**WB’s WrapAround Club Parent Handbook**

**Registered Provider: Surrinder Bodhan**

**OFSTED Registration: EY493820**

**Registered Person: Surrinder Bodhan**

**Day to day Manager: Susan Needham**

**Contact Number: 07903645282**

**Email:** **wbswrap@gmail.com**

Welcome to WB’s WrapAround Club.

This is your Handbook. Please take a minute or two to read it. We hope you will find it helpful. Thank you.

WB’s WrapAround Club is an important part of the extended services of Willow Brook Primary School, providing affordable childcare before and after school hours, where children are cared for in a safe, stimulating and happy environment.

Both Breakfast and After School Club have proved to be extremely popular with both children and parents, going from strength to strength over the years.

Our philosophy on caring for your child is based on fun and providing opportunities for them to spend time with their friends. The activities planned are flexible in nature and are always planned with the children in mind.

The staff at WB’s WrapAround truly believe that the club belongs to the children, therefore allow them to choose what activities to take part in and also to change and set up their own activities.

Staff aim to provide as many play opportunities as possible encompassing, physical, creative, imaginative, social and multicultural play.

The facilities at school enable children to access a wide range of resources including I.C.T equipment, outside play equipment, and the large playgrounds.

We hope you and your child(ren) find WB’s WrapAround environment a friendly, warm and relaxed place to be.

**Staff:**

Our current staff are:

Registered Provider: Surrinder Bodhan (NVQ Level 3 in Childcare and Education)

Day to day manager: Susan Needham (Qualified Teacher status)

Play worker: Frances Ward (Level 3 Diploma for the children and young people’s work force)

Play worker: Jane Fairbanks (15 years+ experience in Before and After School Clubs)

**Registration:**

Thank you for enquiring about WB’s WrapAround. Once you have read this booklet and decided to register your child, please complete the Registration Form and Terms and Conditions document provided with this booklet and return to WB’s WrapAround Club or school reception to Mrs Roper or Mrs Phillips.

There may be times when WB’s WrapAround are oversubscribed and we are not in a position to accept more children. Please do not hesitate to call WB’s WrapAround to check for availability.

We kindly request that you inform the club at least 30 minutes before opening if your child is unable to attend the session.

**Please email** wbswrap@gmail.com or telephone or the club mobile on **07903 645282**

**Opening Times:**

Monday- Friday term time only.

Breakfast club: 7.30am- 8.50am Fee: £5.00

A nutritional breakfast and afternoon snack are provided. A copy of the menu for both breakfast and snack can be found on the school office window, alternatively please ask a member of staff.

(At the end of breakfast club all children are escorted to their classrooms and supervised until school starts)

After School: **3.30pm- 5.55pm**

(3.30pm- 4.45pm) Half session Fee: £5.00

(3.30pm- **5.55pm**) Full session Fee: £10.00

**Settling in:**

You and your child are encouraged to visit the club before your child is due to attend. This allows you to familiarise yourself with the setting and support your child in settling in.

During your child’s first session, time will be set aside for an induction. The induction will include running through the club’s rules and routines.

Another child will usually be allocated to act as your child’s buddy for the first few sessions. Your child will also be allocated a Key worker.

Sessions are booked monthly and paid in advance of attendance. Payments via Childcare Schemes are also accepted, please speak with Surrinder to set up this method of payment.

For parents/ carers using the space on a casual basis, there is no guarantee a place will be available. However ,you are most welcome to enquire. (All parents using the service in this way will be asked pay for each session booked on the day of each collection and must have completed a registration form.)

**Finance:**

We accept childcare voucher payment. Please speak to Surrinder Bodhan for further details.

Billing: The club will send you an invoice at the beginning of the third week of the month which needs to be settled by the 1st of the following month. Payments are made in advance for the month ahead. The club kindly requests that all payments are made by BACS or cash ONLY.

WBs WrapAround will not give refunds for any sessions that are booked but your child does not attend.

In the event of non- payment by the date agreed, (1st of each month) parents/ guardians will be contacted by the Manager for appropriate arrangements to be made. If a suitable arrangement cannot be made, very reluctantly the place will be withdrawn.

**Behaviour (Children):**

At WB’s WrapAround our four core values of

* SELF- BELIEF
* HAPPINESS
* RESPECT
* RESPONSIBILITY (appropriate to age and ability to handle)

are central to everything we achieve at the club. Children are encouraged to practice good behaviour by operating a system of praise and recognition of positive choices. Children are also rewarded with a ‘Star of the Week’.

The WB’s staff expect the following from children, in line with the schools Behaviour policy:

-Listen to instructions given by an adult within the school community and follow them.

- Always act and speak respectfully and politely to all other children and adults.

- Respect other people’s right to play and work in a happy and supportive environment.

- Be responsible for your own and others property.

To ensure all staff and children can work and play in a happy and supportive environment the following consequences will be consistently followed:

* One gentle reminder about expected behaviour
* An opportunity for a child to independently make the decision to move away from a situation to help inspire their behaviour.
* A staff member to move the child away to give them some quiet time to reflect.
* If behaviour persists, parents will be notified at the end of the session.

For those children in Pre School, Reception and Class One a much gentler and supportive approach is taken, where children are distracted and redirected to another area of play.

In the event of a sessional incident occurring, parents will be notified.

If deemed necessary the child’s place may be withdrawn.

Behaviour (Adults):

We will not tolerate from any person, whether a staff member, parent, carer or visitor;

 bullying, aggressive, confrontational or threatening behaviour.

**If your child is sick:**

If your child is unwell whilst attending WB’s WrapAround we will endeavour to make your child as comfortable as possible. If your child continues to be unwell, then the parent/ emergency contact will be notified. If any emergency situation arises, where waiting for parents/ emergency contact to arrive would put the child in danger then the member of staff will accompany your child to hospital. On registering your child, you will be asked to complete an Emergency medical treatment form. In doing so, parents consent to immediate medical treatment being given in their absence.

<http://www.hpa.org.uk/Topics/InfectiousDiseases/InfectionsAZ/SchoolsGuidanceOnInfectionControl/> is a really useful guide for checking treatments and exclusion times for 31 different infectious diseases.

**Parental Involvement:**

Our aim at WB’s is to work in partnership with parents/ carers.

We believe two way communication is very important and we will always listen to parents’ comments, suggestions and concerns.

Please ask us about “You Spoke, We Listened”

 We want all children to feel safe and happy at our club, but we understand that sometimes children can become upset.

We are always happy to discuss with parents the best way to resolve any issues.

**Medicines:**

It is important that we are made aware if a child has received medication before a club session.

If a child requires prescription medication during their session at the club, parents must first complete a medication form. In doing so, parents consent to staff administering medication to their child, for the duration of the course of the medication.

If a child requires an inhaler to relieve asthma symptoms, parents will be asked to provide an additional inhaler for their child, to be used whilst at the club. This will be stored in a box that is readily available at both breakfast and after school club. If a child requires their inhaler during their session at the club, parents will be notified at the end of the day. **At no time will non- prescribed medicines be administered by WBs WrapAround.**

**Child Protection:**

We are committed to building a ‘culture of safety’ in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with the Local and National Child Protection Procedures and ensure that all staff are appropriately trained. For more details , please see our Safeguarding Policy.

**Health and Safety:**

The Health and Safety of the children in our care is of paramount importance and every reasonable precaution is taken to ensure that they are safe at all times.

All staff members are fully aware of fire drill procedures and this is practiced every half term.

Daily risk assessments are carried out.

Staff hold all relevant Paediatric First Aid, Health and Safety, Food Hygiene and Safeguarding children certificates.

In the event of an accident involving a child, a form will be completed and signed by a member of staff and the parent/ guardian. The appropriate first aid will be administered. Children are supervised by the required number of staff at all times and a daily registration of all children attending will be taken. If a child does not attend when they should, parents/ guardians will be contacted and the ‘Missing child’s policy’ will be instigated.

Children must be collected from WB’s by an adult. Any change to the usual person collecting should be logged with us beforehand and a password provided.

**Late Collection:**

**Failure to collect your child by 4.45pm (half session) will result in an additional £5 charge.**

**Failure to collect your child by 6pm will result in an immediate charge of £15 ( due to additional rental costs incurred by us from the County Council) and also a further £10 charge for every 15 minutes after closing time to cover staffing costs.**

**If a child is not collected:**

At WB’s WrapAround we expect the children to be collected by **5.55pm.**

If for any reason you are unable to collect your child on time, you should contact WB’s manager on **07903645282** as soon as possible. If we have not heard from you by 6pm, we will instigate the following procedures:

* If you cannot be contacted, we will telephone the emergency contacts and other adults authorised on your child’s registration form to collect the child.
* If this also fails, Social Care will be contacted, but in the meantime your child will be safe with the club staff whilst we continue to try to make contact with you.

**Cancellations:**

**Whilst WB’s acknowledges that unforeseen circumstances/ child illness does occur, we are unfortunately unable to refund any pre- booked sessions due to running costs.**

**Termination:**

We ask for **one months’ notice** and completion of a ‘Notification of Leaving’ form please.

**Equal Opportunities:**

We aim to ensure that every member of staff, child, parent and guardian receives equal treatment regardless of gender, ethnic origin, sexual orientation, ability or religion. We will not tolerate discrimination of any kind, including bullying.

The club does not tolerate bullying of an individual or group. We aim to create an environment in which children can develop their self- esteem in an atmosphere of mutual respect and encouragement. We aim to ensure that WB’s provide a service for all, however in certain circumstances, special consideration, such as staffing, access to premises and facilities may need to be discussed. We consider the individuality and uniqueness of every child to be special and it is our aim to respect and to accommodate individual’s needs where possible. Children who have statements of Special Educational Needs will need a consultation with staff and where appropriate the school to ensure that both parents and staff are happy that the club is able to meet the child’s needs.

**Complaints procedure:**

We are constantly striving to meet the needs of children and parents. Our intention is to work in partnership and if you have any suggestions as to how we can improve our service, please do not hesitate to speak to a member of staff.

If you do have a complaint please follow the procedures below:

* Make your concern or complaint known to your childs keyworker who will aim to resolve the issue. All complaints will be handled sensitively and confidentially.
* If this does not have a satisfactory outcome, or the problem reoccurs. The parent should request a meeting with the Day to day Manager, Susan Needham or the Registered provider Surrinder Bodhan.
* As a final resort, OFSTED can be contacted at:

Early Years OFSTED

National Building Unit

Royal Exchange Building

St Annes Square

M2- 7LA

Telephone: 0300123 1231

**There is a full copy of our policies and procedures (Our Operational Plan) which is held at the club for your viewing. As we review our policies throughout the year, updates will be sent out through schools Parent Mail system.**

**Parent Agreement with WB’s WrapAround**

The ‘Parent Handbook’ forms part of the registration process.

We will ask you to complete Registration and Terms and conditions before your child joins us.