



## WRAPAROUND CARE POLICY



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# Introduction

## Welcome to Wraparound Care

We offer wraparound childcare during term time which provides a range of stimulating and creative activities in a safe environment. Sunrise Club is our morning club. Sunset Club is our afterschool provision. We cater for Nursery aged children through to Year 6, however, there is a limited number of places available for nursery children due to the higher level of staffing required. We have eight places available for Nursery children. For Sunset Club, the children are collected from their class at the end of the school day by members of staff.

## Fees

WRAPAROUND CLUB PROVISION	MONDAY - FRIDAY	DAILY FEE	PLACES AVAILABLE
Sunrise Club	7.30am – 8.45am	£6	42
Early Sunset Club*	3.15pm – 4.30pm	£6.50	42
Extended Sunset Club*	3.15pm – 6pm	£13	
	4.15pm – 6pm	£8	

\*Sunset Club does not operate on the last day of each term when the school closes at 1.30pm.

## Location

The club is located in The Hub, adjacent to the Nursery. On arrival, press the doorbell situated on the left of the main doors. The Hub is self-contained with a kitchenette, toilets and an outdoor play area. All of the school entrances will be open from 7.30am - 8.55am. Note only the main gate on Berry Avenue will be open for afternoon pick up after 4.30pm.

## Payment

Childcare vouchers and Government Tax-Free Childcare can be used for payment. Please let us know the details of your childcare voucher provider so we can register with them. We will then apply your voucher credit from the school bank account to your Wraparound Care account on Arbor.

## Bookings

It is essential that pupils are booked into club in advance via Arbor to ensure safe staffing ratios. There are limited spaces per session depending on the number of staff available.

- For Sunrise Club, parents can book anytime up until 7.30am on the day, subject to availability of spaces.
- For Sunset Club, parents can book anytime up until 2.45pm on the day, subject to availability of spaces.
- You must top up your account on Arbor and book the desired dates. If you top up but do not book the place you may lose out on being able to secure a place for your child.
- If the club is full, Arbor will not allow you to make a booking.
- Children without a booking may be turned away from Sunrise & Sunset Club, subject to availability. Payment must be made before your child can enter.

## Activities

Children will have the choice to join structured organised activities or will have a space to enjoy quieter independent activities such as reading, colouring, crafts etc. The children can also use the school Chrome books for homework or to play school endorsed apps such as TT Rockstars or Purple mash. There is also an opportunity for the children to play outside in the Forest School area. We provide a variety of sports equipment to promote physical development.

## Menu

At Sunrise Club children will be offered a choice of cereals, toast and fruit. At Sunset Club children will be offered a snack and refreshments which is generally served at 3.45pm and 4.35pm. The snacks are vegetarian and will usually consist of; sandwiches, cheese, carrot, cucumber, raisins, a selection of fruit. The children are also offered water. Prices are for the childcare you receive; food is optional and not charged.

## Collection

Each child MUST be collected from the club by a parent, or a person authorised by the parent/carer on Arbor or advance notification if it's a last-minute change. If someone else comes to collect the child, the school must be notified in advance otherwise the child will not be allowed to leave with them. If we haven't been notified and the delay impacts on our staff leaving on time you will be charged a late collection fee. The person collecting will need to sign the child/ren out before leaving.

## Late collection fee

It is important that parents collect their children on time as late collection can result in children becoming anxious or unsettled. The school must pay staff overtime in the event of children being collected late and therefore our late collection charges reflect this cost.

- **Non-Wraparound Club children late collection fee**

All children who are not collected by 3.30pm will be transferred to Sunset Club and will incur a £6.50 fee. You must make this payment on Arbor within 24 hours. If the child is not collected by 4.30pm this will result in parents being charged the full daily fee of £13.

If your child is attending an on-site extracurricular club and is not collected on time, they will be transferred to Sunset Club and will incur a £6.50 fee.

If your child is attending an off-site sports fixture organised by the school e.g., Football Match, you will incur a late collection charge of £10 for every 5 minutes that you are late which is payable within 24 hours.

- **Wraparound Club children late collection fee**

Early Sunset Club (4:30 finish): Collection after 4.30pm will have to pay the full daily fee of £13.

Extended Sunset Club (6pm finish): Collection after 6pm will incur a late collection charge of £10 for every 5 minutes that you are late which is payable on collection of your child or within 24 hours.

Late collection fees will be added to your Arbor account. Failure to make payment within 24 hours will result in future bookings being cancelled until your Arbor account is in credit.

## Refunds

The school will offer no refunds if your child fails to attend a pre-booked session as we have fixed overheads, and staffing is allocated based on pre-booked sessions.

The school will credit your child's Arbor account only in the following circumstance:

- Your child is unwell, and the school is notified by 10:00am in the morning of their absence for the whole day.
- If your child becomes unwell during the school day and is sent home by the school.

## Cancellation of clubs

The only cause for cancellation would be unplanned school closure. In the event of closure, a member of staff will contact parents as soon as possible. In this exceptional event a refund will be issued.

## Pupil needs

If you have a child with an EHCP or who is undergoing assessment for additional support in school - please contact the school for a discussion before booking a place in our wraparound care club.

There are up to 2 vulnerable places in Sunset Club based on pastoral needs. These places are allocated based on the discretion of the Headteacher.

## Related whole school policies

The wraparound clubs will follow all school policies, including child protection and behaviour, see links below. The policies can also be found on our [website](#). A DSL (Designated Safeguarding Lead) will always be contactable. If you have a complaint or concern about Sunrise or Sunset Club, please speak with the Wraparound Club Leader in the first instance.

- [Child protection policy](#)
- [Behaviour policy](#)
- [Health & Safety](#)
- [Complaint policy](#)

## Queries & Support

If you need to contact us in the day about the Wraparound Care Clubs, and need a reply straight away, please ring the school office (01923 245 490). If you don't need an immediate response, please can we ask you to email [wraparoundcare@cherrytree.herts.sch.uk](mailto:wraparoundcare@cherrytree.herts.sch.uk). If you need to contact us between 3.15pm - 6pm to let us know you are going to be late, or in case of an emergency, please call the school office and select option 3. The staff will only be able to deal with wraparound care related queries.

Who do I contact?

<b>Clubs Administrator – Mrs Brown</b> <a href="mailto:admin@cherrytree.herts.sch.uk">admin@cherrytree.herts.sch.uk</a>	<b>Wraparound Club Leader – Mrs Wickham</b> <a href="mailto:wraparoundcare@cherrytree.herts.sch.uk">wraparoundcare@cherrytree.herts.sch.uk</a>
<ul style="list-style-type: none"><li>• Childcare vouchers/Tax-Free childcare</li><li>• Support with using Arbor</li><li>• Booking issues</li><li>• SEND support</li><li>• Debts and payment plans</li><li>• Late collection charges</li><li>• Statement of account</li></ul>	<ul style="list-style-type: none"><li>• Club queries</li><li>• Club feedback</li><li>• Communication with parents</li><li>• Children not booked in – returned to Office</li><li>• Change of person collection child/ren</li><li>• Late collection</li><li>• Phone number operating between 3.15pm - 6pm (do not leave a voicemail as it will not be picked up until the next day).</li></ul>

# WRAPAROUND CARE FAQ

## How can I book wraparound care?

Our wraparound care clubs will be available to view on your Arbor account towards the end of each half term. You can monitor your balance and pay daily or half-termly - whatever is convenient for you.

## Can I pay using childcare vouchers/Government Tax-Free Childcare?

Yes. Before booking, please let us know the details of your childcare voucher provider so we can register with them. We will then apply your voucher credit from the school bank account into your Arbor account. We are registered with the Tax-Free Childcare scheme so you can select our school from the menu and send payment.

## Why, when I pay by childcare voucher/ Tax-Free Childcare, is there a delay in it being credited to my Arbor account?

We receive a notification that a payment is being made from your provider, but we cannot credit your account until the monies are received by our bank.

## Can I change my booking?

You can increase your days/hours if we have space, but you cannot reduce or cancel them. If you choose that your child will not attend a booked session, you will still be charged. This is because we have to book staff for the numbers booked and so still have to cover these costs.

## Can I drop my child off early to Sunrise Club?

No, you can't. Sunrise Club staff are not allowed to let you in until 7.30am. If you arrive before 7.30am, please wait with your child outside The Hub until the door is opened.

## What happens if I am delayed and cannot pick up my child by 4.30pm or 6pm?

For Early Sunset Club (4:30 finish): Collection after 4.30pm will have to pay the full daily fee of £13. For Extended Sunset Club (6pm finish): Collection after 6pm will incur a late collection charge of £10 for every 5 minutes that you are late which is payable on collection of your child or within 24 hours. We ask that you have a back-up plan – someone who can step-in if the road or rail network is problematic, or you are to be delayed for any other reason. You will need to contact us on the day with their details. Obviously, in an emergency we will continue to look after your

child, but the charges will stand. Increasingly, parents are 'cutting it fine' for pick-up. If you arrive, even a few minutes late, you will be charged.

Late collection fees will be added to your Arbor account. Failure to make payment within 24 hours will result in future bookings being cancelled until your Arbor account is in credit.