



# Sowe Valley Primary School

## Wraparound Policy

Reviewed by:	Emma White	Date: March 2025
Last reviewed on:	March 2025	
Next review due by:	March 2026	



Wraparound Care will provide children with a range of equipment and resources appropriate to their age and interests. Children will be offered access to outdoor play every day, subject to weather conditions.

After School Club will provide a variety of activities. These include arts and crafts, board games, Lego, puzzles & these will be held in the studio. Other activities will be available in the hall or outside. There will be a varied choice each session.

Wraparound Care staff will listen to and value what the children say and children will be regularly asked about what activities they enjoy or would like to do.

### **Admissions**

When a parent/carer contacts Wraparound Care enquiring about a place for their child, they will be given a registration form, booking form, health/dietary form, contract and a snack sample menu (subject to change).

All forms must be completed before admission.

### **Fees**

Details of the costs for Wraparound Care can be found on the booking forms and in the contract.

- Statements are sent out regularly and must be paid promptly and in advance.
- If the fees are not paid on time, Wraparound Care will notify the parent/carer in writing and request payment at the earliest possible opportunity.
- The School Business Manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at Wraparound Care being forfeited.
- If fees are paid persistently late or not at all with no explanation, Wraparound Care will be forced to terminate that child's place. Under exceptional circumstances, the supervisor may agree to allow the child to continue attending Wraparound Care for a specified period.
- Parents/carers are encouraged to speak to a member of staff or the supervisor if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time.
- Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place at Wraparound Care.

### **Anti-Bullying**

Everyone involved in Wraparound Care; staff, children and parent/carers, will be made aware of

Wraparound Care's stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances. Please refer to Sowe Valley Primary School's anti bullying policy available to download from our website.

### **Admissions/Registers**

It is the responsibility of the wraparound staff to ensure that an accurate record is kept of all children in wraparound care and that any arrival or departure to and from the premises is

recorded in the register. Records of daily registers will be kept by Wraparound Care for at least one year.

### **Collection of children**

If the child is to be collected by someone other than the parent/carer, this must be indicated to a member of staff and recorded next to child's name at the start of the session. The adult nominated to collect a child must be one of those named on the Registration Form Only adults – aged 16 years and over – and with suitable identification, will be authorised to collect children. Permission and arrangements for children leaving Wraparound Care alone at the end of a session will be a matter for discussion based on an understanding of a child's age, maturity and previous experience. Written consent for children leaving Wraparound Care alone must be submitted to the School Business Manager before such arrangements are able to commence.

- No adult other than those named on the Registration Form will be collect a child without informing the school
- In the event that someone else should arrive without prior knowledge, Wraparound staff will telephone the parent/carer immediately.
- If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed of this on arrival and recorded
- If the designated adult is late in picking up their child without prior warning, the late charges will apply.

(Please see the contract) If any child is not collected by 6.00pm without notification, the Head Teacher will be informed then social services and the police will also be informed resulting in the child possibly being taken into temporary care.

### **Staffing Ratios**

There will be two members of staff on duty until 5.15pm each day, however if one member of staff is unavailable, only one member of staff will be in attendance. There will usually be a senior member of staff on the school premises at all time.

### **Complaints/Concerns Procedure**

Wraparound Care is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

Under normal circumstances, the Head teacher will be responsible for managing complaints. If a complaint is made against the Head teacher, the Governing Body will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book.

### **Stage One**

If a parent/carer has a complaint about some aspect of Wraparound Care's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Head teacher.

Wraparound Care is committed to open and regular dialogue with parents/carers and Wraparound Care welcomes all comments on its services, regardless of whether they are positive or negative. In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the School Business Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

### **Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the School Business Manager.

Relevant names, dates, evidence and any other important information on the nature of the complaint should be included. The School will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, Wraparound Care will advise the parent/carers of this and offer an explanation. The School Business Manager will be responsible for sending them a full and formal response to the complaint. If the School Business Manager has good reason to believe that the situation has child protection implications the Child Protection procedure should then take effect. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The following policies will always be followed whilst children are attending the wraparound care club,

They are all available on our website:

- Early Year's policy
- Medical Policy
- Safeguarding Policy
- Health and Safety Policy

### **Behaviour and Sanctions**

This is a six step process for behaviour sanctions within the wraparound care club and each step should be followed by all members of staff who work within the club.

The six steps are as follows:

1. Time out – appropriate times for this sanction are a Time out as follows:

Reception/Year 1 – 1 minute

Year 2 – 2 minutes

Year 3 – 3 minutes

Year 4 – 4 minutes

Year 5 – 5 minutes

Year 6 – 6 minutes

## 2. Orange Card

Yellow Card behaviour as follows:

- Disagreements e.g. verbal and minor physical incidents
- Failure to follow instructions including running off.
- General disrespect such as answering back.

## 3. Red Card

Red Card behaviour as follows:

- Physical incidents e.g. fights
- Persistent refusal to follow instructions e.g. running off
- Serious physical incidents resulting in an injury.
- Verbal abuse directed towards another person.

## 4. 1<sup>st</sup> Phone-call home to parents/carers

## 5. 2<sup>nd</sup> Phone-call home to parents/carers

6. Permanent withdrawal from wraparound care club. All of the above will be logged and signed for at the end of the session so parents/carers are aware of what stage of the sanction their child is at. In some extreme cases of bad behaviour, it may be deemed necessary to jump straight to step six, this decision will be made by a member of the senior management team.

## Administration of Medicines

If the parent/carer wants their child to be given medicine during the day by a member of staff, they must complete and sign the administering medicine form. Further details of this procedure are in the school's medical policy available from our website.