



WRAPAROUND CARE POLICY

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DOCUMENT CONTROL

Unless there are legislative or regulatory changes in the interim, this policy will be reviewed every 1 years. Should no substantive changes be required at that point, the policy will move to the next review cycle.

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1. Introduction

- 1.1. At Totley Primary School we recognise there is a need in the area to provide more wraparound care to our pupils and their parents. We are proud to be able to offer a breakfast club (7.15 – 8.45am) and an after-school club (3.15 – 6.00pm), in purposely designed premises called The Nook. This is in addition to the after-school activities that the school already provides.
- 1.2. The Nook is available to pupils attending Totley Primary School and children of Mercia Learning Trust employees. These wraparound services are available for children aged 4-11.
- 1.3. The Nook has its own safe and secure outdoor area which the children can access on a continual basis. There are different learning zones in the landscaped area and children will be able to direct their own learning outside through various stimulating resources.
- 1.4. All children will be in sight of an adult at all times and the staff will ensure they are positioned in appropriate places to monitor the children.
- 1.5. Children may use the school field accompanied by The Nook staff.
- 1.6. We aim to:
 - 1.6.1. Provide a welcoming, safe, secure and homely environment for pupils after the school day ends until 6pm.
 - 1.6.2. Provide outstanding wraparound care at an affordable price for parents.
 - 1.6.3. Further children's learning in a stimulating and homely environment.
 - 1.6.4. Provide a stimulating play environment for pupils to explore and extend their understanding of the world.
 - 1.6.5. Encourage healthy thinking, healthy eating, outdoor learning and physical activities to promote healthy living.

2. Staffing

- 2.1. The Nook is run by experienced leaders and overseen by the headteacher at Totley Primary School. The manager is highly experienced in managing childcare provision.
- 2.2. All staff have first aid and safeguarding training.
- 2.3. The ratio of children to staff is 1:10.
- 2.4. All staff hold a current Barring Disclosure Check and are registered on Totley Primary School's single central record.

3. Organisation

3.1. Breakfast club

- 3.1.1. Children should be dropped off at breakfast club by their parent/carer and will be signed in using the register on the front desk. (Children in Y5/Y6 are able to sign themselves into the provision but the school and The Nook are not able to chase up non-attendees before the school register is taken at 9am).
- 3.1.2. The Nook staff escort the children up to school. The staff will take all children in through the main entrance and drop off at each classroom internally.
- 3.1.3. Children dropped off between 7.15am and 8.15am are given breakfast (if you wish for your child to have breakfast, you must arrive before the next session as breakfast will not be served any later than 8.15am). There are a number of things to choose from ensuring a balanced and healthy start to the day, including a variety of healthy cereals, bagels, tea cakes, crumpets or fruit.
- 3.1.4. Children dropped off between 8.15am and 8.45am are not entitled to breakfast and will therefore pay a reduced rate. Please ensure that you don't arrive any earlier than 8.15am if booked in for the later session, this allows us to finish serving breakfast.

3.2. After school club

- 3.2.1. At school finishing time, Key Stage 2 teachers send the children to The Nook staff, who are up at school collecting children who are due to attend that day. Nook staff sign the children in. Key Stage 1 children are collected from the classroom by a Nook staff member.
- 3.2.2. A snack and drink will be offered to all children soon after pick up. There will be water available throughout the session. A light tea will be provided for all children who have been booked in for a late session. Tea will be served at 5pm.
- 3.2.3. All children MUST be collected by a nominated adult, these adults will be named on the registration form. If there is a change to the adult collecting them, a password will need to be given before The Nook staff will hand over any child to an adult not nominated on the form. All children must be collected by the end of the session they are booked

in for. All late collections will be charged either at £5 per child per 15 mins, up to 30 mins. Parents should inform The Nook staff if they will arrive late for collection.

4. Collection

- 4.1. Parents should drop off and collect their children from The Nook.
- 4.2. Parents will not be allowed into the premises and will need to wait outside for their child to come out.
- 4.3. Only named people on the registration form will be allowed to collect the children from The Nook and this person must be over 16 years old. If there is any change to this arrangement, The Nook staff must be notified beforehand and a password used to verify they are responsible for picking up that child.
- 4.4. In the event that a child is not collected before 6pm a fee will be charged of £5 per child. If no call has been made by the parents to inform staff that they are going to be late, then the following procedure will be put into place after 30 mins of waiting time (charged at £5 per 15mins):
- 4.5. All nominated persons listed on the registration form as collectors/emergency contacts will be contacted in order to try and find someone to collect the child.
- 4.6. If after 30 minutes there is no contact from parents or emergency contacts, we will contact the local social care team for advice. There will always be two members of staff with the child. The headteacher will also be informed.
- 4.7. The child will remain in The Nook with staff until either a parent arrives, or the social care team become involved.
- 4.8. A message will be left on the parents contact number to ensure they are aware of the outcomes and a note will be left on the door with a contact number for the manager or the headteacher.

5. Times and Prices

- 5.1. All sessions must be paid for in advance and the price per session, per child applies to all children (less any sibling or Mercia Learning Trust staff discount). In the event of child sickness, severe weather conditions or failure to provide at least one month's notice of cancellation, your full, normal rate will still be charged.
- 5.2. We do not charge for bank holidays and school inset days. If school has to close due to unforeseen circumstances, families will only be charged for the services that have been available that day. Non-payment for more than one month may result in a charge and potentially, the child's place being terminated. Any difficulties in paying fees must be referred to The Nook manager or the headteacher.
- 5.3. Sessions and prices below:

Breakfast club	7:15 - 8:45am (Inc breakfast)	£6.50
	8:15 - 8:45am	£4
After school club	3:10 - 4:15pm	£5
	3:10 - 5:00pm	£10
	3:10 - 6:00pm (Inc light tea)	£13.50

- 5.4. The Nook is self-sufficient and the attendance fees are designed to cover all costs. This includes staffing, food, equipment and the day to day running costs. It may be necessary to change fees from time to time however parents will be informed as to the reasons why such an increase is deemed necessary and at least ½ terms notice will be given.

6. Booking

- 6.1. Children should be booked into The Nook in advance. Bookings can be made on either a regular or ad hoc basis.
- 6.2. All sessions must be paid for in advance. If you need to make changes sooner, you will still be charged. Refunds can only be made in exceptional circumstances because provision for staff ratios and food is made in advance. If you have any questions or concerns, please discuss them with a member of The Nook staff or email us.

6.3. Regular bookings

- 6.3.1. Please complete the Regular Sessions Booking Form and return it to The Nook finance@thenookkidsclub.co.uk or hand it in to a Nook staff member.

- 6.3.2. Once your place is confirmed by The Nook, these will become the contracted hours for each week from that date onwards.
- 6.3.3. To vary the contract by: booking additional ad hoc sessions; cancelling existing sessions; or making ongoing changes to attendance, you can email finance@thenookkidsclub.co.uk or speak to a member of The Nook staff.
- 6.3.4. We need a month's notice of cancellations

6.4. Ad hoc bookings

- 6.4.1. We recognise that not everyone will have a regular pattern of attendance, and we will always aim to accommodate the needs of those who need to book ad hoc sessions.
 - 6.4.2. If you wish to make ad hoc bookings please complete the Ad Hoc Sessions Booking Form and return it to The Nook or email finance@thenookkidsclub.co.uk. The Nook will then confirm your booking.
 - 6.4.3. Cancellations of ad hoc booking will be on the discretion of the manager dependant on staffing and food orders already being arranged.
- 6.5. All sessions must be paid for in advance. If you need to make changes sooner, you will still be charged. Refunds can only be made in exceptional circumstances because provision for staff ratios and food is made in advance. If you have any questions or concerns, please discuss them with a member of The Nook staff or email us.

7. Health and safety

- 7.1. It is the responsibility of The Nook staff to clean work surfaces and toilets at the end of each session. They will also sweep any obvious debris from the floor and mop any spillages up as they occur. The school's cleaner will mop and vacuum thoroughly each day and clean the toilet facilities.
- 7.2. Where children can safely tidy up, they are encouraged to do so. All toys and equipment are continuously checked for wear and tear and any equipment damaged during play is removed immediately. Children are taught to care and respect the equipment and their surroundings and encouraged to play constructively.
- 7.3. Risk assessments are completed for all areas within the provision, including outdoor play, and are updated regularly by The Nook manager. All food preparation follows basic food safety requirements and all staff will be trained to meet these standards. We support a wide range of dietary requirements. Please speak to the manager if you have any special requests or if dietary needs change.
- 7.4. In wintery conditions, The Nook will be cleared of snow and paths gritted to ensure the safety of staff, parents and children.

7.5. Fire procedures

- 7.5.1. Fire drills will be carried out at least once per term and clear fire procedures will be on display in The Nook.

7.6. First Aid

- 7.6.1. There will always be a qualified First Aider on site whilst children are present.
- 7.6.2. Any incident will be recorded and reported in the accident book.
- 7.6.3. Parents will be informed of minor injuries on collection.
- 7.6.4. Any injuries where further medical assistance is needed will be dealt with promptly and parents informed as soon as possible.

7.7. Insurance

- 7.7.1. Insurance cover is provided by Mercia Learning Trust through the company RPA.

8. Policies

- 8.1. The Nooks policies can be found in the main entrance and available on request.
- 8.2. The Nook follows the same behaviour policy as the school and children are expected to behave as they would in school. (See Behaviour policy).
- 8.3. Children and parents will be made aware of the golden rules, and these will be reinforced by all adults in the setting.
- 8.4. In circumstances where a child's behaviour is a continuous problem, the parents will be spoken to by The Nook manager or headteacher and access to the provision may be banned temporarily or permanently depending on the circumstances.

9. Complaints

- 9.1. Concerns should be raised with the headteacher in the first instance. We aim to address all concerns parents or children have quickly and with utmost professionalism.
- 9.2. If the issue remains unresolved, the next step is to make a formal complaint using our trust's complaints policy.

