

# THE WESTGATE SCHOOL

Hampshire's First 4-16 'All Through' School

## Westgate Wraparound

## Parent Handbook



Welcome to Westgate Wraparound. We hope that this Parent Handbook provides all the necessary information about our Breakfast and After School Club.

If you require any further information, please contact our Wraparound Manager between (3 and 6 pm) on 07551 153021 or email [wraparound@westgate.hants.sch.uk](mailto:wraparound@westgate.hants.sch.uk).



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## About Us

Westgate Wraparound is based at Westgate's Primary Phase and provides high quality childcare in a safe and secure environment, with a relaxed and homely atmosphere five days a week for our Primary Phase children.

*Breakfast sessions* begin at 7.45 am until the start of the school day which includes a healthy breakfast (served until 8.20am).

*After school sessions* begin at 3.20pm and run until 6pm Monday to Friday and includes a light tea.

We have a brilliantly equipped playground and aim to provide a wide range of stimulating and creative activities for the children to enjoy. Some of our activities include outside play, craft, board games, imaginary role play, sports and seasonal/themed activities.

Where other specialised clubs run after school on Westgate's campus (run by external providers, additional fees payable), Westgate Wraparound colleagues will ensure that your child is taken and collected from the club and their light tea will be saved for them.

## Inset day childcare

Our experienced colleagues provide themed arts and craft childcare on the school inset days, from 8.15am – 5.30pm. The cost of these days is £45 and includes a healthy snack in the morning and afternoon. Children would need to bring a packed lunch and suitable clothing for the weather.

Some of the activities we provide are painting, papier mache, modelling, water play, team games and sports activities. We also have use of our well-equipped playground, Secondary School field and sports hall.

Details of the inset days can be found on our school website and are booked via Scopay.

## Admissions and Fees

The Westgate is registered with Ofsted, Registration number 110046 Westgate Wraparound provides care for children between the ages of 4 and 11, serving the children of The Westgate Primary Phase.

### Admissions

Places are offered on a first come, first-served basis. When all places have been filled, a waiting list will be established, with the following order of priority:

1. Children of colleagues who work at the Westgate All Through School.
2. Siblings of Westgate children already attending Westgate Wraparound.
3. Children at The Westgate Primary Phase who require the greatest number of sessions/hours per week.
4. Children attending The Westgate Primary Phase.
5. Children living in the Westgate Primary catchment and with siblings at Rotherly Day Nursery.

## Fee structure

Breakfast - £5.90, After School - £13.30

Westgate Wraparound recognises that childcare can be costly so encourages eligible Parents/Carers to claim the childcare element of the Working Tax credit. The Westgate is registered to accept childcare vouchers. If paying by cheque, please make it payable to HCC The Westgate School.

Fees are still charged at the normal rate in the event of unusual circumstances that result in wraparound closure that are deemed beyond our control, for example: extreme weather conditions, flood, power failure or an outbreak of serious illness, epidemic affecting safe levels of staffing or if your child is unable to attend owing to family circumstances or illness. This is to ensure that wraparound can continue to run sufficiently.

In the event of extended closure beyond our control (e.g. Government/Public Health England enforced closure where children cannot legally attend), fees of up to 50% may be charged for up to one month of closure but for subsequent months a retainer fee of 30% will be chargeable to supplement salary costs. In the event that some families are permitted to continue to use Wraparound (e.g. Key Workers), normal fee charges will apply to those families.

In the event of a child needing to self-isolate as a result of coronavirus who is therefore legally not permitted to attend school, we kindly ask for parents' support in maintaining our provision by continuing to make full payment for their child's place wherever possible. However, if this is financially not viable for any family, we would appreciate a minimum contribution of 30% in order for us to maintain our provision.

**Fees are payable half termly in advance.**

## Booking Procedure

When a place has been requested via the Expression of Interest Form, and becomes available, you will be required to complete and return the Registration and Medical Forms included with this handbook, with a deposit of a half term's fees in advance. The deposit will be offset against the final invoice raised once due notification has been received to cancel your child's place (please see section Non Attendance and Cancellation for more information) Please note that the deposit is non-refundable should you withdraw your child's place prior to the start date.

Your child's place will only be confirmed on receipt of a signed Registration form and deposit. If the signed Registration Form and deposit are not received within 5 working days, the offer may be withdrawn. Once your booking is confirmed your child will be invited to visit Westgate Wraparound for an induction.

Completed forms and deposit should be returned to The Wraparound Manager, The Westgate School, Cheriton Road, Winchester, SO22 5AZ.

## Waiting lists

When all available places have been allocated, waiting lists will be operated by Westgate Wraparound. Any places that become available will be offered to the child at the top of the list at that time. The waiting list is ordered according to the criteria of the admission policy with no account being taken of the length of time on the waiting list or any priority order expressed as part of the main admission round.

The waiting list will be reviewed and revised each time a child is added to, or removed from, the waiting list.

## Non-Attendance and Cancellation

Once booked, if a child does not attend for any reason, fees will not be refunded. If Parents wish to cancel the place altogether, half a term's notice in writing is required.

## Arrivals and Departures

### Arrivals

Westgate Wraparound colleagues will greet each child warmly on their arrival and will record the child's attendance in the daily register immediately, including the time of their arrival.

### Departures

Westgate Wraparound colleagues will ensure that parents or carers sign children out before they leave, including the time of collection.

Children are only to be collected by an adult who has been authorised to do so on their registration form.

In exceptional circumstances, if the parent requires another person who is *not* listed on the Registration Form, to collect their child, the child's parent or carer must inform Westgate Wraparound colleagues in advance and provide a description of the person and a password that they will use. If the Westgate Wraparound Manager has any concerns regarding the person collecting the child, he/she will contact the main parent or carer for further confirmation.

The parent or carer must notify Westgate Wraparound if they will be late collecting their child. If Westgate Wraparound is not informed, the **Uncollected Children Procedure** will be followed.

No child will be allowed to leave Westgate Wraparound unaccompanied.

If a child is booked into Westgate Wraparound but is not at the collection point, colleagues will check whether the child was present at school that day. If the whereabouts of the child is not known, colleagues will immediately inform the designated contact at Western and ask the school to implement its Missing Child policy.

## Induction

When children first join Westgate Wraparound, they will be allowed to settle at their own pace. We encourage Parents/Carers to visit the premises with their children shortly before they are due to start. This gives the children the opportunity to look around and ask any questions.

If necessary, Parents/Carers may stay with their children during the first week to help them settle in.

- The new child will be introduced to all members of staff and informed about any other regular visitors to the club.
- EYFS children and their parents will be introduced to their key person.
- Westgate Wraparound's rules and routines, such as snacks, signing in and out will be explained.

- The child will be shown around and rules about where they are/are not allowed, will be explained.
- The fire evacuation procedure and the locations of all fire exits will be explained.
- The child will be introduced to the other children and allocated a 'buddy' who will assist them with finding their way around and involving them with activities.
- Colleagues will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure.
- If a child seems to be taking an unusually long time to settle in, this will be discussed with the Parent/Carer to see what can be done to support the transition.

## Snacks

### Breakfast

- |  |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>• Cereal</li> <li>• Toast</li> <li>• Honey, Marmite, Jam, Butter</li> </ul> | <ul style="list-style-type: none"> <li>• Milk</li> <li>• Juice – apple and orange</li> </ul> | <ul style="list-style-type: none"> <li>• Fruit Platter – Apple, Pear, Bananas, Plums, Kiwis, Oranges</li> <li>• Yoghurts</li> </ul> |
|--|--|---|

### After School

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>• Sandwiches/rolls/baguettes</li> <li>• Wraps</li> <li>• Crackers</li> </ul> | <ul style="list-style-type: none"> <li>• Ham, Cheese, Tuna, Marmite, Butter</li> <li>• Yoghurts</li> </ul> | <ul style="list-style-type: none"> <li>• Fruit - Apple, Pear, Bananas, Plums, Kiwis, Oranges</li> <li>• Biscuits</li> <li>• Orange squash or water</li> </ul> |
|---|--|---|

## Administering of Medication

If a child attending Westgate Wraparound requires prescription medication of any kind, their Parent/Carer must complete a Westgate Wraparound – Medication Form. Without this, colleagues can NOT administer any medication.

If children carry their own medication (eg; asthma inhalers), colleagues will ensure that these are accessible. All such medication/apparatus must be labelled clearly with the child's name.

If medicine is administered, the colleague will record receipt of the medication on the Medication Log and will check that the medication is properly labelled and stored securely during the session.

Before administering any medication, the Manager and/or Deputy Manager will ensure that there is written consent and will ask another colleague to witness that the correct dosage is given. All these details will be recorded on the **Record of Medication Given** form. Parent/Carers will be asked to sign the form to acknowledge that the medication has been given.

If your child requires specialist medication such as EpiPens, colleagues will need appropriate training and it may be necessary to absent the child until such training has been undertaken.

If there are any changes to a child's regular medication, the child's Parent/Carer must complete a new **Westgate Wraparound – Medication Form**.

If a child suffers from a long term medical condition, we will ask the Parent/Carer to provide a medical care plan from their GP and will meet prior to attendance to clarify how best we can support the child's needs.

## First Aid and Accident Reporting

Westgate Wraparound has a designated First Aider who has a current First Aid Certificate and has attended the appropriate training. There are a number of First Aiders elsewhere on The Westgate site and they can be called (by radio) if required. The location of the First Aid Box and list of qualified First Aiders are clearly displayed. Regular checks on the contents of the First Aid Box take place to ensure that they are up to date, appropriate for children and comply with the Health & Safety (First Aid) regulations.

The Westgate's First Aid Policy is available on the website.

## Illness and Accidents

If a child becomes ill during a session, the Parent/Carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.

If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the Parent/Carer will be notified when the child is collected.

If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child's parent will be asked to collect the child as soon as possible.

## Major Injury or Serious Illness

In the event of a child becoming seriously ill or suffering a major injury, the First Aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their Parent/Carer to arrive.

If the child needs to go straight to hospital, an ambulance will be called and a colleague will go to the hospital with the child. The colleague will take the child's **Westgate Wraparound – Registration Form** and/or **Individual Healthcare Plan** with them and will consent to any necessary treatment (as approved by the Parent/Carer on the form). Parents will be contacted with all urgency and if they are unavailable, other emergency contacts on the Registration form will be contacted. After a major incident, the Manager and Westgate's Health & Safety Committee will review the events and consider whether any changes need to be made to policies or procedures. Ofsted and other child protection agencies will be informed of any serious accident or injury to a child in our care as soon as reasonably possible and within 14 days at the latest.

The Westgate will notify HSE under RIDDOR in the case of a death or major injury on the premises (eg; broken limb, amputation, dislocation etc). See the HSE website for a full list of reportable injuries).

## Headlice

If a case of headlice is discovered, the child's Parent/Carer will be discreetly informed when they collect the child. Other parents will be warned to check their own children for headlice but care will be taken not to identify the affected child.

## Infectious or Communicable Diseases

If an infectious or communicable disease is detected on the premises, we will inform Parent/Carers as soon as possible.

If there is an incident of food poisoning affecting two or more children looked after at Westgate Wraparound, the Manager will inform Ofsted as soon as possible and within 14 days at the latest.

## Minimum Exclusion Periods for Infectious Conditions and Diseases

| <b><i>Disease/condition</i></b>                                   | <b><i>Exclusion Period</i></b>                          |
|---|---|
| Chicken Pox   | 5 days from first appearance of rash                    |
| Cold Sores  | None, avoid contact with sores                          |
| Conjunctivitis  | 24 hrs or until the discharge from the eyes has stopped |
| Diphtheria*   | Until certified well by GP                              |
| Diarrhoea and vomiting  | 48 hrs after symptoms cleared                           |
| Glandular fever   | Until fully recovered                                   |
| Gastro-enteritis, EColi, food poisoning, salmonella and dysentery | Until certified well by GP                              |
| Hand, foot and mouth disease                                      | While rash and ulcers are present                       |
| Hepatitis A*  | Until certified well                                    |
| Hepatitis B* and C*   | None  |
| High temperature  | 24 hrs  |
| HIV/AIDS  | None  |
| Impetigo  | Until the skin has healed                               |
| Influenza   | Until recovered   |
| Measles*  | 5 days from onset of rash                               |
| Meningitis*   | Until recovered   |
| Molluscum Contagiosum   | None  |

|                                       |   |
|---------------------------------------|---|
| Mumps*                                | 5 days from onset of swollen glands                                   |
| Pediculosis (lice)                    | Until treatment has been given  |
| Pertussis* (whooping cough)           | 21 days from the onset or 5 days from commencing antibiotic treatment |
| Poliomyelitis                         | Until certified well by GP  |
| Ringworm of scalp                     | Until cured   |
| Ringworm of the body                  | Until treatment has been given  |
| Rubella* (German measles)             | 5 days from onset of rash   |
| Scabies                               | Until treatment has been given  |
| Scarlet fever*                        | 5 days from start of the treatment                                    |
| Slapped cheek, Fifth Disease          | None  |
| Streptococcal infection of the throat | 3 days from the start of the treatment                                |
| Threadworms                           | None  |
| Tonsillitis                           | None  |
| Tuberculosis*                         | Until certified well by GP  |
| Typhoid*, Paratyphoid*                | Until certified well by GP  |
| Warts (including verruca)             | None. Verucca sufferers should keep feet covered                      |

\*denotes a notifiable disease

If in any doubt contact local health services for further information

## Absences

If a child is going to be absent from a session, parents must notify Westgate Wraparound as much in advance as possible, directly on 07551 153021. Please do not send messages via teaching colleagues.

If a child is absent without explanation, colleagues will contact the parent or carer and the child's school to check where the child should be. If colleagues still have concerns about the child's whereabouts after attempts to contact the parents and the school, the Manager may contact the police.

Westgate Wraparound will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

## Policies

The Wraparound provision is run under the policies of The Westgate School, all-through, with the exception of the admissions policy.

Safeguarding: staff at The Westgate's Wraparound have a duty to report any safeguarding concerns to children's services. The School's Safeguarding and Child Protection policies and practice apply to Wraparound.

## Complaints Procedure

If a parent/carer has a concern involving their child at Wraparound they should, in the first instance, raise the issue with Louise Jordan our Wraparound Manager. If the parent/carer feels unable to raise the matter in this way they can approach Liz Woodall, the Head of Primary Phase.

Every effort will be made to resolve any matters as quickly as possible. If a solution is not achievable or satisfactory with a reasonable timescale, the matter may be referred to the Head of Primary Phase, Liz Woodall who may refer the matter to the Headteacher, Fae Dean.

In the unlikely event that an issue may not be resolved through the above process, you may contact Ofsted.

National Business Unit  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester M1 2WD  
Tel: 0300 132 1231

## Missing Child Procedure

Alert to the possibility that children can go missing, to minimise the risk of this happening, colleagues carry out periodic head counts, particularly when transporting children between locations.

If a child cannot be located, the following steps will be taken:

- All colleagues will be informed that the child is missing
- Westgate Site & Facilities colleagues will be contacted by radio to be informed that a child is missing and will conduct a thorough search of the premises and surrounding area.
- Westgate's Critical Incident procedure will be instigated.
- After 10 minutes, the police will be informed. The Manager will then contact the child's Parent/Carer.
- Westgate colleagues will continue to search for the child while waiting for the police and parents to arrive.
- A normal routine (as possible) will be maintained for other children.
- The Manager will liaise with the police and child's Parent/Carer.

## Uncollected Child Procedure

Westgate Wraparound endeavours to ensure that all children are collected by a Parent/Carer at the end of each session. If a child is not collected and the Parent/Carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

### Up to 15 minutes late

- When the Parent/Carer arrives, they will be reminded that they must call Westgate Wraparound to notify if they're delayed.
- The Parent/Carer will be informed that penalty fees will have to be charged to cover the costs of additional staffing and administration.

### Over 15 minutes late

- If a Parent/Carer is more than 15 minutes late collecting their child, the Manager will try to contact them using the contact details on file.
- If there is no response from the Parent/Carer, messages will be left requesting that they contact the given number immediately. The Manager will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, the child will be supervised by at least two colleagues.
- When the Parent/Carer arrives, they will be reminded that they must call to notify of a delay and that penalty fees will have to be charged.

### **Over 30 minutes late**

- If the Manager has been unable to contact the child's Parent/Carer or alternative emergency contact after 30 minutes, the Manager will contact the local Social Care team for advice.
- The child will remain in the care of two colleagues on the premises if possible until collected by the Parent/Carer or until placed in the care of the Social Care team.
- If it is not possible for the child to remain on the premises, a note will be left on the door, notifying the child's Parent/Carer where the child has been taken (e.g.; to the home of a colleague or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the Parent/Carer's voicemail services explaining events.

### **Managing persistent lateness**

The Manager will record incidents of late collection and will discuss them with the child's Parent/Carer. Parent/Carers will be reminded that if they persistently collect their child late, the Headteacher reserves the right to withdraw the place at our provision.

**Useful contacts** - Social Care Team Out of Hours Service – 0845 603 5620, Out of Hours Contact – 0845 600 4555

### **Late Collection Charges**

Children not collected by 6pm will be cared for at a charge of £5.00 per minute (or part thereof).