



**Alder Grove**  
Church of England Primary School



# Wrap Around Care Policy

## Version Control

Version	Date	Description
1	Autumn23	New Policy
2	Spring 24	Changes to fees and refunds

Date: Autumn 23  
Review: Autumn 24

## Christian Vision at Alder Grove



Our vision for Alder Grove School is about the importance of roots. Just as a tree cannot grow to be healthy and strong without good roots, so we believe that children need the right conditions to grow and flourish.

Our school community at Alder Grove is rooted in the following values:

**Kindness**

**Service**

**Truthfulness**

**Forgiveness**

**Courage**

**Perseverance**

We see these values in the life of Jesus, and Christians choose to live their lives rooted in him. At Alder Grove, we want to help all our children, whatever their faith background, to grow deep roots which will enable them and the whole community to be strong and healthy learners, and to care for each other.

As we live out these values, we help each other to flourish and grow. Our vision is not just about individuals but about a whole community, so we emphasise the importance of serving each other, and treating each other as we would like to be treated, and we also believe in the importance of caring for the world around us.

When the roots are healthy, we will see fruit growing:

*'They are like trees planted along the riverbank, bearing fruit each season' (Psalm 1.3).*

The right roots will allow our children to fulfil their potential in all areas of life.

### **Introduction**

The Alder Grove Wrap Around Care Club is part of Alder Grove CofE Primary School and is open exclusively to children who attend the school, including Nursery.

It is run by a team, including a Club Supervisor, Deputy Supervisor and playworkers. The Headteacher and supporting Governors oversee the provision and financials of the Club.

### **Operating Hours**

Alder Grove Wrap Around Care Club will operate on all school days between the hours of 7.30am to 8.45am (Breakfast Club) and 3.15pm and 6.00pm (After School Club). The After School Club will be split into different bookable slots: 3.15-4.30, 4.15-6.00 and 3.15-6.00pm. The Club will NOT operate on INSET days, public holidays, school holidays or on days when the school closes due to unforeseen circumstances. On the last day of each term the After-School Club will operate normal hours.

### **Registration**

To have access to the Club for their child/ren, parents/carers must create an online account at [Alder Grove CofE Primary School \(kidsclubhq.co.uk\)](https://kidsclubhq.co.uk). A registration fee of £5.00 per family is applicable upon the first booking made to cover the administration costs within the Club.

### **Admissions Procedure**

To attend the Club, children must be within the current age range of our pupils (currently 3-8 years), attend Alder Grove CofE Primary School and be booked through our bookings site.

The numbers of children at each session are limited by our insurance and staffing numbers. Places will be allocated on a first come first served basis. Once all places at a session are full, a waiting list will be kept.

The Club will offer a maximum of 35 Breakfast and 35 After-School session places.

### **Bookings**

Sessions can be booked in a variety of ways:

- Contracts – parents/carers can request a contract to guarantee a session on an ongoing basis.
- Bookings through our bookings site – parents/carers can book as many or as few sessions each term in advance
- Ad hoc bookings - parents/carers can book ad hoc spaces up to 9am on the day on the basis there are spaces left

### **Fees**

	Session	Fee	Sibling Discount	Additional Detail
Breakfast	7:30am-8:45am	£5.40	£4.86	Breakfast Provided
Early After-School Session	3:15pm-4:30pm	£7.00	£6.30	Light snack provided (e.g fruits, bread sticks etc)
Late After-School Session	4.15-6.00pm	£7.40	£6.66	Healthy Snack provided (e.g beans on toast, pasta, wraps etc)
Full After-School Session	3:15pm-6:00pm	£12.50	£11.25	Healthy Snack provided (e.g beans on toast, pasta, wraps etc)

Fees must be paid in advance by the date given in the booking cycle. Payment can be made by childcare vouchers, Tax Free Childcare, or debit/credit card via the online booking system.

Where ad-hoc bookings are made via the booking system, the fee must be paid at the time of booking.

Fees must be fully paid before the beginning of each half-term. If sessions booked have not been fully paid at the beginning of the next half-termly cycle, the Club will not accept bookings until all fees owed have been paid.

Club Fees will be reviewed annually.

### **Cancellation Policy**

Neither refunds nor credits will be given for any cancellation initiated by parents/carers in relation to pre-booked or ad-hoc sessions for the Club unless cancellations are made more than 48 hours in advance of the session.

Where, in exceptional circumstances, sessions of two consecutive weeks or more need to be cancelled (not including for holiday) parents/carers should write to the school explaining the reasons for the cancellation in order that refunds may be considered by the Headteacher on a case-by-case basis. Only in very exceptional circumstances will refunds be considered.

In the event that the Club has to be closed due to unforeseen circumstances, the following policy will apply (see also Emergency Closure Policy, below):

- Shortage of staff: sessions may be re-booked or credited to the parent/carer – cash refunds will not be given.
- Act of God (e.g. snow): no refunds or credits will be given.
- School decision to close (e.g. boiler failure or strike action): please note that our insurance policy requires that the Club can only operate if the school is open, however, we commit to honouring staff pay. Credit for future bookings may be carried forward in some circumstances.

### **Drop-Off & Collection Procedure**

#### **Breakfast Club**

Drop off for Breakfast Club begins no earlier than 7.30am

Access will be via the main playground and up the external staircase and parents will be required to ring the doorbell and wait for a member of club staff to greet them at the door.

Staff will ensure they have a register to hand and welcome the child in and escort them to the club.

At the end of Breakfast Club, staff will accompany EYFS/KS1/KS2 children to their classroom.

The Club Supervisor will ensure equipment, including food, is tidied away.

#### **After School Club**

EYFS and KS1 children will be collected from classrooms by club staff and brought to the club.

KS2 children, if required, will be supported by staff to make their way to the Club room at the end of the school day, where they will be greeted by a member of club staff.

Teachers will receive daily a copy of the registers This will be done before 3pm as ad-hoc booking will close at 9am on the day.

When a parent arrives to collect a child from the Wrap Around Care room, a member of staff will meet them at the door. The club Supervisor will:

- Identify the parent/carer
- Request the password for collection (if required)
- Pass on any messages from teachers to parents, including behaviour incidents.
- Ask the parent to sign the child out.

#### **Procedures for both Clubs**

- Parents/Carers must ensure that their children know that they are to attend the Club on a given day.
- Club staff will collect children from EYFS/KS1 and go to the Club room where they will be met by a member of the Club staff. Children from KS2 are responsible for making their own way directly to the Club room promptly after school, taking their bags with them.
- Children attending after-school activities will be taken by extra-curricular club providers to the Club room when the activity has ended.
- All children attending a session will be placed on the register and signed in by the Club Supervisor or a member of the Club staff. The register will be available for the duration of the session and children will be signed out by the parent/carer on collection.
- If a child is expected at the After-School Club session but does not arrive, then he/she will be looked for, and the parent/carer contacted.

At no point during the session will a child be allowed to leave the premises unless they are with a member of the Club staff or are being collected by their parent/carer.

Children will not be allowed to leave with adults other than parents/carer unless authorisation has been received from the parent/carer. Details of persons authorised by parents/carers to collect their child must be given as part of the child's information on our bookings site.

In exceptional circumstances where it is necessary for the child to be collected by another person not notified and not known to the Club Supervisor, identification will be requested and a password system used. Parents may be contacted to confirm collection.

#### **Late Collection / Early Drop-Off**

- Children must be collected PROMPTLY at the end of each After-School Club session. A flat rate of £20 (to cover staffing costs) will be charged if a child is collected after 6:00pm. For late collection after a part session, the full session fee will be incurred. For Breakfast Club, children must **not** be dropped off before the session start time of 7.30am. Early entry will not be permitted.
- If a child is not collected from the Club by 10 minutes after the end of the session (i.e. 4:40pm part session/ 6:10pm full session) and no notification has been received, the Club Supervisor will try to contact the parents/carers or emergency contacts given on the Registration Form. If the parents/carers or emergency contacts cannot be contacted, then an Incident Report will be written and the Headteacher/Governing Body will be notified.
- If by 5:00pm (part session) / 6:30pm (full session) the child still has not been collected and contact still cannot be made, Social Services will be contacted. Two members of the Club staff (or one member of staff and Senior Leader from the school) will be present until the child is collected.

#### **Regular late collection will result in the following procedure**

- There will be an initial discussion between the Club Supervisor and the parent/carer involved and a verbal warning will be issued.

- If the late collection persists the matter will be referred to the Senior Leadership Team and a written warning will be issued.
- Continual late collection of children will result in membership of the Club being withdrawn.

### **Responsibilities of parents/carers**

It is the responsibility of parents/carers:

- To ensure those details given on Bookings Site are kept up-to-date and that any relevant changes of personal details contact numbers, medical details and authorised persons to collect are kept up to date.
- To collect their child/children **ON TIME** or pay a fine for late collection.
- To ensure that all fees, including ad-hoc fees are paid on time.
- To inform the school office if their child will be unable to attend any session for any reason.
- To ensure that their child/children know when they will attend the Club, and to advise their child/children to go straight to the Club room when lessons, or other after school activities, finish.
- To have read the Club Policies and abide by them. Copies of the policy document are available to download from the school's website or a hard copy can be obtained upon request.

Membership of the Club may be withdrawn if parents/carers fail to meet the above responsibilities.

### **Behaviour Management Approaches**

**The Club will follow the school's Behaviour Management Policy to ensure consistency between the school day and the Wrap Around Care offer.**

### **Sanctions**

The following are actions which may be used by the Club staff in the event of unacceptable behaviour by a child;

- Staff will always attempt to speak quietly with the child and reinforce behaviour expectations.
- Staff will always act as a mediator with children who may not be playing appropriately together.
- If a child fails to behave appropriately, they will be withdrawn from the activity. Their parents/carers will be informed (by phone and/or upon collection) and an incident report will be filled out.
- Time out within the Club
- Other sanctions e.g. loss of choice over some activities within the club will also be used by staff as they deem appropriate.

Where behaviour is consistently poor and/or detrimental to the running of the Club, this may result in expulsion from the Club for one session. The parents/carer and the Headteacher will be informed immediately concerning the reason for the expulsion. If on the child's return, they continue to behave inappropriately, and to the detriment of the other children attending the Club, that child will be asked not to attend the Club for a longer period of time and the parent/carer and the Headteacher will be informed.

Before any dismissal from any session there will be close liaison with the parent/carer, and attempts made to understand the child's behaviour and give help and advice where applicable. However, the Club / Supervisor's decision will be final and supported by the Headteacher.

All incidents relating to behavioural issues will be logged on an incident form, which the parent/carer will be asked to sign on collection of the child.

### **Emergency Procedures**

In the event of an emergency the Club Supervisor/member of the Club staff will ring the relevant emergency service i.e., Fire, Ambulance or Police. Telephone numbers for all services including gas, electric, water will be easily accessible.

When it is deemed necessary, children should be escorted from the building and assemble at the emergency assembly point. The Register should then be taken to ensure that all children, staff, volunteers and visitors are accounted for. Parents/Carers will be phoned as soon as possible to arrange collection.

### **Emergency Closure Policy**

Whilst we endeavour to provide a consistent service, there may be occasions when, due to events beyond our control, the Club will have to close, as follows:

- In the event that not enough staff are available to run the Club safely, a decision will be taken either to close the Club or continue with reduced numbers. Should a decision be taken to reduce the numbers, children of the Club staff will take priority for available places.
- In the event that the Club is forced to close for staffing or other reasons (e.g., premises related - flood, no heating etc. or weather related) contact will be made using the emergency contact numbers provided on the registration forms, and parents/carers will be asked to arrange collection of their children at the earliest opportunity.
- Adverse weather: Parents/Carers will be informed at the earliest possible time if the Club can not operate due to adverse weather. This particularly applies in the case of potential closure of the Breakfast Club when weather is severe and there is the likelihood that the Club will not be open to accept children at the start of the day.
- If an emergency closure situation arises before an afternoon After School Club session, the school office will contact parents/carers or emergency contacts of each child due at the session to request that the children be collected at the end of the school day i.e., 3.15pm.
- Should the situation occur during any session the Club Supervisor/school office will contact parents/carers/emergency contacts of children present at the session to inform them that the children must be collected immediately.
- It is the responsibility of all parents/carers to keep the Club informed of up-to-date emergency contact numbers, and once contacted to ensure that their children are collected as soon as possible.

**Please see Cancellation Policy above for details regarding fees.**

### **Fire Procedure**

#### **Fire Drills**

Fire drills are to be practised regularly, at least once a term and at times when new children are in attendance to ensure all the Club staff and children know the procedure. A record of fire drills will be kept, together with a report of any difficulties encountered and these will be noted and addressed.

A variety of members of the Club staff should lead fire drills throughout the school year.

Alder Grove CofE Primary School's emergency evacuation instructions will be clearly displayed and followed in any emergency.

**In the event of a fire or other emergency, the Club will follow school procedures and contact parents/carers for collection.**

### **First Aid, Medical and Illness Policy**

The school's online medical tracker software will be used to record any accidents at the Club. Information will include time, place of accident, name of person injured or involved in the accident, name of witness, details of injury and any first aid administered, subsequent action taken and the name of the person dealing with the incident. Parents/carers will be informed via email.

At least one member of the Club staff who is caring for children will have the appropriate first aid qualification. If professional medical treatment is necessary the Club Supervisor will arrange for such treatment to be given and will inform the child's parent/carer of the situation by telephone.

In the event of illness, the Club Supervisor will use their discretion to decide if the child's parent/carer should be notified and if necessary, arrange for the child to be collected or taken home. A record of illness, any authorised medication given e.g., Ventolin inhaler and any subsequent actions shall be logged on the school's medical tracker software. Children unwell during the day will not be able to attend the Club. No refund will be given. The standard 48 hours rule will apply for vomiting and diarrhoea.

The Club Supervisor will ensure that the contents of the First Aid Box are maintained as necessary, and that only trained staff has access to it.

### **Medication**

The Club Supervisor will ensure that they have access to the details of individual children's medical conditions e.g., asthma, epilepsy or allergies via the school's medical tracker software and the club's booking system.

All parents/carers of children who have regular contracted hours and have prescribed medicine (e.g inhalers, auto-injectors) will be required to provide the additional medication to be kept in club room. This ensures that medication is accessible at all times.

For ad-hoc bookings and when your child requires prescribed medication, it is the parents'/carers' responsibility to provide that medication (e.g inhalers or auto-injector) for the ad-hoc booking. This can be handed over to Breakfast Club or dropped off to the school office for Afterschool Club. Medication will not be taken out of the classroom.

If a child requires prescribed medication (e.g antibiotics) for a short period of time, an Alder Grove Request for Medication form will need to be completed before any medication can be administered. It will be the parents/carers responsibility to ensure that they have collected the medication at the end of their child's school day (from the office) or at the end of After School Club (club room).

In the event of a major accident, where a child requires hospital treatment, the Club Supervisor must co-ordinate the following actions with members of the Club staff will:

- Apply First Aid, as appropriate
  - Call an ambulance providing details of the injury, the location of the Club and the name of the child.
  - Call the child's parent/carer.
  - Call a member of the Senior Leadership Team.
  - If the child's parent/carer has not arrived at the Club by the time the ambulance is ready to leave, then a member of the Club staff will accompany the child to hospital in loco parentis and staff cover will be sought to maintain the safety of the children remaining at the Club.
  - Record the incident in the medical tracker software as soon as possible after the accident.
- In the event of:



Food poisoning affecting two or more children or  
Any serious accident/illness or injury or death of any child whilst in the Club's care

The Headteacher/Operations Manager must be notified and a RIDDOR report form filled in (if applicable), with a copy sent to Ofsted. RIDDOR forms can be completed on-line at [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor).

In the event of a serious accident, illness or injury to any child, the Local Authority Designated Officer (LADO) will also be informed: [LADO@wokingham.gov.uk](mailto:LADO@wokingham.gov.uk)

### **Food Policy**

Meal times play an important part in bringing together the Club members at the end of their school day.

The Club Supervisor has the responsibility to maintain the food preparation and storage areas in a clean and hygienic state and must hold a Certificate in Food Handling. Other members of the Club staff should also hold a Certificate in Food Handling prior to preparing food.

Before the food is prepared, the surfaces in the food preparation area should be thoroughly cleaned. After use, the entire food preparation area should be cleaned.

While food is being prepared, no other activities should be going on in the food preparation area. Children are encouraged to help prepare and serve a snack and drink at the start of each session.

Food will be stored in a separate food store and not mixed up with the general play equipment.

### **Food Offer**

The Club is keen to promote the health and well-being of children within the Club by providing a healthy range of snacks/small meals for the children. The menu provides healthy options for all dietary requirements with options available to suit the personal, medical, cultural needs of children.

### **Handling of Payments**

In line with Alder Grove CofE Primary School, the Club is run on a 'cashless' basis. No cash or cheque payments can be accepted. Any payments made to the Club must be paid online using the online payment system.

### **Lost Children Procedure**

In the event that a child who is due to attend the Club does not arrive to their session, the Club Supervisor will contact the parents/carers to establish if there is a change to the arrangement. If child should be attending the session but has not appeared then a member of the Club staff will talk to the child's teacher and will co-ordinate a search for the child.

If the child still cannot be found following a search, then the parents/carers will be informed, and a Headteacher notified. Emergency procedures should then be followed.

### **Record Keeping**

All records for the Club staff and children will be kept confidential and will be held securely. Records are kept for the following for a minimum period of seven years or in line with statutory requirements:

Register (not confidential)  
Daily Record of Attendance (not confidential)  
Registration form (confidential)  
Booking form (not confidential)

Accident Report Book (individual reports are confidential)  
Medication form (confidential)  
Incident reports (i.e., to the Senior Leadership Team– Confidential)  
Head Injury Reports/First aid records (individual reports are confidential)  
Complaints, including outcome of the investigation (confidential)

### **Safeguarding and Child Protection**

The Club is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.

The Club has a responsibility under the Children Act regarding every child's safety.

In the event of the Club staff having any concern about the welfare of any child within the Club, the staff will need to act within the requirements of Berkshire LSCB Child Protection Procedures (Local Safeguarding Children Board) and the school's Safeguarding Policy.

The Designated Safeguarding Leads (DSL) for the Club will be the same as is designated for Alder Grove CofE Primary School.

If a member of the Club staff sees anything or are informed by a child of anything that gives them cause for concern regarding the child's welfare, they must:

- Listen to what the child has to say.
- Make a judgement as to whether the child needs immediate medical attention.
- Inform one of the DSLs immediately and not discuss it with others.
- Record what the child has said as soon as possible.

The DSL will then:

Consider whether a discussion with the parents/carers may be appropriate.

Make a judgement as to the necessity of immediately contacting Ofsted and the Duty, Triage & Assessment Team managed by a Social Care Team if there is reasonable cause for concern. The Duty, Triage & Assessment Team's telephone number is 0118 908 8002. The telephone number for the Emergency Duty Team (out of hours) is 01344 351999.

In order to provide an environment where children are safe from abuse, the school will take all necessary steps to ensure that all members of the Club staff and volunteers have been appropriately checked before taking up employment within the Club. Safeguarding and Child Protection will form part of induction and ongoing training and staff meetings.

The Club staff should avoid being on their own with a child or putting themselves into difficult situations where possible misinterpretation may occur.

All members of the Club staff and volunteers will have been interviewed (unless TUPed over) and a DBS (Disclosure & Barring Service) check and two references taken up from them. Anyone awaiting any of the above will only be allowed to work at the Club if working alongside another member of the Club staff who has been DBS checked and a risk assessment has been carried out by the Senior Leadership Team.

Where an allegation of abuse is made against a member of the Club staff, parents/carers should contact the Headteacher who will inform the DSL and provide a written report.

The DSL will:

Inform the Local Authority Designated Officer (LADO) [LADO@wokingham.gov.uk](mailto:LADO@wokingham.gov.uk) immediately.

Make a judgement as to the necessity of immediately contacting the Duty, Triage & Assessment Team (managed by a Social Care Team) if there is reasonable cause for concern. The Duty, Triage & Assessment Team's telephone number is 0118 908 8002. The telephone number for the Emergency Duty Team (out of hours) is 01344 351999 Email: [triage@wokingham.gov.uk](mailto:triage@wokingham.gov.uk)

If an allegation is made against the DSL then the Committee Safeguarding Lead or Chairperson (Louise Connelly) will oversee the procedure above.

### **Special Needs Policy**

The Club aims to enable all children to enjoy its facilities regardless of the child's individual needs, provided that this is in the best interest of the child.

If a parent requests a place for a child with additional needs, the Club will assess and consider the child's individual needs whilst attending the Club. Where possible, the club will make suitable practical arrangements to meet the child's care needs. Where a child attending the Club has significant needs, the Club reserves the right to not accept the child into the club if it feels that the place would impact on the safe operation of the Club or the efficient and effective provision within the club for all children. A risk assessment will be completed to support this decision. All information regarding a child's individual needs will be kept confidential in line with the Club's Confidentiality Policy and will be updated as necessary.

All members of the Club staff must be fully aware of each child's needs and individual programme, where necessary suitable training will be given.

### **Quality Assurance**

The Wrap Around Care Club provision will be quality assured by the Senior Leadership Team and Governors or Alder Grove CofE Primary School and will part of the school's ongoing monitoring procedures. This policy will be reviewed by the governing body and Senior Leadership Team on a regular basis to ensure its current validity.

