WRAPAROUND CARE POLICY

This policy has been written in line with DfE guidance on Wraparound Care and is in place to support the running of Wraparound care within the Trust schools.	
This policy was created and ratified by the CEO in	**August 2026**
Policy owner	**Primary Strategic Lead**
This policy is	**Trust-wide**
This policy is to be published on	**The Wensum Trust intranet and the relevant school websites**
This policy will be reviewed by the Trust Board in: (unless earlier review is recommended by the Trust)	**August 2027**
Policy Version	**V3.0**
Signed by the CEO	**Daniel Thrower**

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Introduction

The Wensum Trust aims to provide affordable childcare for all children in all Trust schools to meet the demand in the local community and aligned to DfE expectations. The purpose of this policy is to ensure Trust schools develop their wraparound care provision so that it is a sustainable model which supports school attendance. The provision exists to provide high quality out-of-school-hours childcare for parents/carers/guardians and those in the locality. The children have the opportunity to extend their day within the school grounds and to join in with a variety of activities on offer.

Wraparound care refers to the provision of breakfast and afterschool clubs located within the schools, and is also referred to as the extended school provision.

A copy of this policy is provided to all parents of children attending the session. All parents must read and sign the Wraparound Care Policy - Parental Agreement (Appendix 1) to adhere to the terms of this policy.

Within this policy, the term parent refers to parents, carers and guardians, as relevant.

Vision

Wraparound care provision is open to all Trust children from Reception to Year 6 (possibly extending to Nursery in some settings). The provision offers a range of enrichment and extracurricular activities before and after the school day to support the interests of the children. Skilled staff are trained to ensure children are safe and make the most of their time. The Wraparound care provision is affordable, safe and sustainable.

The Trust and the School aims to deliver a provision that is child centred, easily accessible, and responds to the needs of families, including those of children with special educational needs and disabilities (SEND).

Wraparound provision within Trust schools is monitored by the individual school LABs with regards to the provision and its quality. The central Trust team will monitor the financial aspects. Opening times will be reviewed at least annually and will also take account of parent surveys to consider the needs of the local communities.

Core Aim

Our aim is to provide high quality, affordable, childcare facilities for parents. Each environment is set up to be inclusive and activity/play-based, providing a secure place for play and learning. Staff provide stimulating play opportunities and encourage children to learn, develop their skills and express themselves. A range of activities are planned for the children depending on their interests, the season and children's needs (including where relevant, the completion of homework). Using available funding, staff will set up safe and creative play ideas and help children to make new friends, learn new skills and develop as individuals.

Our wraparound care is a service which promotes equality, inclusion, and values diversity for all children and their families.

Arrivals and Departures

School specific information will be shared on each school website (see Marketing section).

Morning care / Breakfast club:

- **Operating Hours:** Morning care runs Monday to Friday, from 7.15am time to the start of the school day.
- **Drop-off:** Parents are responsible for dropping off children. Children can be dropped off at the designated care area from the agreed booked time, and handed over directly to a member of staff. All children will be signed in on a daily register.
- **Food Service:** A selection of breakfast foods, such as cereals, yogurt, toast, fruit, and fruit juice, should be provided.
- **Transition:** Children will have an opportunity to socialise before being accompanied by staff to their respective classrooms at the start of the formal school day. Any information/ handover to the class teacher will take place at this time.

Afternoon Care / After School Club:

- **Operating Hours:** Afternoon care Monday to Friday, from the end of the school day until 6pm.
- **Collection by the wraparound team:** At the end of the formal school day, children will be collected by the wraparound care staff from their classrooms and escorted to Cheeky Monkeys. A register will be called upon arrival. Any information relevant for the After School club staff will be handed over at the end of the formal school day.
- Registers will be available for staff each day to ensure staff know whether children have attended school that day.
- **Snacks and Activities:** Snacks will be served before activities begin. A range of food options, including toast, various fruits, biscuits, and fruit juice, are typically

offered. **Please note that schools do not serve food that contains nuts.** Hot food options may be available after 4:15 pm depending on the school.

- **Collection by parents:** Parents are responsible for collecting children from the afterschool club at the agreed time. Parents need to enter the school via the front door near the school office and press the black Cheeky Monkeys doorbell. Prompt collection is essential. Staff will not release children without a named adult being present for collection. Children must exit the premises promptly upon collection and are not permitted to use play equipment or ride bikes/scooters on the premises after collection.

Admissions and attendance

1. All places are subject to availability, on a first come first serve basis.
2. Parents must enquire with the school in a first instance.
3. The registration process must be completed prior to a child attending wraparound provision, even if the booking is ad-hoc. This includes consent to the Wraparound Care Policy – Parental Agreement.
4. A register of expected attendance must be provided to the wraparound team.
5. Children's attendance is recorded in a register. In addition, occupancy data is updated by the school office, can be accessed by the central finance team, and allows for monitoring of staffing and funding.

Charges

No deposit fee is charged to secure a place.

In line with the trust-wide Charging and Remissions Policy, the Trust reviews charges for wraparound care regularly to ensure they are appropriate. Fees will be reviewed annually as a minimum; however more regular reviews may be undertaken (such as ahead of September or April) to ensure fees remain fair and affordable for both parents and the Trust. If changes to fees are made, the Trust commits to giving parents notice at least 1 half term prior to the change of pricing.

Sessions are paid for on an hourly basis and parents should pay at the time of booking.

The minimum charge per hour is £5.00 for all schools in the Trust, however some schools may implement a higher rate per hour depending on local circumstances. Sessions shorter or longer than 1 hour will be pro-rated depending on the length of the session. Nursery children can attend wrap around provision but are charged at a higher rate to reflect the higher ratios needed for their care. Schools will ensure parents know what nursery spaces are available and share this information with the finance team.

If a child also attends an after-school activity on the same day as afterschool club, the charge for the afterschool club will be relative to the amount of time spent in the afterschool club. Usual fees for any after-school clubs will still apply and are to be booked separately.

For children of parents who work for The Wensum Trust (in any of the locations), children are entitled to attend the wraparound provision at a reduced price, providing the appropriate ratios are maintained without requiring additional staff. The discount provided is 50% for each child. The 50% contribution will cover the cost of consumables including food, and ensures the discount does not constitute a "benefit in kind" for tax purposes.

Codes are set up on SCOPAY. Office teams should speak to the central finance team for support with setting up the codes correctly.

Late Collection Charges

- Prompt Collection: Parents must collect their children promptly at the agreed collection time.
- Late Collection Charges:
    - If no one is present to collect a child 5 minutes past their agreed collection time, a call will be made to the contact numbers provided.
    - If no one can be contacted or arrives to collect a child 15 minutes or more after the agreed collection time, but before the end of the full wraparound session, an additional charge of £7.50 will be charged, to cover the cost of an extended stay in the wraparound provision.
    - If no one has arrived to collect a child 15 minutes or more after the end of the wraparound closure time, the additional charge increases to £10.00. This penalty charge must be paid directly to the school office.
- Late Collection Protocol: If no contact can be made with the relevant named emergency contacts 15 minutes or more after the session ends, the school will initiate the appropriate safeguarding protocol, see Appendix 2.

Booking

The Trust currently operates a **"Flexible Booking Window"** alongside the recommended advance booking system:

- **Priority Advance Booking (Half-Term in Advance):** For families who can plan ahead, they are strongly encouraged to book and pay for the entire half-term via SCOPAY. This helps the school most effectively plan staffing and resources, and these bookings will always be guaranteed.
- **Flexible Booking Window (e.g., Weekly or Fortnightly):** For families with less

  predictable schedules, a "Flexible Booking Window" will be opened on SCOPAY. This window will allow parents to book and pay for sessions for the upcoming week (e.g., bookings for the following week open on Friday afternoon). Sessions can be booked

up until 48 hours prior to the required session (assuming the maximum capacity has not yet been reached). If any short notice or same-day Afterschool Club sessions are required, parents must contact the school office by telephone, and the office staff may be able to book you in for that day, if there is availability.

  - **Availability:** While a school cannot guarantee places for these short-notice bookings, they will actively monitor demand and staffing to accommodate as many requests as possible. The system will clearly display real-time availability.
  - **Payment:** All bookings made within the Flexible Booking Window will require immediate payment at the time of booking to secure the place.
  - **Notifications:** The school will utilise SCOPAY's notification features to alert parents when the Flexible Booking Window opens and to confirm successful bookings.

- **Emergency/Ad-Hoc Requests:** For truly unexpected, same-day needs, parents should still contact the school office directly. The school staff will continue to do their utmost to accommodate these requests, if staffing levels allow, with payment due at the time of booking.

The Trust will closely monitor the implementation of this Flexible Booking Window and gather feedback from parents to ensure it effectively meets the needs of the school community. The goal is to continue providing a high-quality, reliable, and accessible wraparound care service for all.

There is a maximum capacity for the wraparound provision. This is to ensure the safety of the children and to help plan staffing requirements and meals. Parents are actively encouraged to book a half term in advance to secure the space, and are able to book sessions using SCOPAY.

Once a session reaches capacity, bookings will be closed and any additional children will not be able to be accommodated for that particular session.
Capacity can be checked by running a daily report but this can only be done on the day. If the session code reaches capacity parents will not be able to book (this can be overridden at office level).

The office team will manually input school dates and capacity numbers for each session. Session codes will be set up for Breakfast club, After School Club and Pupil Premium.

Pupil Premium children can apply for discounted wraparound care which is at the discretion of the headteacher/executive headteacher/head of school. This needs to be allocated on SCOPAY so that the school has an accurate view of occupancy and appropriate funding.

Payment

Payments for sessions are required in advance.

Payments should be made via the Trust's designated online cashless system (SCOPAY). Invoices will be created when there is an outstanding balance to pay. The invoice will be itemised to provide clear and transparent information concerning the charges.

Alternative payment methods such as childcare vouchers may be accepted.

The responsibility for the payment of all fees, charges, and penalties lies solely with the parent who made the booking. Failure by the care service to make a written or verbal request for payment does not negate the obligation for timely payment.

If a parent is unable to pay the charges, they must speak with the school office at the earliest opportunity.

The school has a duty to ensure all funds due to the provision are received. If payments are not received within the timeframes specified in this policy, the matter may be referred to the Trust's Accounts Department for debt recovery action in line with the Trust Finance Policy, which could include legal action. Continued non-payment may also result in the withdrawal of a child's placement.

Tax Credit Payments

Parents who receive Tax Credits for childcare costs may be able to use these towards the fees for wraparound care provision. It is the responsibility of the parent to ensure they are eligible for and claim any relevant Tax Credits. Parents who pay using tax credits will need to contact the school directly in order to book and pay for wraparound care. Office teams will add the bookings to SCOPAY manually.

- **Payment Responsibility:** Regardless of Tax Credit eligibility or payment schedule, the responsibility for timely payment of all fees and charges remains with the parent who made the booking.
- **Proof of Attendance/Costs:** The school office can provide statements or receipts of attendance and costs for the purpose of Tax Credit claims upon request. Parents should contact the school office to arrange this.
- **Direct Payments:** In most cases, Tax Credits are paid directly to the parent, who then remains responsible for ensuring payments are made to the extended care provision in accordance with the stated payment terms.
- **Changes to Eligibility:** Any changes to Tax Credit eligibility or payments are the responsibility of the parents to manage and will not alter the payment terms agreed upon in this document.

Cancellations

If a child does not attend a booked session, parents will still be charged for the session. This is to ensure ongoing sustainability of the provision.

If a parent needs to collect their child at the end of the school day on a day they are booked in for Afterschool Club, they must contact the school office to make them aware that the child will not be attending.

Emergency contact details, medical conditions and First Aid

- Parents must ensure information held regarding the child is up to date. The Change of Details form must be completed to inform the school of any changes (e.g. address, emergency contact details, permission to collect details etc.).
- Parents must provide the list of all named contacts who are authorised to collect a child. If an alternative person is collecting a child, the parent must contact the school office or wraparound team to inform them in advance.
- It is the parent's responsibility to inform staff of any medical conditions/allergies that could affect the child during the session.
- Any prescribed medication needed should be provided to the main school office in line with school policy.
- It is the parent's responsibility to ensure that all emergency medication is still within its usage date.
- It is the parent's responsibility to inform the school office of any changes to medical information.
- Where a healthcare plan is in place and already held by the school, it will not be necessary for a new plan to be written, the original plan will be shared with wraparound care staff.
- All accidents will be recorded in the accident log and accurately reported to the parents via a telephone call or face to face on collection.
- Accident records will give details of the time, date and nature of the accident; details of the child involved; type and location of the injury; action taken and by whom.
- All incidents are dealt with by a qualified first aider. Parents of any child who becomes unwell during the session will be contacted immediately.

Food

The school is responsible for the following:

- Strictly adhering to the national School Food Standards for all food and drink provided.
- Maintaining high standards of food safety and hygiene in line with legal requirements.
- Actively promoting healthy eating as part of a broader commitment to children's well-being and development.
- Working towards increasing the uptake of nutritious school meals and ensuring a positive mealtime experience.

Each school decides what food to offer children and this is shared on the school website.

Behaviour

Whilst attending wraparound care, children are expected to follow the school's Behaviour and Emotional Regulation policy in exactly the same way they do during the main school day. Parents will be consulted by the Executive Headteacher or other member of the leadership team should the behaviour of a child be unacceptable for the safe and effective running of the club.

Complaints

If parents have any concerns about the Wraparound provision, this should be discussed with a member of the school staff in a first instance. A complaint may be made to the School. Parents should follow the procedures set out in the Trust's Complaints Policy which is available on the school website or from the school office.

Staffing

1. The extended school staff must have the relevant qualifications to provide wraparound care for the children.
2. At least one member of the team will also hold a first aid and food hygiene certificate.
3. During the opening hours of the provision, **a Designated Safeguarding Lead should either be onsite or easily contactable**. This does not have to be a member of the leadership team.
4. DfE guidance states the adult to child ratio for wraparound care are 1:30, with 2 adults present at all times. Please note that this ratio reduces for nursery aged children. **The minimum number of staff present at any one time is 2**.
5. The Trust's ambition is for the wraparound care provision to be run by an extended school lead, supported by one or more extended school assistants.
6. The Trust's ambition is for staff to be recruited with a number of hours supporting the core provision with the aim to grow, extending the hours to meet demand. When there is demand for extra hours they will be initially paid overtime to run the provision. This will be reviewed based on uptake of wrap around provision, and may be made permanent if the uptake is sustained.
7. The school must take into consideration the working time directive, which is relevant if employees undertake other contracts of employment within the school.
8. The school is responsible for ensuring cover if an employee is absent from work.

Marketing

Times and key information for staff must be readily accessible to parents on school websites. Wrap around provision will be promoted through social media and newsletters to ensure maximum uptake. Schools will promote the offer with all new parents and include details of tax incentives.
This information should be:

- Easy for parents of both current pupils and prospective new pupils to find.
- Comprehensive; explaining the offer fully and containing contact details for queries to be directed to.
- Updated when required to ensure the latest information is given.

Websites will include the following information:

- Name of the provision
- Where the wraparound provision takes place.
- Days that the provision takes place on.

- Opening and closing times.
- What parents can expect their child to receive, including food, the activities and options for self-chosen play.
- Names of the staff responsible for the children
- Details of the role of the playworker and how these professionals support children's development through play.
- Who can attend the wraparound provision (i.e. are pupils from other schools able to attend).
- Who to contact if a child has special education needs and/or a disability.
- Current fee structure / session charges
- Savings that can be made using Tax-Free Childcare and Universal Credit Childcare. Tax Free and Universal Credit childcare - Wraparound Childcare Programme - Tax Free Childcare Sign Up - Norfolk Schools and Learning Providers - Norfolk County Council
- Contact details
- How children will move between the wraparound provision and the school day (and vice-versa).
- How to book
- Terms and conditions including cancellation and payment terms.
- Policies relating to safeguarding and the provision.

Staff Training

All staff who work in the extended schools must complete the relevant statutory training. Staff should also complete:

- School Food Standards - School food standards practical guide - GOV.UK
- Paediatric First Aid - Health & Nutrition / Health & Safety for Wraparound Provision - Norfolk Schools and Learning Providers - Norfolk County Council
- Level 2 Food Hygiene - Level 2 Food Hygiene & Safety Certificate | Essential Food Hygiene

Funding may be available to cover the cost of paediatric first aid training but this must be an accredited course. The Extended School Lead must complete DSL training and relevant updates. Further information on wraparound care training from NCC can be found here:

Training offer – Wraparound training - Norfolk Schools and Learning Providers - Norfolk County Council

Supporting information from DfE

https://assets.publishing.service.gov.uk/media/65d735262197b201e57fa72a/Wraparound_childcare_guidance_for_schools_and_trusts_in_England.pdf

https://assets.publishing.service.gov.uk/media/65d859af6efa83001ddcc55b/National_Wraparound_Childcare_Programme_Handbook.pdf

Monitoring and Evaluation

This policy will be reviewed annually by the Primary Strategic Lead together with school leaders, staff and governors.

Related Policies

- Behaviour and Self-Regulation Policy
- Safeguarding Policy
- Equalities Policy
- Health and Safety Policy
- Children with Medical Conditions Policy
- Complaints Procedure
- Trust Finance Policy

Appendix 1: Wraparound Care Policy – Parental Agreement

I/We, the undersigned, acknowledge that I/we have read, understood, and agree to abide by the terms and conditions outlined in this Wraparound Care Policy. I/We understand that adherence to these terms is essential for my child/children's participation / (continued) participation in the wraparound care provision.

Child name: ……..

Parent/carer/guarding name: ……

Relationship to child :……

Parent/carer/guardian signature: ……

Date of signature: ……..

Appendix 2: Late Collection & Uncollected Child Protocol

In the event of a late collection, our school will:

- Contact parents/carers immediately.
- Call named emergency contacts if parents/carers are unreachable.
- Log the occurrence on the school's safeguarding system for review by a Designated Safeguarding Lead (DSL).
- Ensure at least two DBS-checked staff members remain with the child on school grounds. Staff will never transport a child in their personal vehicle.

Alternative Collection Arrangements
Parents/carers must notify the school office in advance if an unauthorised adult is collecting their child. Identification or an agreed password will be verified before release.

Escalation Procedure

- **Uncollected Child (30 minutes):** If no authorised contact can be reached, the school may alert local Children's Social Care (CADS) or the Police for further guidance.

- **Persistent Lateness:** Frequent late pickups may indicate a family needs additional support. The DSL will discuss concerns with parents/carers and may offer an Early Help referral. Continued unaddressed lateness will be managed under standard child protection procedures.

Late Collection Charges may apply if a child is collected late from our After School Club. Please see our Wraparound Care Policy.