Exceed Learning Partnership
• EVERY CHILD • EVERY CHANCE • EVERY DAY •

Bentley High Street Primary School

Wraparound Provision Policy

Status	**Statutory**
Version	**3**
Responsible Directors' Board	**Finance and Operations Committee**
Responsible Persons	**Deputy CEO and Chief Finance Officer**
Date Policy Reviewed	**August 2026**
Next Review Date	**August 2027**
Academy personalisation required (in highlighted fields)	

Summary of Changes from Previous Version

Version	Date	Author	Summary of Updates
V1	Feb 2025	A Hibbitt	New Policy
V2	August 2025	P Wilkinson	No changes made
V3	August 2026	P Wilkinson	No changes made

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1. Introduction

Bentley High Street Primary School is committed to providing high-quality wraparound care for pupils before and after the academy day. This policy outlines the aims, objectives, and procedures for the operation of our wraparound care provision, ensuring a safe, stimulating, and nurturing environment for all pupils. Wraparound care provision refers to childcare services that are offered outside of the standard academy day, typically before and after academy hours.

This policy outlines the procedures for booking wraparound provision and important information for parents/carers. This policy has been created to assist academies within Exceed Learning Partnership to adopt a consistent approach to wraparound provision, provide clarity and consistency in managing any debt from wraparound provision places and will also help parents to have a clear understanding of what is expected of them.

2. Aims and Objectives

Our wraparound care aims to:

- Provide a safe, secure, and stimulating environment for pupils outside of academy hours.
- Offer a range of activities that are engaging, age-appropriate, and promote pupils' development.
- Support parents/carers by providing flexible and reliable childcare.
- Create a welcoming and inclusive atmosphere where all pupils feel valued and respected.
- Work in partnership with parents/carers to ensure the well-being of all pupils.

3. Operating Hours

Parents are able to book just for AM provision, just for PM provision or for both.

- AM Provision: 7.00 am - Academy Start Time 9.00 am
- PM Provision: 3.30 pm - Academy End Time 5.30 pm

The Name for the Wraparound Provision is: Smilers Squad

4. Age Range

Our wraparound care provision caters for pupils attending this academy from Nursery/Reception to Year 6.

5. Location of Provision, including Drop off and Collection

AM provision is held in the small hall, near the reception entrance. Drop off for AM provision is in the main reception.

PM provision is held in the small hall, near the reception entrance. Pick up for PM provision is at the main reception.

Children can only be collected by an adult who has been authorised to collect them on their registration form or by having knowledge of the pre-arranged password for authorisation to collect.

The academy operates a 'safe password' system for collecting children at the end of the day.

Parents/carers must inform the Club in advance if someone who is not listed on the registration form is to collect the child. Staff will contact the main parent/career for confirmation if they have any concerns regarding departures. ***Children will not be allowed to leave on their own.***

Gates will remain locked during the Wraproud session times and access to the academy is through the main entrance only. No unauthorized or unaccompanied adults are permitted in the academy when the wraparound provision is taking place.

6. Capacity

We can accommodate a maximum of 38 pupils in the AM session.

We can accommodate a maximum of 38 pupils in the PM session.

7. Booking and Payment Process

1. Registration: Parents/carers must ensure the academy has all the most up to date details for their child providing essential information including emergency contact details, medical information, allergies including food and any specific needs.
2. Booking: Bookings can be made via Arbor and can be made for up to four Academy Weeks at a time.
3. Parents/Carers are expected to pay for wraparound in four Academy weeks block. Payments are due by the first Monday of the four-week block. Parents may wish to make a longer term booking and pay up to a term in advance if more convenient.
4. Academies within the Trust operate an online payment system called Parent Pay. Parents/Carers are provided with log in details and are encouraged to use this system to make their wraparound provision payments. Parents/Carers are asked to contact the academy office if they have misplaced their details.
5. For parents/carers should contact the academy if they have any issues accessing the online system payment system.
6. If a child is absent, wraparound provision booking is credited for the following week.
7. Refunds may only be given for credits at the end of a term, or if a child is leaving this academy.
8. Menus are available to view on both the academy website and via Parent Pay and parents/carers are able to choose the meal choice a week in advance.
9. Booking Confirmation: Upon receipt of your booking request, you will receive a confirmation email acknowledging your request. Please note that this does not guarantee a place for your child.
10. Place Allocation: Places will be allocated based on availability. We will do our utmost to accommodate all requests, however for the dates we are unable to accommodate your request, we will issue a full refund.
11. Confirmation of Place: Once a place has been allocated, you will receive a separate confirmation email detailing the days and times your child is confirmed to attend.
12. Waiting List: If your requested sessions are full, your child will be placed on a waiting list and contacted if a space becomes available.

8. Bookings Disclaimer

While Bentley High Street Primary School makes every effort to accommodate all booking requests, we cannot guarantee a place for every child. We will manage bookings fairly and transparently and will keep parents/carers informed of any changes to availability.

9. Fees and Managing Payments

Fees: Payments must be made by the first day of the Two-week block.

- AM Provision: 7.00 am - Academy Start Time 9.00 am - £3.50 a session
- PM Provision: 3.30 pm – 4.30 pm - £5.00
- PM Provision: 3.30 pm – 5.30 pm - £8.00

10. Managing Payments

Payment methods are as follows: Arbor

Please ensure that all payments are made on time to secure your child's place.

We request that all parents give this policy their full support. If debts are incurred, the academy will have to cover the cost of the wraparound taken. This will mean that money which should be spent on the children's education has to be used for debts incurred by parents.

- Exceed Learning Partnership operates a strict NO DEBT policy relating to wraparound provision within their academies.
- The cost of wraparound should be paid for in advance - at the beginning of each two-week block booking.
- If a parent/carer genuinely forgets to pay, the academy may grant an exception and allow for payment to be made. This debt must be paid the same day or by the morning of the next day at the very latest and all future wraparound provision bookings must be paid for in advance.
- Parents/Carers who incur debts will be contacted. If the debt is not cleared, they will be informed that the academy can no longer provide a place in the wraparound provision.
- If a reasonable arrangement to clear a debt cannot be made, the academy/trust reserves the right to begin legal proceedings to secure payment.
- We hope that by implementing this debt policy we are able to help parents/carers manage and ensure that all money provided for children's' learning is used for that purpose

11. Cancellations

Cancellations: Cancellations must be made at least five academy days in advance of the booked session. Cancellations made with less than 5 academy days' notice will be chargeable at the full session rate.

12. Food and Drink

AM Session: Pupils will be provided with a choice of cereals, toast and fruit.

PM Session: Pupils will be provided with a light snack in which the menu will be accessible on a weekly basis to choose from. Menus are available on request and displayed in the provision.

Pupils have access to drinking water throughout both AM and PM sessions and are encouraged to stay hydrated.

13. Dietary Requirements and Allergies

We cater for dietary requirements and allergies. Please inform us of any specific dietary needs your child may have.

14. Pupil Illness

Children who are unwell should not attend the wraparound care provision. If a child becomes unwell during a session, parents/carers will be contacted to collect their child.

15. Medication

For any pupils who have been prescribed medication by a GP and require this to be administered whilst attending the wraparound provision parents/careers must complete the medical consent form obtained via the Academy Office. Please refer to the Managing Medicines Policy displayed on the Academy Website. If this procedure is not followed Wraparound Provision Staff will not be authorised to administer medicine to pupils.

16. Special Educational Needs and Disabilities (SEND)

Inclusion: We are committed to inclusion and welcome children with SEND. We will work closely with parents/carers and the academy's SENCO to agree the provision and ensure that the wraparound care provision is accessible and inclusive for all children.

Individual Education Health and Care Plans (EHC): We share information about pupils EHC with wraparound care staff and ensure that these plans are implemented within the wraparound care setting.

17. Health and Safety

Safeguarding: We are committed to safeguarding and promoting the welfare of all pupils. All staff members receive regular safeguarding training and are aware of their responsibilities. Our safeguarding policy is available on the academy website.

First Aid: At least one staff member trained in first aid is present during each session. We have a well-stocked first aid kit and follow established procedures for dealing with accidents and injuries.

Accident Reporting: All accidents and incidents are recorded and reported to parents/carers.

Emergency Procedures: In the event of an emergency, such as a fire or lockdown, we will follow the academy's emergency procedures. Parents/carers will be informed as soon as possible.

Emergency Closure: In the event of an emergency closure of the wraparound provision due to unforeseen circumstances (e.g., severe weather, building closure, staff emergency), the Academy will make every

reasonable effort to contact parents/carers as soon as possible. Communication will be prioritised via Arbor, phone call or announcement on social media.

The Academy will follow its established emergency closure procedures, which may include early collection of children, designated emergency contact persons, alternative childcare arrangements if possible.

If the wraparound provision closes unexpectedly during a session, parents/carers will be contacted immediately to arrange for the prompt collection of their child. Children will be supervised by Academy staff until they are safely collected.

In cases of extreme emergency where immediate contact is not possible, the Academy will act in loco parentis to ensure the safety and wellbeing of all children in attendance.

Information regarding the Academy's emergency closure procedures, including contact details and designated emergency contacts, is available on the academy website.

Parents/carers are responsible for ensuring that the Academy has up-to-date contact information for them and their designated emergency contacts.

18. Activities and Resources

Activity Programme: We offer a varied programme of activities, including arts and crafts, board games, outdoor play, sports, storytelling, and quiet time for homework. Children are consulted about their interests and preferences, and the activity programme is planned accordingly.

Resources: We have a wide range of resources available, including toys, games, books, sports equipment, art supplies, and construction materials. We regularly review and update our resources to ensure they are age-appropriate and engaging.

Special Events: We organise special events throughout the year, such as themed weeks, holiday activities, and visits from external providers.

19. Late Collection of Pupils

We do understand that on occasion, due to unforeseen circumstances, you may be a little late to collect your child. **Please let us know on 01302 874536 if you are going to be late, to avoid any late charges.**

In cases of consistently late collections the fee of £10 will be imposed and a meeting arranged to discuss the reasons and review the suitability of the club in meeting the needs of the parent/career.

20. Behaviour

Behaviour Policy: We promote positive behaviour and mutual respect. Our behaviour policy, which is available on the academy website, outlines expectations for pupils' behaviour and the strategies we use to promote positive behaviour. We address challenging behaviour in a calm and consistent manner, using positive reinforcement and restorative approaches.

Bullying: We have a zero-tolerance approach to bullying. Any incidents of bullying will be taken seriously and dealt with in accordance with the academy's anti-bullying policy.

21. Communication with Parents/Carers

Communication Methods: We communicate with parents/carers through daily feedback, newsletters, parent meetings, and the academy website.

Parent Feedback: We welcome feedback from parents/carers and encourage them to share their views on the wraparound care provision. Feedback can be provided verbally to staff or through written feedback forms.

22. Confidentiality

Data Protection: We are committed to protecting the privacy and confidentiality of all information about children and their families. We comply with all relevant data protection legislation.

23. Contact Information

Wraparound Care Lead: Mrs P Jackson

If you have any questions or require further information, please do not hesitate to contact the academy office at 01302 874536 or email smilerssquad@bentleyhighst.elp.org.uk

24. Other Policies

The Wraparound Provision follow all other Academy and Trust policies, including but not limited to:

Safeguarding Policy, First Aid Policy, Health and Safety Policy, Fire Procedure, Behaviour Policy, Anti-Bullying Policy, Managing Medicine Policy, Pupil Mobile Phone Policy

For access to Academy and Trust Policies, please refer to our Academy Website.

25. Policy Review

Policy Reviewed: August 2026

Signed CEO: B.A. Nixon

Signed Chair of Directors: Pat Hogan

Policy to be reviewed: August 2027

Appendix 1 – Wraparound Provision- Parent/Carer Agreement

Pupil Name:……

Wraparound Session Booking: AM PM AM&PM

Start Date:……

I have read the Wraparound Provision Policy and understood the terms and conditions set out within the Policy. In accepting the place for my child, I agree to the terms and conditions set out within the policy.

Parent/Carer Name……..

Parent/Carer Signature: ……

Academy Confirmation of Acceptance

Academy Signature:……..

A copy will be provided to the parent/carer and a copy kept on file by the academy.

Appendix 2 – Key Information

- All parents will be provided with a of the Wraparound Provision Policy when their child joins the academy.

Policy Implementation

Level 1

Indicator: ***A child's account goes into debt***

Check 1: does this parent normally pay on time, is this just a one off?

Action 1: **Send a 'Gentle debt reminder'**

Level 2

Indicator: ***A child comes to the academy again without the debt identified at level 1 being paid***

Check 1: is there a possibility that payments have not been credited?
Check 2: has this parent made contact with the academy?

Action 2: **Personal contact**
Contact will be made by phone to the parent to ask them to make payment

Level 3

Indicator: ***The parent consistently does not comply with any of the above***

Check 1: has contact been made by the parent following level 1 and 2

Action 3: **Send strong debt letter**
The Principal will send a final letter.
Consider options available to retrieve the outstanding debt i.e. invoice/outside agencies if parent does not respond to the final letter.

Please note that should there be any changes/further national guidance issued relevant to this policy, it will be updated accordingly prior to the review date shown above and referred to the next Trust Board meeting.

Appendix 3 – Example Letter

Dear Parents / Carers

Re: Wraparound Provision Policy

Exceed Learning Partnership has adopted a strict NO DEBT policy relating to Wraparound Provision, for all of the academies within the Multi Academy Trust.

If debts are incurred, then the academy budget has to pay for them. This means that money which should be spent on the children's education is used to pay for any unpaid wraparound provision. I am sure everybody will agree that this is unacceptable and we hope that all parents give this policy their full support.

Wrapround Provision must be paid for in advance using any of the methods of payment outlined below:

• Online at : https://www.parentpay.com

• Send cash or cheque in a marked envelope

If a parent genuinely forgets to pay in advance, the academy may grant a debt allowance of one session However, this debt must be paid next day and future bookings must be paid in advanced before any confirmation of booking is provided.

If payment of the debt is not received by the next day, the Principal reserves the right to inform the Chair of the Governors or the Trust Directors Finance and Operations Committee who may decide to take proceedings against parents to recover the debt.

We hope that by implementing this debt policy we are able to help parents and at the same time ensure that all the money that is for children's learning is available.

If you have any concerns, please don't hesitate in contacting me.

Yours sincerely

Principal