



Helping Hands Wraparound Care **Policy and Procedures**

Aims

At Highfield Helping Hands we aim to:

- provide a welcoming, safe, secure environment for pupils before the beginning and end of the school day;
- To provide an affordable, early drop off childcare facility for working parents/carers;
- To provide children with a nutritious breakfast at the start of the day and a tea at the end of the day in a pleasant and relaxed environment.

Procedures

Staffing

Ratios have been set at 1:8 but could be smaller according to need. Staff are qualified paediatric first aiders and have food hygiene training. The manager, Miss Julia Thompson is the designated safeguarding lead. Ms Joanna Bircham, Head Teacher or a nominated staff member will provide additional supervision where needed.

Contingency Arrangements for Staff Absences and Emergencies

If a member of staff is absent, they must contact the Headteacher as early as is practicable for cover to be arranged. Cover will be provided by a staff member of St. Joseph's. Where cover staff are leading the provision, the nominated member of staff will provide additional supervision as necessary.

Registration

Before attending a Breakfast Club or After School Club session, parents/carers must fill out a registration form and sign the Parent/Carer agreement. Children cannot be admitted until a completed registration form has been received.

'Ad hoc' emergency places are allocated on a first come first served basis where there is space available. The school email and booking forms are published on the school website for parents/carers to make direct contact.

For more details about booking, please contact the school office.

Due to the costs incurred to employ staff and purchase provisions, we are unable to issue refunds for children who do not use a place that has been booked and paid for. Where the provision has been cancelled by the school due to illness or unforeseen circumstances, a credit for an additional session will be issued for each session missed.

Use of Registers

Children will be registered by the Helping Hands staff as they arrive. The register will be kept available in the Helping Hands room at all times. These registers are then filed securely and retained in accordance with our retention policy.



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Food Preparation:

- Both members of the Wrap Around Care team hold the relevant food hygiene and allergy training.
- An uncomplicated yet appetising and nutritious meal (in line with school food standards recommendations) will be freshly prepared for those requiring this service. A toaster, microwave, and refrigerator are the only items of equipment used by the club leader. Under no circumstances are these items used by children attending.
- Bowls, plates, cups and cutlery is purchased for the sole use of Helping Hands and are washed after every use.

Allergies and Medical Considerations:

- Parents/carers are required to inform the club leader of any allergies and dietary requirements children have before they commence attending Helping Hands.
- Medication may be administered at the discretion of the club leader and only when the school's policy on administering medicines is followed. With respect to the school's policy, only prescribed medicine will be administered if accompanied with a medicine form completed and signed by a parent/carer. Forms are available via the school office.
- Inhalers will be collected from the classroom at the end of the day and taken to the provision. They will then be returned to the classroom the next morning after breakfast club. Parents must ensure that inhalers are in date. The nominated member of staff will be informed (usually the Headteacher) and parents will be notified when inhalers are administered.

SEND

We are an inclusive school and welcome pupils with a range of needs. This includes our wraparound provision. Please state your child's needs on application and we will discuss how best to support.

Organisation

- Breakfast Club will be open to St Joseph's pupils from 7:30am – 8.30 and for Highfield Community pupils from 7.30am to 9am.
- Children will be admitted and registered through the main office door. They should hang their coats and bags on the pegs outside the Helping Hands room.
- Breakfast will be served as soon as the children arrive and children are asked to sit at a table to eat.
- Once children have finished their breakfast, they then clear their plates/bowls.
- Children are asked to help with tidying up equipment, toys and games. The club leader then takes the children to line up for class.
- Each child's details, medical conditions, parent contact details and additional emergency contact information are held in a locked cupboard and stored on the schools MIS system (Arbor).



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Resources

All resources are kept in the Helping Hands club room. All electrical equipment used is part of the school's regular PAT testing schedule.

Behaviour

- The school rules and restorative approach to positive behaviour is followed. Any behaviour concerns will be communicated to parents via the club leader in the first instance.
- Whilst we recognise the importance of the provision being a more relaxed, less formal experience for children, we retain the same high expectations of pupil conduct, manners and behaviour which enables all pupils to enjoy the session within a safe, welcoming and structured environment.

Communication with Parents

- As part of their role, the Helping Hands staff pass on any relevant information to the class teacher (e.g. a child's concerns, feeling unwell, etc). It remains the responsibility of the parent/carer to provide instructions in writing of pick up arrangements, change in lunch, etc as per the usual school routines.
- Written notes to parents from the Helping Hands staff will be passed on via the child's classroom teacher or sent via email on Arbor.
- Parents/carers may make appointments with Helping Hands staff in the first instance to discuss matters/issues pertaining to the provision. Where parents/carers are not satisfied that their issue has been adequately dealt with, they may arrange to speak to the Headteacher.

Safeguarding

- In accordance with our child protection and safeguarding policy, all staff involved in the running of wraparound care will have enhanced DBS clearance and all other necessary checks completed before commencing employment. DBS information is recorded on the school's Single Central Record.
- Wraparound care staff will follow the school's policies and procedures for child protection and safeguarding.
- All staff will follow our code of conduct as well as following online safety and cybersecurity procedures. Filtering and monitoring of internet use is in place in the building and frequently tested.

Fire Procedure

- In the event of a fire, children and staff will follow the normal school procedures, leaving the building in a calm orderly via the playground or classroom door fire exit
- They will line up at the field assembly point to be registered.
- The club register is taken outside and all names called.
- There will be a fire drill once per term.



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Risk Assessment

St Joseph's detailed general risk assessment is in place and covers all aspects of the provision. If pupils who attend wraparound care have specific needs (medical, dietary, medical) a separate risk assessment will be completed. Staff are expected to do a dynamic risk assessment of the facilities on a session by session basis, reporting any defects or concerns to the manager who will report to the Office Manager Michelle Tate.

Confidentiality of Documents

Contact details, Children's medical information and copies of all correspondence to parents/carers are all held securely in a locked cupboard.

Charging

Wraparound provision is of the utmost importance to us and our families. It is therefore our aim to keep the provision affordable to parents and financially viable. If we are unable to break even with a paid for wraparound care provision, we reserve the right to increase the cost of accessing the provision to ensure viability and sustainability. St. Joseph's school reserves the right to regularly review charges in light of attendance, change in the cost of provisions or the need to employ additional staff. School may cease this service if it is not a viable cost neutral business model. Any surplus revenue from a wraparound service is invested back into the school.

The provision will endeavour to make no more than two changes to the pricing structure within any one academic year (September to July). This strategy is used to help sustain the provision.

In order to encourage retention of staff, discounts for wraparound care staff's children are available and are outlined in our charging and remissions policy.

Cancellation

Due to the size of our school, it is not always possible to call upon a bank of staff to run the provision should the required staff become unwell. It therefore may be necessary to cancel the club. On rare occasions, this may be at short notice. Where possible, parents will be notified the day before that the club has been cancelled. A credit will be issued for sessions paid for where the school has cancelled the club. Parents will be notified via telephone or text message and any alternatives communicated as early as is practical.

Refunds

Parents/carers book and pay for places at Wrap Around Care Staff in advance. This enables them to purchase the correct provisions for each session. We will be unable to offer a refund if a child does not attend. However, if the school cancels the club, a credit will be offered for a future session.

Complaints

The school's complaints procedure, which is posted on the school website, will be followed should a parent/carer have a complaint about any aspect of our wraparound provision.