



West Lothian
Council

COUNCIL EXECUTIVE

Wraparound Care Charging

REPORT BY HEAD OF SERVICE – SCHOOLS WITH EDUCATION SUPPORT

A. PURPOSE OF REPORT

To advise Elected Members of the need to review an aspect of the Wraparound Care charging arrangements in relation to recent exceptional weather.

B. RECOMMENDATION

To amend the provisions of the terms and conditions to note that where exceptional weather prevents service provision over an extended period, then no charge will be made.

C. SUMMARY OF IMPLICATIONS

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| I Council Values | Being open, honest and accountable.

Focusing on our customers' needs.

Working in partnership

Making best use of resources. |
| II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment) | Wraparound care charging policy and terms and conditions. |
| III Resources - (Financial, Staffing and Property) | The core income for the wraparound care service is some £11,000 per week. Customers on an ad hoc basis purchase additional hours. |

IV Consultations

In recent weeks, customers have raised the issue of charging at times of severe weather when centres have been closed by the Council.

D. TERMS OF REPORT

1 Background

The very severe weather experienced in late November and December of this year has highlighted an aspect of the terms and conditions for Wraparound Care that needs to be reviewed. It has been necessary to close a number of Wraparound Care centres for extended periods due to severe weather and/or damage to buildings. In the case of Linlithgow Primary School, the service will be suspended until the start of the new school term in January 2010.

2 Terms and Conditions

The terms and conditions of the wraparound care service include provision for the payment of service where it is necessary for the Council to suspend the service due to reasons beyond the control of the Centre ie bad weather. This provision was included in recognition that the council must continue to bear the staffing costs of provision. In normal circumstances there would be isolated cases of one or two days in a session.

Given the recent experience of extended severe weather and the need for the Council to suspend service provision over a number of days to-date and the possibility for further service suspension in the event of further severe weather, officers consider that it would be appropriate to clarify this provision in the contract.

Many customers have raised this issue with the Council through the Customer Service Centre, Pupil Placement and also through Wraparound Care Centres. Customers have been advised that the Council would consider this issue before Christmas and that they will be advised of the outcome of this review on 23 December 2010.

3 Proposal

It is proposed that where it is necessary for the Council to suspend the wraparound care service due to severe weather over an extended period then no charge will be made to customers. This adjustment would be made to the Terms and Conditions and a letter issued to all customers to advise them and adjust their invoices accordingly.

The above provision would result in the loss of some £11,000 of income per week. It would not be possible to accurately assess the impact on the service financial model until the severe weather has concluded but it is anticipated that this could be accommodated through the increased efficiency in the operation of the service.

E. CONCLUSION

It would be appropriate to adjust the Wraparound Service terms and conditions of contract in line with the proposal outlined at section 3 above.

F. BACKGROUND REFERENCES

Education Executive, 29 June 2010, Pre-School Provision and Wraparound Care

Appendices/Attachments: Nil

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