

Wells Primary and Nursery School

Wraparound Charging Policy

11th July 2025

Purpose of our Provision

Our wraparound provision supports parents who require extended hours of childcare at the beginning and end of the school day, for children in all year groups (Nursery – Year 6). For children with working parents, the provision can enable access to quality childcare and education throughout the day in a single setting. This enhances children’s well-being promoting secure foundations for future learning and life.

Aims of the Policy

- Ensure that charges are fair and affordable.
- Ensure that childcare is flexible and meets the needs of working parents, whilst ensuring a sustainable model for the provision.
- Any increase in charges will be made primarily to sustain the Wraparound provision and parents will be informed in advance of any increase in charging.

Session Charges

Wraparound provision will be available from 8:00 am to 8:45am and 3:15pm to 6:00pm, five days per week for 38 weeks of the year (190 days). This is formed of a Breakfast Club and an Afterschool Club, which is split into 3 sessions, short session 3:15pm to 4:15pm, medium session 3:15pm to 5:00pm and long session 3:15pm to 6:00pm.

	Times	Details	Cost (YR - Y6)	Cost (Nursery)
Breakfast Club	8:00am - 8:45am (start of school)	Breakfast (cereal, toast, fruit) will be served during this time.	£3.50	£4.50
Afterschool Club - Short Session	3:15pm (end of school) - 4:15pm	Drink and snack only.	£4.50	£6.50
Afterschool Club - Medium Session	3:15pm (end of school) – 5:00pm	Drink and snack, plus hot snack (eg, jacket potato, pizza, macaroni cheese) will be served between 4:30pm and 5:00pm.	£10.00	£13.00
Afterschool Club - Long Session	3:15pm (end of school) - 6:00pm	Drink and snack, plus hot snack (eg, jacket potato, pizza, macaroni cheese) will be served between 4:30pm and 5:00pm.	£13.00	£17.50

If your child is at an afterschool sports/activity club that day, you can book just a later session at a cost of the longer session minus £4.50. Usual fees for the afterschool sports/activity club will still apply and will have to be booked separately.

We do not charge a deposit fee for securing a place for your child at our wraparound provision. An expression of interest and consent to this Wraparound Policy will be required to be completed in SCOPAY before you are able to book any sessions.

Where a time lapse has occurred between the point of enquiry and their child's start date, families should check that the information shared about fees remains current, so that any applicable charges can be checked / finalised before the childcare arrangement is formalised.

If any changes are made to charges families will be given at least 6 weeks' notice in writing to inform them of the change and provide the opportunity to discuss their options with the Wraparound team.

Government Schemes

You may be able to receive government help with the cost of wraparound care through:

- Tax-Free Childcare

<https://www.gov.uk/tax-free-childcare>

- Universal Credit for Childcare

For more information, visit: www.childcarechoices.gov.uk

Booking Information

There is a maximum capacity for the wraparound provision. This is to ensure the safety of the children and to help plan staffing requirements and meals. We encourage parents to book as far in advance as they can, ideally half a term in advance, as once a session reaches capacity you will not be able to book and we will not be able to accommodate your child for that session.

All session bookings must be done in SCOPAY. Sessions can be booked up until 3pm 2 days prior to the required session (assuming the maximum capacity has not yet been reached). If you would like your child to attend breakfast or an afterschool club at short notice, a place cannot be automatically guaranteed, however we will always aim to accommodate your request if staffing allows. Please contact the school office to discuss your short notice request.

Cancellations cannot be made after 3pm 2 days prior to the session. If your child does not attend a session, and we are not notified before 3pm 2 days before, you will still be charged for the session. This is to ensure ongoing sustainability of the provision.

If you do need to collect your child at the end of the school day on a day they are booked in for Afterschool Club, please contact the school office so we are aware that your child will not be attending. Bus children will not be put on the bus if they are booked in for Afterschool Club, so it is important that the school office is notified if something has changed.

Booked sessions will still be charged even if your child cannot attend (e.g. due to illness), as staffing and resources will already have been allocated.

Behaviour at Wraparound Provision

Pupils will be expected to follow the same rules as during the school day. Any occurrence of behaviour that doesn't meet the expected standard will be reported to the parents of the pupil concerned. If poor behaviour continues whilst your child is attending a wraparound session, then you may be requested to collect your child early or may be refused booking future sessions.

Late Collection Charges

We require parents to be prompt for their respective collection time (either 4:15pm, 5:00pm or 6:00pm), however we do understand that sometimes circumstances can cause a delay in collection.

If no one is there to collect your child at the agreed time, a call will be made to the parent once they are 10 minutes past the agreed time. If no one can be contacted or no one arrives to collect your child 15 minutes or more after the end of the session, we will charge the additional amount to cover the next length session.

If no one has arrived to collect your child more than 15 minutes after the end of the long session (6:00pm), you will be charged a penalty fee of £10.00.

If no contact can be made with you or other named contacts 15 minutes or more after the session end, then we will initiate the appropriate safeguarding protocol (see the Safeguarding Policy).

Please ensure any named contacts are provided to the Wraparound team, to ensure that they are aware of who will be collecting your child. If an alternate person will be collecting in an emergency, then please contact the office or wraparound team to let them know.

Payment Information

Payments can be made via the Online Cashless system SCOPAY. Invoices will be created when there is an outstanding balance on SCOPAY. The invoice will be itemised to provide clear and transparent information concerning the charges.

If you are unable to pay these charges, please speak with the school office to discuss the alternative options available.

Collection of Unpaid Fees

The Local Advisory Board has a duty to ensure the school receives all funds to which it is entitled including Wraparound fees. A full record will be kept of debts owed to the school for 7 years. This will include all letters requesting payment, all reminders and invoices. The school will not initiate legal action to recover debts, however, we may refer uncollected debts to the Wensum Trust to consider taking such action.

Roles and Responsibilities Regarding Debt Collection

The school will ensure that:

- Letters requesting payment are accurately recorded and full records are maintained
- Evidence of the steps taken by the school in pursuance of the debt is recorded including dates and times of both letters and telephone calls
- A final reminder is sent by recorded delivery to the debtor(s)
- The privacy of the family will be respected and only made known to those who need to know
- The level of outstanding debt can be determined at any time.

The Local Advisory Board will:

- Regularly review the arrangements for debt recovery
- Record all approved action in the minutes of the relevant meeting
- Agree the withdrawal of a child's placement if debts remain unpaid following a final reminder letter
- Adhere to the privacy arrangements
- In some circumstances delegate its responsibilities under this policy to the head teacher

The Process for Pursuing Debts

- Informal reminder – within 3 days of late payment, the debtor will be informally reminded in person or by telephone that they owe money to the school
- First reminder letter – a formal letter will be sent to the debtor if the amount is still owing one week after the informal reminder
- Second reminder letter – a second reminder letter will be sent to the debtor if the debt remains outstanding one week after the first reminder letter. At this stage the school has the right to advise parents that continued late payments may result in the loss of their child's place at the Wraparound provision. These letters allow the debtor every opportunity to make payment and ensure the school can prove all reasonable steps have been taken to recover the amount owing should the issue proceed further.
- Final reminder letter – if no response is received following the second letter, the school will send a letter to the debtor advising them that they will be referring the matter to the Wensum Trust to consider legal action. This letter will be sent by recorded delivery to ensure the debtor has had every opportunity to respond. At this point a decision will be made by the Local Advisory Board as to whether the child's place will be revoked.
- Possible legal action – if no payment is made the Wensum Trust will decide whether to take legal action against the debtor(s)

Complaints

If parents have any concerns about the Wraparound provision, a complaint may be made to the School. Parents should follow the procedures set out in the school's Complaints Policy which is available on the school website or from the school office.

Reviewing and Monitoring

This policy will be reviewed and agreed by the Local Advisory Board on an annual basis.

We will work in partnership with parents, carers, childcare providers, the local authority, and other organisations to improve provision and outcomes for children in their setting. Where required we will seek parent / carer consent to collect, share and use your information in accordance with the Data Protection Act and General Data Protection Regulations.