



Policy: Wraparound Policy

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Person responsible for policy: Stephen Dean, Chief Executive Officer

Authorised by: Board of Trustees

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This Policy applies to all schools within the Primary QuEST Multi-Academy Trust. Primary QuEST is a Church of England Trust which seeks to ensure all pupils flourish, together in a supportive and caring Christian environment.

Flourishing together through LIFE

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Our aim is:

In the life of our schools, this means that we provide a caring, happy and secure environment where every child feels valued and can flourish. The Trust vision is: Flourishing together through Life. This vision extends to our wraparound provision where we aim to:

- Provide a happy, safe, inclusive and welcoming place at the start and end of each school day.
- Support parents by providing a service that is affordable and accessible and gives them peace of mind whilst their child(ren) are at Breakfast Club or After School Club.
- Provide a range of activities and social opportunities.
- Encourage children to be healthy and understand the meaning of a healthy diet.

1. Provisions Offered:

School	Breakfast Club	After School Club Session 1	After School Club Session 2
Tibberton	8am-9am (M-F)	3:30-4:30pm (M-Th)	4:30pm-5pm (M-Th)
Hartpury	7:55 - 8:40am (M-F)	3:15-4:30pm (M-F)	3:15-5:30pm (M-F)
Ann Cam	8am-8:45am (M-F)	3:20-4:30pm (M-F)	3:20-5pm (M-F)
Staunton & Corse	7:45-8:40am (M-F)	3:15-4-30pm (M-F)	3:15-5:45pm (M-F)
Redmarley	7:45 - 8:50am (M-F)	3:15-4:30pm (M-F)	3:15-5pm (M-F)
Hope Brook	7:30-8:35am (M-F)	3:15 - 4:30pm (M-F)	3:15- 6pm (M-F)
Oakhill	7:45-8:40am (M-F)	3:15-4:30pm (M-F)	3:15-5:30pm (M-F)

Inset Days / Holiday Cover:

Breakfast Club/After School Club does not currently operate on any of our INSET days or school holidays.

2. Staffing:

All members of staff who work at Breakfast Club/After School Club have Safeguarding Training, Food Hygiene certificates and are trained First Aiders. All staff are suitably trained to provide wraparound care.

3. Admissions and Fees:

Our wraparound care is fully inclusive for children from 2 years – 11 years (dependent on PQ school – please contact the relevant school directly). A registration document with collection details will be completed by parents/carers before the first time the child attends. For insurance and Ofsted Registration purposes, The school must have received fully completed, signed and dated registration forms at least 48 hours before the child's start date.

A completed Registration form, Parent/Carer Terms and Conditions, Health and Allergy Management Plan and Parent/Carer Consent form and Registration fee are required to secure the child's place. The parent/carer understands that the school's After School Club has policies and procedures (available for reference on request), and that there are expectations and obligations relating both to the school's After School Club and to the parent/carer and the child. Bookings are secured on a yearly basis and the parent/carer will pay promptly for all booked and ad-hoc sessions **whether the child attends or not** (except extenuating circumstances). If a child is unaccounted for by the start of the booked session (we have not received notification directly from the parent, that their child will be absent or late) twice in a 3-month rolling period, we will cancel the contract with immediate effect.

Regular weekly bookings

Attendance at Breakfast Club/After School Club is booked via the registration and bookings form via the school office or via the schools online system. Regular weekly bookings must be made on a half termly basis in order that we can staff the clubs at the correct ratio. Payment for regular bookings must be made on a monthly basis. Regular bookings that are cancelled are not refunded unless there are extenuating circumstances. More information can be found on the registration form or please contact the school office for more information.

Ad-hoc bookings

Parents/carers cannot complete an online booking with less than 48 hours of the session required and must inform the school office that they have completed the online registration form. This is to ensure that there are adequate staffing levels and food available for the children attending. Ad-hoc bookings need to be made via the school office and are subject to availability. Payment for ad-hoc bookings must be made within 48 hours of the booking request. Ad-hoc bookings that are cancelled with less than 48 hours are not refunded unless there are extenuating circumstances – illness/family emergency etc. Please contact the school office for more information.

All booked sessions must be paid for regardless of the child's attendance. To ensure the school's Out of School Club is able to meet staffing, facilities and resource costs, no refunds are given for sessions missed due to sickness, holidays. Bank holidays and staff training days will not be charged for.

If parents/carers have queries about their fees/payment, they will contact us. If a parent/carer is having difficulty making payment on time they will contact the school office as soon as possible. Continued late payment (3 times in one year) will result in the child's place at the After School Club being withdrawn. All overdue payments are dealt with under the Debt Recovery Policy. In the event of outstanding unpaid fees, the school reserves the right to withdraw the place.

Parents/carers should contact the school office for individual school session timings and fee structure. Fees are reviewed annually. Our After School Clubs will give a minimum of 6 weeks notice, in writing, of any change to the Fee structure or any minor change in the contract. Major changes in the general terms of the Contract will be notified in the same way, but a new contract will be issued for the parent/carer to agree to and sign. Parent/carers have up to three months to agree to and sign any new contract. If a parent/carer fails to sign the new contract after this period, for whatever reason, it will be taken that the child's booking is no longer required, and they will leave at this time.

Termination, Cancellation and Change of Sessions

One-months' notice is required, in writing, by either party for any change of sessions or termination of agreement in any event. Additional sessions may be booked, in writing, subject to availability. Our After School Clubs will not be held responsible for bookings that are cancelled and re-requested by parent/carers, if the session time has become unavailable. If parents choose to leave prior to the end of their notice, fees are non-refundable. The minimum period for any permanent change of sessions is one month. If the notified start date is changed by the parent, we reserve the right to charge from the original start date notified on the Agreement form.

Our After School Clubs reserves the right to terminate the Agreement with immediate effect in case of non-payment of fees, persistent late collection (3 times in one term), unnotified absence, if a parent, carer or child displays abusive, threatening or otherwise inappropriate behaviour, unsuccessful implementation of the Behaviour policy with child, or for any other reasonable cause. Intimidation or abuse of our staff will not be tolerated and may result in immediate termination. In all other cases, the standard notice period of one month will apply.

4. Arrivals and Departures:

Parents will follow the normal drop off and collection procedure. Pupils will arrive and be collected from the **hall doors**.

For breakfast clubs, parents must ensure that drop off time is prompt at the opening time in order that we can lock the gate for safeguarding and security reasons, to ensure they are appropriately registered and given a proper opportunity to eat before the school day commences.

Where after-school extra-curricular club provision is provided by an external organisation, it is the responsibility of that organisation to implement an appropriate process for the collection of pupils, ensuring that they effectively identify and respond to safeguarding concerns.

Pupils who have not been collected following an after-school extra-curricular club will be escorted to the school's wraparound care club and parents will be charged in accordance with the School's Extended Services Fees.

If parents are late to collect their children, which results in the pupils attending the wraparound care club, parents will be charged in accordance with the school's Extended Services Fees.

If the parent/carers expects to be late collecting their child, they will notify the Out of School Club as soon as possible.

Departures Protocol

Children may only be collected by an adult who has been authorised to collect them on their registration form or by advance notice in writing by the parent/carers, and by an adult that the child recognises. We will also use a password system for collection. Our After School Club will not release children into the care of anyone aged under 16 for Insurance reasons. We require written consent in advance, from the Parent for those aged 16-18 to collect. We allow children

to be signed out by those named on their Emergency contact list. Parents are responsible for providing and updating us of up to date contact details.

The parent/carer must inform the After School Club in advance if someone who is not listed on the registration form is to collect the child. ID of the person collecting will need to be provided, as well as your child's password. The After School Club leaders will contact the parent/carer for confirmation if they have any concerns regarding departures.

5. Activities:

Activities are varied so that children will always be entertained. The club offers a wide range of activities including arts and crafts, educational learning such as puzzles, construction toys and board games. We also supply a range of books and activities based around fine motor development. We promote team building and physical activities via indoor and outdoor activities. Children are given free play opportunities as well as guided activities to participate in.

6. Resources:

Breakfast Club/After School Club will utilise their own resources as well as having access to school facilities.

There is a dedicated budget for our wraparound care which is overseen by the head teacher.

7. Menu and Healthy Eating Policy

Our selection of foods aims to offer a healthy balance, with any dietary requirements being catered for.

Breakfast Club:

Children can choose from our breakfast menu which will include: cereals, toast, bagels, fruit, yoghurt, fruit juice, milk and water.

After School Club:

There are two sessions for our After School Clubs with two collection times. Please contact your school office for session timings and fee structure.

Children will be served a snack (fruit and biscuit/cracker) during the first session. A more substantial snack/ light tea will be offered during the second session. Children are encouraged to take an active part in preparing their own food wherever possible.

Please do not send your child with snacks or drinks from home to be consumed at wraparound care.

Please find below an example weekly menu that represents the tea offerings at our After School Club second session:

Monday	Tuesday	Wednesday	Thursday	Friday
Toasted Bagels Vegetable sticks/fruit Yoghurts Water	Tuna Pasta Vegetable sticks/fruit Yoghurts Water	Beans on Toast Vegetable sticks/fruit Yoghurts Water	Tomato Pasta Vegetable sticks/fruit Yoghurts Water	Cheese/Ham Toasties Vegetable sticks/fruit Yoghurts Water

8. *Parental and Pupil Feedback:*

Primary Quest values any pupil or parental opinions and welcomes any feedback about how the Clubs are run. Questionnaires are regularly sent out to canvass parent opinion.

9. *Policies and Procedures:*

All school policies and procedures will be followed.

10. *Safeguarding:*

School policies and procedures for child protection, missing children, e-safety, health & safety procedures and the code of conduct will be followed.

11. *Equal Opportunities:*

Provision is made for a safe, caring and welcoming environment, which promotes and reflects social diversity and is equally accessible to all. All children and families will be treated with equal concern and value.

12. *Behaviour Policy:*

Our school behaviour policy and expectations for behaviour are followed to ensure consistency for the children accessing wraparound care. Any behaviour concerns are recorded and communicated with parents on a daily basis.

Our After School Clubs recognise that wraparound care should provide a safe, supportive play environment for children, with similar, age appropriate boundaries and opportunities that children would expect in their home or play environment. Staff are regularly updated in the use of appropriate and effective behaviour management strategies to promote the welfare and enjoyment of children attending the Club. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies.

The After School Club will inform parent/carers of inappropriate or unsafe behaviour that is not successfully resolved with the child. If after consultation with parents/carers and implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Out of School Club may decide to exclude the child. The reasons and process involved will be clearly explained to the child. The parent/carer will pay for all missed sessions unless otherwise agreed with the manager.

13. *Anti-Bullying Policy:*

All wraparound provision is subject to the school's anti-bullying policy.

14. *Complaints Policy:*

If a parent / carer has a complaint regarding Breakfast Club/After School Club they should follow the school complaints policy.

15. *Procedure for Uncollected Children and Late Collection:*

Procedures for late collection can be found in our 'Debt Policy'. Late collection charges will always apply as additional staffing charges are incurred by the school in the instances where children are collected any later than the end of their session. Late collection will be charged at a rate of £5 for up to 15 minutes late and £10 if over 15mins late. This will continue as £10 for every 15mins over until collection.

If a child has not been collected by the end of After School Club, parents will be contacted in the first instance by telephone by a member of the After School Club team. If the parent/carer cannot be contacted then we will call the emergency contacts.

If we cannot make contact with anyone, we will make every effort to reassure the child and keep him/her in a friendly and familiar place until an identified person arrives.

If no one has arrived after one hour following the school closing time and no contact has been made, the school will contact the Local Authority's Children's Social Care Team.

16. *Illness and Injury:*

In the event of a child falling ill or having an accident, normal school policy and procedures will be followed, and parents will be contacted or informed as soon as possible. Accidents will be recorded via the school's reporting tool according to legal requirements.

If a child becomes ill during a session, the parent/carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.

The After School Club reserves the right to administer first aid and any emergency treatment as required. Parents will be informed of all accidents and will be asked to sign an Accident Record form. If emergency hospital treatment is required the After School Club will make all reasonable attempts to contact the parents but if this is not possible, we are authorised to act on behalf of the parents to authorise any necessary emergency treatment.

17. *Medication:*

Any medication will be administered according to the school's policy on medication. We will administer prescribed medicines only if parents have completed a Medicine Consent form in advance. We may require parents to withdraw their child from the After School Club in the event that they require special medical care or attention which is not available or refused by the parent, or it is considered that the child is not well enough to attend. We may also ask parents to withdraw their child from the club if we have reasonable cause to believe that the child is suffering from or has suffered from any communicable disease or infection and there remains a danger that other children may contract such a disease or infection.

18. Emergencies:

Parents/carers are asked at the point of registration to confirm who will be collecting their child at the end of their After School Club session.

Contact details for parents or carers are held by the School Office and will be used in the instance of an emergency as per the usual school policy.

19. Fire Procedures and Emergency Closure/Evacuation:

In the event of a fire, Breakfast Club/ After School Club will follow normal school fire emergency safety procedures.

In the event of school closures due to weather/ building conditions, parents/carers will collect their children with immediate effect.

20. Confidentiality

Information held by our After School Club regarding the parent/carer's child will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, the parent/carer agrees that our Out of School Clubs has a legal duty to pass certain information on to the Designated Safeguarding Lead, other agencies, including Police, Social Care and health care professionals.