accompanying their child to and from the designated WAC Club entrance (at the Sports Hall). Children will be marked in and out of WAC Club.
- > Arrivals and departures should access the entrance to the Sports Hall via the designated footpath parallel to the staff car park.
- > Parents **must not** park in the car park as this is a busy throughfare at the start and end of the day.

Breakfast Club

- > Children of all ages must be dropped off by an adult or an appropriate senior school age sibling.
- > In line with the school policy, **after February half term** children in Year 6 may arrive unaccompanied provided signed written permission is given and agreed with the school prior to their arrival.
- > Pupils arriving who have not booked into this session in advance will be billed and further attendance not allowed until the debt has been paid.
- > Arrival can take place up to 8:30 am. However, **breakfast will not be served after 8:15 am.**
- > At the end of the session, all children will be escorted to the main school hall. Reception and KS1 children will then be taken to their classrooms, whilst KS2 children will be directed to their classrooms.
- > Any necessary handover or information-sharing with class teachers will take place during this transition. Where it is not possible to hand over face-to-face, messages will be shared via email.
- > Non-arrival to the Breakfast Club will result in a call being placed to a parent/carer to ascertain the whereabouts of a child. The Breakfast Club is an extension of the school day and the child's absence could be considered a safeguarding concern.

After School Club

- > If a child who is booked into WAC Club and attends school but is going to be absent from a session, **parents/carers must email info@hurst-green.dudley.sch.uk or call the school office before the end of the school day** to inform them that they will not be attending.
- > At the end of the school day, Reception and KS1 children will be collected from classrooms and KS2 children will be collected from the main school hall by a member of WAC Club staff.
- > Any information/handover to the WAC Club team will take place at this time. Where a face-to-face handover is not possible, information will be sent via email.

- > Only authorised adults or named, appropriate senior school-aged siblings may collect a child from WAC Club. For last-minute changes, parents/carers must call the WAC club directly (number to follow). We will verify changes by checking the incoming number or calling a named parent back. We reserve the right to and request ID before releasing a child.

Extra-Curricular Clubs

Children booked in to WAC Club may also attend extra-curricular activities. In this instance, parents/carers must notify school that their child is attending both extra-curricular and WAC Club. At the end of the extra-curricular club, the member of staff running it will escort children attending WAC Club to the Sports Hall once the rest of the children have been collected.

Late Collection from School/Extra-Curricular Clubs

If a child is not collected within 10 minutes of the end of the school day (3:15 pm) or extra-curricular club (4:15 pm) and is **not** booked into WAC Club, they will be taken to the WAC Club. Staff will notify parents/carers, who will be charged for the Early After School session.

Procedure for Uncollected Children

If a child is not collected from the After School Club by the end of the session, the staff will:

- > Establish if a message has been left by the parent/carer.
- > Try to contact the parent/carer. Messages will be left asking for them to contact the WAC Club immediately. A member of staff must remain near the telephone to receive the call after 6:15 pm.
- > If the child has not been collected by the end of the WAC Club session **and** contact with the named parent/carer has not been established, the WAC staff will contact other authorised collectors from the registration form.
- > The WAC staff must inform the Headteacher or one of the other Designated Safeguarding Leads.
- > After all avenues of contact have been exhausted and the WAC Club has not received any contact from the parent/carer or authorised collectors, the Headteacher (or other Designated Safeguarding Leads) will make the decision to contact the Local Authority's Designated Child Protection Officer.
- > At no time will a staff member be permitted to take a child off the premises unless instructed to do so by either the Local Authority Child Protection Officer or Headteacher.

8. Inclusion

- > We welcome all children, regardless of ability, background, or need.
- > Reasonable adjustments are made to accommodate children with SEND, and we will do all we can to ensure we can meet the needs of all children.
- > Individual care plans are developed in collaboration with families.

- > Cultural, dietary, and religious needs are respected and incorporated.
- > Our approach promotes positive mental health and emotional wellbeing.

9. Children with Additional Needs

We are committed to providing an inclusive environment where every child feels valued and supported. We recognise that some children may have additional needs or disabilities that require specific support. Prior to a child attending the WAC Club, we will work closely with parents/carers to understand their child's individual needs and explore how we can make reasonable adjustments to ensure they can access our provision fully and feel welcome.

Where a child has a specific need, including a disability, admission will be based on:

- > All parties agreeing that the environment is appropriate for the child.
- > Staffing levels can support the needs of the child.

While we strive to accommodate all children, there may be rare occasions where we are unable to meet needs due to practical limitations. In such cases, we will engage openly with parents/carers and collaborate with the Senior Leadership Team to explore all possible options in the best interests of the child.

10. Behaviour & Conduct

Behaviour Expectations

- > Our Positive Conduct and Anti-Bullying Policies apply in full throughout WAC Club.
- > Staff promote respect, kindness, and cooperation, and use the Track-It Light reward and consequence system as in school.
- > Minor issues are addressed promptly. Serious or persistent behaviour issues are reported to parents/carers and may result in exclusion from the provision.
- > Children attending the WAC Club are expected to follow the same high standards of behaviour as they do in school.

Withdrawal of a Place

We reserve the right to withdraw a child's place in the following circumstances:

- a. **Persistent unacceptable behaviour** causing distress or disruption. 'Persistent' is defined as three or more incidents. The Headteacher, in consultation with WAC Club staff, will formally assess the situation. Parents will be informed by phone and receive a written outcome within 10 days.
- b. **A single serious breach of the school's Positive Conduct Policy.**

In such cases, refunds will be issued for any future sessions booked, excluding sessions occurring within 10 working days of the incident/decision to withdraw a place.

11. Daily Provision

- > The WAC Club sessions include structured play, crafts, sports, storytelling, and seasonal activities.
- > Children are offered healthy snacks and drinks.
- > Outdoor play is encouraged, weather permitting.

12. Health and Safety

- > The premises are safe, clean, and regularly inspected, and remain the ultimate responsibility of the Headteacher. Issues are reported promptly to the site team and the Headteacher.
- > Resources are age-appropriate and inclusive.
- > Staff are trained in First Aid, Infection Control, Food Hygiene, Fire Safety, Positive Handling, Behaviour and Safeguarding.
- > Risk assessments are conducted regularly.

13. First Aid and Illness

- > Qualified paediatric first aiders are always on-site.
- > Minor injuries are treated and logged on Medical Tracker which sends notifications to parents/carers.
- > More serious incidents/injuries may involve direct contact with the emergency services. In this instance, parents/carers will be informed immediately and SLT will be contacted.
- > Children with infections (e.g., sickness bugs) must be collected promptly and may return after 48 hours of being symptom free.

14. Medication

- > Medication can only be administered in line with the school's Administering Medication Policy.
- > Two staff members are involved in administration of medication (one to administer, one to witness).
- > Parents/carers are informed of refusals to take medication.
- > It is parents'/carers' responsibility to make sure medication is clearly labelled and in-date.
- > For severe allergies (anaphylaxis) and chronic conditions (such as asthma), WAC Club must hold their own medications to keep on site, therefore, parents/carers must provide these.

15. Safeguarding

- > WAC follows the school's Child Protection and Safeguarding policies.
- > WAC lead staff are trained in leading safeguarding in WAC.
- > Staff are trained in line with KCSIE and safeguarding requirements.
- > All staff and volunteers are DBS checked.

- > A Designated Safeguarding Lead (DSL) or deputy is always contactable.

16. Emergency Closure

- > If the WAC provision must close at short notice, due to exceptional circumstances (i.e. no heating), 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/carers make the decision not to send their children.
- > In the event of an emergency closure, the school office will contact parents/carers, therefore please ensure that the contact numbers held by the school remain up to date.
- > In adverse weather conditions WAC Club will follow the school's adverse weather procedure, so please check on the school's website for opening information.

17. Equal Opportunities and Inclusion

- > We are committed to promoting equality, inclusion, and respect for all. Inappropriate attitudes or behaviour will be addressed through open discussion, positive role modelling, and the use of inclusive imagery that reflects diversity in race, disability, and background.
- > We actively promote equality of opportunity and provide appropriate support to ensure all children are included and feel valued.
- > We recognise and respect each child as an individual with unique needs and strengths.

18. Data Protection

We adhere to GDPR guidelines. All personal information is stored securely and only shared in line with our privacy notice and safeguarding requirements.

19. Complaints

- > 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 please address complaints to the Headteacher, where the School Complaints Policy will be followed.

20. Monitoring and Evaluation

The quality of the WAC provision is regularly reviewed by the Senior Leadership Team and governing body. Feedback from parents, staff, and children is welcomed and used to inform future improvements.

21. Approval and Review

This Wrap Around Care Policy has been written, reviewed and approved by the Senior Leadership Team and Governing Body of Hurst Green Primary School.

Date approved: June 2025
Next review due: June 2026

Annex 1: Parental Agreement

Hurst Green Primary School

Wrap Around Care Parental Agreement

Agreement Terms

As a parent/carer of the child named above, I understand and agree to the following:

1. Booking and Payment

- > All WAC sessions must be booked and paid for in advance via ScoPay.
- > Places are allocated on a first-come, first-served basis.
- > Ad-hoc bookings are subject to availability and must be made by 4pm the working day before.
- > Drop-in attendance is not permitted unless in urgent situations and approved by the Headteacher.

2. Fees and Charges

- > I understand the current pricing structure (as listed in the WAC Policy).
- > I accept that late collection fees will be applied if my child is not collected on time.
- > I understand that if fees are unpaid, my child may lose their WAC place without refund.

3. Cancellations and Refunds

- > I will give 10 working days' written notice for cancellations where a refund is requested.
- > I accept that missed sessions due to illness or absence are non-refundable.
- > I understand that repeated missed sessions without communication may result in loss of place.

4. Arrival and Collection

- > My child will be accompanied by an authorised adult/appropriate secondary school aged sibling unless otherwise agreed in writing.
- > I understand that I must notify the school in emergency situations where unauthorized adults may be required to collect (e.g. those not on the collect list).

5. Behaviour

- > I acknowledge that WAC follows the school's Positive Conduct and Anti-Bullying Policies.
- > I accept that serious or persistent poor behaviour may result in temporary or permanent exclusion from WAC Club.

6. Health, Medical & Safety

- > I will provide up-to-date medical information and emergency contacts.
- > I understand staff will follow school first aid procedures and contact me if necessary.

- > I will inform WAC staff of any changes to medical, dietary or emergency contact details.

7. Food and Allergies

- > I will notify the school of any food allergies or dietary requirements.
- > I understand WAC provides a light snack in line with school's healthy eating policy.

8. Safeguarding

- > I acknowledge WAC follows the school's Safeguarding and Child Protection Policy.
- > I understand concerns about a child's welfare may be shared with appropriate authorities.

9. Communication

- > I will check school communications regularly for WAC updates.
- > I will use the correct channels (email/phone) to contact the WAC team.

10. Consent and Agreement

- > I confirm all information provided is accurate and up to date.
- > I have read and agree to follow the Wrap Around Care Policy.
- > I understand that breach of agreement may result in the withdrawal of WAC provision.

Please accept this agreement using the online registration form.