

Wraparound care

Date: reviewed regularly; see date in document label for most recent update

Our staff are experienced. Most have other roles in school.

A warm, friendly and safe environment

Time to complete homework tasks

We provide lots of fun activities including art and craft, imaginative play and sporting activities.

Activities with their peers

Opportunities for quiet time

Opportunities for physical activity



Times

	timings	charge (per session)
Before school	7.30am – 8.45am	£7.00
After school	3.15pm – 6.00pm	£12.50
After school on the last day of each half term	3.15pm – 5.00pm	£8.00

Contacts



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The following pages provide you with information and sets out our policy (our terms and conditions) on a range of points:

- Accidents
- Admissions
- Arrival & collection
- Behaviour (adults)
- Behaviour (children)
- Changes
- Complaints
- Equal Opportunities
- Illness
- Medication
- Payment
- Privacy
- Safeguarding
- Snacks and drinks



Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times. There is always a first aider on site and a first aid kit is available at all times. If your child has an accident whilst in our care, we'll tell you when you collect your child. We are fully insured.

Admissions

Our club aims to be accessible to children and families from all sections of our local community. Admission to the club is organised by school and we use a waiting list system when the need arises. The waiting list is operated on a first come, first served basis, with the exception of siblings who have priority for the same days as a sibling already attending.

We require a completed set of registration forms for your child before they can attend the club. This information is treated as confidential and will be stored appropriately.

Re-enrolment for September is required at the end of the summer term. We do not keep a place open for your child unless you complete a new registration form.

Arrival and collection of children

Each school has slightly different routines in the morning:



Arrival and collection is via the Morwick Grove entrance. The club is held in The Hub and the school hall. Children can be dropped off at the morning club at any time during the session.

At the end of the morning session, children in Key Stage 1 and those who are new to school will be escorted to their classroom by a staff member. Children in Key Stage 2 stay in The Hub until the start of the school day and then go into class with everyone else.



Arrival and collection is via the main entrance. The club is held in the school hall and The Space. Children can be dropped off at the morning club at any time during the session.

At the end of the morning session, children in Key Stage 1 and those who are new to school will be escorted to their classroom by a staff member. Older children are free to meet with their friends in the playground.



Arrival and collection is via the main entrance. The club is held in the school hall. Children can be dropped off at the morning club at any time during the session.

At the end of the morning session, children in Key Stage 1 and those who are new to school will be escorted to their classroom by a staff member. Older children are free to meet with their friends in the playground.

After school, children in Key Stage 1 are collected from their class and escorted to the club by a member of staff. Children in Key Stage 2 make their own way to the club.

Please tell us if your child is being collected by someone different.

Children can be collected at any time during the allocated hours. All children must be signed out when collected from the evening session.

Out of School Club finishes at 6pm. If you're delayed for any reason, please let us know (use the telephone number on page 2). On the last day of every half term, Out of School Club finishes at 5pm with a reduced charge of £8.00.

There is a late payment fee of £10 for every full or part period of 10 minutes you are late. For example, if you collect your child at 6.08pm, you will be charged £10).

If your child remains uncollected after 6.30pm (30 minutes after Wraparound Care closes) and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will contact Social Care.

Behaviour (adults)

Our school, including Wraparound Care, is a happy and healthy place to be, and therefore must be a place of safety and security for the children who attend and the staff who work here. We do not tolerate bullying; aggressive, confrontational or threatening behaviour; or behaviour which is intended (perceived or real) to result in conflict from any parent, carer or visitor. We reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

Behaviour (children)

Our Positive Relationship policy is followed. Children are expected to follow the three school rules that they follow during the school day:

- we're respectful
- we're ready
- we're safe

We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We'll try to be flexible in order to accommodate such cases. However, if your child's behaviour poses an immediate danger to themselves or others, we will require you to collect them from Wraparound Care immediately. If attempts at behaviour management are unsuccessful, we will send to you a written letter after two incidents of challenging behaviour. This letter will be to advise that the place for your child is close to being removed. If there is another incident of challenging behaviour, we will regretfully be unable to have your child in Wraparound Care in order to ensure that others can enjoy this happy and healthy place to be.

Changes

If you need to change the days that your child attends, please contact us. We try to accommodate such changes wherever possible.

If you wish to cancel your child's place at Wraparound Care, we need four weeks' notice.

Please remember that we need to know if your child will not be attending the club for any reason. If you know in advance of any days when your child will not be attending during the following week, please try to let school know by Thursday at the latest.

Contact us using the details on page 2.

Comments, concerns and complaints

If you've any questions, comments or concerns, please feel free to speak to staff who are present. If you feel something needs further discussion, please contact the Head of School.

You can use the contact details on page 2.

You might like to read our Comments, Concerns and Complaints Policy – on the website, it's in the Find Out section – go to Policies and Other Points and select Comments, Concerns and Complaints.

Equal opportunities

We aim to provide a safe and caring environment, free from discrimination, for everyone in our community.

We make every effort to accommodate and welcome everyone, including children with additional needs. We will work with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children, whilst working within the club's limitations, making reasonable adjustments. The decision on whether an adjustment is reasonable considers several factors:

- effectiveness: how well the adjustment removes the substantial disadvantage for the individual pupil
- practicality: whether the adjustment is feasible to implement
- cost: the financial impact of making the change
- resources: the size and resources of the organisation, including the availability of financial or other assistance
- considerations around proportionality and the impact the adjustments are likely to have on other pupils

Each case will be considered individually and risk-assessed to ensure everyone's safety. In rare circumstances, we may not be able to make enough adjustments to meet some specific needs.

Illness

If your child becomes unwell whilst attending Wraparound Care, we'll contact you and ask you to make arrangements for them to be collected.

Normal school procedures apply if your child is unwell. Please inform us of any infectious illness your child contracts. If your child has had sickness or diarrhoea, please do not send him or her to school, or Wraparound Care, for 48 hours after the illness has ceased.

Unfortunately, we will not refund any missed sessions due to illness; this is because we've reserved a place for your child and factored in costs (eg for staff and food).

If you're not sure about whether your child should attend school or Wraparound Care, consult the NHS guide [Is my child too ill for school?](#)

Medication

Please let us know if your child is taking prescribed medicine. If your child needs to take medicine whilst attending Wraparound Care, you'll need to complete a **permission to administer medication form** in advance.

Payment of fees

The current fees are **£7.00 for a morning session** and **£12.50 for an afternoon session**.

Fees are payable in advance via Arbor. We're also registered to accept Tax-Free Childcare or childcare vouchers. Please let us know in advance which method you plan to use.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is ill, or on holiday (regardless of the amount of notice given). If you wish to cancel your child's place, we need four weeks' notice.

Contact us if you wish to cancel your child's place or make any changes.

We don't charge for bank holidays and professional training days when Wraparound Care is not available.

Please ensure that fees are paid promptly. Non-payment may result in your place being terminated. If you're having difficulty paying fees, please speak in confidence to the Head of School.

You might like to read our Charging Policy – on the website, it's in the Find Out section – go to Policies and Other Points.

Privacy

We respect the privacy of the children attending Wraparound Care and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract with you.

Any information that you provide is kept secure. Data that is no longer required* is erased after your child has ceased attending Wraparound Care or they leave school.

We use the contact details you give us to contact you via phone or email so that we can send you information about your child, arrangements and other relevant news, and also so that we can communicate with you regarding payment of our fees.

We only share personal information about you or your child with another organisation if we:

- have a safeguarding concern about your child
- are required to by government bodies or law enforcement agencies
- engage a supplier to process data on our behalf (eg to take online bookings, or to issue invoices)
- have obtained your prior permission

You have the right to ask to see the data that we have about you or your child, and to ask for any errors to be corrected. We respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we are unable to continue to care for your child if we do not have sufficient information about them
- even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time* so can't delete everything immediately

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner's Office (ICO).

You can read more about data protection in the Policies and Other points page of the websites.

* We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible.

Safeguarding

We are committed to building a culture of safety in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. A designated member of staff is on site for the majority of time; where this is not the case, staff are clear on how to contact someone from the Safeguarding Team.

You can read more about data protection in the Policies and Other points page of the websites.

Snacks and drinks

Before school

Breakfast snacks are available before school. A typical breakfast consists of a choice of one or two of toast, crumpets, pancakes or cereal. Yoghurt, fruit and milk is typically also available.

Please tell a member of staff if you want to make sure your child has breakfast at the club.

After school

Evening snacks are available after school. A typical snack would be a variety of the following:

- breadsticks or crackers
- fruit
- rice cakes
- fresh fruit
- vegetable sticks
- squash

Water is available at all times.

Wraparound care: Registration form

Child's name	Date of birth
Class teacher	Year group

Required days for Wraparound Care					
	Monday	Tuesday	Wednesday	Thursday	Friday
morning					
afternoon					

How will you be paying for Wraparound Care?	
bank transfer or credit/debit card on the School Gateway app	
government tax free childcare scheme (please state your child's reference number)	
childcare vouchers (please state voucher company)	
student childcare grant	
other (please state)	

Please inform a member of staff if:

- your child will not be attending the club on a booked session
- anyone different is picking your child up

I give consent to the staff at the out of school club to access my child's records if needed (medical details and emergency contact details).	
Signed (parent/carer)	Date

I can confirm that I have received and that I understand the Wraparound Care policy including terms and conditions.	
Signed (parent/carer)	Date