

# Appleby Wraparound Care



Information for Parents  
Policies and Procedures.  
September 2016 v.2.

## ***The aims of Appleby Wraparound Care and the running of The Buzz Club.***

- 1.To provide the necessary facilities for the care, recreation and education of children of Appleby Primary School before & after school hours and within selected school holidays.
- 2.To advance the education and training in the provision of such care, recreational and educational facilities.

## **The Buzz Club Policies and Procedures**

### **ADMISSIONS AND BOOKING POLICY**

Admissions will be dealt with on a 'first come, first served" basis. All bookings must be made in advance and although ad hoc bookings will be honoured where possible this cannot be guaranteed. In line with school policy, any child not picked up from school by 3.15pm will be placed in the Buzz Club. They will be charged a reduced amount until 3.30pm and then the full session cost thereafter.

All children at Appleby Primary School are automatically members of The Buzz Club however parents must complete a registration form for each child prior to their first session. There is copy of the full policies and procedures document kept within The Buzz Club room if parents wish to read this. The registration form becomes the agreement between themselves and the club and is updated yearly.

### **REGISTRATION FORMS**

These will be completed prior to first arrival of pupils at The Buzz Club, thereafter will be given back to parents annually for correction or amendments. Children will not be accepted into the club without completion of a form.

### **DEPARTURES**

The Buzz Club staff and helpers will only allow the child to leave with the appropriate persons. This is to ensure that no child is to leave the school unless that person is a

parent/carer or has been authorized to take the child. All children, on registration, will have a list of authorized persons entered on their registration form by the primary carer. It is the responsibility of the Manager to ensure that these are completed appropriately. The Manager will ensure that all staff with responsibility for that child knows whom the authorized persons are. When children are getting ready to leave, staff must ensure that only a person named on the registration form can have care of a child or that the parent has informed the club that someone else may look after the child.

### **LATE PICK UP AND COLLECTION FAILURE**

Whilst we realise that delays can happen, we appreciate a timely collection of your child. Where a child is over 15 minutes late being picked up without contact from the parent, a late charge will apply. This is £1 for every subsequent 15 minutes up to our closing time of 6pm.

In the event of a child not being picked up, the staff will attempt to contact the parents. If this is not possible the other people assigned on the registration form will be contacted. In the event of nobody being contacted the head teacher will be informed and further decisions taken.

### **INVOICING AND PAYMENT OF FEES**

All invoices will be submitted to parents within the first week of each month for sessions booked the previous month. All booked sessions will be charged for including those cancelled with less than 24 hours notice. Payments should be made by the 15<sup>th</sup> of the month at the latest. Should a parent wish to pay weekly or per session they should contact the Manager to make suitable arrangements.

Should payment not be made in a timely manner then Appleby Wraparound Care reserve the right to withdraw the pupils registration from The Buzz Club until such time all outstanding payments are made.

### **STAFFING**

Appleby Wraparound Care will always seek to appoint suitably qualified and experienced staff. The Manager has Qualified Teacher Status plus training in Paediatric First Aid, Child Protection and Food Hygiene. All staff will hold a valid certificate from the Disclosure and Barring Service and will regularly update their skills through continuous professional development.

## **BEHAVIOUR MANAGEMENT**

Children need to be in an environment where they can grow, develop and learn without fear of hurt or harassment. The Buzz Club will aim to promote positive behaviour.

Rules within the club are written after consultation with the children.

Most importantly, we aim to promote good behaviour by encouraging, self-discipline, and esteem. Children will always have explained to them why their behaviour is unacceptable and especially if it harms or impinges on others.

Staff will use distraction, defusing of the situation and other methods of managing behaviour, which respect the child.

Where necessary, the child will be removed from the immediate situation but stay within the after school area.

The Manager will keep all the children under supervision for this period, which should be as short as possible.

Smacking, shaking, humiliation, the use of the 'naughty chair' or any form of deprivation of food are all unacceptable within The Buzz Club.

Staff in The Buzz Club will act as role models of the behaviour we expect in children.

## **WITHDRAWAL OF A CHILD FROM THE CLUB**

Appleby Wraparound Care may need to ask a child to be withdrawn from The Buzz Club if this is in the interests of that child, another child or the other children in the club. In taking such a decision Appleby Wraparound Care will, however, act reasonably. For instance, if the reason for exclusion is a child's behaviour, then we will take all reasonable steps to understand and deal with the behaviour, discuss the issues with the primary carers and seek additional specialist help if necessary. We may also need to ask for the child to be withdrawn for non - payment of fees.

### **Procedure**

It is not possible to lay down an exact procedure since these situations may be very individual. Nevertheless we can state some general guidance;

- Any difficulties must be dealt with confidentially. Under no circumstances may any issues relating to difficulties with a child or parent be shared with any person except on a need to know basis .
- Whatever our concerns about a child's behaviour or continuation at The Buzz Club,

the issue will, except in extreme circumstances, initially be raised with the parent/carer for discussion and an attempt to find the solution.

- The Manager must record that this discussion has taken place, even as a brief note, inform parents that this note has been taken and allow access to the note by the parents concerned.
- The club will attempt to agree with the parents a course of action for dealing with the difficulties the club may be experiencing.
- Wherever possible, the Manager will record incidents or events, which are giving them concerns regarding a particular child.
- Wherever possible the Manager will write to the parent/carer beforehand stating that the child may need to be withdrawn from the club and the reasons why .
- Having taken the decision to exclude the child, the Manager will inform the parent/carer in writing, of the decision, the reasons for the decision, whether the exclusion is permanent or temporary, the period of notice which should be reasonable so as to give the parents time to find an alternative.

## **ACCIDENTS**

All accidents are recorded on The Buzz Club accident sheet, as per school policy, so there is a written record of the incident and evidence that parents and carers have been accurately informed about the accident. Staff will always record accidents where the skin has been broken, the child has received a blow to a vulnerable part of the body, or where the child has become distressed.

In addition, the accident record may highlight any unsafe practices or parts of the premises used. Where an accident shows that immediate action is required the Manager will take any action required. The accident record will be completed to include: name of child; detail of incident; time; date; where accident/incident took place; action taken; signed by staff member attending; signed by parent.

Depending on the circumstance staff may need to dial 999 for medical assistance or contact the child's medical practice.

In the event of medical assistance the Registration and Inspection Unit must be informed.

## **MISSING CHILD**

In event of a child going missing during a session the following procedures will be followed:

1. Search of premises and immediate area outside school.
2. School staff and Head Teacher to be informed.
3. Parent/Guardian informed.
4. Police informed.
5. Children's services informed.

## **CHILD PROTECTION POLICY**

*Cumbria Area Child Protection Committee Mission Statement:*

*"The Cumbria Area Child Protection Committee is committed to the safety and protection of all children in Cumbria and to the support of children in their own family networks, whenever possible, through the provision of multi-agency services."*

**At Appleby Wraparound Care our aim is to provide a safe, secure and happy environment within The Buzz Club where children can develop to their full potential and have respect for themselves and for one another.**

The designated person for Child Protection is the Manager – Ms Maxine Greenough.

The role of the designated person is to ensure that: -

- Cumbria Area Child Protection team's procedures are followed
- Ensure that all staff are aware of procedures
- Ensure that appropriate training and support is provided to all staff
- Develop effective working relationships with other agencies and services
- Decide whether to take further action about specific concerns
  
- Ensure that accurate records relating to individual children are kept in a secure place
- Submit reports to attend Child Protection conferences
- Ensure that the school effectively monitors children who have been identified as at risk
- Provide guidance to parents, children and staff about obtaining suitable support

## **Buzz Club Procedures**

- If any member of staff is concerned about a child he or she must inform the designated member of staff.
- The member of staff must record information regarding the concerns on the same day. The recording must be a clear, precise, factual account of the observations.
- Disclosures from children should be handled sensitively and in line with current best practice.
- The designated person in discussion with The Head Teacher will decide whether the concerns should be referred to the Social Services Department.
- If a child is felt to be in need of services then a Referral should be made with the informed consent of the parents. This can result in a Multi-Agency referral form being sent to Social Services and an assessment of need will then take place.
- If a child is likely to suffer significant harm then referral must be made without delay and does not need the consent of parent/carer (Section 47). A social worker will probably visit school and subsequently contact other agencies.

## **Allegations Involving Staff**

If a child, or parent, makes a complaint of abuse against a member of staff, the person receiving the complaint must take it seriously and immediately inform the Manager.

The Manager will not investigate the allegation itself, or take written or detailed statements, but she will assess whether it is necessary to refer to the local Social Services team in accordance with the child protection procedures. In doing this, the Manager may consult with the Child Protection Education Welfare Officer, Head of the Education Welfare Service or a Senior Officer from Social Services.

If the Manager decides that the allegation warrants further action through child protection procedures she must make a referral direct to the local Social Services team. If the allegation constitutes a serious criminal offence it will be necessary to contact Social Services before informing the member of staff.

If it is decided that it is not necessary to refer to Social Services the Manager will consider whether there needs to be an internal investigation.

## **HEALTH AND SAFETY**

We aim to promote a high degree of hygiene and safety for the children in our

care.

The Manager and staff must check all equipment on a regular basis and the result entered in The Buzz Club Diary.

Specific actions;

- Children must never be left unsupervised outside of the After School club area.
- Tables used for snacks will be sprayed and wiped down before & after use.
- Equipment to be sited and supervised safely.
- Staff prepare food to good standards of food hygiene.
- Children suffering from an infectious disease should be kept away from The Buzz Club.

## **MEDICATION**

The Buzz Club staff and volunteers will not administer any medication to a child without the written consent of the parent. They will securely keep inhalers for a child who needs them.

## **FIRST AID**

The Manager will have a Paediatric First Aid Certificate which will be renewed every three years. All other staff will be trained as soon as practicable after appointment. The club will have its own First Aid box. Parents will be asked on the registration form if they consent to the administering of First Aid.

## **SEEKING EMERGENCY MEDICAL ASSISTANCE**

In the event of an accident requiring urgent medical attention the Manager will seek medical assistance as necessary.

## **FIRE DRILL**

The Manager will devise an appropriate method for alerting children to a possible fire, practice this method at least half termly, and record that the fire drill has taken place in The Buzz Club Fire Drill Record.

## **SPECIAL NEEDS POLICY**

Appleby Wraparound Care is committed to the DFEE Code of Practice and will

make every effort to accommodate the special needs of any child.

### **Key Person**

The Buzz Club will generally not use the Key Person system as children will become well known to the staff. However, in the care of Special Needs, disability or children with special dietary requirements, the 'Key Person' role may be used.

### **CONTACT WITH PARENTS**

Staff will try as far as practicable to make time to inform parents of the activities and what their child has done when the child is picked up.

The Manager will display information regarding activities in an accessible place and regularly inform parents about events coming up via the school email system and website.

### **ACTIVITIES**

- The Manager will create a brief monthly plan of activities.
- Activities will meet the National Standards issued by Ofsted.
- The Manager will ensure that equipment/ resources such as computer games are appropriate for the age of the children.
- The children will have the opportunity for sporting activities and outside play.
- Television programmes will be suitable for the age of children watching.

### **COMMENTS, COMPLAINTS AND SUGGESTIONS**

Appleby Wraparound Care welcomes comments, complaints or suggestions from parents, carers and children.

**If you have a comment, complaint or suggestions please see the Manager either in person,**

**by phone on 07708 297 090**

**or via email: [applebywraparoundcare@gmail.com](mailto:applebywraparoundcare@gmail.com).**

Appleby Wraparound Care will reply to all formal complaints within 5 working days.

If you are not satisfied with this response, or if you wish to take this matter up directly, you can contact OFSTED, Early Years, 3rd Floor Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA. Tel 08456 404040

### **EQUAL OPPORTUNITIES**

- Appleby Wraparound Care aims to provide equal opportunities within a playing environment, and to ensure that all our activities are non restrictive with regard to culture, gender, race, language, religion, disability or status.
- We aim to ensure that all staff, children, volunteers and families have an equal chance to participate in a group at their own level.
- Within the group, we will encourage children's understanding of and respect for a range of different cultures, languages, and religions.
- All staff recruitment will be undertaken on an Equal Opportunities basis with open advertising and a formal interview.

### **ANNUAL REVIEW**

All policies and procedures will be reviewed annually by the Manager to ensure that:

This policy/procedure still represents the best practice or goals of Appleby Wraparound Care.

All policies and procedures are effectively being carried out.

Appleby Wraparound Care will always put the best interests of the children and families which we work with first. Should you have any suggestions about how we can support you with organising your wraparound care then please do let us know.

'The Buzz Club' is operated by

Appleby Wraparound Care

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