



## Blue Sky Wraparound Care [BWC]

### FREQUENTLY ASKED QUESTIONS

General	
When does the new Blue Sky Wraparound Care ["BWC"] start?	7:45 am Tuesday 2 September 2025
When does BWC operate?	It operates on every school day. It is closed on INSET days and school and bank holidays.
How is BWC different?	BWC is a combined serviced which will build on all the best parts of the Heelands and Summerfield stand-alone wraparound care and it will offer more. There is also a dedicated indoor and outdoor space for this.
Who do I contact about BWC?	All queries and payments will be dealt with by Heelands staff so please contact them via <a href="mailto:wraparoundcare@tbsf.org.uk">wraparoundcare@tbsf.org.uk</a> or call 01908 316306. <b>Please do not contact Summerfield School as they no longer have any involvement with this.</b>
What times does the BWC operate?	Between 7:45 through to the start of school and from the end of school to 18:00
Do you have any plans to open from 7:30 each morning?	No. We will review the interest of this as part of our first term review
Where do I drop off and collect?	The drop off and collection point is at the Heelands School reception, which is located just past the bicycle shed.
Who will be running BWC?	Heelands School will be operating BWC and it will be managed by the Federation Business Manager, Diane Farmer. The Play Leader is Georgia Culver-Spall and she has ran Summerfield's wraparound care scheme for a long time. She will be supported by existing Play Workers from both schools, Sarah Bell, Carol Dalton and Amanda Smith.
Will my child be disrupted by the change of staff?	All the familiar friends and faces will remain looking after your child.
What if the school closes in an Emergency?	All parents are contacted in line with their school's communications policy. As per that policy you will be asked to collect your child as soon as possible. BWC will not operate if the school is closed.

Do you look after other children?	Wraparound Care is for children who attend Heelands, Summerfield, Bradwell Village and Priory Common Schools and is available for all children from Reception up to Year 6.
Will you be reviewing the combined BWC and questions and answers?	We will be reviewing BWC and consulting parents during the second half of the Autumn terms and will communicate any changes to BWC in time for the beginning of the Spring 2026 term.

<b>BREAKFAST CLUB</b>	
What's the time I can drop off for Breakfast Club?	The Breakfast club opens at 7:45am; children cannot be dropped off before this time.
Can my child be dropped off at the school gate?	No - it is essential for the safety of your child that a parent or guardian hands them directly to a member of BWC staff.
What is the latest I can drop off for Breakfast Club?	Children must be dropped off at Heelands no later than 8:20 am. This is so that there is sufficient time to bring the WAC session to an end and get all the children to their classes on time. Children from Summerfield will travel to the school via the Federation minibus. Parents arriving after 8:20 will be asked to take their child to their school at the beginning of the school day. Parents will still be charged for the session.

<b>AFTER SCHOOL CLUB</b>	
What time is the earliest I can collect from After School Club?	Depending on which school your child attends, the earliest you can collect your child from Heelands will differ. If you arrive there before your child has been taken there, you will be asked to wait at reception until they arrive.
What if my child is sick at school or during Afterschool Club?	Your school's policies regarding child sickness which cover situation such as a high temperature, sickness and diarrhea apply to BWC. The policies regarding collection from school and attending school while unwell apply equally to BWC.
Who can collect my child?	<p>Collection of your child is in line with your school's collection policy. If collection is to be by someone who is not familiar to the BWC team you must inform the Heelands office before 15:00 on the day of collection. You may be asked to agree a password.</p> <p>If the person who is going to collect your child changes after school hours you should call <b>07774 797402</b> and discuss the matter with the BWC team.</p> <p>Children cannot be let into the custody of unknown adults. Children not collected in line with this policy after 18:00 will incur late collection fees.</p>
What's the latest time the office needs to be informed for me to collect my child from their classroom at the end of the day?	If you present yourself at your child's classroom you can collect them even if they are booked into BWC. The class teacher will inform the BWC play leader than your child has

	been collected. You will still be charged for the session that you have booked.
What's the latest collection time?	It is the parent/carer's responsibility to ensure their child is collected promptly at the end of their session and by <b>6pm</b> at the latest.
Are there penalties for late collection?	<p>If unavoidably delayed, please contact the wraparound care leaders directly by telephone on <b>07774 797402</b> or <b>call 01908 316306</b> and press the option for wraparound care.</p> <p>A late collection charge will apply for all collections after 18:00 at a rate of £10 for the first 15 minutes and each subsequent 15 minutes or part of.</p> <p>This additional amount must be paid to BWC before you child can be admitted again to BWC.</p>
What if I am persistently late?	If you are persistently late [more than 3 times in a rolling 12 school weeks] we reserve the right to withdraw your child from BWC.

<b>FOOD</b>	
What food do you provide and at what time?	<p>The Breakfast club provides a healthy light breakfast on arrival.</p> <p>After school club provides every child a healthy snack consisting of breadsticks, crackers or equivalent with fresh fruit or vegetables around 16:00.</p>
Can I send breakfast or afternoon snack with my child to school?	We are unable to accommodate bringing your own food to school.
How will you manage by child's allergies and food intolerances?	You must include this information on the admission form for BWC. It is essential that you inform BWC of any changes to this so that food/drinks can be purchased for your child.
Is there a food planner?	We will consider our ability to publish a food planner as part of our Autumn review.
Does the food and drink you provide meet the "Good Schools Food" guide?	We ensure all the food we offer at least meets the Good School Food guide.

<b>MY CHILD</b>	
How is the children's safeguarding managed?	BWC Safeguarding is part of our The Blue Sky Federation safeguarding strategy and policies. The safeguarding lead for BWC is Rebecca Daley.
Are all the staff DBS checked?	All staff involved in wraparound Care have an Enhanced DBS check as part of the Blue Sky Federation's Safer Recruitment Policies. All staff have annual mandatory Safeguarding training.

How many staff are there each day?	The ratios of staff to children will be in line with the national guidance
Is there a first aider on site?	All staff have mandatory Pediatric First Aid Training.
Do you keep separate Emergency Contact Details for BWC?	Yes – these are taken from the admission form that all parents/carers must complete in order for their child to be admitted to BWC.
How do these arrangements effect my child's regular medication?	<p>BWC is not permitted to possess, store or dispense medication such as Calpol, Junior Aspirin or other such general medications.</p> <p>BWC is unable to administer any medication during sessions.</p> <p>Any medication administered by the school during the school day will be passed to the club supervisor to be handed back to the parent/carer.</p> <p>Please inform BWC of any current Individual Health Care Plan details e.g. for asthma, etc so that these can be shared by the school with the club supervisor with consent of the parent/carer.</p>
How will you be addressing my child's has additional needs?	Please ensure that any additional needs are communicated to BWC by adding this to the admission form and having a discussion with the Play Leader.
How should my child behave?	BWC is an extension of you child's day at school. The behaviour expectations of the school extend to BWC.
My child goes to before and after school activities – can they still do that?	We are not able to offer transport to BWC from after school activities at Summerfield.
<b>BOOKING</b>	
Can I use the existing booking systems?	<p>No. We are launching a new dedicated booking service for BWC which will be available for bookings from October 2025.</p> <p>For the interim, for September 2025 bookings please email <a href="mailto:wraparoundcare@tbsf.org.uk">wraparoundcare@tbsf.org.uk</a> and please confirm the dates, times and how you will pay. You will then be invoiced for the sessions you require.</p>
Do I need to complete a new registration form?	Yes. We will shortly be emailing a new registration for to all families who use our current Summerfield WAC services. This form needs to be completed asap to attend the BWC from 2 September. Information about this will be on the form.
How much will it be?	From 2 September Breakfast Club will be £4.00per session and Afterschool Club will be £13.00
Do you offer discounts for whole weeks or block bookings?	We will consider this as part of our Autumn review
How do I book and how do I pay?	For September email <a href="mailto:wraparoundcare@tbsf.org.uk">wraparoundcare@tbsf.org.uk</a> . Communications will be sent out to all parents/carers when the new system is available.

Can I pay cash?	We are unable to accept cash. If you have a genuine reason to pay cash please email <a href="mailto:wraparoundcare@tbsf.org.uk">wraparoundcare@tbsf.org.uk</a> .
Can I cancel today's booking; and what if my child is sick?	We are not able to offer refunds for on the day cancellations as we take payment for sessions in advance. In order to provide a safe, welcoming environment for our children we need to ensure that we have sufficient staff to cover the children that attend our club. This means, that even if you do not attend, we have still paid to employ the staff to look after your child
Can I cancel or change future bookings?	In September you will need to email <a href="mailto:wraparoundcare@tbsf.org.uk">wraparoundcare@tbsf.org.uk</a> for amendments. From October 2025, you should use the new booking system.
Can I use childcare vouchers?	Yes – please email <a href="mailto:wraparoundcare@tbsf.org.uk">wraparoundcare@tbsf.org.uk</a> .
Can I book Breakfast Club on the day?	No – you will need to book in advance by either emailing <a href="mailto:wraparoundcare@tbsf.org.uk">wraparoundcare@tbsf.org.uk</a> or calling 01908 316306 by 5.30pm the day before.
Can I book Afterschool Club on the day?	We accept afterschool club bookings up to 2.30pm. Please call 01908 316306 for urgent bookings.
Today I am unable to collect my child can they go into Afterschool club without a booking?	No – the minibus will leave Summerfield School as soon as the school day has finished and there will be no capacity to bring your child over. If you need to urgently book them in to after school, you must call 01908 316306 by 2.30pm
Do you have a code for universal credit?	No – parents/carers who claim this for the wraparound care payments will be given a proof of payment receipt to enable them to claim refunds. If in doubt, please contact <a href="mailto:wraparoundcare@tbsf.org.uk">wraparoundcare@tbsf.org.uk</a>

<b>WHAT CAN I EXPECT</b>	
What sort of activities are provided?	Wide variety of activities, sport and guided play available all day every day to enable there is a choice for EVERY child. We intend to provide activities such as cooking, free play, reading, arts & crafts, den building etc.
Is there a programme of play and activities?	There is already a new programme for each half term which reflects themes for the term and seasonal activities. We will look to develop this further now the provision has been amalgamated.
My child is not very sporty; are there other activities available?	We will always promote a healthy and active lifestyle and there will always be a wide range of activities suitable for all.

<b>TRAVEL TO AND FROM HEELANDS</b>	
Which children will use the Blue Sky minibus?	For the purpose of BWC the children from Summerfield will use the minibus.
How many adults will accompany the children on the minibus?	The ratios of staff to children will be at least in line with the national guidance.

Who can drive the bus?	Any adult who holds a licence in line with the Blue Sky Minibus Driver Policy.
Does the minibus have seatbelts?	<p>Yes. In line with the law. the driver will check the seatbelts are fastened before commencing the journey.</p> <p>Any child who refuses to wear; or persistently unbuckles their seatbelt before the end of the journey may be excluded from BWC.</p>
How do you monitor the driving of your staff?	We check the driving licence of each member of staff permitted to drive inline with our Minibus Policy. Each driver will have undertaken MiDAS training.
Is the bus insured?	The minibus is fully insured though a broker accredited with Milton Keynes City Council.
What if my child gets travel sick?	Please let BWC know about this so we can put actions into place.
What if there are more children than spaces on the minibus?	In this situation we will make two journeys in line with our BWC Travel Plan. The children will be supervised throughout the entire time until they reach Heelands.
What if the children arrive late at Summerfield?	We have made adequate provision to ensure Summerfield children arrive in time for school opening at 8:45. For the purposes of attendance. No child under the care of BWC Breakfast club can be marked as late.
What if the bus breaks down?	We will make alternative arrangements in line with the BWC Travel Plan.
What if the weather is wet or snowy?	The BWC provision will operate in all weathers as long as your school is open. Provision has been made in the BWC Travel Plan to ensure children get to their appropriate school no matter the weather.
How will the children get on and off the bus safely at Heelands and Summerfield?	<p>At Heelands the minibus will be parked in preparation for each morning. Arrangements have been made with staff to ensure there are no vehicle movements in the car park while the children are loaded.</p> <p>The minibus arriving at Summerfield will be parked to safely unload the children. Cars will be prevented from entering the car park once the minibus arrives.</p> <p>At Summerfield the minibus will be parked in the staff car park prior to the end of school such that the children can be loaded safely. Cars will not be able to exit the car park while the minibus is present.</p>