



## **The Colleton Wraparound Policy & Procedures 2023**

This document should be read and signed before a wraparound care booking can be confirmed

### **Important Information**

**All emails and any enquiries/questions to [wraparound@colleton.wokingham.sch.uk](mailto:wraparound@colleton.wokingham.sch.uk)** This address is monitored between 2pm and 6pm.

Phone: 0118 9340530

Club Manager: Mrs Nisia Sargood

Club Supervisor: Miss Kelly Middleditch

Advance permanent bookings only.

Morning sessions, per child per day: £4.50

Afternoon sessions, per child per day: £11.50

[Wraparound@colleton.wokingham.sch.uk](mailto:Wraparound@colleton.wokingham.sch.uk) must be notified by 2pm if your child will not be attending the afternoon session.

### **Terms and Conditions**

- Wraparound Afternoon is for sole use of children attending The Colleton Primary School. Wraparound Morning is also available to children who attend Little Acorns.
- Bookings are made and paid for, in advance. If places are not available on the required day(s), a waiting list will be maintained. Families can choose to book termly, weekly or daily to suit their needs, but this will be subject to availability.
- The place at Wraparound will only be confirmed once the terms fees have been paid in full including, late collection fees or any other fees that have fallen due. Where payment is to be by childcare vouchers evidence that they have been sent to the school will be required.

### **Booking**

Sessions for both Morning and Afternoon care can be booked via the Parent Portal on the Arbor App. In order to book, the child's account must have sufficient funds available. Sessions can be booked up until 6pm the day before. If you require an ad hoc session for the same day, you must email the manager to book.

## **Cancellations**

- Request for cancellations of bookings must be sent in writing to the Wraparound manager via the email address.
- Sessions cancelled by families are non-refundable. In the event of an unforeseen school closure including but not limited to, a snow day or lockdown a 50% refund will be issued.
- There will be no refund or reduction of fees for pupils who attend school or residential visits or extracurricular activities. There will be no refund or reduction of fees where places are cancelled without the required notice or where the child is absent from school for any reason.
- Families who pay by childcare vouchers need to check their providers refund policy.

## **Fees & Payment**

- In normal circumstances fees will be reviewed and set by the School Governors annually in April/May for implementation in September. Families will be sent an email detailing the new fees by the end of the Summer Term.
- Wraparound will accept payment for fees by online payment. Childcare vouchers are also accepted; a list of current companies is available on the school website. Please allow enough time for the money to reach the account **before** term starts.
- Bookings and payments will be administered using the Arbor system in the same way as school dinners and trips. Users will be able to see the sessions booked and any balances.
- At the end of every term a payment reminder will be emailed to ensure that payments are received in time to confirm places for the following term. Please contact the Wraparound Manager or the School Business Manager as soon as possible about any payment concerns.
- Staff will not enter into any negotiation with families about fees; any request for special terms etc will be referred to the School Governors, who will have discretion in resolving such matters in fairness to both parties.

## **Withdrawal of Membership**

Wraparound reserves the right to withdraw the use of this facility in the following circumstances:

- Failure to pay fees correctly charged in a timely manner
- Where the child is unable to follow the school behaviour code in the opinion of the Wraparound manager and the Headteacher, one verbal and one written warning that the behaviour is not acceptable will be given before the membership is liable

to be cancelled. In the event of a serious behavioural incident, including but not limited to, physical assault on a member of staff, no warnings need to be given before membership can be cancelled.

- Where it is the opinion of the Wraparound Manager and Headteacher that the continued attendance would be to the detriment of either the child and/or other members or staff.
- The child turning up for a session without a correct booking being made on more than 2 occasions in an academic year.

Refunds will not be offered.

## **AIM**

The aim of Wraparound is to provide good quality affordable childcare in a safe, happy and caring environment. Activities will be fun, varied and stimulating, and will consider the different needs and abilities of the children, ensuring activities are accessible for all who attend. Any child wishing to spend time doing home learning will be encouraged and supported.

## **OPERATING HOURS**

Wraparound will operate Monday - Friday during term times only, excluding those non-pupil days / inset days occurring within Colleton Primary School calendar (and any other days that the Primary School is closed).

Morning hours: 8am – 8.40am

Afternoon hours: 3.15 pm to 6.00pm. 2pm – 5pm on the last day of term.

## **ATTENDANCE RECORDS**

A daily register will be completed on Arbor. It is the responsibility of school staff to sign the children in, and the responsibility of families (or authorised adults) to give the correct password for the child to sign them out on our paper copy (afternoon only). Families must ensure any person who is collecting a child has the password on file.

If a child is absent from school due to illness, please advise by email to [wraparound@colleton.wokingham.sch.uk](mailto:wraparound@colleton.wokingham.sch.uk). It is the duty of the family to inform wraparound by email by 2pm on the day of absence when a child will not be attending for any other reason; this includes but is not limited to:

- Doctor's/hospital appointments
- Invited to a friend's house
- Out of school/off site activities

Families must advise wraparound by email if a child is returning to school after an offsite activity or trip. Families must not leave it to the sibling of an absent child to inform them.

If a child whose name is on the list as due to arrive by 3.15 p.m. does not arrive, and the manager has had no correspondence from family, the manager will contact the family at the earliest opportunity.

## **Children arriving after 3.15pm due to Extra Curricular Activities or Trips**

Children attending after school activities / trips will be taken to wraparound by the activity leader / staff member and will be signed in.

If a child fails to turn up when expected, or a child comes who is unexpected, the same procedure as above will be followed.

## **DEPARTURES**

Children must be collected no later than 6.00 pm, although children may be collected at any time prior, by a family member or other person authorised by the family by informing the Manager. Any person collecting a child from wraparound must be 16 years or over and know the specific password for the child they are collecting. Families may have an agreement for older siblings who are not yet 16 to collect, but this is at the manager's discretion and agreement in writing from the family.

If the person who arrives to collect a child does not have the correct password, the child will only be released into the keeping of this person once the family/main contact has been contacted and the collection verified. No child will be released into the care of anyone not identified without verbal confirmation by the family/main contact. The person collecting is required to produce identification (passport etc) and know the password given previously by the family.

Children will not be allowed to leave the afternoon wraparound by themselves. For year 6 children, an agreement can be made if families request, but again only at the managers' discretion. If a situation arises whereby a child is unhappy, the staff will talk with the child and take all possible measures to resolve this. This may include phoning the family or emergency contact for them to talk with the staff and child to overcome the problem. The family may be requested to collect the child.

## **LATE COLLECTION**

A late collection fee will be charged at the rate of £1 per one minute after 6pm, this will be added to the child's account and will need to be paid before their next session. Repeat offenders will result in their registration being cancelled.

### **Child not collected at 6.00pm**

- Two members of staff must remain while there are any children on the premises. If no-one has contacted wraparound about the child, the staff will attempt to contact the family or other person authorised on the Contact Sheet.
- When an authorised person arrives, the time will be entered on the Daily Register Sheet and a late collection fee added to the account.

If a child is collected late on three or more occasions, the family will receive a standard letter warning them that, as they have repeatedly breached the terms of their membership (see policy 'Terms & Conditions of Membership'), their child's registration is likely to be cancelled if there is any further breach.

If the child is collected late again, the family will receive a second letter terminating their membership and informing them that their child's registration has been cancelled. No fees will be refunded. The Headteacher will be advised of the action taken.

## **Child not collected at 6.30 pm**

- If a child is still uncollected by 6.30 p.m., regardless of contact with a family member or other authorised person, the staff will contact the Headteacher, who in extreme circumstance may contact Wokingham Social Services.
- If a child must be removed from the premises, a notice will be left on the door indicating the child's whereabouts.

## **RECORD KEEPING**

It will be the responsibility of the family to ensure that:

- The school office and wraparound are notified of any change of contact details immediately to ensure records held are accurate and up to date.
- The wraparound records contain current and accurate details of arrangements for delivering/ collecting children.

## **ILLNESS**

It is our policy that if a child should present with any of the following symptoms the manager will contact the family as soon as possible to arrange for the child to be collected. In an emergency, the person in charge will seek medical advice for the child and inform the family as soon as possible.

The person in charge will notify other families about exposure to infectious diseases. Where an outbreak of an infectious disease does occur, Berkshire Health Authority will be informed by the person in charge.

Symptoms and illnesses that require a child to be excluded include but are not limited to:

- Covid-19 – either high temperature, loss of taste or smell or a continuous cough
- Diarrhoea
- Measles
- Vomiting
- Mumps
- Fever of 101oF/40oC or above
- Meningitis
- Chickenpox
- Hepatitis

If a child becomes unwell with an illness that requires them to be excluded, he or she will be allowed to rest away from the other children, but within contact of an adult until a family member can collect them.

## **ADMINISTERING PRESCRIBED MEDICATION POLICY**

See school policy. The manager will liaise with the reg groups to collect any prescribed medicines. Inhalers and auto-injectors will be kept in the child's reg group to which staff have access, in accordance with school policy.

## **FOOD AND HYGIENE**

Wraparound care will offer light refreshments in the afternoon to all children within the

schedule. Any special dietary needs / allergies will be observed, in line with the information supplied on child's medical records.

Wraparound will observe local environmental health department guidance and regulations regarding food hygiene, registration, and training. They will promote a healthy diet.

No food containing nuts will be kept as far as this is possible to oversee. We are a nut free environment.

Drinking water will always be available to children.

**NO PHONE POLICY**

Families collecting children may carry a mobile device but must not have it out whilst in view of the children, in both morning and afternoon Wraparound Care. This is a strict policy and staff reserve the right to request that the person collecting put their phone away or move away from the premises.

Wraparound Care follow the same principles as The Colleton Primary School. For more information on policies and procedures, information can be found on the school's website

**Family Agreement**

I have read the Wraparound Terms & Conditions and Policy Document and agree to abide by them. In particular, I acknowledge that I have noted the cancellation and refund rules.

Name of children attending:.....

.....

Signed..... (family member)

Name (please print) .....

Date.....