



Handbook

CONTENTS

<i>Admission</i>	4
<i>Aims</i>	3
<i>Arrivals and departures</i>	6
<i>Behaviour (adults)</i>	8
<i>Behaviour (children)</i>	8
<i>Changes to days and cancelling your place</i>	5
<i>Child protection</i>	7
<i>Complaints procedure</i>	9
<i>Contact information</i>	10
<i>Equal opportunities</i>	7
<i>First aid</i>	9
<i>General information</i>	8
<i>Illness</i>	9
<i>Induction</i>	5
<i>Medication</i>	9
<i>Organisation</i>	4
<i>Payment of fees</i>	5
<i>Pledge to parents</i>	10
<i>Policies and Procedures</i>	4
<i>Special needs</i>	7
<i>Staffing</i>	3
<i>Temporary changes</i>	5
<i>Terms and conditions</i>	4
<i>What we offer</i>	3
<i>What we provide</i>	3

The Wrap Around Club is registered with OFSTED and based at the Trinity Church, the High Street, Burwell where we have full use of two separate rooms, a kitchen and a large outside, secure garden area. The club is open from 7.30am until 6.00pm weekdays, during term time. We also offer holiday care from 8am to 6pm.

Aims

At The Wrap Around Club we aim to provide a safe and secure home from home environment, offering a range of activities to reflect the interests of the children in our care.

What we offer

Our Club follows the Playwork Principles, so the children are free to choose the activities and resources as they wish. There will always be a selection of activities and resources available, including dressing up, home corner, craft, board games, construction, physical play and reading. In addition other resources are available which the children can select from our equipment library.

What we provide

The food we provide is not intended as a substitute for a main meal. We offer healthy homemade snacks, including fresh fruit and vegetables. We promote independence by encouraging children to prepare their own snacks and to clear away after themselves. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We allow children to decide when they are ready to eat, but request that food is consumed whilst sitting at the snack table.

Staffing

Our Club is staffed by two managers plus playworker staff as required. We aim to provide a smooth transition between school and club.

All of our staff are DBS checked, have significant experience of working with children and undertake professional development training.

We maintain a staff/child ratio of 1:8 for children under the age of eight, in line with statutory requirements.

If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child. If you prefer to arrange a more convenient time for a meeting, please contact the management (contact details are at the back of this Handbook).

Organisation

The Wrap Around Club is a private business, employing staff. We enjoy a close working relationship with Burwell Village College in order to ensure continuity of care and to maintain good communication links.

Policies and procedures

The Club has clearly defined policies and procedures. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the Club and are available for parents to consult at all times.

TERMS AND CONDITIONS

Admission

Our Club is accessible to children and families from all sections of our local community. Admission to the club is organised by the Management and we use a waiting list system when the need arises.

The waiting list is operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending. See our **Admission and Fees Policy** for more details.

We require a completed registration form for your child before they can attend the club. This information will be kept confidential and stored appropriately.

Re-enrolment for September is required at the end of the summer term. We cannot keep a place open for your child unless you complete a new registration form.

Payment of fees

Fees are payable in advance by cash, bank transfer or childcare vouchers - we cannot accept cheques.

The price per session per child applies to all children. This is payable for all booked sessions including when your child is sick, or on holiday (regardless of the amount of notice given).

We do not charge for bank holidays.

Please ensure that fees are paid promptly. Non-payment for more than one month may result in your place being cancelled. If you are having difficulty paying fees, please speak in confidence to the Management.

Changes to days and cancelling your place

You must give us one month's notice of termination or changes in attendance. If you need to change the days that your child attends, please contact the Management.

Temporary changes

Please remember that we need to know if your child will not be attending the Club for any reason. Even if you have informed the school, you still need to notify us as the school does not automatically pass this information on to us. If your child doesn't attend a booked session we will have to treat them as a 'missing child' unless you have notified us of their absence.

If you know in advance of any days when your child will not be attending during the following week, please let the Management know by Thursday of the previous week at the latest. In cases of illness or emergency, when notice cannot be given, please call as soon as you can. Contact details can be found at the back of this Handbook.

Induction

You and your child are welcome to visit the Club before your child's first day to familiarise yourselves with the setting and to help your child settle in.

During your child's first session time will be set aside for an induction. This will include running through the Club's rules and routines (including snack times, collection, children's meetings) and introducing your child to the staff and other children.

Another child will usually be allocated to act as your child's buddy for the first few sessions.

See our *Child Induction Policy* for more details.

Arrivals and departures

The Club will accept your child in the morning from 7.30am and will collect them from school and escort them to the Club. A register is taken when children arrive in our care and you must sign out your child each day when you collect them.

We expect that your child will normally be collected by the people you have named on the registration form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation.

See our *Arrivals and Departures Policy* for more details.

The club finishes at 6pm, if you are delayed for any reason please telephone the Club to let us know. To cover any excess staffing costs, a late payment fee of £10 per 15 minutes will be charged if you collect your child after 6.00pm.

If your child remains uncollected after 6.30pm and you have not warned us that you will be delayed and we have been unable to reach you or any of your emergency contacts, we will follow our *Uncollected Children Policy* and contact the Social Care team.

Child protection

We will use all reasonable endeavours to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Safeguarding Policy**.

Equal opportunities

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

- We respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- We will challenge inappropriate attitudes and practices
- We will not tolerate any form of racial harassment.

Special needs

We make every effort to accommodate and welcome any child with special needs. We will work in liaison with parents, carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety.

Our staff training programme includes specific elements relating to children with special needs.

For more details on equal opportunities and special needs, see our **Equalities Policy**.

GENERAL INFORMATION

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club and these are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers:

The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors.

We encourage appropriate behaviour through: praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities.

The Club has procedures for dealing with unacceptable behaviour. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible in order to accommodate such cases.

However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club straightaway. In exceptional circumstances and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club. See our **Suspensions and Exclusions Policy** for full details.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying, aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises. See our **Aggressive Behaviour Policy** for more details.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club we will contact you and ask you to make arrangements for them to be collected.

Please inform the Management of any infectious illnesses your child contracts. If your child has had sickness or diarrhoea please do not send them to the Club for 48 hours after the illness has ceased. See our *Illness and Accidents Policy* for more details.

First aid

Every precaution is taken to ensure the safety of the children at all times and the Club is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care you will be informed when you collect your child. For full details see our *Illness and Accidents Policy*.

Medication

Please let the Manager know if your child is taking prescribed medicine. If your child needs to take medicine whilst at the Club you will need to complete a *Permission to administer medication form* in advance. See our *Administering Medication Policy* for more details.

Complaints procedure

If you have any queries or comments or need to discuss any matters concerning your child, please feel free to speak to a member of staff. Verbal complaints will be brought to the next staff meeting for discussion and action.

All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days.

A full copy of our *Complaints Policy* is available on request.

Pledge to parents

We value our relationship with parents and carers and are committed to working in partnership with you to provide top quality play and care for your children.

We will:

- Welcome you at all times to discuss our work, have a chat or take part in our activities.*
- Keep you informed of opening times, fees, activity programmes, menus and procedures.*
- Be consistent and reliable to enable you to plan with confidence and peace of mind.*
- Share and discuss your child's achievements, experiences, progress and friendships.*
- Be available to discuss decisions about running the club.*
- Ask your permission for outings and special events.*
- Listen to your views and concerns to ensure that we continue to meet your needs.*

Contact Information

*The Wrap Around Club
Trinity Church
High Street
Burwell CB25 0HD*

*All correspondence should be sent to:
The Wrap Around Club
18 High Street
Burwell CB25 0HB*

Mobile number: 07867 548621

(Please leave a voice message if there is no reply.)

Email: enquiries@thewraparoundclub.co.uk

Website: www.thewraparoundclub.co.uk

*Management: Caroline Earl
Andrea Carmichael*