

Wraparound Care Policy and Terms and Conditions



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Prepared by	Mrs Green (Headteacher)
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Date adopted by Governing Body	

Belong. Believe. Become.

Mandale Mill Primary School

Wraparound Care Policy and Terms and Conditions

Parents and Carers wishing to use the clubs are asked to carefully read this policy and the information, terms and conditions. Terms and conditions are reviewed annually. If any changes to terms and conditions occur prior to this, parents and carers will be notified of these in writing.

1. The Clubs

Wraparound Care is part of Mandale Mill Primary School; they are governed by the school's Governing Body and are subject to OFSTED inspections as part of the school's Inspection cycle. They are run by Mandale Mill staff; in this way, we are able to offer a consistency and continuity of provision as the staff and children know each other well and share the same core values as are enjoyed during the school day. A schedule of activities is planned for the clubs. Children can join in with the planned activities or take time to read or do their home learning. The care aims to be flexible and reasonably priced. The service is non-profit making.

Mandale Mill Primary School is committed to safeguarding and promoting the welfare of children. To achieve our commitment, we will ensure continuous improvement and development of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our staff and volunteers.

Aims

- To provide childcare before and after school for Reception to Y6 pupils.
- To offer a safe, secure and friendly environment in which children can enjoy a breakfast and afternoon snack/cold tea served in a relaxed and supervised environment.
- To provide a calm play environment in which children can engage socially with children from other year groups, therefore strengthening relationships in the school community.
- To enhance the community spirit of Mandale Mill Primary School by supporting families to balance home and work commitments

We offer before and after school wraparound care for pupils from Reception to Year 6. We also offer a range of activity clubs for pupils in Reception to Year 6. These activity clubs usually change every term. You will be notified of what activities we have on offer for your child's year group each term.

2. Staff

All our staff are DBS checked and there is a First Aid Trained member of staff on duty during wraparound care. This service will normally be staffed by consistent members of school staff but other members of our school staff may work in our care on an ad hoc basis to cover staff absence.

3. Before and After School Club Contact

For general enquiries please contact Gloria Lawson on **01642 647010** or e-mail mandalemill@sbcschools.org.uk .

If you wish to contact the After School Club staff during the club, please telephone **077xxxxxxx** as this is the contact mobile when the school office is closed.

4. Opening Hours

The clubs are held in the Community Room, although the hall and the playground/field may also be used. The Before School Club is open from 7.40am and last drop off for this is 8.20am. The After School Club is open until 5.45pm. There may be exceptional days throughout the year when the After School Club may not be open, have different opening and closing times or a change of venue within school. Parents and carers will be notified of these as soon as possible.

5. Arrival and Departure for Before School Wraparound Care

- Children cannot arrive at the Before School Club any earlier than 7.45am, at the main entrance of the school. If there is not a member of staff in the office to greet your children, please ring the video doorbell.
- If children are brought to the Before School Club without a booking, we will not be able to accommodate your child due to pre-planned staffing.
- We ask that if you use the school car park you respect the spaces available.
- Please do not allow your children to come into Before School Club without an adult.
- Children will be escorted to classes at the end of Before School Club by club staff.

6. Arrival and Departure at the After School Wraparound Care

- All children will be signed into the club by wraparound care staff.

Collection-

Parents should come into the school office reception area. If this is before the office has closed, a member of the office staff will speak to you to confirm who you are and which child you are collecting before bringing your child to you. If you arrive after the office staff have finished for the day, we ask that you ring the doorbell (it may be that the children are enjoying time outside or in the hall). If there is no answer within a couple of minutes please phone 07377669705. If you do not get a response, it may be because staff are busy with children- please ring again. Wraparound care staff will ask who you are and who you are collecting before they bring your child to you.

Children will not be allowed to leave the After School Wraparound Care with anyone under the age of 16 years old or anyone who is not authorised to pick your child up.

We will only release children to adults on the contact list and who have the password. If a different adult is going to be collecting children, the school office must be informed during the normal school day.

7. Parental/Carer Involvement

The wraparound care's aim is to provide a safe, stimulating and caring environment where children and parents/carers are welcome and valued. We believe that it is important to work together with parents/carers to ensure their children's best interests are met. The office manager or a member of the Senior Leadership Team is always happy to discuss any concerns so that any issues are dealt with quickly. A copy of the school's complaints policy can be found on the website.

8. Booking and Payments

Bookings and payments are to be made via Arbor's Parent Portal App.

After School Club bookings and payment are to be made by **3pm on the day before the session** you require. Bookings and payment for Before School Club are to be made by **8am on the day before the session** of the session you require. The payment must be made at the same time as the booking.

The current fees are:

Before School Wraparound Care – Reception to Year 6

- £2 (inclusive of a basic breakfast)

After School Wraparound Care – Reception – Year 6

- £5 (inclusive of a simple snack)
- £8 (inclusive of a cold tea)

9. Childcare Voucher and Tax Free Childcare Payments

If you require to pay for club bookings by the governments tax free childcare scheme, you need to contact Gloria Lawson as a different payment request needs to be set up for the Parent Portal App.

If you have registered for the Governments Childcare Tax Free scheme please notify the school of your child's code number.

Please can payments be made as soon as possible after bookings are made to avoid a debit balance on your account and to avoid a debt notification being sent to you. Parents who do not pay via childcare schemes have to pay on the App when a booking is made, it's only fair that everyone does the same.

If you have paid via the governments tax free childcare scheme, we do not get notification. Please can we request that an email is sent to info@mandalemill.org.uk stating the amount paid and the date it was paid. Once the payment has been received into the Stockton on Tees Borough Council bank account your payment will processed within 48 hours and your debit balance will be credited.

10. Cancellations

- Cancellations should be the exception not the rule and must be made **THREE WORKING DAYS** in advance to avoid being charged by contacting Gloria Lawson.
- If your child has been sent home from school, booked places will still need to be paid for.
- If your child is off school sick for 1-2 days, booked places will still need to be paid for.
- Should the illness continue for more than 2 days, credit will be given against future bookings. It is not possible to provide any refunds.
- If a child is showing signs of being unwell whilst they are in a club, staff will notify the parent/carer and ask them to collect their child. The booked session will be charged for.
- In exceptional emergency situations resulting in a child not requiring a booked place, the Head Teacher may choose to allow a credit to be made.

11. Late Collection

Late collection is unacceptable. Please notify the After School Wraparound Team by ringing the mobile number, 07377669705, if you are unable to pick up your child on time. Late Collection fees will be made as follows:

- If a child is collected late (by 5 minutes or more), there will be a £5 charge for the first (or part of) 10 minutes and every 20 minutes following apart from in extenuating circumstances at the discretion of the Head Teacher. Continued late collection may result in the withdrawal of the club place.

12. Security

For security and safeguarding purposes, we will not allow any child to depart from the care unless we have a password. Adults collecting any child/children must present themselves to a member of staff. In line with school policy, all staff receive regular safeguarding training and updates from the Designated Safeguarding Lead (Mrs. Green); any concerns which Club staff have are passed on to the DSL.

13. Sickness

- Children who are off school sick cannot attend the wraparound care.
- In line with school policy, children may not come into the Wraparound Care if they have vomited in the previous 48 hours.
- If a child is showing signs of being unwell whilst they are in the Wraparound Care, staff will notify the parent/carer and ask them to collect their child.
- Club staff must abide by the school's Administration of Medication Policy.

14. Accidents and First Aid

Sensible precaution is taken to ensure the safety of children. If your child has a minor injury whilst in our care, First Aid will be carried out within the club. An injury form will be filled in by the adult who dealt with the incident and you will be informed. Our staff are First Aid trained.

15. Valuables

As with school, no personal items should be taken into Wraparound Care.

16. Behaviour

The Before School Club and After School Club staff encourage the children to respect themselves and others in a relaxed, friendly environment with clear expectations and boundaries. The school behaviour policy is followed during Wraparound Care.

The Head Teacher reserves the right to withdraw a place for a child, temporarily or permanently, if the conduct of the child is unacceptable and it appears to the Head Teacher that the continued presence of the child is incompatible with the interests of the Wraparound Care.

17. Refreshments

The school is nut free. Breakfast is offered. Children in the afterschool Wraparound Care will be provided with a snack or cold tea. Please do not provide your child with their own breakfast or snack tea unless this has been agreed with the Headteacher, for dietary requirements. We will meet individual dietary requirements wherever possible. We recognise the importance of healthy nutrition for children and for it to be delivered in a calm and friendly environment. Drinking water is available at all times.

18 Parental Conduct

To ensure the best outcomes for our children, everybody needs to respect the professional relationships required in schools. Our staff work to the highest expectations of professional conduct and are held to account should their behaviour fall short of our expectations. We therefore ask that all parents frame questions and concerns in a calm and respectful manner to prevent parental behaviour becoming an issue in itself. Violence and verbal abuse towards staff members will not be tolerated. Please be aware that we reserve the right to refuse access to this facility for any parent or carer who refuses to abide by the procedures and protocols in place to ensure the safety and welfare of our children.

19. Agreements

School Agreement

We agree to:

- Provide a safe, stimulating and caring environment where children and parents are valued.
- Ensure that all children are safely escorted to and from the clubs by a member of staff.
- Not allow any child to leave the After School Wraparound Care with anyone other than the parent/carer or authorised person.
- Notify parent/carer if your child is showing signs of being unwell, making every attempt to contact one of the people listed on the Registration sheet to arrange collection of your child.
- Adhere to ALL of Mandale Mill Primary School's policies.
- Ensure that all children are supervised at all times during care opening hours.

Pupil Agreement

Pupils attending the clubs must agree to:

- Demonstrate the school's core values at all times showing respect for themselves, adults, peers and resources.
- Tell an adult if they have a worry or concern.

Parent Agreement

Parents of pupils attending the clubs must agree to:

- Adhere to the Wraparound Care terms and conditions in full.
- Notify the office of any changes in contact details or family situations, Court Orders or situations of risk in relation to the child for which any special precautions may be needed.

20. Fire Procedure

In the event of a fire, children and staff will follow the normal school procedures, leaving the building in a calm orderly fashion via the closest exit. They will congregate on the school playground. The Wraparound Care register should be taken outside and all names checked. There will be a fire practice every term.

This policy is underpinned by school policies and should be read in conjunction with these.



Article 3: All adults should do what is best for you. When adults make decisions, they should think about how their decisions will affect children.

Article 28: Every child has the right to a good education.

Article 29: Your education should help you use and develop your talents and abilities.

It should also help you learn to live peacefully, protect the environment and respect other people.