



**Greenside Primary School**  
Rockwood Hill Road  
Greenside  
Ryton  
Tyne and Wear  
NE40 4AX

**Headteacher:** Miss D. Foster

**Tel:** 0191 4132186

**Fax:** 0191 4139619

**Website:** [www.greensideprimary.org](http://www.greensideprimary.org)

**Email:** [greensideprimaryschool@gateshead.gov.uk](mailto:greensideprimaryschool@gateshead.gov.uk)

Monday 16<sup>th</sup> September 2024

## Wrap Around Service User Agreement

Dear Parents

We offer Wrap Around care during term time to support our families and provide childcare beyond the parameters of the school day.

Our Wrap Around Care operates as a breakfast club (from 8:00am) and an after school club (up to 5:30pm). The charge for breakfast club is £4 per session and for after school club the charge is £8.

Staff in our wrap around care are employed by school, are qualified to at least Level 3 and all have paediatric first aid qualifications.

### Booking

Sessions are released for booking several weeks in advance and each session can be booked on Arbor. Places are limited and are offered on a first come, first served basis. If you would prefer to pay for your sessions using Childcare Vouchers, these should be purchased in advance and once the school office receives notification from the provider, this credit will be added to your account, and you will be able to make your own bookings against this credit.

Unless advance notice is received, bookings are non-refundable. The exception to this is if your child is ill and therefore absent from school. If this is the case, the payment can be held in credit and transferred to another date by arrangement with the school office. If your child is ill and unable to attend breakfast club, please telephone and leave a message on the answer phone.

### Handover

Children should all be brought to the breakfast club door and transferred to a member of staff. At the end of after school club, children should be collected by an adult.

### Uncollected Children

We ask that children are collected promptly at the end of after school club as staff are only employed until 5pm. A charge of £5 will be incurred for any late arrivals beyond five minutes. A charge of £10 will be incurred for any late arrivals beyond 15 minutes. The charge will be used to cover the costs of overtime to be paid to staff.

Parents will be asked to sign a late form, stating the time of collection for our records.

Parents should note that if they persistently collect their child late then the service will be withdrawn, and the child will not be able to attend after school club.

Parents who wish to continue, or start, to use our Wrap Around service need to sign the attached Service User Agreement and return it to school.

Yours sincerely

Dawn Foster, Headteacher

**BE THE BEST YOU CAN BE**

**Greenside Primary School**

**Wrap Around Service User Agreement**

I would like my child to access wrap around care at Greenside Primary School.

I acknowledge that places are limited.

I understand that my child is not guaranteed a place unless I have booked and paid for a session using the Arbor system.

If I am using childcare vouchers to pay for care, I understand that these need to be purchased in advance in time for them to be loaded onto my account.

I confirm that I have read the service user agreement and understand the booking arrangements.

I understand there will be penalty notices for late collection.

I understand that the service can be withdrawn if the conditions of use are not met.

Name of child / children: .....

Signed: .....

Date: .....

Print name: .....