

## Belle Vue Primary Wrap-around Care

### Parent/Carer Agreement

#### The governing body and staff aim to provide the following:

- A varied programme of activities for your child
- A safe, caring and stimulating environment
- High quality care at all times
- Experienced, qualified and committed staff
- A commitment to equal opportunities
- Safe equipment which meets British Standards
- Policies and procedures which meet Ofsted requirements
- Be available to discuss the care of your child at a mutually convenient time

#### The governors and staff expect from parents/carers the following:

- A completed agreement form
- A completed registration and medication documents which must be kept up to date including any additional requirements your child may have
- To become familiar with wrap-around policies and procedures
- To collect your child on time.
- To provide notice of any changes to the collection procedure
- To make prompt payment in advance for booked sessions on a half termly basis including full payments for any absences
- To be able to use the identified password when asked.
- To sign your child in and out of the premises
- Be available to discuss the care of your child at a mutually convenient time

#### Terms and Conditions

##### Payment

- Payment should be made on booking whether paying by card or via online vouchers. If no payment is received, or no reason for late payment given a reminder will be issued.
- If it is necessary to send a second reminder and not contact has been made, your child's place at Wraparound will be cancelled from the following week.
- Belle Vue Primary will continue to recover fees owed and reserve the right to do so through the Small Claims Court.

##### Bookings of Extra Days

- Extra days for *existing* users may be requested in exceptional circumstances, however these are not guaranteed.
- The parent must request an extra session at least 48 hours in advance
- The timetabling organiser will then check registers and confirm if they are able to accommodate the parent. N.B. there must be a staff/child ratio of 1:8
- Any extra sessions must be paid for at the time of the session or booking
- For non-users of wrap-around, ad-hoc bookings will only be accepted in an emergency at the discretion of the Administrative Manager
- Additional days may not be swapped with other days which form of the standing order

### **Sickness/Holidays**

Sickness/holidays will be charged at full fees. Absence due to the attendance of another event other than a school trip will be charged.

### **Commencement of contract**

The first working day a place is booked within the scheme

### **Termination and changes**

Your booking is a fixed weekly order and notice to change or terminate this contract or withdraw your child must be given in writing one week in advance of the intended date. If a child's behaviour is or becomes such a that the safety and well-being of others are threat, the staff will refer to the sanctions and behavior policies. This may result in the suspension or termination of this contract without given notice.

### **Insurance**

The governors have ensured adequate insurance is in place prior to commencement of this scheme

### **Sickness**

Any infectious disease must be notified to staff as soon as possible. The staff reserve the right to refuse admission to a child who is unwell.

### **Personal property**

The committee cannot accept responsibility for loss or damage to personal belongings

### **Emergency contacts**

Staff must be supplied with the name, address and telephone number of at least two people who will act as emergency contacts for your child.

### **Fire precautions**

The committee has ensured all requirements are met in regard to fire precautions

Fire drills are held on a regular basis and records are kept.

### **Collection and delivery**

Collection of children must be by a named person specifically authorised on registration documents or as an emergency, prior notice is to be given by parent/carer to the change in this procedure. Security measures will be in place to ensure collection by another person is correct. Please see staff.

### **Late/non collections of children**

The school is aware that there will be occasions when parents/carers are late collecting their child/children. Staff will follow the procedure below:

- Staff will try to make contact with parents/carers at home, work or mobile numbers
- If parents/carers are not contactable, emergency contacts will be contacted.
- Staff will record any late or non-collection of children. If the situation continues, staff will work in partnership with parent/carers to address the issue
- A £5 charge will be made for every 5 minutes after 6.00pm if a parent is late collecting

- If not contact can be made then Social services will be contacted after 30 minutes
- If parents/carers are unwilling to work with staff on this issue the governing body will be informed and the child may lose their place at wrap-around

**Complaints and concerns**

The governors sincerely hope that you will experience no difficulties, but if they occur, they are anxious to ensure they are resolved as soon as possible. Please refer to our complaint’s procedure.

**Statutory public holidays and INSET days**

When a holiday or inset day falls on a contracted day of care, the scheme will not be available

**Contracted days and times of care**

The scheme is available during the following times:

Monday to Friday: 7.45am to 5.45pm. Term time only – 38 weeks (not including inset days)

**Password**

We use a password system so that we can verify the adult collecting has permission to do so. Please ensure that all adults who are collecting, know the password, without it we will need to verify your identity before releasing the child to you.

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As a parent/carer of .....

I/we have read and understand the above terms and conditions and I/we agree to follow and meet them.

Name: .....

Relationship to child: .....

Contact Numbers: .....

.....

Signature: .....

Date: .....

On behalf of Belle Vue Primary School wrap-around care

Name: .....

Position: .....