



# Welcome Pack

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# Introduction and welcome

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Welcome to WrapAroundCare4u. We are delighted that your child/ren will be joining us soon and are looking forward to ensuring a smooth transition from either home to WrapAroundCare4u or from school to WrapAroundCare4u.

Apart from welcoming you to WrapAroundCare4u the purpose of this Welcome Pack is to provide you with an idea of what to expect on your first day at WrapAroundCare4u and a summary of relevant policies and procedures. Although there is a lot to read it is our intention that this Welcome Pack becomes a reference document which you will be able to always access.

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## 2 Commercial terms and conditions of attendance at WrapAroundCare4u

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### GENERAL

1. These terms and conditions set out the contract between WrapAroundCare4u Ltd and the Parent or legal Guardian (referred to as the "Parent") with respect to your child/ren's attendance at WrapAroundCare4u Ltd as set out in this document and in the terms and conditions on Magicbooking.
2. WrapAroundCare4u Ltd is a private limited company with company registration number 08279836 and registered office at 64 Basepoint, Lincoln Road, High Wycombe, Bucks, HP12 3RL with contact email office@wraparoundcare4u.com. It operates from the addresses shown in section 12 which it occupies under the terms of a licence with the schools shown in section 12.

### REGULATION

3. Each WrapAroundCare4u Ltd Service is registered with Ofsted and operates in compliance with applicable law and regulation. Inspectors regularly visit WrapAroundCare4u Ltd to ensure the appropriate standards of care are being provided.

### FEES

4. The fees payable in respect of your child / children's place at WrapAroundCare4u Ltd are set out in the Magicbookings invoice.
5. All fees are payable monthly in advance for regular bookings or for ad hoc bookings at the time of booking and always before attendance.
6. If any fees are unpaid for more than 7 days, we reserve the right to exclude your child from WrapAroundCare4u Ltd temporarily until such fees are paid in full.
7. Further, we may charge interest on any unpaid fees at a rate of 5% per year, payable from the due date until settlement of any invoice in full.
8. If you request any additional attendance for your child during a month, it may only be provided subject to availability, and it will be invoiced at the time of booking.
9. Fees are determined based on your bookings, and not attendance. We will credit up to 3 regular sessions in a year.
10. We reserve the right to increase fees at any time by providing one months' notice in writing.

### TERM AND TERMINATION

11. This contract shall commence on the date of your first booking, or the child/ren's first day at WrapAroundCare4u Ltd whichever shall take place first.
12. If you booked online or over the telephone, you have a legal right to change your mind about this contract within 14 days of the date of confirmation, however you cannot cancel your booking(s) once your child has started attendance.

13. If you change your mind about a booking, you made online or by telephone within 14 days of booking it, and without your child's attendance starting, please contact us. We will refund you as soon as possible by the method you used for payment. We don't charge a fee for the refund.
14. If you wish to withdraw your child from WrapAroundCare4u Ltd you must provide no less than 2 weeks' written notice. If you would prefer to withdraw your child immediately, you will still be required to pay the fees in full during this notice period.
15. If you wish to decrease your child's attendance, we will also require 2 weeks' written notice.
16. We will increase sessions immediately where we have availability. If we cannot accommodate your request to increase sessions, you will be placed on the waiting list.
17. We reserve the right to suspend or terminate care of any child without notice, where we reasonably consider it to be necessary for the overall safety and well-being of staff and/or other children in our care.
18. We may terminate this contract for any reason by providing no less than 2 weeks' written notice.

### **OPERATING HOURS**

19. WrapAroundCare4u Ltd is open as per section 12. This does not include any bank holidays or other public holidays.
20. Please inform us immediately if you will be late collecting your child. Any collection after your collection time will automatically be rolled into the next pickup charging band unless this after the end of service (18:00 or 18:30), then the charge is £10.00 per 10 minutes.
21. You must notify the club before the start of the session if you are collecting your child from school, or they will be attending another club on a day that they are booked to attend WrapAroundCare4u Ltd. Failure to do so will result in a charge of £5.00. You will still be required to pay the fees in full for these booked sessions unless you have cancelled the session in advance and are within the 3 authorised annual credits.
22. You must notify your WrapAroundCare4u Ltd Service Manager if an unauthorised person will be picking up your child. Verbal or written permission must be received before we will release a child to anyone who is not authorised on the registration form. They must bring photographic I.D. plus a photograph to be kept on file and a password will be used.

### **ILLNESS AND MEDICAL REQUIREMENTS**

23. The parent agrees that their child/ren can use the toilets independently prior to starting at WrapAroundCare4u. Please note that we do not have nappy and clothes changing facilities.
24. The Parent agrees that it is their responsibility to:
  - a. notify WrapAroundCare4u Ltd Service Manager as soon as possible if your child has a contagious illness, and observe the exclusion period for infection control issued by Public Health England; and
  - b. keep WrapAroundCare4u Ltd Service Manager and Magicbookings updated and informed of any alterations to the child's information, including (but not limited to) medical conditions, dietary requirements, emergency contacts, SEN and disabilities.

25. The Parent can consent in Magicbooking that, in the event of an accident or incident, WrapAroundCare4u Ltd First Aiders may provide first aid treatment and, if necessary, authorise any urgent medical treatment if we are unable to reach the Parent promptly.
26. The Parent understands and agrees that, while information regarding their child will be treated confidentially, in certain circumstances WrapAroundCare4u Ltd will be obliged by applicable law or regulation to share information about the child to other organisations, including the police, social care and healthcare professionals.

## **DATA PROTECTION**

27. WrapAroundCare4u Ltd shall treat any personal information relating to the Parent and child in accordance with applicable law and regulation, as set out in its privacy policy.
28. No photographs or video images shall be permitted to be taken at WrapAroundCare4u Ltd other than in accordance with the privacy policy and in line with consents held in Magicbooking.

## **POLICIES**

29. We operate in compliance with the WrapAroundCare4u Ltd Operating model policies and procedures, copies of which are available to you upon written request. For ease we have provided an excerpt of the parent facing policies in this welcome pack. It is your responsibility to familiarise yourself with the contents of the policies.

## **ANCILLARY MATTERS**

30. Any notice given to a party under or in connection with this contract shall be in writing and shall be sent by email to the address specified above.
31. Any notice shall be deemed to have been received if sent by email, at the time of transmission, or, if this time falls outside business hours in the place of receipt, when business hours resume. Business hours means 9.00am to 5.00pm Monday to Friday on a day that is not a public holiday in the place of receipt.
32. This notice provision does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.
33. A person who is not a party to this contract shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract.
34. This Welcome Pack and Magicbooking constitutes the entirety of the agreement between the parties. It supersedes any prior representations which may have been made, whether orally or in writing. Any modification to this Welcome Pack and Magicbooking must be made in writing and emailed.
35. No failure or delay by a party to exercise any right or remedy provided under this contract or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

36. All clauses, sub-clauses and parts thereof shall be severable and shall be read and construed independently. Should any part of this agreement be found invalid this will not affect the validity or enforceability of any other provision or of this Welcome Pack and Magicbooking as a whole.
37. This Welcome Pack and Magicbooking, and the rights set out in it must not be assigned or novated by the Parent. WrapAroundCare4u may assign or novate this contract as required, by giving written notice to the Parent.
38. This contract and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.
39. Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this contract or its subject matter or formation (including non-contractual disputes or claims).

I have read and understood the terms and conditions and I agree to be bound by them and any other relevant booking terms and conditions that are issued from time to time.

## 3 As a Parent

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### 3.1 Have you asked all the questions you wanted to?

We often find that although parents have asked many questions before choosing WrapAroundCare4u there are usually other questions that have been forgotten or which arise later. Here are several questions that parents typically ask and their associated answers.

#### 3.1.1 How do we recruit our staff?

Staff recruitment and retention across the childcare sector is typically difficult, with high attrition rates and considerable staff turnover. We try to minimise staff turnover by paying our staff above the norm, supporting their professional development and above all providing a supportive and friendly working environment.

Staff are recruited for their skills and capabilities and well as fit with the team. We assess their behaviours, skills, and capabilities through one-to-one interviews, and observed "stay and play" sessions. Two references are taken, and staff must have a clear enhanced DBS (Disclosure & Barring Service) check.

#### 3.1.2 How do we ensure that staff perform?

On termly basis the staff on contract have a performance appraisal and a development review. During the review Karen Richardson-Scarfe (our MD and HR lead), together with Sam Kelly or the respective Service Manager, will evaluate their performance against our competency framework for their grade and establish any development/performance gaps.

Gaps are then addressed through a combination of one-to-one coaching, specific courses, weekly reviews, seeking additional qualifications and external training.

If a member of staff still fails to meet the expected standards within an agreed time period, they will be subject to the performance management and disciplinary processes outlined in our HR employment manual.

#### 3.1.3 Are all staff DBS checked?

All staff have a current enhanced DBS (formerly called CRB - Criminal Record Bureau) check to ensure their suitability to work with children. Ideally staff have a DBS before starting at any of our services however occasionally staff who have just joined WrapAroundCare4u may start subject to a clear DBS. Students on placement from the local colleges will have a college DBS. In these temporary situations staff and/or students are never left unsupervised with the children.

Karen Richardson-Scarfe is responsible for countersigning DBS applications and the process typically takes between 1 and 6 weeks from start to receipt of DBS, and occasionally significantly longer.

#### 3.1.4 What is your ratio of 6<sup>th</sup> form students to qualified staff?

At bigger Services (Butlers, Burford, Cookham Rise and Chalfont) we typically, employ between one and three 6<sup>th</sup> form staff to work with the children alongside our remaining staff we are qualified to at least level 2 in a relevant childcare qualification. These students are typically supernumerary and are always supervised by a qualified member of the team.

### **3.1.5 How do you train your staff?**

See also Performance Management section above.

We run annual in-house training sessions each year and termly team meetings. In addition, we ask staff to provide us with details of two external courses they would like to attend each year. Furthermore, we usually have several members of our team studying for additional professional qualifications such as Levels 3 to 5 in Early Years as well as a whole range of other qualifications.

### **3.1.6 How involved are the management in the day to day running of WrapAroundCare4u?**

Each WrapAroundCare4u has a Service Manager. The Service Managers work with the children during WrapAroundCare4u operating hours and complete paperwork, as required, in the middle of the day. The Service Manager works alongside the other staff thereby ensuring that we can maintain exacting standards and meet our philosophy of excellence in childcare.

In addition, the two founders of WrapAroundCare4u, Karen Richardson-Scarfe (Managing Director, focusing on quality and performance, childcare strategy and coaching/training, HR, and communications), and Sam Kelly (Finance Director, focusing on financial sustainability) are always contactable and periodically work at the Services to monitor quality or cover sickness. Karen Richardson-Scarfe has four children and over 20 years management experience gained from working as a change management consultant in a variety of sectors. In addition, Karen has all the relevant childcare qualifications including Early Years Professional Status from Reading University as well as over 15 years' experience from running two outstanding rated Nurseries.

### **3.1.7 How experienced are the WrapAroundCare4u Managers?**

The Service Managers at WrapAroundCare4u are qualified in Childcare and Education to at least level 3, hold Safeguarding for the Designated Officer, 12 hours paediatric first aid, Safer Recruitment and food hygiene and allergy management. They also have a range of other related qualifications, and have childcare experience gained from working at a range of childcare providers.

The Service Manager is ably supported and managed by Karen Richardson-Scarfe and Sam Kelly - see above for their qualifications and experience.

### **3.1.8 Do staff have first aid training?**

Approximately 80% of our qualified staff hold a current 12-hour paediatric first aid certificate. We hold 12-hour first aid courses at WrapAroundCare4u once every two years using external trainers and use team training meetings to educate and update all our staff on managing accidents, administration of medicines and other health and safety related issues. There will always be one member of staff with a current 12-hour paediatric first aid certificate.

### **3.1.9 Who prepares food (breakfast and afternoon snack) at WrapAroundCare4u?**

We firmly believe that the children should be fed nutritious balanced snacks with good quality ingredients. The team follow a rotational set afternoon snack menu.

The WrapAroundCare4u team prepare breakfast and snacks. All WrapAroundCare4u team members have undertaken food handling training and are aware of the requirements of preparing and serving food. The Manager will also have Allergy Management training.

We have been awarded the Smile award from Bucks CC for healthy eating and teeth.

### **3.1.10 When will you call me...?**

If your child has a raised temperature above 38 degrees centigrade we will call you to collect your child. We will call you to collect your child if they vomit, have two loose stools in an hour, or come down with any of the common childhood illnesses (e.g., chicken pox).

In addition, we will call you and let you know if your child has had an accident that may concern you on collection. All accidents have an Accident Report, which is emailed via the Magicbooking system.

We have tried to list the most common questions; however, this isn't an exhaustive list and if you have any other queries please contact your Manager. Thereafter, Sam Kelly (Finance Director) or Karen Richardson-Scarfe (Managing Director), both parents with lots of experience, should be able to answer your questions and put your mind at rest.

## **3.2 What to expect on your first day**

### **3.2.1 As a parent**

On the first day that you leave your child at WrapAroundCare4u you may feel apprehensive. These thoughts will be exacerbated if your child cries or appears upset when you leave.

All these feelings are normal and to be expected. The staff are here to help you through this transition, and you are welcome to ring WrapAroundCare4u as often as you like in the first few days and ask lots of questions about how your child has settled.

At the end of your child's first day at WrapAroundCare4u we will talk to you briefly about their day.

### **3.2.2 As a child**

In general children who are already at school adapt very well to WrapAroundCare4u and often settle well on their first day. They will however be tired because of the increased interaction with children and new adults and may be a little 'grouchy'.

Children new to school take longer to settle in than children who are already at school and/or children who have been to the school dropping off their sibling(s). They will however settle but will be tired and may be irritable at the end of the day. This is normal behaviour.

In summary, irrespective of the age range, you may note a change in your child's behaviour. This is normal and rarely lasts more than a few weeks. If you are worried please talk to us.

## **3.3 Settling-in process**

Prior to joining WrapAroundCare4u we are happy to answer any of your questions by phone or email and are happy to show you the Service prior to booking - simply contact the relevant Service Manager or the office (see section 13).

For children new to the school as well as WrapAroundCare4u we provide a welcome pack for the children which is a visual representation of the service. By taking your child(ren) through this child friendly document you will help support their familiarisation with the service and smooth the transition.

For Reception children, where a school uses a staggered start in September, we will accept the children from the time that they start full time in school. If the Reception class starts full time, we would recommend not starting at WrapAroundCare4u on the first day of school, as that day can be special to parents and children.

### **3.4 Special belongings and WrapAroundCare4u**

In line with school, we like to discourage children from bringing in toys from home as they will typically leave them in various places during the normal school day which can make finding them at the end of the day quite challenging (remembering lunch boxes and water bottles is already challenging enough).

### **3.5 Parental responsibility**

Ofsted and the local County Councils require WrapAroundCare4u to confirm and log who has parental responsibility for the children on roll at WrapAroundCare4u. This information is collected via the registration process and logged on our online database (Magicbooking).

If the people (typically parents) with parental responsibility for your child changes (e.g., one parent is no longer allowed access to your child or grandparents take on parental responsibility) then we would appreciate it if you made us aware immediately of the changes and where appropriate provide us with documentation (Police, social services or court orders) and ensure that your details on Magicbooking are updated.

## 4 Fees and Payment

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### Objective

We manage our finances carefully to ensure that we have sufficient cash flow to meet our business needs.

### Process or procedure

#### 4.1 Registering for a place

We use a system called Magicbookings to electronically manage all aspects of the care of the children from registers through to accidents, billing, and allergies. To register your child(ren) please follow the link:

<https://wraparoundcare4u.magicbooking.co.uk>

#### 4.2 Bookings on approval

At some services bookings are on Service Manager approval. Typically, this is due to the high volume of last-minute ad hoc bookings and the need to ensure that we have correct staff capacity to accommodate the proposed number of children.

If you are booking at the weekend for breakfast the following on Monday morning, and your Service is on approvals only bookings, please call-in from 07:30 so that we can confirm whether your child can attend or not. All other bookings made at the weekend will be approved on the Monday after 09:00.

#### 4.3 Changing the number of days your child attends WrapAroundCare4u

##### Regular Session Pattern:

To permanently increase the number of days your child attends WrapAroundCare4u please access your Magicbooking account and book the required regular sessions.

To permanently decrease the number of days your child attends WrapAroundCare4u please contact your Service manager to process the cancellation. Please provide 2 weeks' notice (or to the end of the current half term if less than 2 weeks remain in the half term) to permanently decrease sessions.

We allow for 3 credited sessions (previously "swap" sessions) each academic year - we will cancel and credit up to 3 sessions that you are unable to attend - please let your Service Manager know in advance that you are unable to attend, and the appropriate sessions will be cancelled.

When booking additional sessions - Magicbooking requires at least 12 hours between booking and session commencement. If you wish to book within 12 hours of the start of the session, please contact your Service Manager to check availability and book the session in (please see section 14 for direct contact details). Please note that you will be charged an additional charge of £4.00.

**Minimum attendance note:** We have no minimum attendance requirement at WrapAroundCare4u. However, if your child is only attending one session per week and does not appear to have settled well after the first 2 or 3 sessions, we reserve the right to review your child's attendance pattern.

##### Ad hoc Bookings:

To add an additional session or small block of sessions please use the Ad hoc booking option in your account on Magicbooking- Magicbooking requires at least 12 hours between booking and session commencement. If you

wish to book within 12 hours of the start of the session, please contact your Service Manager to check availability and book the session in (please see section 14 for direct contact details). Please note that you will be charged an additional late booking charge of £4.00.

To cancel an ad hoc session please amend the booking within Magicbooking - this can only be done with at least 48 hours' notice.

**If your child is booked in and will not be attending, please let your Service Manager know in advance by email or text. Please do not rely on your child's class teacher to let us know and there are data protection rules in place for the exchange of information.**

**NOTES:** At some Services we are at capacity and dropping sessions with a view to later increasing them again may not be possible. We try and maintain as much flexibility in the system; however, this doesn't always guarantee a space.

## **4.4 Additional charges**

An administration fee of £25.00 will be payable for late fees and or having to chase the parents for fees - 7th, 14th and 21st of the month..

A £4.00 charge will be added to your bill for any booking made within 12 hours of the start of the session (i.e., out of notice period on the booking system)

A £7.50 charge will be added to your bill for any child that attends but has not been booked in for the sessions (providing we have space - please note that we may not have enough snacks for them to have the same as their peers).

A £5.00 charge will be added to the bill if parents have forgotten to let us know that their child is not attending the Service and we have had to contact the parent/carer to confirm that their child is safe.

If you are late collecting your child, you will be rolled into the next fee rate band.

A £10.00 charge will be added to your bill if you are >10 minutes late to collect your child after the close of service. Please contact your Service Manager if possible if you know you will be late.

## **4.5 How to pay your fees**

On starting at WrapAroundCare4u you will be provided with an electronic booking invoice for fees due for your child for the forthcoming academic year. Magicbooking is set up to expect a regular monthly payment of one eleventh of the total fee on 1st September and 1st of the month thereafter ending on 1st July. You can pay by direct bank transfer/childcare voucher scheme/tax free childcare and these payments will be uploaded onto your Magicbooking account at least twice a week as they appear on the bank statement; or you can pay by card directly through the Magicbooking portal.

Our bank details are:

Bank: HSBC

Sort Code: 40-32-19

Account number: 81494406.

## **4.6 When are fees reviewed?**

We review our fees on an annual basis prior to the beginning of the school year in line with market trends, competitors, and inflation, and will issue you with a revised fee rate which will come into effect on the 1st of

September. Whilst no one welcomes a fee rate rise, we do need to ensure that we can pay our staff and bills and our fee rate rises are predicted to be in line with inflation although we may need to vary the rates to consider market conditions and predicted/actual overheads.

## **4.7 Payment terms and conditions**

For regular bookings, payment is monthly in advance, and fees are spread across 11 months of the year (Sept to July). Payments should ideally be made by BACS transfer directly into our bank account, card payment through Magicbooking and/or by voucher/tax free childcare.

Ad hoc bookings are payable on or before the start of the session. If you are booking a block of sessions that extends to more than one month please request an instalment plan to be put in place by contacting the office.

Please also refer to the fee rate schedule for your school.

## **4.8 Do we accept vouchers and tax-free childcare and how do they work?**

### **4.8.1 Vouchers - Eligibility criteria**

These are now closed to new entrants. If you are an employee with parental responsibility for a child living with you, and you are paying for childcare, you are eligible to join your company's Childcare Voucher Scheme. You can elect to receive childcare vouchers, free of tax and national insurance in lieu of salary. The scheme operates as a salary sacrifice, and your employer will calculate whether your salary is above the minimum level for childcare vouchers.

### **4.8.2 Vouchers - Key points**

The childcare provider needs to be Ofsted registered or approved (on the Childcare Register).

Childcare vouchers are available for the care of children up to the 1st September following their 15th birthday or 16th birthday if the child is disabled.

The scheme is open to both working fathers and mothers. It is possible for both working parents to take part, thereby doubling the saving.

The schemes are normally operated by external companies who set up a voucher account for you to operate. Following deduction from your salary payment will be made direct to the childcare provider nominated by you.

Many of the voucher companies do not accept refunds for overpayments - please ensure that your payments are not exceeding the amounts due.

### **4.8.3 What will it look like on my payslip?**

On your payslip, you will see the chosen value of the Childcare Vouchers, shown as a deduction against your gross pay. The resulting reduction in your actual net pay will be after the savings in tax and national insurance.

Please be aware of the impact of vouchers and other childcare schemes if you need to use your payslips as proof of income.

### **4.8.4 Tax-free childcare - eligibility criteria**

You can usually get Tax-Free Childcare if you (and your partner if you have one) are:

- in work - or getting parental leave, sick leave, or annual leave

- each earning at least the National Minimum Wage or Living Wage for 16 hours a week - this is £125.28 if you're 25 or over

This earnings limit does not apply if you're self-employed and started your business less than 12 months ago.

You're not eligible if either you or your partner has a taxable income over £100,000.00 or you are claiming tax credits.

#### **4.8.5 Tax-free childcare - Key points**

Your child must be 11 or under and usually live with you. They stop being eligible on 1 September after their 11th birthday.

Adopted children are eligible, but foster children are not.

If your child is disabled you may get up to £4,000.00 a year until they're 17. They're eligible for this if they:

- get Disability Living Allowance, Personal Independence Payment or Armed Forces Independence Payment
- are registered as blind or severely sight-impaired

Each of the settings is registered to accept tax free childcare payments. If you get tax credits, Universal Credit or use childcare vouchers you cannot get Tax-Free Childcare at the same time.

You pay into your child's TFC account, and the government tops up to save you 20% of the cost of childcare - you pay in £8.00, the government adds £2.00 and you pay £10.00 over to your nominated childcare provider.

You can receive up to £2,000.00 per child per year.

#### **4.8.6 Universal Credit Reclaim**

If you meet the eligibility criteria, you can reclaim up to 85% of the cost of approved childcare that you have paid for.

Full details can be found at [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)

## 5 WrapAroundCare4u Vision and Values

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### Objective

A clear and readily understood vision and associated values is integral to WrapAroundCare4u's success, and the provision of quality childcare.

### Process or procedure

WrapAroundCare4u's vision and values were established in summer 2013 and updated in 2018. These are clearly documented, and all new members of staff are made aware and fully understand the values of the WrapAroundCare4u service.

Our values and beliefs are central to all aspects of the service we provide:

- Children should be cared for in a safe, stimulating, and nurturing environment that promotes their learning and development and provides opportunities for play based peer group fun.
- Parents should have access to high quality and affordable childcare that does not require compromise, fits in with normal work hours and minimises stress.

#### Enrichment programmes: **Stimulating the Mind**

Educational programmes are carefully planned each week and are specifically tailored for the different age ranges. Children who attend afternoon sessions past 5:30pm will enjoy a range of subjects from art to music, science to languages and literacy to numeracy.

#### Exercise programmes: **Invigorating the Body**

In the morning, children will have a "Wake Up" stretching session. In the afternoon children participate in at least 30 minutes outside play in which they are given the opportunity to select from a range of sports equipment including footballs, hula hoops, skipping ropes and tennis rackets, for example/

#### Free choice play: **Just Having Fun**

The children have free choice play sessions, with their peers inside and outside using a range of equipment. The equipment is carefully selected by age range and aims to provide fun as well as learning possibilities.

#### Nutritional snacks: **Time for a Break**

Healthy minds and healthy bodies need the right fuel. In the morning children will be provided with a healthy breakfast consisting of cereal and milk, together with fruit and toast served with water. In the afternoon children are offered a range of nutritional snacks served with water. The snacks consist of a range of carbohydrates (wraps, baguettes, rice cakes, scones etc..), protein (tuna, cheese, humous, fish or meat) and fresh seasonal vegetables and fruit.

#### Safety and security: **Keeping Children Safe**

Regular risk assessment of safety and security ensures that robust processes are in place for when your child is in our care. All our staff members are checked in line with government requirements.

#### School partnership approach: **Working with the School**

We work in partnership with the school to ensure efficient communication of any child related educational issues. We also make a financial contribution to the school, which the school can then use for the benefit of the children.

**Continuity of care: A Familiar Environment**

Basing our service on school premises ensures that the children are cared for in a familiar environment, alongside their friends and with WrapAroundCare4u staff that they know.

**Affordability: All-inclusive fees**

We believe that an all-inclusive fee provides clarity and helps us manage parental expectations. All activities and elements of the service will be available to all children. No child will be excluded, and there will be no hidden extras.

In addition, as a registered provider of childcare you will be able to use vouchers, tax free childcare and where applicable tax credits, to help with the cost. The school may also decide to use specific pupil premiums to help support children with PP.

**Making parents' lives easier: Freeing up quality time**

We know how difficult it is to juggle childcare and work, and so we have included homework, reading and exercise within our carefully designed programme, to enable you to spend quality time with your child at the end of the day.

**Communication: Working with Parents**

We believe that open communication with parents, is an essential part of the success of our service. We welcome continual feedback and have dedicated email and telephone lines as well as a comprehensive website. We seek parents and children's views of the service on an annual basis and publish these results to parents and the school.

**Our Staff and Strong management: Investment in our Team**

We pride ourselves in the quality of our childcare and education knowledge, qualifications, and the business expertise of our senior team. All the team are handpicked for their qualifications, skills and capabilities. We place a strong emphasis on team working and training and believe in retaining our staff.

A senior member of the team is always available and ready to answer parent queries.

# **6 WrapAroundCare4u Performance Management Processes**

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## **Objective**

To ensure that WrapAroundCare4u provides a quality service and meets its strap line of leading the way in wrap around care.

## **Process or procedure**

### **6.1 Parent feedback on WAC4U performance**

On an annual basis parents will receive an email containing a Survey Monkey web link. Parents are invited to complete the questionnaire anonymously online.

The Managing Director will review all the questionnaires and collate scores/feedback. Parents will then receive a summary and commentary on the feedback together with details of any resulting changes to the way we work.

### **6.2 Staff feedback on WAC4U performance**

On an annual basis staff are also asked to anonymously evaluate WrapAroundCare4u and provide feedback on what they like, dislike and what they would like to change. In addition, they are asked to evaluate their working environment, management team and several other items.

The Manager/Managing Director will review all the questionnaires and collate scores/feedback. Staff will then be presented with the feedback at a staff meeting and receive a summary and commentary on the feedback together with details of any resulting changes to the way we work.

### **6.3 Children's feedback on WAC4U performance**

On an annual basis the children are invited to evaluate all aspects of their day at WrapAroundCare4u. The children are given their own Survey Monkey survey to complete with the assistance of their carers at the service, to evaluate how they feel about:

- Snack and food
- Their carers
- Exercise programme
- Outdoor play
- Enrichment programme
- Equipment
- Homework sessions
- Reading sessions

They are also asked what one thing they would change and any recommendations.

The Service Manager/Managing Director will review all the questionnaires and collate scores/feedback. Any amendments will then be made to the curriculum, extra activities etc...

## 6.4 Staff appraisals – a brief overview

All new staff are on probation for the first six months of their employment. During this time, they receive regular verbal performance feedback, and where appropriate weekly performance improvement action plans, to ensure that they settle into the WrapAroundCare4u way of working and meet the expected level of performance as laid out in our competency framework.

On a termly basis contractual staff have an appraisal which includes their performance against objectives for the term and the ongoing year, a review of their development needs and a discussion on their career aspirations. Input from line managers, parents and team members are used throughout the appraisal process.

Any poorly performing staff are subject to weekly or twice monthly performance reviews and intensive coaching. If these actions do not result in a significant performance improvement then staff are subject to HR processes as documented in our HR handbook.

Sixth form staff are issued with a set of objectives as well as a staff set of rules. They have full induction training including food hygiene, safeguarding, behaviour management and how to play with children. They do not have formal reviews but are deployed under careful supervision to either read, assist with school set homework, or play with the children.

## 6.5 Team dynamics and ways of working

The WrapAroundCare4u team generate a team contract on an annual basis. This contains a mutually agreed list of values and ways of working. This team contract is a working document which the staff are all happy to sign up to. The contract includes for example, reliability, supporting each other, providing constructive feedback, openly discussing issues...

In addition to the team contract, the Service Managers run termly team meetings covering a wide range of topics, and we run an annual two or three-day in-house training programme on key aspects of the service (e.g. language development, behaviour management, parent handovers, the importance of play etc...) at WrapAroundCare4u.

## 6.6 Operational communication, daily deployment, spot checks and audits

Operational communication includes daily 5-minute morning and afternoon deployment discussion aimed at ensuring all the staff are fully prepared (e.g., new children starting, children with allergies attending, medical conditions), and have their duties assigned for the session (e.g., pick-ups, club collections). At the end of the session there is a brief reflection.

Service spot checks and audits are undertaken on a regular basis and include a review of the quality and ongoing operation of service, as well as a subjective review of the performance of the team. These are undertaken by Karen Richardson-Scarfe (Managing Director).

## 6.7 Manager meetings and reporting

Each week the Service Manager is responsible for generating a report detailing:

- What happened during AM and PM Service hours including staffing and numbers of children
- Daily Reflection - including highlights and areas for improvement
- Enrichment plan reflection
- EYFS Reflection - specific to the Early Years children

- Children's' Voice
- Communication with the school
- Parent comments and concerns
- Behaviour tracking
- Best practice recommendations
- Orders needed

These reports are submitted to Karen Richardson-Scarfe (MD) for review and analysis by 12 noon on the Monday. On a weekly basis all the Service Managers and some of the Senior Early Years Educators get together to discuss the ongoing direction of the Service, exchange best practice, discuss the children's voice, and share any appropriate personnel related needs. In addition, the meeting covers an update from the NSPCC, Bucks Early Years and the DfE as well as any other relevant bodies. The weekly meeting ensures we are consistent across all services and providing the best possible care for the children.

# 7 Regulatory Processes and Procedures

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## 7.1 Equal opportunities

### Objective

We value all people equally without prejudice and actively promote diversity. We operate an equal opportunities policy at WrapAroundCare4u.

### Process or procedure

#### 7.1.1 Admissions

All children irrespective of race, gender, religion, or disability are welcome at WrapAroundCare4u and will be treated equitably.

#### 7.1.2 Enrichment programme and daily routine

The care and education at WrapAroundCare4u are designed to reflect the many different cultures and abilities within our world. We ensure that the children can explore different races, cultures, and religions and understand disabilities. We actively work to reduce prejudice, stereotyping and racial intolerance.

Our enrichment programme includes languages, and we accommodate children who have English as an additional language.

#### 7.1.3 Behaviour

We will challenge and discuss discriminatory remarks, behaviour, and practices. We will actively encourage equality.

#### 7.1.4 Valuing Diversity

We value diversity, promote a without-prejudice approach to childcare, and encourage the children to explore diversity in terms of:

##### Disability

The children learn about physical disabilities through books and other media, and whilst we aim to explore emotional disabilities, we find the children struggle with this area. Our overriding aim for a child with disabilities is to ensure that they have a positive self-image and appropriate play resources to ensure that they can meet their full potential.

##### Social group

The children will learn that some less fortunate children in the world do not have money for food and clothes and may never have received a present. The children also explore the fact that some parents have more money for toys than others, and that the only thing that really matters are cuddles and kisses and feeling loved.

##### Sex/Gender

We encourage the children to see everyone in positive roles. We will follow the school guidance on gender awareness and use of pronouns.

## **Culture**

The children are given the opportunity to appreciate and respect cultures other than their own. We do this through music, artwork and reading time. In addition, themed activities such as Chinese New Year and Diwali help to educate the children on different cultures.

## **Language**

All the children at WrapAroundCare4u explore language as part of the overall enrichment programme.

## **Race/Ethnicity**

The children are encouraged to explore a person's origin. We give the children the opportunity to see people of all races and origins reflected in a positive light.

## **Religion**

The children explore different religions through themed activities around, for example, Christmas, Diwali, Hanukkah, and Ramadan.

**WrapAroundCare4u Equal Opportunities Officer:** Karen Richardson-Scarfe

**Refer also to:** Special educational needs and Behaviour Management sections

## **7.2 SEN (Special Educational Needs)**

### **7.2.1 Objective**

We believe that all children should be able to access appropriate childcare, regardless of any special needs or disabilities. Our SEN processes and procedures are designed to ensure that we provide the most appropriate care and education for all the children in our care.

Our Magicbooking software provides an area where SEN is detailed by the parent. If your child has additional needs, we will discuss with you how best WrapAroundCare4u can care for your child - this may include using one of the less busy days whilst your child becomes accustomed to the service and then gradually building up to more days. Each child with additional needs will be reviewed by the Service Manager and their needs carefully evaluated by the MD and SENCO, before a place is allocated.

### **7.2.2 Process or procedures**

Our SEN responsibilities within WrapAroundCare4u may be summarised as follows:

- To consult with the school and the named Special Educational Needs Co-ordinator
- Pass any relevant progression information to the school

### **Identification of Special Educational Needs**

If a WrapAroundCare4u team member has any reason to believe that a child within their care may have a SEN they must ensure that they report their concern to the WrapAroundCare4u Manager who will in turn discuss it with the school. We may track behaviours to see if there is a pattern and what strategies have worked or not.

Once the concern has been brought to the attention of the school SENCO, WrapAroundCare4u will follow any actions the school would like us to undertake.

WrapAroundCare4u will always ensure that any concerns are dealt with in a sensitive manner and that parents feel confident and reassured. All matters regarding the child are kept strictly confidential and information is only given out on a need-to-know basis.

"We believe the purpose of education for all children is the same.....but the help individual children will need will be different"

*Sound learning, Warnock (1978)*

### **Special Educational Needs working practices**

WrapAroundCare4u practices the following policy and procedures in dealing with Special Educational Needs.

WrapAroundCare4u is aware that a child's learning may be affected by their:

- Emotional / psychological stability and maturity
- Home circumstances
- Life experiences
- Concentration, attitude to learning
- Gender
- Race and/or Religion
- Interests and enthusiasms

WrapAroundCare4u will not discriminate against disabled children, and where reasonably possible will adapt facilities or make other provisions for disabled children. Under the Equality Act 2010 and the SEN and Disability Act (SENDA) 2001, WrapAroundCare4u has a duty not to treat disabled children 'less favourably' than non-disabled children and to treat all children equitably. Through the school's plans, WrapAroundCare4u will be involved in making the required 'reasonable adjustments' for disabled children to ensure they have access to the curriculum, information, and the physical environment.

WrapAroundCare4u has a duty:

- To eliminate unlawful discrimination against disabled child/ren and adults
- To eliminate harassment and bullying of disabled child/ren and adults
- To promote equality of opportunity for disabled child/ren and adults
- To take steps to take account of the disabled child/ren's and adult's impairments- even if this means treating them more favourably
- To promote positive attitudes towards disabled child/ren
- To encourage the participation of disabled people in public life.

## **7.3 Safeguarding – Child protection**

### **Objective**

- To refer the names of individuals considered unsuitable to work with children to the disclosure and barring service.
- To prevent WrapAroundCare4u offering work to individuals with a criminal record
- To identify any children that may be the subject of abuse.

## Process or Procedure

### 7.3.1 Preventing unsuitable staff from working with children

All staff, before joining WrapAroundCare4u, are vetted by at least one member of the management team and at least two references are obtained. On joining we will request an enhanced DBS clearance and until this comes through the new joiner may not supervise toilets in an enclosed area or be left with any children without the supervision of a DBS cleared and qualified member of staff. All staff by signing in and out of the Magicbooking system confirm that there has been no change in their suitability to work with children. Staff are also reminded on a regular basis to disclose any changes to their suitability to work with children.

### 7.3.2 The importance of preventing abuse

Severe neglect of young children is associated with major impairment of growth and intellectual development. Persistent neglect can lead to serious impairment of health (physical and mental) and development and long-term difficulties with social functioning, relationships, and educational progress. Neglect can also result, in extreme cases, in death.

Early intervention can prevent serious injury or death from abuse.

### 7.3.3 Recognising abuse

The WrapAroundCare4u Service Managers and Deputies are trained in the latest Child Protection procedures, and hold Safeguarding for the Designated Officer certificates. The Managing Director is also holds Safeguarding for the Designated Officer. All staff are regularly updated on any new developments or changes in legislation and refreshed annually on the symptoms and signs of abuse and all staff receive annual Child Protection training which includes Prevent, Female Genital Mutilation, Child Sexual Exploitation, and other relevant child protection related subjects.

Staff are advised to inform their manager or the WrapAroundCare4u Managing Director if they notice any of the following:

- Significant changes in a child's behaviour
- Deterioration in a child's general well being
- Unexpected bruising, marks or signs of possible abuse or neglect
- Children's comments which give cause for concern e.g., comments about peers abusing them or discussions on online material or comments about what happens at home
- Any reasons to suspect neglect or abuse outside the setting e.g., in the child's home or that a girl may have been subjected to (or is at risk of) female genital mutilation.

In addition, any inappropriate behaviour displayed by other members of staff or any other person working with the children e.g., inappropriate sexual comments, excessive one to one attention beyond the requirements of their usual role and responsibilities or inappropriate sharing of images, will be referred to the Service Manager and Managing Director.

The WrapAroundCare4u Service Manager and Managing Director will make an informed decision about any necessary course of action.

On a termly basis the Service Manager will meet with their school's Safeguarding lead to share relevant information concerning child protection and safeguarding issues.

Please refer to the document entitled 'Working Together to Safeguard Children 2018' and 'Working together to safeguard children: statutory framework'. These documents can be downloaded from:

These documents contain detailed documentation of the processes for recognising abuse and a detailed description of the signs and symptoms of different types of abuse:

- Physical - e.g., hitting, shaking, poisoning, burning, or scalding, suffocation
- Emotional - e.g., conveying to children that they are worthless, unloved, or inadequate; causing children to feel frightened or in danger
- Sexual - forcing or enticing a child or young person to take part in sexual activities which may include non-contact activities such as looking at or involving children in the production of pornographic material
- Neglect - persistent failure to meet a child's basic physical and/or psychological needs e.g., failing to provide adequate food, shelter, and clothing, failing to protect a child from physical harm, failure to ensure medical care.
- Peer on peer abuse - features physical, emotional, sexual and financial abuse of young people by their peers and/or display harmful sexual behaviour and also includes murder, rape and GBH
- Harmful online materials e.g., sexually explicit, age-inappropriate games, violence
- Domestic violence e.g., parents verbally abusing each other through to hitting, punching, kicking and suffocation
- Child sexual exploitation is a type of [sexual abuse](#). Children in exploitative situations and relationships receive something such as gifts, money, or affection as a result of performing sexual activities or others performing sexual activities on them. Children or young people may be tricked into believing they're in a loving, consensual relationship. They might be invited to parties and given drugs and alcohol. They may also be [groomed online](#). Some children and young people are [trafficked](#) into or within the UK for the purpose of sexual exploitation. Sexual exploitation can also happen to [young people in gangs](#).
- [Female genital mutilation \(FGM\)](#) is the partial or total removal of external genitalia for non-medical reasons. It is also known as female circumcision or cutting.
- [Breast ironing](#), although technically not illegal, is where a young girl's breasts are damaged over time to flatten them and delay their development.
- [Radicalisation and ideological causes of terrorism](#).

### 7.3.4 Reporting abuse

Where the WrapAroundCare4u Service Manager feels that there is reasonable cause to suspect that a child is suffering, or is at risk of suffering significant harm, they will contact the Managing Director in the first instance within 24 hours. The Managing Director will decide whether to call the Local Authority First Response to discuss the case and will liaise with the respective Service Manager and Headteacher.

The WrapAroundCare4u Service Manager will make a written statement with the member of staff who identified the potential abuse and submit this to the Managing Director or directly to the local authority safeguarding board if the MD isn't available.

The WrapAroundCare4u Service Manager and MD will establish whether it is appropriate to inform the parents (e.g., in the case of physical violence we may be advised against direct contact with the parents). In all cases the Head Teacher will be copied into any reports or advised of any actions.

## 7.4 Maintaining confidentiality

At all times any suspected cases of abuse will be treated as highly confidential and will only be discussed in a private room with all doors closed. Only the WrapAroundCare4u Service Manager and Managing Director and the member of staff who identified the suspected abuse will discuss the case.

## 7.5 Allegations of abuse against a staff member

It is important that WrapAroundCare4u staff avoid putting themselves in situations that may lead to allegations of abuse being made against them (staff are advised of these at induction and our processes and procedures aim to reduce the chances of inappropriate allegations). If an allegation is made against a member of staff the following process will be followed:

- WrapAroundCare4u Service Manager to interview the member of staff and ascertain the exact circumstances - this will be formally documented and placed on the member of staff's file.
- WrapAroundCare4u Service Manager to inform Managing Director who will in turn contact the Local Authority LADO and seek advice on the next steps and processes to follow.
- WrapAroundCare4u Managing Director to make an informed decision based on advice from the relevant LADO and/or the Police, as to whether the member of staff can continue working or should be suspended pending an investigation. Legal advice will be sought as appropriate.
- At all times confidentiality will be strictly maintained.

## 7.6 Keeping up to date on child protection

The WrapAroundCare4u Service Managers and Managing Director are responsible for ensuring that the child protection processes and procedures are current, appropriate, and understood by the staff. Staff are made aware of any changes.

### 7.6.1 Child protection officers

Whilst several members of staff are child protection trained each WrapAroundCare4u Service has a dedicated point of contact for child protection - see list of responsibilities displayed on parents' notice board. The Child Protection officer and all staff have regular refresher training and remain current on child protection theory, identification, and reporting action.

### 7.6.2 Child Protection First response and LADO contact details for Bucks and Berks

- Bucks: First Response Team Telephone: 01296 383 962 Monday to Thursday, 9am to 5.30pm  
Friday 9am to 5pm  
Urgent response outside of these hours - Emergency Duty Team (EDT) on 0800 999 7677.
- Berks: MASH team 01628 683150 [MASH@achievingforchildren.org.uk](mailto:MASH@achievingforchildren.org.uk)
- LADO (01296 382 070), Buckinghamshire County Council

## 7.7 Data Protection

### 7.7.1 Objectives

- How the Data Protection Act applies to us and its overarching principles
- What we must do to comply with it
- The Freedom of Information Act, its principles and how it affects data protection.
- What is required to protect personal information online
- Handling information requests and charging for them

### 7.7.2 Our designated data protection officers are:

- Karen Richardson-Scarfe

- Sam Kelly

### 7.7.3 Data protection principles

Personal data shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes.

- Personal data shall be adequate, relevant, and not excessive in relation to the purpose or purposes for which they are processed.
- Personal data shall be accurate and, where necessary, kept up to date.
- Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- Personal data shall be processed in accordance with the rights of data subjects under this Act.
- Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
- Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

### 7.7.4 What type of information is protected by the Data Protection Act?

The Act regulates the use of "personal data". defines the word "data" as:

**Data** means information which:

1. is being processed by means of equipment operating automatically in response to instructions given for that purpose,
2. is recorded with the intention that it should be processed by means of such equipment,
3. is recorded as part of a relevant filing system or with the intention that it should form part of a relevant filing system,
4. does not fall within 1, 2 or 3 points but forms part of an accessible record as defined by section or
5. is recorded information held by a public authority and does not fall within 1 and 2

Points 1 and 2 make it clear that information that is held on computer, or is intended to be held on computer, is data. So, data is also information recorded on paper if you intend to put it on computer.

### 7.7.5 The Freedom of Information Act 2000

The freedom of information act 2000 created a new category of data which extended the definition of "data" in the Data Protection Act to include any information held by a public authority which would not otherwise be caught by the definition. Where information requested under the FOI Act includes information about identifiable individuals, public authorities must consider whether its release would breach the Data Protection Act. The new category of data (which is often referred to as "category (e) data") is designed to ensure that before releasing any personal information under the FOI Act, public authorities consider whether this would be fair. Processing category (e) data is exempt from most of the rights and duties created by the Data Protection Act.

### 7.7.6 What is personal data?

Personal **data** means data which relate to a living individual who can be identified:

- from those data, or

- from those data and other information, which is in the possession of, or is likely to come into the possession of, the data controller,

and includes any expression of opinion about the individual and any indication of the intentions of the data controller or any other person in respect of the individual.

It is important to note that, where the ability to identify an individual depends partly on the data held and partly on other information (not necessarily data), the data held will still be "personal data".

**Sensitive personal data** means personal data consisting of information as to -

1. the racial or ethnic origin of the data subject,
2. their political opinions,
3. their religious beliefs or other beliefs of a similar nature,
4. whether they are a member of a trade union (within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992),
5. their physical or mental health or condition,
6. their sexual life,
7. the commission or alleged commission by them of any offence, or
8. any proceedings for any offence committed or alleged to have been committed by them, the disposal of such proceedings or the sentence of any court in such proceedings.

The presumption is that, because information about these matters could be used in a discriminatory way, and is likely to be of a private nature, it needs to be treated with greater care than other personal data. In particular, if you are processing sensitive personal data, you must satisfy one or more of the conditions for processing which apply specifically to such data, as well as one of the general conditions which apply in every case. The nature of the data is also a factor in deciding what security is appropriate. Please see Schedules 2 and 3 of the Act and the section of this guide on the conditions for processing.

### 7.7.7 Inaccurate data.

The Act states:

- For the purposes of the Data Protection Act, data is inaccurate if it is incorrect or misleading as to any matter of fact.

Personal data may not be inaccurate if it faithfully represents someone's opinion about an individual, even if the opinion proves incorrect (for example, a doctor's medical opinion about an individual's condition). In these circumstances, the data would not need to be "corrected", but the data controller may have to add a note stating that the data subject disagrees with the opinion.

### 7.7.8 Subject access requests (SAR)

The Act also provides that an individual making a subject access request is entitled to be given "a description of the recipients or classes of recipients to whom [personal data] are or may be disclosed". This is so that individuals can have a better understanding of what is done with their personal data. However, the definition of "recipient" goes on to say, in effect, that people need not be identified as recipients just because information is disclosed to them as part of an inquiry they have legal power to make. This is to prevent an official investigation being compromised if an individual making a subject access request is tipped off that an investigation is or soon will be under way - such as a police, customs or trading standards investigation.

### **7.7.9 Can we charge for a subject access request?**

A fee cannot be charged for responding to a SAR. However, a reasonable fee can be charged to cover administrative costs if the request is manifestly unfounded or excessive, or for additional copies of information provided.

If a fee is charged, the one-month time limit for providing the information starts from when the fee is received.

### **7.7.10 More information can be obtained from:**

<https://ico.org.uk>

## 8 Child Related Processes and Procedures

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### 8.1 If my child is ill, who do I inform?

#### Objective

To ensure that we are aware of who should be attending WrapAroundCare4u.

#### Process and procedure

Parents are expected to inform WrapAroundCare4u if their child is off sick from school and will not be attending the service. The school will not pass this information on to us as we are a separate entity. Likewise, if your child is sent home from school and we are expecting them please call us or drop the Service an email on the following:

[butlers@wraparoundcare4u.com](mailto:butlers@wraparoundcare4u.com)

[burford@wraparoundcare4u.com](mailto:burford@wraparoundcare4u.com)

[holtspur@wraparoundcare4u.com](mailto:holtspur@wraparoundcare4u.com)

[dorney@wraparoundcare4u.com](mailto:dorney@wraparoundcare4u.com)

[chalfont@wraparoundcare4u.com](mailto:chalfont@wraparoundcare4u.com)

[cookhamdean@wraparoundcare4u.com](mailto:cookhamdean@wraparoundcare4u.com)

[cookhamrise@wraparoundcare4u.com](mailto:cookhamrise@wraparoundcare4u.com)

[holytrinity@wraparoundcare4u.com](mailto:holytrinity@wraparoundcare4u.com)

[westernhouse@wraparoundcare4u.com](mailto:westernhouse@wraparoundcare4u.com)

[ryvers@wraparoundcare4u.com](mailto:ryvers@wraparoundcare4u.com)

If a Service has to begin its lost child process and procedure, then you will incur an additional charge (see fee rate schedule).

### 8.2 Transitioning to and from the classrooms

#### Objective

- To ensure that all Reception and Key Stage 1 children are either seen into class or seen joining their class lines (i.e., handed over to the school and their respective teachers).
- To ensure that all Key Stage 2 children are seen to the playground before lining up.
- To ensure that all Reception and Key Stage 1 children are collected from their respective classrooms and taken to WrapAroundCare4u for the afternoon session.
- To ensure that all Key Stage 2 children arrive at WrapAroundCare4u for the afternoon session.

#### Process and procedure

##### In the morning - off to school

The member(s) of the team will escort the Reception and Key Stage 1 children either to their respective classrooms, playground, class doors or lines. The member(s) of the team will ensure the children get into their

respective classroom lines and will visually see them leave the playground with their class teacher and enter their classroom. This may vary from school to school depending on their morning routine.

### **In the afternoon – collection from school**

We will collect Reception and Key Stage 1 children from their classrooms and walk them as a group to WrapAroundCare4u room(s). For our busier services the children will wear fluorescent jackets.

Key Stage 2 children are expected to self-transition to the WrapAroundCare4u room(s) and we will expect them within 10 minutes of the school bell. After this time, if the child(ren) are still not at the service, we will find out from the school whether they were in and commence our lost child protocols.

If children are also attending other after school clubs e.g., choir, football, netball etc we will expect parents to notify us of that attendance at the start of each half term, informing us of where in the school the club is held and what time it finishes. This is to ensure the WAC4U staff are aware of when to expect the KS2 children to transition themselves to WrapAroundCare4u and what time and where they need to collect the KS1 and reception children from their clubs. If they are in PE kit, they should come straight to WrapAroundCare4u without first getting changed. We will then assess whether changing back into school uniform is appropriate (muddy kit etc).

## **8.3 Behaviour management**

### **Objective**

To ensure that all children develop self-discipline skills, and learn to recognise and balance their own needs, with the needs of others. The children then learn how to feel good about themselves, develop confidence and become increasingly independent.

### **Process and procedure**

WrapAroundCare4u believe that all children should feel confident, happy, and secure upon entering WrapAroundCare4u. To achieve this WrapAroundCare4u adopt the following to re-enforce and promote positive behaviour.

- WrapAroundCare4u team will treat all children with respect. Children are under no circumstances labelled, treated roughly, or humiliated in any way.
- At all times each individual child's needs and development are taken into consideration.
- WrapAroundCare4u are aware that from time to time in a child's life there may be some changes (e.g., a new baby, moving home, changing classes), which may occasionally affect a child, and may cause some unsettled behaviour.
- All the boundaries that are set for the children are necessary for their safety and well-being, and the well-being of those around them.
- As and when discipline is required the approach that will be used will be appropriate for the child's age and development stage.
- in the case of adverse behaviour, WrapAroundCare4u will ensure that the child identifies the consequences of their actions (e.g., if you hit another person, you will no longer be able to participate in that activity).
- Children will always be taught that they have equal rights and that these will be protected whilst at WrapAroundCare4u.
- WrapAroundCare4u are constantly observing the children to ensure that the children are not intimidated or nervous of their peers.

- The team at WrapAroundCare4u ensure they promote themselves as positive role models.

WrapAroundCare4u adhere to the following practises and procedures when dealing with unacceptable behaviour:

- The child is always told why their behaviour is not acceptable, e.g. 'That's not what we do at WrapAroundCare4u, 'we share toys and equipment'. The child is then encouraged to continue playing with their peers. It is always made clear to the child that it is the behaviour that is unacceptable.
- If the behaviour continues for a second time (a few moments after the explanation) a firm no is used and depending on the child's age the staff member will explain to the child how it makes them feel (e.g. sad, disappointed). At this stage the staff member will try and encourage an apology and ask the child to play with something else.

If these techniques are not successful, 'time out' is used as a form of discipline. The time out procedure involves the following:

- The child is removed from the situation (only a few feet away from the group) in a safe and secure environment (never on a chair or step) with a member of the team. If the child is causing a disruption to the rest of the group, the child will be removed from the room to a quieter location with a team member. Once the child has calmed, the team member will again explain why the behaviour is unacceptable. Time out only lasts for a few minutes.
- A team member will always discuss with the child why they have had to have time out.
- All children will be encouraged to, discuss how they feel and to apologise.

In the event of continued disruptive behaviour, the Service Manager will complete a behaviour tracking form. This process ensures that any patterns are addressed, and SENCO is made aware of any prolonged behavioural issues.

Parents will always be advised if the Service Manager has any concerns over a child's behaviour, so that we can work in partnership to agree on an appropriate course of action.

We would appreciate it if you would inform us of any changes in your child's life (e.g., new brother/sister, death of a relative) as this will enable us to provide suitable support.

## 8.4 Collection of children policy

### Objective

To ensure that all children are collected by parents/guardians and/or named carers.

### Process or procedure

#### WrapAroundCare4u responsibilities during the child collection process

We operate a strict child collection policy, which is always adhered to by staff.

Children may only be collected by:

- An adult known to WrapAroundCare4u e.g., parent
- An adult on the child's collection list with a password
- An adult on the emergency contact list with a password

### **8.4.1 Parent responsibilities for child collection**

- Parents are responsible for telling staff who will be collecting their child at the end of the day. We will only allow a child to go home with someone other than their parent if we have been informed in advance that they will be collected by another person and the person collecting has the appropriate password.
- Parents are responsible for ensuring that their emergency and collection lists are up to date and that all contacts have a password and ideally a digital photograph.
- Parents must ensure that there is always someone available and contactable.

### **8.4.2 Late collection**

Parents are responsible for collecting their child before closing time. It is our policy to:

- Document late collections
- Please see section 3 regarding late collection charges.
- After three late collections (within one calendar month) parents are warned that they are liable to lose their childcare place.
- Parents who are repeatedly late will lose their childcare place.

This policy is designed to ensure that the staff and children are well looked after. If a parent is late collecting their child, two members of staff need to stay behind to look after their child. Consequently, staff are late home and/or may be late collecting their own children.

### **8.4.3 Uncollected children**

Any child that remains uncollected at the end of the day will be cared for until alternative arrangements can be made. The following process is adopted to ensure that an uncollected child can be collected:

- Staff will contact the parent and ascertain their location
- Staff will contact those on the emergency contact list if they cannot contact the parents. If an emergency contact can collect the child then the member of staff will ring the parents and leave a message regarding who is collecting their child.
- Staff will contact those on the collection list if they cannot contact the parents and/or anyone on the emergency contact list. If a person on the collection list can collect the child then the member of staff will ring the parents and leave a message regarding who is collecting their child.
- If no one is available to collect the child then two members of staff will remain behind until the child is collected (if appropriate the police should be informed in case the parent has been in an accident).
- Depending on the reasons why a parent has failed to collect their child and/or contact WrapAroundCare4u to explain the reason for the delay and provide an estimated collection time, they may be asked to leave WrapAroundCare4u. If they are asked to leave WrapAroundCare4u this will be communicated by the Managing Director and the parents are given a half term's notice in writing.

## **8.5 Lost child policy/Key Stage 2 child that fails to transition from school to WrapAroundCare4u**

### **Objective**

To ensure that any lost child is found as soon as possible, and all relevant parties are informed without delay.

To ensure that the children are all accounted for and that booked in children arrive at WrapAroundCare4u promptly and without delay

## Process or procedure

Where a Reception or KS1 child is expected at WrapAroundCare4u but is not in their classroom ready for collection at the end of school day, WAC4U will ask the school in the first instance where the child is and who has collected them. If it is apparent that the child has already been collected from the classroom by their parent/carer or another person known to the school then WrapAroundCare4u will telephone the parent to confirm this is the case and that the child will not be attending for that session. This should be noted on the register. **If the child cannot be located, then WrapAroundCare4u will initiate the Lost Child procedure immediately.**

Where a KS2 child is expected at WrapAroundCare4u but does not arrive after 10 minutes delay from the expected arrival time, a member of the WrapAroundCare4u team will go to the child's classroom to collect them. If they cannot be found, and there is no evidence that the child has been collected by their parent or carer, WrapAroundCare4u will follow the Lost Child procedure. If it is apparent that the child has been collected by their parent / carer or another person known to the school, then WrapAroundCare4u will contact the parent to confirm this is the case and that they are not expecting to attend WAC4U for that session. This should be noted on the register.

The Communications book should detail when a child has been collected from school and we were not informed beforehand - this will include which parent was spoken with to confirm that alternative arrangement.

If a child is lost whilst in the care of WrapAroundCare4u the following process is followed:

- Premises are searched from top to bottom
- Police are called within 10 minutes
- Parents are contacted to advise that their child has been lost.

## 8.6 Sunscreen and hats

### Objective

To ensure that risk of sun-related injuries is reduced to a minimum.

### Process or procedure

- Between the months of May and October the staff will encourage the children to put on sun cream (factor 30 or more with UVA and UVB protection)
- Hats should be worn outside during this period.
- If there is any possibility that the children may burn outside of our standard summer sun policy dates then the children will be encouraged to put sun cream on and wear sun hats.
- Sun cream is only applied with parental consent and staff need to check that we hold consent for sun cream.
- Sun cream is available at each WrapAoundCare4u service (although you may provide your own clearly labelled bottle)

## **8.7 Drinks Policy**

### **Objective**

To ensure that the children are hydrated and have free access to water.

### **Process or procedure**

We provide the children with water and will not supply squash or juice.

Children are offered drinks a minimum of once during each session and always after exercise. Children are also actively encouraged to help themselves to water.

## **8.8 Menus and eating at WrapAroundCare4u**

### **Objective**

- To ensure that the children have a healthy breakfast or fruit snack before school.
- To ensure that the children have sufficient energy (from nutritious foods) for the afternoon session.

### **Process or procedure**

The menus (breakfast and snack) are designed to ensure that the children have sufficient energy to keep going for the session. We provide carbohydrates, proteins and fruit and vegetables along with milk or water.

In the summer months when it is extremely hot, we may provide the children with ice lollies.

See Section 8 regarding allergies.

# 9 Medically Related Processes and Procedures

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More than 80% of our staff have a 12-hour paediatric first aid qualification. First aid boxes are in each room of WrapAroundCare4u and are checked monthly. We also take a first aid box onto the playground.

## 9.1 Administration of prescription medicine

### Objectives

To administer prescription medicines to the correct child, at the correct time and at the correct dose.

### Process or procedure

WrapAroundCare4u will only administer medication for specific medical conditions e.g., asthma inhalers, epi-pens, and diabetic medication. This is provided:

- The medicine has an authentic label with the child's name and dispensing chemists/doctors name, and details of dosage, timing, and frequency.

Medicines are only administered by qualified members of staff, and the following process is adhered to:

- Parents confirm that the child has previously received the medicine and Parents complete and sign the medicine form before leaving WrapAroundCare4u in the morning
- Qualified staff pull the medicine form when the child is due their medicine and review dosages, timings, and medicine name.
- Qualified staff prepare the correct dosage and verbally cross-reference with a witness. The role of the witness is to ensure correct dosage, drug, and timing.
- Qualified staff administer the drug and sign the medicine form along with the witness.
- Parents sign the medicine form at the end of the day to acknowledge that they have been fully informed of the medicine administered to their child during the day (timing, doses etc..).

**Note:** For chronic illnesses, parents will be asked to provide a letter summarising the circumstances under which the treatment should be given. The letter should clearly identify the medicine(s) and provide dosing instructions. A separate medicine form may be generated to cover long term administration of medicines. The drug administration procedure will however remain as above.

## 9.2 Administration of Calpol and Ibuprofen for fevers

Fevers in children are from 37.5 degrees centigrade. We administer Calpol (paracetamol) or Nurofen (Ibuprofen) if a child has a temperature above 38 degrees centigrade. If the fever does not drop below 38 degrees within 30 minutes, or if the child is still unwell, we will contact the parents and ask for the child to be collected.

**A Plea:** If you have administered a dose of paracetamol or ibuprofen to your child before they attend a morning session at WrapAroundCare4u we would appreciate it if you would inform us to ensure that the recommended time between doses is adhered to.

## 9.3 Infectious illnesses management

### Objective

To ensure the health of all the children and staff at WrapAroundCare4u, and to prevent repeat outbreaks of the same illness.

### Process or procedure

Children must not attend WrapAroundCare4u if they have an infectious illness. This is to prevent the spread of the infection to other children, staff, and to parents and others who visit WrapAroundCare4u. This exclusion practice will be always adhered to, and we are reliant on all parents being open about the state of health of their children.

Whilst we understand that this exclusion practice may at times be very inconvenient, especially if you have something important to do or have an unsympathetic boss, it is very important that we work together to prevent infectious diseases spreading through WrapAroundCare4u. As well as being no fun for the other children who get infected, it can have an impact on staffing levels, and it may even create unnecessary risk for those pregnant mothers who are collecting/dropping off at WrapAroundCare4u.

Whilst staff are given appropriate training on recognising common childhood illnesses, some illnesses are more difficult to identify with certainty, and we may ask you to seek the advice of a doctor before we allow your child back to WrapAroundCare4u. If we get it wrong, we apologise, we are only trying to safeguard the health of all of the children and staff within our care.

Detailed below is a summary of our infectious illness requirements:

- If my/our child is suffering from vomiting or diarrhoea I/we will keep them at home for 48 hours after the last bout. This is an NHS recommendation.
- If my/our child has been prescribed antibiotics (& they have already taken this type of antibiotic) for an infectious illness I/we will keep my/our child at home for 24 hours or longer (i.e., until my/our child is well enough to come to School). This is an NHS recommendation.
- If my/our child is on a new form of antibiotics I/we will keep my/our child at home for 48 hours. This is an NHS recommendation and is based upon the fact that it takes 24/48 hours for reaction to antibiotics to develop.
- If my/our child has chickenpox I will keep my/our child at home until the scabs have dried (typically 5 to 7 days). This is an NHS recommendation.
- If my/our child has a fever of 38.0 degrees Celsius or above I/we will agree to collect my/our child. This is an NHS recommendation.
- If my/our child vomits or has two or more loose stools in an hour (diarrhoea) I/we will collect my/our child.

#### 9.3.1 Making parents aware of infectious illnesses

The Service Manager will alert all parents via e-mail when WrapAroundCare4u has an infectious illness. The email notification will include a description of the illness, symptoms, and duration and where appropriate any treatment. The notice will also include, where appropriate, a message encouraging pregnant women to seek the advice of their GP.

#### 9.3.2 Notifiable diseases

The Manager/Managing Director will inform the local health authority of any reportable infectious diseases. An up-to-date list of these is maintained in the office.

## 9.4 Accident policy

### Objective

- To ensure that all accidents are managed through to a successful and appropriate conclusion.
- To minimise stress and discomfort to the child and their parents.

### Process or procedure

First aid boxes are located in the main WrapAroundCare4u room, and a first aid pack is taken out to the playground.

The following process is adopted for all accidents:

- All staff wear gloves when dealing with children who have cuts
- All staff wash cuts with water
- Any blood-stained items are double bagged
- All areas following an incident are thoroughly cleaned.

#### 9.4.1 Minor accidents

For minor accidents the following process is adopted:

1. A First Aid qualified member of staff administers correct treatment (see working practices above)
2. An Accident Report is generated in Magicbooking and emailed to the parent contact details,
3. As part of the signing out procedure parents acknowledge that they have received the Accident Report.

#### 9.4.2 Major accidents

For major accidents the following process is adopted:

1. An immediate assessment is made of the child
2. The Service Manager is contacted (unless the Service Manager is in line of sight)
3. If the child can be moved safely to a quiet area within WrapAroundCare4u then the child is moved
4. The Manager will assess the situation, administer appropriate first aid (see working practices above) and make an informed decision on whether to:
  - Call an ambulance
  - Await the parents
  - Escort the child to hospital if the parents have not arrived in time. Only a senior member of staff can take the child to hospital, and they must ensure that they take the appropriate consent forms.
5. If the child is taken to hospital the parents are kept informed at all times of the location of the hospital and any treatment that is being given.
6. An Accident Report is completed in Magicbooking and emailed to the parent contact.

See also section on parent consents

## 9.5 Collection of sick children

The terms of registration clearly state that a child should be collected if:

- They have a fever which does not drop below 38 within 30 minutes of Calpol or Nurofen.
- They have vomited
- They have two or more loose stools in an hour
- They have an accident warranting further medical attention
- They become too unwell to remain at WrapAroundCare4u and need to be at home in a restful and peaceful environment.

Parents are contacted by the Service Manager and asked to collect their child. If the parents cannot be contacted within the first hour then one of the emergency contacts is contacted and asked to collect the child on the parent's behalf. If the child is collected by anyone other than the parents the WrapAroundCare4u Service Manager will ensure that the parents are made aware (leave messages at work, on home answer machines and mobiles) of who collected their child and the time they were collected.

**A Plea:** If you know that you are going to be unavailable for a protracted period (e.g., travelling in a different country, day long workshops) and suspect that your child may be ill or coming down with an illness, we would appreciate it if you would inform us of who to contact in an emergency.

# 10 Health and Safety Related Processes

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## 10.1 Food handling

### Objective

To ensure that all food is handled hygienically, and that cross contamination is reduced to a minimum.

### 10.2 Process or procedure

All our WrapAroundCare4u staff have basic food hygiene skills and have refresher training every year. Staff adhere to the following procedure when serving the children:

- Wash their hands
- Ensure their hair is tied back, wear gloves & aprons (where appropriate)
- Sterilise the tables with disinfectant spray before serving food
- Ensure the children wash their hands or use antibacterial gel before eating
- Make sure any food dropped by the children is disposed of in the bins (and not consumed from the floor by the children)
- Prevent the children from sharing food, taking food from each other's plates, swapping cutlery, and drinking from each other's cups.

The WrapAroundCare4u Service Manager and Managing Director will audit the food related processes monthly to ensure compliance. Staff are periodically tested on food handling and hygiene.

WrapAroundCare4u follows the Safer Food Better Business guidance and are inspected upon opening. The rating sticker will be displayed when received.

## 10.3 Management of allergies

### Objective

- To ensure that all allergies are documented
- To ensure that staff are aware of all children with allergies, and any actions required in the case of a serious allergic reaction
- To ensure that all food is prepared to suit the allergy of the child (in certain instances children may need to bring their own food) and that the child only consumes the appropriate food
- To safeguard the children with allergies and be always vigilant.

### Process or procedure

The following process is adopted for all children with medically confirmed allergies:

- Allergy section of the registration process is completed by the parent and reviewed by the Service Manager

- The parent will be asked to provide a letter from their doctor stating what the allergy is, the symptoms in the case of an allergic reaction and what action should be taken if the child has an allergic reaction.
- The following items generated:
  - Place mats for use at snack time, with a picture of the child
  - Allergy action plans for display on the walls including type of allergy, action to be taken and parent contact details
  - Every member of staff is briefed on the allergy and asked to sign that they have understood the implications of the allergy and the associated actions required to safeguard the child.
- Where the allergy is food related the Service Manager will inform the team member in charge of snack and remind staff during daily deployment meetings and documentation, to be vigilant and ensure the child is served the correct food. The team member will cater accordingly and plate up food for the child in question separately.
- Where the allergy can be tested, we expect parents to update us on any allergy changes e.g., results from hospital stress tests, skin prick tests etc...

**Note:** Any child requiring an Epi-pen will not be admitted to WrapAroundCare4u without their associated medication.

## 10.4 Security

### Objectives

To ensure that all the children and staff within WrapAroundCare4u are safe and secure.

### Process or procedure

Security at WrapAroundCare4u is paramount. To ensure that all the children in our care are secure we adopted the following practices:

- Children must be signed into the service in the AM and out of the service in the PM - at the time of arrival and departure and ideally by the parents
- Reception and Key Stage 1 children are signed into the service PM by a staff member. Key stage 2 children sign in under supervision.
- A full register is taken daily, and head counts are undertaken every 10 minutes or when there is a transition (e.g., movement to the playground)
- All staff must sign in and out of the service at the time of arrival and departure
- Parents may only access WrapAroundCare4u by the designated door and parents must not walk through the corridors or use the school toilets
- Children can only be collected by designated people on the emergency or collection lists (with password and ideally a photographic ID)
- Children are taken out of WrapAroundCare4u in a secure manner, with the correct staff ratios.

## Supervision

The children are always supervised. No child is ever left unattended.

## 10.5 Fire drill, safety and in-vacuation

### Objective

- To ensure that all the children can be removed from the risk of fire within 2 minutes of the fire alarms going off.
- To ensure that all necessary fire alarms and fire equipment are regularly maintained and checked.
- To ensure that all the children and staff within WrapAroundCare4u are always safe and secure and in particular if an unexpected individual gains access to WrapAroundCare4u.

### Process or procedure

#### 10.5.1 Fire checks and standard operating procedures

- The school is responsible for fire alarms and fire-fighting equipment (fire extinguishers) and these are tested in accordance within standard school operating processes and procedures.
- WrapAroundCare4u will check:
  - Fire bells have been checked by the school
  - Fire extinguishers are in date and functioning
  - Fire alarms and associated equipment checks have been completed
- All exits are checked daily to make sure they are clear of debris and the doors open.
  - **Parents please be aware of where you leave your children's bags and be cognisant of fire escapes and hazards.**
- Staff sign in and out of the building
- Children are signed in and out of the premises by parents/named carers
- All staff are made aware of the fire procedures on starting and are regularly tested on their understanding of fire related procedures

#### 10.5.2 Fire Drills

Fire drills with the staff and children are run every term. The following fire procedure is adopted:

- Service Manager sounds the alarm
- Service Manager collects the registers (children and staff)
- Staff members ensure that all children and staff in their care are present in one area and organised to exit the premises in a line and proceed quickly and calmly to the fire evacuation point
- All staff and children congregate at the evacuation point
- The Service Manager will check all rooms including male and female toilets before leaving WrapAroundCare4u service premises

- The Service Manager will take the register (and children's emergency contact details) to the fire evacuation point and ensure that all children and staff are present.

### 10.5.3 In the case of a fire

- The member of staff who notices the fire sounds the alarm and evacuation of the building commences immediately
- The member of staff who notices the fire dials 999 and explains the situation including postal address, contact numbers and the fact that we are at a school caring for xx children aged between 4 years and 11 years of age
- Manager collects list of children and staff (including children's emergency contact details)
- The Service Manager and WrapAroundCare4u staff members ensure that all children are present in one area and organised to exit the premises in a line. They will then proceed quickly and calmly to the fire evacuation point.
- All staff and children will congregate at the evacuation point and the register is taken to ensure that all of the children and staff are present.
- The Manager will liaise with the fire department and an assessment will be made of when or whether the premises are safe to re-enter.

**Note:** The Managing Director is informed as soon as possible

If the premises are no longer considered safe the Service Manager will contact parents and advise them that the children have been moved to a suitably safe place and that they need collecting as soon as possible.

In the case of the building burning to the ground, WrapAroundCare4u will endeavour to find a replacement/temporary building to accommodate all the children, within the shortest possible time frame.

## 10.6 In-vacuation policy

Security at WrapAroundCare4u is paramount. To ensure that all of the children in our care are secure we will adopt the following practice in the case of an unexpected undesirable individual gaining access to any outdoor areas:

- Alarm is sounded - 3 blows on the whistle
- Staff immediately shut and lock doors and windows
- 999 is dialled and the following information imparted:
  - WrapAroundCare4u location
  - That we are a before and after school service caring for children aged between 4 and 11 years of age with x staff
  - Nature of the issue e.g., stranger in playground or elsewhere
- Children and staff remain in one designated room, away from the windows and ideally away from view of the undesirable person
- A headcount is undertaken on a five-minute basis (children and staff)
- Children and staff remain in their designated area until such time as the Police have confirmed that WrapAroundCare4u is safe.

### Audits and drills

- In-vacuation equipment is checked regularly
- In-vacuation drills are undertaken on a termly basis at varying times of day - these are documented.

## 10.7 Additional health-related procedures

### Objectives

- To promote good health of the children and staff and take positive steps to prevent the spread of infection.
- To take effective action in the case of a child being ill or having an accident.

### Processes or procedures

#### 10.7.1 Preventing the spread of infection – working practices for the children

To prevent the spread of infection WrapAroundCare4u staff will promote the following activities:

- Hand washing and/or anti-bacterial gel before snacks
- Hand washing after visiting the toilet
- Placing a hand over nose when sneezing and then washing hands
- Placing a hand over mouth when coughing and then washing hands
- Encourage children to dispose of tissues in the bins provided
- Prevent the children from sharing items that could spread infection (e.g., cups, and cutlery).

#### 10.7.2 End of day cleaning

The schools employ cleaners to come in daily in the evenings and clean the school. The school will have a stringent set of cleaning guidelines and associated chemicals to minimise the impact of infection.

#### 10.7.3 Sterilising of equipment

The toys and equipment are sterilised at the end of each term and cleaned as appropriate on an ongoing basis throughout the term.

#### 10.7.4 Smoking

WrapAroundCare4u operates a strict no smoking policy. Staff may not smoke on or near the premises (i.e., outside school gates) and should ensure that their clothes are aired before starting to care for the children.

## 10.8 Health and Safety training

### Objective

- To ensure that the safety of the children is always paramount.
- To ensure that all staff take positive steps to promote safety and prevent accidents within WrapAroundCare4u and on outings.

### Process or Procedure

#### Safety Awareness

All staff receive health and safety training on induction and thereafter are tasked with reviewing all safety processes on a termly basis.

## 10.9 Adverse weather conditions

### 10.9.1 Objective

To ensure that we can operate safely and within statutory Ofsted guidelines during adverse weather conditions.

**Note: We will follow the school's processes and procedures - If the school is closed so are we.**

### 10.9.2 Process or procedure

Staff, child, and parent safety is paramount, as is the ability to operate a before and after school service within statutory Ofsted guidelines during adverse weather conditions. To ensure that we can operate effectively during adverse weather conditions we will adopt the following practices:

- Regularly receive and review weather notifications from the Met Office
- Management liaises with the school and review weather conditions
- Where appropriate revised opening and closing hours will be defined
- Managing Director will liaise with the school and the parents via email. We will aim to inform parents the night before if the school is closed and no later than 7am. Likewise, if we need to close early we will email and ask for parents to collect early. If this isn't possible then we will stay with the children ideally with staff that are close to the service and can walk.

#### **In the case of predicted adverse weather:**

- An e-mail is sent to parents stating that we will be endeavouring to open at xx time and that we aim to accommodate all the children. If, however, our staff cannot safely get to work we may have to limit the number of children attending and parents may need to stay with their child/ren until such time as we have sufficient staff.
- Staff are asked to park their cars wherever possible on a flat main road within safe walking distance of their home so that they can drive to work safely.

#### **On the day of adverse weather conditions and provided the school is opening at normal time:**

- The most senior member of staff opens WrapAroundCare4u and manages child/staff ratios and intake of children (at no point in time should ratios ever be exceeded for Early Years children (1:8 or 1:13 depending on qualifications))
- Food is purchased as appropriate from open local shops in line with allergies and religious requirements
- Weather checks are undertaken on an hourly basis and the Managing Director will decide with in conjunction with the school whether to revise the normal closing time
- Parents are informed (usually by 3pm) if we intend to close early and are asked to ensure that they (or another person) can collect by the time specified or as early as possible.
- Local beds are sought for staff if there is a chance that they may be stranded at WrapAroundCare4u overnight.

#### **In the case of sudden adverse weather:**

If the weather deteriorates suddenly and parents are unable to collect children on time the following actions are taken:

- Staff living the furthest away are sent home first and/or those with needs (e.g., needing to urgently collect their own children from school)
- As the number of children drops staff are sent home (i.e., do not finish their shift)

- If parents are delayed beyond closure time emergency contacts are contacted. If this still does not result in collection children are:
  - Provided with dinner (care is taken with allergies and religious requirements)
  - Staff ratio is maintained in line with policies and procedures

Staff members:

- Are provided with refreshments and food
- May sleep at WrapAroundCare4u if appropriate and are sent home as soon as possible the following day (ratios and staffing levels permitting).
- Seek a bed at one of the WrapAroundCare4u parents' houses.

**Note:** If other schools are closed, staff with school age children may bring them to WrapAroundCare4u as this will enable us to have more staff and therefore more chance of remaining open.

For Bucks schools opening/closing: [Bucks School opening](#)

For Royal Borough of Maidenhead and Windsor schools opening/closing: [RBWM school opening](#)

For Berkshire schools opening/closing: **Please refer to your child's specific school and associated practices. Berkshire don't currently have a school opening/closing dedicated website.**

# 11 Parent Communication

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## Our approach to communication:

- We believe that communication between parents, children and WrapAroundCare4u staff is very important.
- This section details how we communicate with parents and includes newsletters, our website, and if we are unable to satisfy your issues, how to complain to Ofsted.

## 11.1 Newsletters/Communiqués

### Objective

To ensure parents are kept up to date with WrapAroundCare4u life including staff training and recruitment, parent feedback, quality initiatives, recent events, and any planned future activities.

### Process or Procedure

The Managing Director produces a newsletter/communiqué once a year. The newsletter/communiqué covers a range of topics and typically includes:

- Staff update - new staff, staff training, recent qualifications etc...
- Summary of recent events
- Planned activities at WrapAroundCare4u
- Children and parent feedback
- Quality initiatives

## 11.2 Web site

### Objective

To ensure parents have readily accessible and up to date information on WrapAroundCare4u.

### Process or Procedure

Our web site can be accessed at [www.wraparoundcare4u.com](http://www.wraparoundcare4u.com). The web site is open access and contains the following information:

- About us
- Our vision and values
- What our parents say about us
- Meet the team
- Enrichment programme
- Homework and reading
- Food and snack menu
- Just having fun

- A typical day
- Working with the school
- Safety and security
- Communication
- Policies and procedures
- Ofsted registration
- How to apply for a place and fees

Our web site is updated regularly.

## 11.3 Complaints

### Objective

To ensure that any complaints are dealt with rapidly and professionally, and any appropriate processes are adapted as soon as possible.

### Process or Procedure

On receipt of a complaint the following process will be adopted:

- Service Manager reviews complaint
- Service Manager instigates an investigation as appropriate
- Service Manager discusses the complaint with the Managing Director as soon as possible.
- A decision on appropriate action is taken by the Service Manager and the Managing Director.
- The Service Manager implements the actions as appropriate.
- The complaining parent receives a letter and/or telephone call confirming the actions taken. Where appropriate, processes will be updated, and staff trained accordingly.

Ideally the whole process should take no longer than 48 hours. If the complaint is complex the 48-hour rule may be exceeded providing the parents are given an anticipated response date and assurance that their complaint is being addressed.

Any parent who wishes to take a complaint further should contact Ofsted quoting the registration number for your WrapAroundCare4u setting (please see section 11 for a schedule of registration numbers). Ofsted can be contacted on 0300 1233153 or in writing at:

Early Years  
Ofsted  
National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

## 12 Consents from parents

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### Objectives:

To ensure that WrapAroundCare4u can function smoothly and within current legislation.

### Process or procedure:

All parents complete the consents section of the online registration process before their child starts at WrapAroundCare4u. The consents are as follows:

1. Administering prescribed medication (for asthma, anaphylaxis, or diabetes) to my child/ren
2. Giving Piriton if he/she has an allergic reaction
3. Receiving the stated dose of prescribed medication as needed
4. Administering medication having completed a medical form in advance
5. Administration of Neurofen/Ibuprofen for fevers more than 38.0 degrees Celsius
6. Administration of Calpol for fevers more than 38.0 degrees Celsius
7. Receiving emergency treatment
8. Receiving basic first aid
9. For plasters to be used on my child if he/she requires one
10. Staff signing my child/ren out on my behalf at handover after school club where it is not practical for me to do it
11. Taking part in short walks off the premises under supervision of staff
12. Supported by staff to apply sun cream
13. Face paint
14. Watching PG films
15. Using school's IT equipment where available
16. Being filmed and photographed

## 13 Register of Contact details and opening hours

WrapAroundCare4u Service and	Manager(s)	Email	Phone
Main Office	Sam Kelly / Karen Richardson-Scarfe	<a href="mailto:office@wraparoundcare4u.com">office@wraparoundcare4u.com</a>	01628 857628
Butlers Court Ofsted number: EY464870	Cheryl Hinds	<a href="mailto:butlers@wraparoundcare4u.com">butlers@wraparoundcare4u.com</a>  07:30 to school and from school to 18:30	07584 253244
Burford School Ofsted number: EY494375	Emma Wright	<a href="mailto:burford@wraparoundcare4u.com">burford@wraparoundcare4u.com</a>  07:30 to school and from school to 18:30	07769 882635
Holtspur School Ofsted number: EY544771	Sharon Stevenson	<a href="mailto:holtspur@wraparoundcare4u.com">holtspur@wraparoundcare4u.com</a>  07:30 to school and from school to 18:00	07823 347480
Dorney School Ofsted number: EY554888	Rukhsana Ghori	<a href="mailto:dorney@wraparoundcare4u.com">dorney@wraparoundcare4u.com</a>  07:30 to school and from school to 18:00	07884 580064
Chalfont St Peter Infant School Ofsted number: 2516009	Christine Hinds	<a href="mailto:chalfont@wraparoundcare4u.com">chalfont@wraparoundcare4u.com</a>  07:30 to school and from school to 18:30	07810 211449
Cookham Dean School Ofsted number: 2524845	Sandy Barker	<a href="mailto:cookhamdean@wraparoundcare4u.com">cookhamdean@wraparoundcare4u.com</a>  07:30 to school and from school to 18:30	07741 551665
Cookham Rise School Ofsted number: 8279836	Sian Box	<a href="mailto:cookhamrise@wraparoundcare4u.com">cookhamrise@wraparoundcare4u.com</a>  From school to 18:00	07548 834927
Holy Trinity School Ofsted number: 2698769	Emily Richardson	<a href="mailto:holytrinity@wraparoundcare4u.com">holytrinity@wraparoundcare4u.com</a>  From school to 18:00	07562 672720

Western House Academy Ofsted number: 2713041	Hayley White	<a href="mailto:westernhouse@wraparoundcare4u.com">westernhouse@wraparoundcare4u.com</a> 07:30 to school and from school to 18:00	07541 100006
Ryvers School Ofsted number: 2754796	Geraldine Davies	<a href="mailto:ryvers@wraparoundcare4u.com">ryvers@wraparoundcare4u.com</a> 07:30 to school and from school to 18:00	07596 884748
Beechview School Ofsted number: 2801601	Natasha Da Silva	<a href="mailto:beechview@wraparoundcare4u.com">beechview@wraparoundcare4u.com</a> 07:30 to school and from school to 18:00	<a href="tel:07729092434">07729092434</a>

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