



Dear Parent/Carers,

As you will be aware, Discovery Trust, in partnership with our school, offers a high-quality Wraparound Care provision, ensuring that we can support our parents and families with an extended school provision that allows children to enjoy a safe, caring environment where they can learn, engage, and take part in activities outside of the school day.

As with any provision of this type, Wraparound Care does incur a cost and Discovery have worked hard to ensure that our prices suit the needs of parents and carers whilst still enabling us to provide the highest standard of care for your child.

When joining the provision, parents are asked to sign a contract to confirm that they will make payment for their child's fees in advance by a minimum of one week. Unfortunately, in recent months, we have seen an increased number of parents not following this process, resulting in several large debts being incurred and if allowed to continue, could affect the long-term viability of the Wraparound Care offer.

We recognise that the financial impact of the last few months has been challenging and whilst we are eager to support families in any way we can, unpaid invoices for Wraparound Care significantly impacts the amount available to spend on staffing Wraparound Care, maintaining resources and improving Wraparound care provisions.

Moving forward we will be introducing a change to the booking process for Wraparound Care sessions whereby children will be unable to attend without payment in advance as detailed in the parental contract. Parents will be required to log into ParentPay to select their contracted sessions and pay for these in advance of their child attending.

The changes will not affect current sessions booked and places will continue to be available as contracted, however effective from **<date>** parents will need to:

- Log into ParentPay on a weekly basis, select their allocated sessions and make payment.
- Bookings must be made no later than midnight on the Thursday before the upcoming week (this can be done for more than one week if required as long as full payment is made in advance).
- Should a parent fail to confirm these contracted sessions and not make payment by this time, their child will be unable to attend.
- ParentPay will continue to charge for contracted sessions as per the parental contract and as long as there is a credit on the booking portal, any session charges will be deducted from your ParentPay balance.
- Once your ParentPay account starts to incur a debt (debit amount) you will not be able to book future sessions and children will be unable to attend until the outstanding amount is cleared.
- Should a debt remain on your account your child's place may be revoked.



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### **Childcare Vouchers**

We recognise that where parents use childcare vouchers to pay for the provision, it is the school that must allocate the funds to ParentPay to make payment. This will continue to be the case; however, all childcare vouchers must be paid for in advance, allowing time for confirmation and allocation of payment to ParentPay by the administration team. Parents will then see a credit of the funds on their child's account and will be able to book all sessions up to the value they are in credit. Please note that the allocation process can take up to 3 school days and ensure that this is taken into consideration when transferring funds via childcare vouchers.

Any sessions outside of allocated childcare voucher amount must be paid for using other means or another payment of childcare vouchers must be made so that parents can successfully book sessions as above. Where fees are not received and sessions not booked, children will not be able to attend the provision until such time that the debit is cleared and at least one weeks' fees are paid in advance.

### **Adhoc Sessions**

Adhoc sessions will continue to be available, however these cannot be selected at the time of booking via ParentPay. Parents must contact the Wraparound Care Manager to request an adhoc session and the Wraparound Care Manager will book this place via ParentPay for the parent to go on and make full payment. Please note payments for adhoc sessions will also be required in advance or you are at risk of not securing the adhoc session and your child will be unable to attend.

We would like to thank everyone in advance for their continued support and understanding as we strive to improve the booking process and secure our Wraparound Care provisions for the future. Should you have any queries, please do not hesitate to contact me.

Kind Regards

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