



Thameside Primary School: Wraparound Care Policy

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Policy reviewed by:	S Roseaman, Wraparound care operational Manager
May 25	V Lucas, School Business Manager (Systems & Finance)
	Updated: No aftercare on last day of term before Christmas, Easter and Summer breaks.
	Sessions fees changing from 1/9/25.

1. AIM



Thameside offer up to maximum 40 children in Breakfast club and up to maximum 65 children in Aftercare per day. Wraparound Care is for use by children attending Thameside Primary School. It is run by our own in house team of employed school staff, some of who are also teaching support staff.

The aim of Wraparound Care is to provide good quality affordable childcare in a safe, happy and caring environment.

Children can play board games, do craft and drawing activities, read books, listen to music, play outdoors or at set times watch age appropriate programmes on the TV (supervised by an adult). We do not require children to complete homework during aftercare, it is a time for children to enjoy and have the freedom to have fun in a safe place.

2. OPERATING HOURS

Wraparound Care operates during the following times during term time only, excluding inset days:

Breakfast Club opens from 8.00am until start of school.

Aftercare runs from the end of the school day until 6.00pm (children collected after 6pm will incur late fees).

Breakfast Club Drop off from 8am

Breakfast club is held in the school's activity area at the back of the school. You can enter via the left-hand side black gate just past the bus shelter by the main entrance. This gate will be open from 8am. Please enter through this gate and walk your child through the Foundation Stage play area around to the back of the school. Staff will be at the door waiting for your arrival. Breakfast Club runs all term excluding Inset days when school is not open to children.

Aftercare Collection by 6pm

Children are split into the following locations:

Reception /KS1 (Years 1&2) - Activity area, rear of the school, enter via Reception gate to (as above for BC)

KS2 (Years 3-6) - Main Hall, collection via the main black gate nearest the reception. There is a white doorbell on the black fence by the entrance. Please use this when you arrive, and a member of staff will come to greet you. On Fridays we have less children in aftercare so we group the children together in the activity area so collection should be made via the Foundation Stage outdoor play area.

No Aftercare on the last days of Autumn, Summer and Spring Terms - Aftercare will not run on the last day of term of the three big terms when we break for Christmas, Easter and Summer Holidays. Aftercare will run as normal until 6pm on the last school day before half term breaks at October, February and May half terms.

3. ADMISSION/BOOKINGS/CANCELLATIONS



The school uses a booking site called SCO Pay (<https://www.scopay.com/login>) for booking spaces in Breakfast and Aftercare. You need to have registered your account using the link code provided by the school. You will be given this information once you have been allocated a regular space(s) in either Breakfast club or Aftercare.

Sessions are booked termly in advance. Booking fees should be paid in full by the end of the current term. ***The school does not accept debt to carry forward from one term to the next and parents using the service should contact the School Business Manager if a child's balance cannot be cleared by the end of the current term.***

The school operate a fixed place booking system, which means that subject to availability, spaces are agreed on a guaranteed basis for regular days of each week. This agreement is in place until your child leaves primary education or until you notify the school that you no longer require a space.

Parents/carers will need to book in advance and pay for sessions on a daily, weekly or termly basis. We do allow some flexibility in that if a parent does not require a space on a particular day, they can cancel the session provided that they give 24 hours' notice on the booking site called SCO pay. Parents will not incur the session fee.

Aftercare cancellations on the day must be agreed with the office and will only be refunded if the office is notified by 09:00am. Failure to notify before this time will be charged at the full rate.

Places will be allocated to siblings of current attendees and thereafter on a first come first served basis.

Should demand outweigh the places available, a waiting list will be maintained, and parents will be notified when a place becomes available. Parents on the waiting list can contact the school the day prior on an adhoc basis to check for any cancellations and book spaces on this basis when available. Please see adhoc section below.

For new parents: A registration booking request form must be completed and is available from the school office. This form, once completed, should be returned via the school office along with the one-off registration fee £5. You will receive confirmation by email confirming which days can be offered in either Breakfast Club and /or Aftercare. These places will be guaranteed until such time you no longer require a place.

New parents will be sent login/activation details for SCO pay, our school wraparound care booking and payment site.

For existing parents using the service: You will be able to book a full term in advance on SCO pay when terms dates are activated on SCO pay. Parents should only book days which have been agreed previously. You will need to pay the total amount owed by the end of the current term. You can pay in one lump sum or in instalments during the term via SCO pay or using National tax-free savings accounts or childcare vouchers. Childcare voucher payments should be made direct to the school and once payments are reconciled; they will be credited to the child's SCO pay account. Balances can be viewed via SCO pay at any time. Parents should allow up to 5 working days for the amount to show against the child's SCO pay account.



If parents require additional adhoc days in Wraparound care for emergencies, they should contact the school office to check availability the day before or by 12 noon on the day of the booking. The office will check availability before guaranteeing a space is available on the day. Parents should not book adhoc days via SCO pay as this may inadvertently take up a space which has already been allocated to another child. If not agreed by the school it will be cancelled.

In the event of a child who is not booked in turning up for Wraparound Care session the following will take place:

- i. The parent will be contacted immediately and advised that the child is not booked in.
- ii. The session will be added and charged to the parent.
- iii. Repeat instances will result in the parent being told they cannot no longer use the Wraparound service and children not collected from school at usual time, will be escalated to the school Designated Safeguarding Lead.

Due to staffing ratios we are unable to accept children in to aftercare that have not pre-booked in advance, or where the number of children attending aftercare exceeds 65.

We do not reserve places for children unless in exceptional circumstances. This is because we have a waiting list for spaces and need to utilise all spaces available.

AD HOC BOOKINGS

Parents can cancel regular bookings 24 hours in advance of the day if they know their child does not require the place on that day. Therefore, we do sometimes have some adhoc spaces available on the day. If you wish to check if there is an available space on a certain day in addition to your usual days or you are on the waiting list for certain days, please contact the school office 0118 937 5551 or email finance@thameside.reading.sch.uk do not book before this time as your booking will be cancelled if not one of your usual booked days.

4. RECORD KEEPING

Thameside Primary School is registered with an independent Data Protection Office (Judicium). All records will be kept in school in a locked filing cabinet and stored electronically on SCO Pay. Access to the records will be limited to the Wraparound Care Management Team and the School's Business Manager.

Children's records

These will be obtained from the Registration Form. It will be the parent/carer's responsibility to inform Wraparound Care of any changes to the information contained on the registration form. Current records and data relating to children attending Wraparound Care will be kept by the Wraparound Care management team. Records, data and previous registers will also be retained electronically.

It will be the responsibility of the Parents/Carers:

- a. To ensure Wraparound Care is notified of any change of contact details immediately to ensure records held are accurate and up to date.



- b. To ensure Wraparound Care records contain current and accurate details of arrangements for delivering/collecting their child/children, to and from Wraparound Care.
- c. Children have a booked session on SCO pay
- d. To ensure children are collected no later than 6.00 pm (children may be collected at any time prior to this)
- e. To pay fines, which may be levied on late collection.
- f. To ensure details of any medical, special dietary needs or allergies are detailed on the registration form and updated as required by contacting the school admin@thameside.reading.sch.uk

Staff Records

To be kept in a personnel file and consist of DBS checks, employer/employee correspondence, qualifications, training, performance review and any disciplinary action. It is the member of staff's responsibility to inform Wraparound Care of any changes to their personal circumstances that alters the information above.

6. FEES & PAYMENT

Fees will be reviewed termly to take account of rising inflation on staffing and food costs to run the service. Parents/Carers will be provided a minimum of four weeks' notice by letter/email detailing the new fees.

There is no concession (reduction in fees) for early collection. The fee payable is for the full session regardless of the time you drop or collect your child.

From **September 2025, session fees are increasing.**

Fees are reviewed at the start of each new academic year and will be effective from 1 September each year.

Breakfast Club session fee	£4.00 from 1/9/2025
Aftercare session fee	£13.00 from 1/9/2025
Aftercare siblings discount – applies to all sibling after the first child at full session fees)	£12.50 from 1/9/2025

A one-off registration fee of £5.00 per child is payable at the time of registration to cover administration costs.

Fees will be payable by the end of the current term for those terms sessions by childcare vouchers, bank transfer, or via the payment item on ParentPay).

To set up a payment plan to spread your fees over more than the current term, parents/carers can contact the School Business Manager to make agreements to pay smaller amounts on a regular basis (sbm@thameside.reading.sch.uk). All fees for the current academic year will need to be fully paid by 31st July each year in order to retain spaces for the next academic year.



Late Collection Fee – this will be charged at the rate of £5 per 5 minutes or part thereof. You will be informed at collection if you will be charged a late fee. Late fees will be charged separately by invoice. Failure to pay a late fee will be escalated to the Wraparound Care manager.

Ways to pay

SCO pay account- bank transfer to your SCO pay account

Parent Pay – cashless till system. We have a generic ‘Wraparound care’ payment item on Parent Pay that you can send payment through.

Childcare vouchers from your chosen Childcare provider or National Tax-Free childcare account - Please send your childcare vouchers or National Tax-Free childcare allowance to the school directly to Thameside Primary School, Reading RG4 8DB, URN: 109800.

Once the payment reaches our school our School Business Manager will then reconcile and credit your SCO pay account online - the school complete this part.

You will see payments that have been credited each time you log in to SCO pay. This can take up to 5-7 working days to credit your SCO pay account and will be deduced from the balance you owe. You should send any childcare reference to the school to ensure payments received can be reconciled and allocated to your child's account.

The School Business Manager can also provide monthly/ termly statement for Universal Credit reimbursement. Please email the sbm@thameside.reading.sch.uk to request these. You must have made a payment on SCO pay to demonstrate you have paid for your childcare sessions before you can claim them back.

7. OVERDUE OR UNPAID FEES

The Wraparound care service is not a profit-making service. The fees collected go towards the operational costs of running the service. The school cannot run at a loss therefore all fees must not be overdue or remain unpaid.

The School Business Manager will provide the Wraparound Care manager with details of any unpaid invoices. The SBM will also issue reminders. Money for Wraparound Care must be paid electronically or at the office. It must not be given to Wraparound Care staff.

If a child's fees have not been paid by the 'due' date, a verbal or written reminder will be given to the parent/carer. If the amount is outstanding after 7 days from the 'pay by' date and the parent has not contacted the school to set up a payment plan a final reminder letter will be issued. If the amount is still outstanding 14 days after the 'pay by' date, parents will be given 1 weeks' notice to withdraw of their child's Wraparound Care placement. The place will then be offered to a child on the waiting list.

Once the space has been removed, if a child is not collected from school at the end of the normal school day, the school will inform the Designated Safeguarding Lead to take necessary further action.



Staff will not enter into any negotiation with parents about fees; any request for special terms will be referred to the Wraparound Care management team.

The School Business Manager will sign any forms or provide receipts relating to the childcare tax credit element of the Working Families Tax Credit; however, failure to take up places will result in the school contacting HMRC.

8. ATTENDANCE

The school office prepares the register listing those children in BC or AC each day. They run this report from SCO pay. It is the responsibility of the parents to ensure they book their regular sessions on SCO Pay or notify the school office of any changes to attendance on that day. A message will be passed to the Wraparound Care staff if the child will not be attending Wraparound Care. This enables the relevant lists to be updated to reflect the child's attendance.

Parents must notify the school office by midday if someone else is collecting their child from aftercare.

Non - Attendance – Spaces booked on SCO pay but not attended will not result in a refund. Parents must cancel the place giving 24 hours' notice on SCO pay or contact the office on 0118 9375551 by 9am. Cancellations after this time will still be charged.

9. ARRIVING AT WRAPAROUND CARE

Children can be dropped off for the Breakfast club from 8am but MUST be escorted to the door and handed over to a member of staff. Breakfast will not be offered after 8.30am due to time before going into school.

At the end of the school day when classes are dismissed, children attending Wraparound Care will collect their belongings and go straight to the activity area (R/Yr1 & 2) /school hall (KS2) where they will be registered by a member of staff. Children who attend a club (run by external club providers) will join Wraparound Care at around 4.15 -4.30 pm when the club finishes but must have a space booked in wraparound care in addition to their club booking.

If a child whose name is on the register does not arrive at by 3.15pm, or after a club, enquiries will be made via the school office or class teacher. If there is any doubt as to the child's whereabouts, the parent will be contacted.

10. DEPARTURES

Children may be collected any time before 6pm by a parent or other person authorised by the parent. Any person collecting a child must be 16 years or over. You will be asked to provide a Password on the registration form that can be used for family or friends when collecting your child from aftercare. The person collecting the child, if not the parent, must know the password in order for the child to be released into their care. In addition, that school request that the parent contact the school by email stating the person that will be collecting their child.



If the person who arrives to collect a child, does not have a password or is not known to the school, the child will only be released once the parent/main carer is contacted and given consent. No child will be released into the care of anyone without written or verbal communication from the parent/main contact.

A sibling under the age of 16 is not be permitted to collect a child from aftercare and the parent/ main carer will be contacted.

Children will not be allowed to leave wraparound care on their own. If a situation arises whereby a child is unhappy at Wraparound Care, the staff will talk to the child and take all possible measures to resolve the situation. This may include phoning the parent/carer, or emergency contact if the parent is unavailable, in order for them to talk with staff and child to overcome the problem. The parent may be requested to collect the child.

11. REMOVAL OF SERVICE

Wraparound Care reserves the right to withdraw the use of this facility:

a – If a parent does not collect their child on time on more than 3 occasions in one term, the school reserve the right to withdraw the place in aftercare.

b - Where it is the opinion of the Manager and Head Teacher that the continued attendance would be to the detriment of either the child or other child(ren) attending.

A parent/carer's notice to withdraw, or to cancel a regular session, must be given one weeks in advance, in writing by a parent/carer to confirm intention to cease using the Wraparound Care facility.

Wraparound Care facility cancellation:

In certain circumstances (e.g. extreme weather conditions, like snow or Trade Union Ballot Strikes) the school reserves the right to cancel its Wraparound Care provision at short notice. The school will then reimburse parents/carers if they have already paid their fees or deduct the amount from their forthcoming invoice.

In special circumstances, the school also reserves the right to cancel its Wraparound care and will give parents/carers advance notice of at least 4 weeks. It may also be required to suspend wraparound care at short notice where the school is instructed to follow National Lockdown guidance.

12. INSURANCE

Covered by the school's Insurance Policy issued by the Council's insurer each April.

13. HEALTH AND SAFETY

Wraparound Care staff will be responsible for taking all reasonable steps to ensure the service offers a safe and healthy environment at all times. These will include:

- Processes to ensure and maintain the hygiene and cleanliness of the setting and equipment.
- Raising the children's awareness of good hygiene practices.
- Staff being informed about and able to carry out good hygiene practice.



- Activities being planned with the appropriate level of supervision and suitability of the age group of children kept in mind.
- Equipment being monitored to ensure it is continually safe and being used in the appropriate fashion.
- Damaged or unsafe equipment being removed immediately for disposal or safe repair.
- If outdoor play is scheduled, the appropriate staff level to monitor this activity being observed.
- Staff holding an up to date First Aid Certificate, which will be renewed upon expiry.
- All staff to have Health and Safety, Fire and Lockdown Training on commencement.
- Two members of the Wraparound Care Team attending Fire Warden Training.

14. ADMINISTERING MEDICATION

Any medication brought by children to Wraparound Care must be labelled clearly and kept in a safe place. Staff will administer prescribed medication only:-

- 1) in its original container with dispensary label;
- 2) where the necessary medical consent form, (available in the school office), has been signed;
- 3) where they are confident that they understand the instructions and have received any training, if relevant

It is the parent's responsibility to label medicines and to collect them at the end of the day. (Usually, the child will have received the relevant medication during the school day so it is unlikely that they will need more medication).

No medication for general use will be kept in the First Aid Box.

Some medication specific to a child can be kept e.g, epipen, inhaler. This medication will need a doctor's acknowledgement that the medication is meant for the child it is kept for, and should contain details of dosage and administration. To comply with insurance, Wraparound Care will also require a letter from the doctor agreeing that the child is fit to attend sessions if it is a regular/specific medication.

Staff will not be liable for any adverse effects/consequences of administering tablets/medication.

Staff **must** wear protective gloves when treating a child where there are any body fluids involved.

15. FOOD AND HYGIENE

Wraparound Care will offer breakfast/light tea to all children at a specified time within the schedule. Food options vary across the week on a set menu. Tea is provided by Caterlink School Meals provider. Food items are nut free and nutritional. The menu complies fully with the food nutritional guidelines for food served in schools. There are a number of healthy food options. Food choices include sandwiches, wraps, and sometimes hot dishes such as pasta or hotdogs. We are able to cater for any dietary requirements. This should be discussed with the parents prior to the child starting. Any dietary requirements must be stated on the application form as special dietary needs/allergies will be taken into account when planning what food to offer. Children will not be permitted to bring food and drink from home to be consumed on the



premises. Wraparound Care observes local environmental health department guidance and regulations regarding food hygiene, registration and training.

We will promote a healthy diet. No food containing nuts will be served. Drinking water will be available to children.

16. EQUIPMENT & ICT USE DURING EXTENDED HOURS

Equipment will be checked on a daily basis before use as part of the Health and Safety checks to ensure that it is safe and suitable for children's use. Any equipment which is found to be unsafe or unsuitable will be repaired or disposed of.

Equipment purchased for Wraparound Care will aim to be fun; support children's development; provide challenges and stimulation; and show positive images of people of all races, cultures, abilities and genders as well as avoiding stereotypes.

We use the ICT suite for KS2 children during aftercare. Children can play suitable online games or log in to online learning resources such as Purple Mash. Children will be supervised whilst using IT and content searches controlled by the school. Due to staffing ratios, the KS2 group will be split into groups and each group will take turns in the ICT suite. This is not optional and all children will participate due to staffing ratios and supervision of children in aftercare.

In KS1 we do use the classroom smartboard to play songs, or play CBeebies programmes for children who are tired or need some time to relax. Depending on the children, this will depend on what music is played, calming music or suitable dance tracks that children can dance too. Occasionally KS1 children are given a choice to use an iPad to play a variety of games.

17. STAFF & VOLUNTEERS

Staff will be appointed in accordance with rigorous recruitment procedures. All staff will be employed on the basis of **1:10** adult to child ratio. This ratio will be maintained at all times during the clubs operating hours.

The roles of both the Manager and assistants can be held on a job share basis.

Volunteer helpers will be welcomed; their role, responsibilities and attendance will be agreed with the Wraparound Care management team. Volunteers may bring a specialist skill or interest which adds a variety to the range of activities. Volunteer helpers must operate under the guidance and supervision of the manager. Volunteers will be required to have an Enhanced DBS with Barred List checks and employment references prior to starting.

The minimum age for volunteer helpers is 16 years and these will not be counted in the staff: children ratio.

Occasionally we accept applications from young people, under the age of 16, completing their The Duke of Edinburgh's Award (DofE). These are usually ex-pupils who attended Thameside for their primary education. These people are additional helpers and are not included in the staffing ratio. They will shadow alongside an employee in Wraparound care and are not given any responsibility for supervising children.

18. LATE COLLECTIONS



Child not collected at 6pm

Two members of staff must remain while there are any children on the premises. If no one has contacted the club regarding the collection of their child, staff will attempt to contact the parent or another authorised person on the list of contacts.

When the child is collected, the time of collection will be recorded in the register. An invoice for the late collection fee will be given on collection. The late fee will be charged at a rate of £5 per 5 minutes or part thereof.

If a child is collected late on three or more occasions in one term, the parent will receive a standard letter warning them that, as they have repeatedly breached the terms of their contract, their child's place may be withdrawn.

If the child is collected late again, the parent will receive a second letter terminating their contract and informing them that their child's place has been withdrawn. The Headteacher will be notified prior to this decision being made.

If a child arrives at Wraparound Care after their registration has been cancelled s/he is not the responsibility of Wraparound Care and will be handed back to the school office.

Child not collected by 6.30pm

If a child is still uncollected at 6.30pm, regardless of contact with a parent or other authorised person, the staff will contact the Reading Social Services out of hour's team. The police may also be notified.

Child Protection Out of Hours Emergency Team may also be notified. If a child has to be removed from the premises, a notice will be left on the door indicating the child's whereabouts.

19. FIRE DRILL

Staff will be responsible for carrying out regular fire drill procedures to ensure awareness of the procedure for evacuation/emergency exits/fire extinguisher locations. In the event of a fire:

- A member of staff will raise the alarm to alert the children and other staff members.
- Staff will follow written fire evacuation procedures.
- Fire Services will be called.
- A register will be taken and an incident report written for records.

20. BEHAVIOUR

Staff will communicate with children on what is deemed acceptable/unacceptable behaviour within Wraparound Care. Behaviour will be treated in line with the school's behaviour policy. Copies of this policy can be obtained in school or via the school website.

Parents will be informed of any unacceptable behaviour in Wraparound Care. Incidents or racist incidents will be logged and reported to the Headteacher.



The Wraparound Care management team reserve the right to exclude any child/children who persistently display/s any form of behaviour deemed unacceptable following the procedure below:

- 1) Application of Thameside' s Behaviour management policy
- 2) Verbal communication of problem in attempt to resolve issue;
- 3) Written communication of problem in attempt to resolve issue;
- 4) Meeting with the Wraparound Care management committee in attempt to resolve issue ;
- 5) Exclusion from Wraparound Care

Fees will not be reimbursed in these circumstances.

Staff will be consistent in applying agreed procedures. Staff will model good behaviour.

21. EQUAL OPPORTUNITIES

We are committed to providing services that cater for all needs of the children.

Wraparound Care recognises that children have wide ranging needs and will endeavour to meet those needs.

Please refer to the school's Equal Opportunities Policy.

22. SPECIAL NEEDS (SEND children)

Wraparound Care will support children with special needs, where this can be accomplished within Wraparound Care staff ratios and premises.

Transition programmes will be put in place where needed. Any transition carried out will be discussed with the Wraparound Care management team, parents and child's teacher/SENCO. Any visits to Wraparound Care prior to the child's starting will also be arranged.

At the time of registration parents/carers should inform Wraparound Care of any special needs.

Staff will receive any necessary training on special needs.

If additional staff members are required to meet specific special needs, provision will be subject to securing additional funding.

For further information, please refer to the school's inclusion policy.

23. FIRST AID AND ACCIDENTS

A first aid kit will be kept on site at all times along with an accident log book.

These will be kept in a designated area.

Records will be kept of any children registered with Wraparound Care who suffer from asthma, epilepsy or any other form of illness/disability and be easily accessible.

All accidents will be dealt with by a qualified on-site first aider and will be fully recorded on an accident form. Parents will be informed of any accidents when children are collected and asked to sign the accident



form. Emergency services will be called in cases requiring their assistance. The parent/carer will be contacted immediately.

24. ILLNESS

It is our policy that if a child should present with any of the following symptoms, the person in charge will contact the parents as soon as possible to arrange for the child to be collected. In an emergency, the person in charge will seek medical advice for the child and inform the parent as soon as possible.

Symptoms and illnesses that require a child not to attend Wraparound Care:

- a high temperature (feverish) – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- Diarrhoea- should remain absent from school for 48 hours
- Vomiting- should remain absent from school for 48 hours
- Chickenpox
- Measles
- Meningitis
- Hepatitis
- Other illnesses that are easily spreadable between children or adults.

If a child becomes ill whilst attending Wraparound Care, a member of staff will contact the parent/carer.

25. SAFEGUARDING POLICY

Thameside Wraparound Care recognises its legal duty to protect children from harm and respond to child abuse. Every child, regardless of age, has at all times and in all situations, a right to feel safe and protected.

Thameside Wraparound Care has a responsibility for the care, welfare and safety of the children that attend Wraparound Care. In order to achieve this, all staff in whatever capacity will, at all times, act proactively in child welfare matters, especially where there is a possibility that a child may be at risk of significant harm.

Please refer to the school safeguarding policy.

26. WELFARE

The general welfare requirements are as follows:

- SAFEGUARDING/CHILDREN'S WELFARE – Thameside Wraparound Care will promote the welfare of the child and good health. Children's behaviour will be managed effectively.
- STAFFING – Staff caring for children will have the appropriate qualifications, training, skills and knowledge.
- ORGANISATION – Wraparound Care will plan and organise their systems to ensure that every child receives enjoyable sessions, development, and their individual needs are met.



- PREMISES, ENVIRONMENT AND EQUIPMENT – Outdoor and indoor spaces, equipment and resources will be risk assessed and made safe and suitable for purpose.
- DOCUMENTATION – Providers will maintain records, policies and procedures required for the safe and efficient management of the setting to meet the needs of the children.

It is essential that children are provided with a safe and secure environment. Staff will conduct risk assessments and constantly reappraise both the environment and activities to which children are being exposed and make the necessary adjustments to secure their safety at all times.

27. PARENT FEEDBACK

We welcome feedback from parents any time via phone call 0118 9375551 or via the school's main office with the School Business Manager on sbm@thameside.reading.sch.uk . Views from parents and the experiences of children attending is incredibly important to us to help us improve and provide a safe and reliable wraparound care service. We will request feedback from parents on an annual basis via a parent survey and will consult with parents when changes to the provision are proposed.

28. CONTACT DETAILS

It is expected all children will be collected by 6pm. If however, you need to reach the team because you might be late to collect your child please use the contact information below:

Contact Details	
School Office (to 4.30pm)	0118 9375551
Aftercare Care Team (available when main offices closes)	0118 9375551 Out of hours select (option 3)
Email	Please email both contacts below:
Business Manager	sbm@thameside.reading.sch.uk
Extended schools Manager	familyhub@thameside.reading.sch.uk

S Roseaman & V Lucas May 25