



## Twyford St Mary's Primary School

### Wrap Around Care Policy

At Twyford St Mary's Primary School we provide the following Wrap Around Care sessions:

- Breakfast Club which runs from 7.45 am until 8:35am (the start of the school day) Monday to Friday (term time only).
- After-School Club which runs in two sessions from 3:30pm to 4.30pm, and 4.30pm to 5.30pm on Mondays to Thursdays, and one session from 3:30pm to 4.30pm on Fridays (term time only).
- Various After School Activity clubs run by school staff that run from 3.30pm to 4.30pm Monday to Friday (term time only)

Each club is run by current members of school staff who provide activities and care for the children. We encourage and support child led activities and both indoor and outdoor play. The club leaders work with the Headteacher to ensure that procedures and practices represent and reflect the values, ethos and policies of the school.

- We also provide access to externally run after school clubs on school premises. **These clubs are managed separately and are not covered by this policy.**

### Admissions & Bookings

Only children attending Twyford St Mary's Primary School are eligible to attend Wrap Around Care sessions at the school.

**Breakfast and After School Club** places are provided on a first-come-first-served basis and must be booked via the online system, ScoPay, subject to availability. Payment is required at the time of booking. For **Breakfast and After School Club**, booking closes 48 hours before the club start time, to allow for accurate staff provision.

If parents/carers want to book onto the **Breakfast and After School Club** less than 48 hours before it is due to start, or to put their child on the waiting list for a session, they should email the school office and wait for confirmation.

**After School Activity Clubs** places are booked before the start of term. A new term schedule will be sent to parents when the school are ready to accept new bookings by email. Payment will then be set up on ScoPay. All After School Activity Clubs must be paid for in full before the start of term. For ad hoc attendance at After School Activity Clubs parents/carers should email the school office and await confirmation.

Any other queries regarding a child's future attendance in any Wrap Around Care should be directed to the school office at [adminoffice@twyford-pri.hants.sch.uk](mailto:adminoffice@twyford-pri.hants.sch.uk)

The school reserves the right to withdraw an offer of a place in Wrap Around Care in the following circumstances:

- Unacceptable behaviour from the child resulting in distress or disruption to adults or children at the provision
- Repeated late collection

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### **Special Educational Needs**

We welcome children with SEND on an individual basis and dependent on the available staff ratios. Every effort will be made to cater for those with special needs and where appropriate activities may be adapted.

Whilst we will make every practical effort and endeavour to welcome children with additional needs, there may be some instances where we may have to look at alternative provision. We will work in partnership with parents/carers and liaise with the schools SENDCO to discuss the child's individual needs.

Please book Wraparound as detailed above, and the school will be in touch if there are any issues or queries. Please contact the admin office to arrange discussion with the Headteacher if you need any support.

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### **Attendance, Absence & Collection**

#### **ABSENCE**

If a child is absent from school on any day, the school office will ensure that the Wrap Around Care leader is informed, and the relevant club register is updated.

If a booked place for a child is no longer required, parents/carers should inform the office or update the online booking system as soon as possible and a minimum of 48 hrs in advance. A refund will then be issued to your Scopay account. If parents/carers want to cancel a place within 48 hrs of the session starting, they must inform the office. Refunds will only be given in this case if a place is able to be taken by someone on the waiting list.

Activity club bookings are for the whole term and there will be no refunds unless the session is cancelled by Twyford St Mary's.

## ARRIVAL

### Breakfast Club

- Parents/carers are required to bring their child directly to the club. They should enter the club via the main school entrance and make their way to the hall.

### After School Club:

- Children in KS2 will be released at 3:30pm by their class teacher to go directly to After School Club (usually in The Orchard or hall).
- Children in reception and KS1 will be taken to the club by a member of staff from their class/year group.
- Children moving from a first session After School Activity Club or an externally run after school clubs to a second session After School Club will (KS1) be taken by the club leader, or (KS2) go to the club independently.
- The register will then be taken.

Separate **Breakfast Club, After School Club and After School Activity Clubs** registers are kept by the club leaders. The leader is responsible for ensuring that the number present, tallies with the number booked/shown on the register less absentees as informed by office staff.

If a child arrives at any Wrap Around Care session without a booking, parents will be informed via the office or by the leader phoning directly. They will be asked to collect that child as soon as possible. Late fees will apply to this as detailed below.

## LEAVING

### Collection

At the end of **Breakfast Club** at 8.35am, all children leave the club when instructed by the leader and proceed to their classrooms ready to start the school day.

At the end of **After School Club** and **After School Activity Club** sessions, children must be collected. The club leader will ensure that the child is signed out by the parent or carer collecting them. No child will be allowed to leave the After School Club unaccompanied unless they are a child who has previously agreed written permission to walk home alone. No person other than those named on the going home arrangements/Arbor will be allowed to leave with a child.

### Alternative collection arrangements

We understand that, from time to time, parents/carers may have to send someone different to collect their child. In this case, they must telephone and inform the office of the alternative collector. If the person collecting is unknown to the school parents must also give the person collecting a password and share that password with the office for identification purposes. The office will, before the end of the relevant session, inform the club leader(s) of any change to collection arrangements and any passwords that need to be used.

In the event that a person should arrive to take a child without prior arrangement, or without the password, club leaders and/or office staff will telephone the parent/carer immediately to confirm.

## **Late Collection**

If an emergency has arisen and a parent/carer knows they may be late to collect, we advise they contact the main school office before 4pm. If calling after 4pm, they must contact club leaders using the following telephone number: 07303 121578

If a parent or carer is late collecting their child, then additional charges will apply. These will be:

- **£1 per minute from the booked finish time until 15 minutes, then a £20 fee per 15 minutes thereafter.**

## **No Collection**

If a parent/carer is late and no contact has been made, and no contact can be made using the telephone contacts on the Arbor system, club leaders will follow safeguarding practices and contact the DSL.

The steps are as follows:

- A member of staff will call and text the parent and any other emergency contact number in order to ascertain the cause of the delay and how long it is likely to last. If there is still no contact made, staff will leave a message requesting a prompt reply
- Whilst waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurances as necessary
- If, after repeated attempts, no contact is made with the parents or authorised collector, and a **further period of 30 minutes** has elapsed from first attempted contact, the headteacher will call the local children's services for advice
- In the event of children's services being called and responsibility for the child being passed to the child protection agency, the headteacher will attempt to leave a further message with the parent or authorised collector
- A note will be left on the gate of the school premises, informing the parent or authorised collector of what has happened. The note will reassure them of their child's safety and instruct them to contact the local children's services department
- Under no circumstances will the child be taken to the home of staff or away from premises unless absolutely necessary.

## **Behaviour**

The school's behaviour policy and school ethos is based on a whole school approach to positive reinforcement and modelling of expected behaviours. All children attending Wrap Around Clubs are expected to adhere to the school's behaviour policy, although it is recognised that the atmosphere of the club will be less formal.

If behaviour during the sessions does not meet our behaviour policy, parents/carers may be contacted to collect a child. The parent will be sent a warning about their child's behaviour in the club and informed that further poor behaviour may result in the place being revoked.

Repeated behaviour issued may result in a child being unable to attend Wraparound Care Clubs.

## **First Aid/Accidents**

It is important to realise that, at times, when children are playing “playground accidents” can happen. For this reason, our club leaders are qualified in administering first aid. Any minor accidents will be dealt with and recorded in line with school procedures. The parent/carer will be informed when collecting children from the provision. In case of a more serious accident, the appropriate action will be taken, and the parents will be informed immediately.

## **Child Protection/Safeguarding Children**

We take our responsibility for child protection seriously. All club leaders will follow in school safeguarding procedures and are trained to recognise signs of abuse. The safeguarding team who will make the necessary referrals to the local authority, if necessary. A DSL is on school site or contactable at all times.

## **Illness**

If a child is ill during a session, the parent will be contacted. If a child suffers from an infection, or infectious illness the club will ask the parents/carers to collect the child immediately, with the understanding that children will only be accepted back at school and the provision when they are fit. Please note that 48hrs is the requested time for sickness/stomach bug. This action is necessary for the protection of other children from infections and illness. The office needs to be informed if children are not attending due to illness.

## **Emergency Closure**

If Wrap Around Care Club is closed or cancelled at short notice, due to very exceptional circumstances i.e. no heating, burst water pipes etc, a full refund or alternative dates will be given for the day(s) the club is closed.

**Please note:** we are unable to give refunds if the club is open and the parents make the decision not to send their children.

In the rare situation of an emergency closure during the school day or during the session, the club leaders and/or office staff will contact the parents.

## **Complaint Procedure**

If you have an issue or problem with any aspect of the club, in the first instance, talk to the staff on duty who will do their best to resolve the issue to your satisfaction. If this course of action does not resolve the issue or you feel it is not an appropriate course of action, please contact the Headteacher.