Thameside Primary School: Wraparound Care Policy

Approved by Governors: June 2026

Review date: June 2027

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Policy reviewed by:	S Roseaman, Wraparound care operational Manager
June 26	V Lucas, School Business Manager (Systems & Finance)
	Updates: **Section 2:** Operating Hours – added sentence about early start BC session from Sept 26. **Section 3:** **Allocation of Wraparound Care Places –** added section Payment added schools' data for childcare payment schemes Allocations amended sentence - 'Remaining places are then assessed and allocated as fairly and equitably as possible, taking into account all new requests' **(instead of first come first serve basis)** **Section 4:** Added section **'SCOPay System and Data Security'** **Section 6:** Updated and reworded whole section**: Fees and Payments** **Section 20:** SEND Admissions – Whole paragraph strengthened on how the school will manage requests for WC for children with SEN. **Section 24:** Safeguarding and Touch Policy: Rewritten to strengthen alongside new regulations on restrictive practice in schools April 26.

1. AIM

Thameside Wraparound Care provides places for up to 40 children at Breakfast Club and up to 65 children at Aftercare each day. This provision is available exclusively for children attending Thameside Primary School and is delivered by our experienced in-house team of school staff, some of whom also work as teaching support staff.

Our aim is to offer high-quality, affordable childcare within a safe, nurturing and welcoming environment where children feel happy, secure and well cared for.

Wraparound care provides a wide range of engaging activities to suit different interests, including board games, arts and crafts, reading, music and outdoor play. At designated times, children may also watch age-appropriate programmes under adult supervision. Aftercare is designed as a time for children to relax and enjoy themselves after the school day; therefore, we do not require children to complete homework during these sessions. Instead, we prioritise creating a positive, enjoyable space where children can unwind, socialise and have fun safely.

2. OPERATING HOURS

Wraparound Care operates during term time only and is not available on INSET days.

Breakfast Club runs from 8:00am until the start of the school day.

From September 2026, an early start session will be available from 7:45am. This optional provision is open to all families using the service and will incur an additional charge.

Aftercare runs from the end of the school day until 6:00pm. Please note that late collection (after 6:00pm) will result in a late fee being applied.

Please be aware that Aftercare is not available on the final day of each main term (Christmas, Easter and Summer).

Breakfast Club Drop-Off

Breakfast Club drop-off is available from 7:45am (Early Start) or from 8:00am onwards for the standard session.

Breakfast Club takes place in the school's activity area, located at the rear of the building. Access is via the black gate on the left-hand side of the school, just past the bus shelter by the main entrance. This gate will be open from 7:45am for the Early Start session and from 8:00am for the standard session.

Parents and carers must accompany their child to the Breakfast Club door and sign them in with a member of staff. The only exception is for pupils in Years 5 and 6 who have permission to arrive independently, provided a completed Travel to School form is held by the school.

Parents and carers should enter through the gate and walk their child through the Foundation Stage outdoor play area to the back of the school, where staff will be waiting at the door to welcome them.

Please note that Breakfast Club operates during term time only and is not available on INSET days when the school is closed to pupils.

Aftercare Collection (by 6:00pm)

All children must be collected by 6:00pm.

Children are grouped by phase and collected from the following locations:

- **Reception and Key Stage 1 (Years 1–2):**
  Activity area at the rear of the school. Please enter via the Reception gate and follow the path to the second red fire exit door. Use the intercom to notify staff of your arrival.
- **Key Stage 2 (Years 3–6):**
  Main school hall. Access is via the main black gate near Reception. There is a black doorbell on the fence by the entrance - please use this and a member of staff will come to greet you.
- **Fridays:**
  Due to lower attendance, all children are grouped together in the activity area. Collection should therefore be via the Foundation Stage outdoor play area, at the red fire exit door.

End of Term Arrangements

Aftercare does not operate on the final day of the Autumn (Christmas), Spring (Easter) and Summer terms.

However, Aftercare will run as normal until 6:00pm on the last school day before the October, February and May half-term breaks.

3. ADMISSION/BOOKINGS/CANCELLATIONS

Booking and Payment Arrangements

The school uses an online system called **SCOPay** (https://www.scopay.com/login) to manage bookings and payments for Breakfast Club and Aftercare.

Parents/carers must register their account using a unique link code provided by the school. This information will be issued once a regular place in Breakfast Club and/or Aftercare has been confirmed.

Booking Process

Once a place has been allocated to a parent, the system allows parents/carers to book sessions termly in advance. The school operates a fixed-place booking system, meaning that (subject to availability) places are allocated on agreed, regular days each week. These places remain in place until your child leaves the school or you inform us that the place is no longer required.

All sessions must be booked in advance, and parents should only book the days that have been formally agreed with the school.

For new parents, a **Wraparound Care registration form** must be completed and returned to the school office. Once processed, confirmation will be sent by email advising which sessions can be offered. These sessions will then be reserved on an ongoing basis. Login details for SCOPay will also be provided at this stage.

For existing parents, booking for the full term can be completed once the relevant term dates are released on SCOPay.

Allocation of Wraparound Care Places

To ensure fairness, consistency and transparency, Thameside Primary School allocates **Wraparound Care** places (Breakfast Club and Aftercare) using the following method when demand exceeds available capacity.

- **Application Window**

All families are given a clear application window in which to submit requests for Wraparound Care places for the new academic year.
Applications received within this window are treated equally.

- **Equal Consideration for All Families**

Because applications often arrive in large numbers for the start of a new academic year and within a short timeframe, a first-come, first-served approach would not be fair.
All applications submitted within the window are therefore considered at the same time, with every family treated equally based on the number of available spaces available.

- **Sibling Priority**

Where possible, priority will be given to children who have siblings already attending Wraparound Care on the same day. This ensures that families can access provision for both children together, avoiding unnecessary inconvenience and supporting consistent routines.

- **Allocation Method When Requests Exceed Capacity**

If more families request the same days than we have spaces available, the school will:

- Review overall demand across all requested days
- Allocate places as evenly as possible, ensuring families receive some of their requested sessions, even if not all
- Apply the sibling priority rule before distributing remaining spaces
- Ensure no family receives all requested days while another receives none, provided all applied within the window
- Offer the maximum number of days possible within capacity limits

This approach ensures that places are shared fairly and transparently when demand is high.

- **Mid-Week Demand and Even Distribution**

Mid-week sessions (Tuesday–Thursday) are often the busiest and most oversubscribed.
To ensure fairness:

- Spaces will be evenly distributed across the three busiest mid-week days, so that as many families as possible receive at least some of their requested sessions
- Requests for start-of-week or end-of-week sessions (Mondays and Fridays) can usually be met, as demand is typically lower on these days

- This approach supports a balanced spread of attendance and avoids clustering that would disadvantage families applying within the window

- **Waiting List**

Where demand still exceeds capacity after allocation:

- A waiting list will be created for oversubscribed days
- As spaces become available, they will be offered in a fair and transparent order, taking sibling priority into account where relevant.

- **In-Year Applications**

For applications received in year:

- Places will be offered on a first-come, first-served basis
- If no space is available, the child will be added to the waiting list for the relevant days

The allocation method will be reviewed annually when this policy is reviewed to ensure it remains fair, transparent and aligned with the needs of the school community.

Payments

Fees should be paid **in full by the end of the current term**. The school does not allow balances to be carried forward into the next term. If you anticipate difficulty clearing your balance, you must contact the School Business Manager in advance.

Payments can be made:

- In full or in instalments via SCOPay
- Using Tax-Free Childcare accounts
- Through employer childcare voucher schemes

Information required to register Thameside as chosen Childcare provider:

Address	Thameside Primary School Harley Road Caversham Reading RG4 8DB
Phase of Education	Primary
URN	109800
DFE/Establishment ref	870/2036
UKPRN	10074561

Childcare voucher payments should be made directly to the school and will be credited to your SCOPay account once received and reconciled. Please allow up to **5** working days for balances to update.

The school is able to provide statements of childcare fees paid upon request, either on a monthly or termly basis, to support parents and carers with claims for Universal Credit or other childcare cost reimbursement schemes.

Cancellations and Changes

Parents may cancel a booked session up to 24 hours in advance via SCOPay without charge.

For same-day Aftercare cancellations, the school office must be notified by 9:00am. Refunds will only be given if notice is received before this time. Failure to notify will result in the full session fee being charged.

Ad Hoc (Occasional) Bookings

Ad hoc places may become available due to cancellations. To request an additional session:

- Contact the school office the day before, or
- By 12:00 noon on the day (in emergencies)

The office will confirm availability before a space is offered. Parents must not book ad hoc sessions via SCOPay, as this may conflict with allocated places and could result in the booking being cancelled.

Parents on the waiting list may also contact the office to check for last-minute availability.

Allocation of Places and Waiting List

Priority for places is given to siblings of current attendees. Remaining places are then assessed and allocated as fairly and equitably as possible, taking into account all new requests.

Where demand exceeds availability, a waiting list will be maintained and managed in a consistent and transparent manner. Parents will be contacted as soon as a suitable place becomes available.

The school does not normally reserve spaces, except in exceptional circumstances, as places must be used efficiently due to high demand.

Attendance Without a Booking

If a child attends Wraparound Care without a confirmed booking:

- The parent/carer will be contacted immediately
- The session will be added and charged in full

Repeated instances may result in withdrawal of access to the service. In cases where a child is not collected at the end of the school day as expected, this may be escalated to the Designated Safeguarding Lead.

Capacity

Due to staffing ratios, the school cannot exceed maximum numbers. Aftercare is limited to 65 places per day. Children who have not been pre-booked may be refused entry if the club is full.

Contact for Bookings

To check availability or request ad hoc sessions, please contact:

0118 937 5551

finance@thameside.reading.sch.uk

4. RECORD KEEPING

Thameside Primary School is registered with an independent Data Protection Officer (Judicium) and is committed to ensuring that all personal data is handled in accordance with UK data protection legislation.

All Wraparound Care registration forms and paper records, including attendance registers, are stored securely on the school premises in locked filing cabinets. Electronic records are held within the school's secure cloud-based SharePoint system.

Access to these records is strictly controlled and limited to authorised personnel only, including the Wraparound Care Management Team and the School Business Manager.

SCOPay System and Data Security

SCOPay is operated by Tucasi, a secure and fully integrated software solution designed to support schools in managing payments for services such as wraparound care. The system is used to record, process and monitor transactions efficiently while maintaining robust data controls.

The software operates via a secure hosted database, with access restricted to authorised school staff only. It maintains accurate records of individual pupil accounts, including balances and payments received, and provides parents/carers with the ability to book and pay for Wraparound Care sessions online in a secure environment.

Tucasi provides a clear audit trail of all financial transactions, supporting accountability and transparency. Payments made are recorded against individual pupil records, with the ability to generate receipts and produce reports such as outstanding balances.

The system integrates with the school's Management Information System (MIS), ensuring that pupil data is automatically synchronised and kept up to date. This integration reduces manual handling of data and helps to ensure accuracy, consistency and compliance with data protection requirements.

All data is processed and stored in line with UK data protection legislation, with appropriate safeguards in place to protect personal information from unauthorised access or misuse.

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.

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

Upon leaving the school

A child's record will be deleted from SCO pay on leaving Thameside Primary. Any sessions remaining will be cancelled and will not be charged. Registers of attendance will remain held by the school in accordance with the school's retention policy.

5. FEES & PAYMENT

The school operates Wraparound Care on a cost-neutral basis and does not seek to make a profit. The service is provided to support families by offering reliable childcare before and after the school day.

Fees are reviewed annually ahead of the new academic year in September. This review is undertaken by the School Business Manager and takes into account factors such as staffing costs, required staff-to-child ratios, and the cost of food and resources. Any proposed changes to fees are considered and approved by the Governing Body.

Parents and carers will be given a minimum of four weeks' notice of any fee changes via letter or email. Revised fees will take effect from September each academic year.

Please note that fees are charged per session, and no reductions are available for late arrival or early collection. The full session fee remains payable regardless of the time a child attends or is collected.

From ***September 2026, 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 Regular session fee	£5.00 from 1/9/2026
Breakfast Club Early Start session fee	£5.50 from 1/9/2026
Aftercare session fee	£14.00 from 1/9/2026
Aftercare siblings discount – applies to all sibling after the first child at full session fees	£13.50 from 1/9/2026

Payment of Fees

Fees must be paid in full by the end of the current term for sessions attended within that term. Payments can be made via childcare vouchers, bank transfer, or through the relevant payment item on ParentPay.

If parents/carers wish to spread the cost of fees beyond the current term, they should contact the School Business Manager to agree a payment plan. This allows for smaller, regular payments to be made over time (sbm@thameside.reading.sch.uk). Please note that all outstanding fees for the academic year must be cleared in full by **31 July** in order to retain allocated spaces for the following academic year.

Late Collection Fees

A late collection fee will be charged at a rate of **£5 per every 5 minutes** after 6pm. Parents/carers will be informed at the point of collection if a late fee has been incurred.

Late fees will be invoiced and emailed to the parent separately. Failure to pay may result in the matter being escalated to the Wraparound Care Manager.

Ways to Pay

Payments for Wraparound Care can be made using the following methods:

- **SCOPay Account**
  Payments can be made directly to your child's SCOPay account via bank transfer.
- **ParentPay**
  The school operates a cashless system via ParentPay. A generic "Wraparound Care" payment item is available, set as a *variable amount*, allowing you to select the exact amount you wish to pay.
- **Childcare Vouchers / Tax-Free Childcare**
  Payments can be made using childcare vouchers or through the Government's Tax-Free Childcare scheme. Please ensure payments are made directly to:
  Thameside Primary School, Reading, RG4 8DB
  URN: 109800 | **DfE No:** 870/2036

Allocation of Payments

Once funds are received by the school, the School Business Manager will reconcile and credit the payment to your child's SCOPay account.

Payments will be visible each time you log in to SCOPay. Please allow **5–7 working days** for payments to be processed and applied to your account balance.

To ensure payments are allocated correctly, parents/carers must include an appropriate reference when making payments, particularly for childcare vouchers or Tax-Free Childcare transfers.

Statements and Universal Credit Claims

The School Business Manager can provide **monthly or termly statements** of childcare payments to support Universal Credit claims. Requests should be sent to **sbm@thameside.reading.sch.uk**.

Please note that you must have made payments for childcare (recorded on SCOPay) before costs can be included in any reimbursement claim.

6. OVERDUE OR UNPAID FEES

The Wraparound Care service operates on a not-for-profit basis, with all fees contributing directly towards the cost of running the provision. The school is unable to operate the service at a financial loss; therefore, all fees must be paid in full and on time.

The School Business Manager (SBM) monitors all accounts and will provide the Wraparound Care Manager with details of any outstanding balances. Payment reminders will be issued as necessary.

Payments for Wraparound Care must be made electronically or via the school office. Payments must not be given directly to Wraparound Care staff.

If fees remain unpaid by the stated due date, the following procedure will apply:

- A **verbal or written reminder** will be issued to the parent/carer
- If the balance remains outstanding **7 days after the due date**, and no contact has been made to arrange a payment plan, a **final reminder letter** will be issued
- If the balance is still unpaid **14 days after the due date**, parents/carers will be given **one week's written notice** that their child's Wraparound Care place will be withdrawn

Once a place has been withdrawn, it may be offered to another child on the waiting list.

If a child is not collected at the end of the normal school day following the withdrawal of their place, the matter will be referred to the Designated Safeguarding Lead, who will take appropriate action in line with school procedures.

Wraparound Care staff are not authorised to enter into discussions or negotiations regarding fees. Any requests for payment arrangements or exceptional consideration must be directed to the Wraparound Care Management Team.

The School Business Manager can provide statements or complete required documentation in support of childcare-related benefit claims. However, where places are booked but not taken up, the school reserves the right to notify HMRC, where appropriate.

7. ATTENDANCE AND DAILY PROCEDURES

The school office prepares a daily register for Breakfast Club (BC) and Aftercare (AC) using information recorded on SCOPay.

It is the responsibility of parents/carers to ensure that all regular sessions are correctly booked on SCOPay and to notify the school office of any changes to their child's attendance. Where a child is not expected to attend a booked session, the office will inform Wraparound Care staff so that registers can be updated accordingly.

Parents/carers must inform the school office by **midday** if an alternative adult will be collecting their child from Aftercare.

At the end of the school day, children attending Wraparound Care will collect their belongings and go directly to their allocated area:

- **Reception and Key Stage 1 (Years 1–2):** Activity area
- **Key Stage 2 (Years 3–6):** School hall

Children will then be registered by a member of staff.

Children attending external clubs will join Wraparound Care at approximately **4:15–4:30pm** when their activity finishes. A place in Wraparound Care must be booked in advance in addition to any external club booking.

If a child listed on the register has not arrived by **3:15pm**, or following an after-school club, staff will make enquiries via the school office or the child's class teacher. If there is any uncertainty regarding the child's whereabouts, the parent/carer will be contacted immediately.

8. COLLECTION ARRANGEMENTS

Children may be collected at any time up to 6:00pm by a parent/carer or another authorised adult. Any person collecting a child must be **16 years of age or over**.

As part of the registration process, parents/carers are required to provide a collection password. This password may be shared with family members or friends who are authorised to collect the child. If the person collecting is not the child's parent/carer, they must be able to provide the correct password before the child will be released.

In all cases, the school requests that parents/carers notify the office in advance by email, confirming the name of the person who will be collecting their child.

If the person collecting the child is not known to staff or is unable to provide the correct password, the child will not be released until contact has been made with the parent/carer and permission has been given. No child will be released without prior written or verbal consent from the parent/carer.

Siblings under the age of 16 are not permitted to collect children from Wraparound Care. In such instances, the parent/carer will be contacted.

Children will not be permitted to leave Wraparound Care unaccompanied.

If a child becomes distressed or unhappy while attending Wraparound Care, staff will support the child and take appropriate steps to resolve the situation. This may include contacting the parent/carer or an emergency contact. Where necessary, parents/carers may be asked to collect their child early.

9. 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.

10. INSURANCE

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

11. 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.
- Certain Staff holding an up to date First Aid Certificate, which will be renewed upon expiry.
- Certain staff being Paediatric First Aid trained.
- All staff to have Allergy Awareness training.
- All staff to have Health and Safety, Fire and Lockdown Training on commencement.
- Two members of the Wraparound Care Team attending Fire Warden Training.

12. 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. Certain medication may be held in the medicine cupboard or in the fridge in the school office. Spare Adrenaline Auto Injector pens and a defibrillator are held in the school office.

Some medication specific to a child can be kept locally in a green bag or in their own bag 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.

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.

13. FOOD AND NUTRITION

Wraparound Care provides a breakfast and a light tea/snack for all children at designated times within each session. Meals are planned on a set weekly menu, offering a variety of balanced and appealing options.

Cereal or toast is served at Breakfast club along with milk, water or sugar free squash.

Tea is provided by the school's catering provider, Caterlink, and all food served is nut-free, nutritious, and compliant with the School Food Standards. The menu is designed to promote a healthy, balanced diet and includes a range of cold food options, such as sandwiches, wraps and other light snacks such as rice cakes.

The school is committed to promoting healthy eating habits, and fresh drinking water is always available to children throughout the session.

We are able to cater for individual dietary requirements, including allergies, intolerances, and cultural or medical needs. Children with allergen-specific diets are fully catered for, with careful planning to ensure their safety and inclusion. Parents/carers must ensure that all dietary requirements are clearly stated on the registration form and discussed with the school prior to their child starting. All special dietary needs are carefully considered when planning and preparing food.

To support allergy management and safeguard all children, food and drink must not be brought in from home to be consumed during Wraparound Care sessions.

Wraparound Care operates in accordance with Environmental Health and food hygiene regulations, including appropriate food handling, storage and staff training requirements.

14. EQUIPMENT & ICT USE DURING EXTENDED HOURS

All equipment used in Wraparound Care is checked daily as part of routine Health and Safety procedures to ensure it remains safe and suitable for children's use. Any equipment identified as damaged or unsuitable will be removed immediately and either repaired or safely disposed of.

Equipment purchased for Wraparound Care is carefully selected to be engaging and enjoyable, while also supporting children's development. Resources are chosen to provide appropriate challenge and stimulation, and to promote positive and inclusive representations of people from all backgrounds, cultures, abilities and genders, avoiding stereotypes.

For Key Stage 2 pupils, the ICT suite is used during Aftercare sessions. Children may access suitable online games or educational platforms such as Purple Mash, Accelerated Reader or TTRS. All ICT use is supervised by staff, and internet access is filtered and controlled in line with school safeguarding policies. Due to staffing ratios, children will attend the ICT suite in allocated groups on a rota basis. Participation in this arrangement is required to ensure safe and effective supervision of all children.

For Key Stage 1 pupils, the classroom smartboard may be used to play age-appropriate content, such as songs or CBeebies programmes, providing opportunities for relaxation after the school day. Activities may include calm music or suitable movement-based songs depending on the needs and preferences of the children. On some occasions, children may also be offered supervised access to iPads with appropriate games.

15. STAFF & VOLUNTEERS

All Wraparound Care staff are appointed in line with the school's rigorous recruitment and safeguarding procedures. Staffing levels are organised to maintain a minimum ratio of 1 adult to 10 children, which is upheld at all times during operating hours.

The roles of the Wraparound Care Manager and Assistants may be fulfilled on a job-share basis, ensuring continuity and effective management of the provision.

The school welcomes volunteer helpers where appropriate. Their roles, responsibilities and attendance will be agreed in advance with the Wraparound Care Management Team. Volunteers may bring additional skills or interests that enrich the range of activities offered to children. All volunteers must work under the direct supervision and guidance of Wraparound Care staff.

Prior to starting, all volunteers are required to undergo appropriate safeguarding checks, including an Enhanced DBS check with Barred List clearance, and provide satisfactory references.

The minimum age for volunteer helpers is 16 years. Volunteers are not included within the staff-to-child ratio.

From time to time, the school may also support young people under the age of 16 who are completing their Duke of Edinburgh's Award (DofE). These individuals are typically former pupils of the school and take part as additional helpers. They are fully supervised at all times, do not have responsibility for the supervision of children, and are not counted within staffing ratios.

16. LATE COLLECTIONS

Child Not Collected by 6:00pm

Two members of staff will remain on site while any children are still in attendance. If a child has not been collected by 6:00pm and no prior communication has been received, staff will attempt to contact the parent/carer and any other authorised contacts listed.

The time of collection will be recorded in the register. A late collection fee will apply, charged at £5 per 5 minutes or part thereof, and will be invoiced accordingly.

If a child is collected late on three or more occasions within a term, the parent/carer will receive a written warning advising that continued breaches of the collection policy may result in the withdrawal of their child's place.

If late collection continues, a final letter will be issued confirming that the child's place has been withdrawn. The Headteacher will be consulted prior to this decision.

If a child attends Wraparound Care after their place has been withdrawn, they will not be admitted to the provision and will be referred to the school office, as Wraparound Care staff will no longer hold responsibility for their care.

Child Not Collected by 6:30pm

If a child remains uncollected at 6:30pm, regardless of any prior contact from the parent/carer, staff will escalate the matter in line with safeguarding procedures. This will include contacting the Reading Children's Services Out of Hours Team, and, if necessary, the police.

The Child Protection Out of Hours Emergency Team may also be contacted. If it becomes necessary for the child to be taken into the care of external services, every effort will be made to contact the parent/carer using all available methods, including telephone calls (with voicemail messages), text messages, emails, and emergency contacts listed on the child's record.

17. FIRE SAFETY AND EMERGENCY PROCEDURES

All Wraparound Care staff are responsible for adhering to and regularly practising the school's **fire safety and evacuation procedures**. Fire drills will be conducted periodically to ensure both staff and children are familiar with evacuation routes, emergency exits, assembly points, and the location and appropriate use of fire safety equipment, including fire extinguishers.

In the event of a fire or emergency requiring evacuation:

- A member of staff will **immediately raise the alarm** to alert all children and staff
- Staff will **implement the school's written fire evacuation procedures** promptly and calmly
- Children will be escorted safely to the designated **assembly point**, ensuring appropriate supervision at all times
- The **Fire and Rescue Service will be contacted without delay**
- A register will be taken to ensure all children and staff are accounted for
- No one will re-enter the building until it has been declared safe to do so

Following the incident, a **detailed incident report** will be completed and recorded in line with school procedures.

The Wraparound Care Supervisor will inform the **Headteacher** and **School Business Manager** as soon as reasonably practicable. Any further actions will be taken in accordance with the school's wider health and safety and safeguarding procedures.

18. 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 (including racist incidents) will be logged and reported to the Headteacher.

The Wraparound Care management team will operate within the following guidance:

Afterschool Club – Behaviour Expectations and Consequences

Level 1: Low-level behaviour

Examples:

Calling out/interrupting

Not following simple instructions

Minor disruption to games/activities

Unkind words or silliness

Consequence:

Verbal reminder of expectations

Warning given and chance to improve

Short time-out from the activity (within the same room)

Level 2: Repeated or disruptive behaviour

Examples:

Persistent low-level disruption after warnings

Refusal to follow adult instructions

Rudeness/disrespect to staff or peers

Consequence:

Moved to a different space (e.g. from KS1 to KS2 room or vice versa)

Recorded on CPOMS for the attention of the Aftercare Lead

Parent/carer informed at collection

Level 3: Serious behaviour

Examples:

Continued refusal to follow instructions despite interventions

Deliberately spoiling activities for others

Verbal aggression/name-calling

Consequence:

Removal from the session (sit out under supervision for remainder of club – e.g. in the Family Hub with the Aftercare Lead or in the office of an SLT member)

Recorded on CPOMS for the attention of the Aftercare Lead

Parent/carer informed

Possible exclusion from the provision for 1 day (school will cancel the place on the system so the parent is not charged, as they will need to make alternative childcare arrangements).

The number of days of exclusion will be at the discretion of the Aftercare Lead, with the support of the Headteacher. A meeting with the parent and the child will be requested prior to the child being able to return to aftercare to agree a reintroduction plan.

Level 4: Very serious behaviour

Examples:

Physical aggression (hitting, kicking, throwing objects)

Bullying, intimidation or discriminatory language

Dangerous behaviour risking safety of self or others

Consequence:

Immediate removal from the club session

Parent/carer called to collect child early

Recorded on CPOMS for the attention of the Aftercare Lead

Fixed-term exclusion from provision (1 week or more, depending on severity – school will cancel the place on the system so the parent is not charged, as they will need to make alternative childcare arrangements).

The number of days of exclusion will be at the discretion of the Aftercare Lead, with the support of the Headteacher. A meeting with the parent and the child will be requested prior to the child being able to return to aftercare to agree a reintroduction plan.

Level 5: Persistent or extreme behaviour

Examples:

Repeated serious incidents despite previous consequences

Extreme physical or verbal aggression

Any behaviour that causes significant harm or risk to others

Consequence:

Permanent exclusion from the Afterschool Club provision (school will cancel the place on the system so the parent is not charged, as they will need to make alternative childcare arrangements). The Wraparound care Lead will hold a meeting with the parent to explain reasons why a child has been permanently excluded. A reintroduction plan may be considered if specific conditions can be met that ensure the safety and wellbeing of the child and others.

Recorded on CPOMS for the attention of the Aftercare Lead

Any behaviour incident that raises a safeguarding concern will be reported immediately to the Aftercare Lead, who is also a Designated Safeguarding Lead (DSL).

Fees will be reimbursed if already charged and sessions paid in advance.

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

Suspension from school

Where a serious behaviour incident occurs that may meet the threshold for suspension from school, the Wraparound Manager must consult with the Headteacher before informing parents of any proposed consequence beyond exclusion from the wraparound provision itself. Please refer to the school's Suspension & Permanent Exclusion Policy.

19. 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.

20. SPECIAL NEEDS (SEND children)

Wraparound Care SEND Admissions

The school is committed to being an inclusive setting and will consider applications for Wraparound Care places for children with Special Educational Needs and Disabilities (SEND) on an individual basis. Our priority is to ensure that any child attending Wraparound Care can be supported safely, appropriately, and in a manner that meets their identified needs.

Wraparound Care will support children with SEND where this can be achieved within the staffing ratios, training, premises, and resources available to the provision. As part of the admissions process:

- Transition planning will be arranged where appropriate, involving the Wraparound Care Manager, parents/carers, the class teacher and/or SENCO.
- Parents/carers must provide full information about their child's needs at the point of registration.
- Staff will undertake relevant training where this is reasonably practicable and proportionate to the child's needs.
- If a child requires additional staffing, including 1:1 support, attendance at Wraparound Care will be subject to securing appropriate and sustainable funding. EHCP funding does not extend to wraparound provision.

Capacity to Meet Needs

The school must be satisfied that it can safely and effectively meet a child's needs within the Wraparound Care environment. This includes consideration of:

- The level of supervision required, including whether 1:1 support is essential
- The availability of suitably trained staff
- The suitability of the physical environment
- The impact on the safety and wellbeing of the child and other children
- The availability of external funding to support additional staffing

Right to Decline a Place

While the school will make every reasonable effort to explore solutions and support families, the school reserves the right to decline or withdraw a Wraparound Care place where:

- The child's needs cannot be safely met within the provision
- The level of support required cannot be staffed, either due to recruitment challenges or lack of appropriately trained personnel
- Additional funding is not available to provide the level of support required
- The provision of the required support would be disproportionate or would compromise the safety or effective operation of the Wraparound Care setting

This decision will always be made following a careful assessment of the child's needs, consultation with parents/carers, and advice from relevant professionals, including the SENCO.

21. FIRST AID AND ACCIDENT PROCEDURES

A fully equipped First Aid kit and accident record book will be maintained on site at all times and stored in a clearly designated, accessible location.

Records will be kept of all children attending Wraparound Care who have medical conditions, such as asthma, epilepsy, or other illnesses or disabilities. This information will be readily accessible to staff to ensure appropriate care can be provided when required.

All accidents or injuries will be attended to by a qualified first aider. Each incident will be recorded in detail on an accident form. Parents/carers will be informed of any accidents at the time of collection and will be asked to review and sign the accident record. In the case of a serious injury or medical emergency, emergency services will be contacted immediately, and parents/carers will be notified without delay.

Health and Safety Incident Forms will be completed on the day of the incident or, where this is not possible, by the next working day.

In the event of a serious injury or significant incident, the school will carry out a formal investigation led by an authorised member of the Senior Leadership Team (SLT). This process will ensure that appropriate actions are taken, risks are reviewed, and any necessary measures are implemented to prevent recurrence.

22. 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.

23. SAFEGUARDING AND TOUCH POLICY

Thameside Wraparound Care recognises its legal duty to safeguard and promote the welfare of children, and to respond appropriately to any concerns of harm or abuse. Every child, regardless of age or circumstance, has the right to feel safe, secure and protected at all times.

The provision holds a clear responsibility for the care, welfare and safety of all children attending Wraparound Care. All staff, in whatever role, are expected to act proactively and with vigilance in all matters relating to safeguarding, particularly where there are concerns that a child may be at risk of harm. Staff follow the school's safeguarding procedures at all times and report any concerns in line with established protocols.

Wraparound Care operates in accordance with the school's Behaviour Policy, which promotes positive behaviour, mutual respect and an inclusive, supportive environment. Staff apply consistent and effective strategies to encourage positive behaviour and support children in understanding expectations.

Where additional support is required, behaviour will be managed using proportionate and appropriate approaches. Any use of restrictive physical intervention will always be a last resort, used only where there is a risk of harm to the child or others, and will be carried out in line with the school's policy and current guidance. All such incidents will be carefully recorded and shared with parents/carers, and practice will be regularly reviewed to ensure it remains appropriate and compliant.

For further information, please refer to the school's Behaviour Policy, Safeguarding Policy, and Touch/Positive Handling Policy, available on the school website.

24**. GENERAL WELFARE REQUIREMENTS**

Wraparound Care operates in line with key welfare principles to ensure the safety, wellbeing and development of all children:

- **Safeguarding and Child Welfare**
  Thameside Wraparound Care is committed to promoting the welfare, health and safety of every child. Robust safeguarding procedures are in place, and children's behaviour is managed consistently and effectively in line with the school's behaviour policy.
- **Staffing**
  All staff working with children are appropriately qualified, trained and experienced. They have the necessary skills and knowledge to provide high-quality care and to respond effectively to children's individual needs.

- **Organisation**
  Wraparound Care is planned and organised to ensure that all children experience enjoyable, engaging and purposeful sessions. Activities are structured to support development while recognising and meeting the individual needs of each child.
- **Premises, Environment and Equipment**
  All indoor and outdoor areas, equipment and resources are subject to regular risk assessments to ensure they are safe, well-maintained and suitable for use by children.
- **Documentation**
  The provision maintains accurate records, policies and procedures to support the safe, efficient and compliant management of the service, ensuring the needs of all children are met.

Risk Assessment and Safety

Providing a safe and secure environment is fundamental to Wraparound Care. Staff carry out regular risk assessments and continuously monitor both the environment and activities. Ongoing evaluation ensures that any potential risks are identified promptly and appropriate measures are taken to maintain the safety and wellbeing of all children at all times.

25. 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.

26. 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 Extended schools Manager	sbm@thameside.reading.sch.uk familyhub@thameside.reading.sch.uk