



Headteacher: Mr T Hassan  
Deputy Head : Mrs S Morgan

## Oaklands Primary School

Great North Road, Welwyn, Hertfordshire AL6 0PX

Tel: 01438 715278

Email: [admin@oaklands.herts.sch.uk](mailto:admin@oaklands.herts.sch.uk)

Web: [www.oaklands.herts.sch.uk](http://www.oaklands.herts.sch.uk)

### OAKLANDS WRAPAROUND CARE TERMS AND CONDITIONS

Updated: January 2024

#### Welcoming your child into wraparound care

The first day of a new club is an exciting milestone in your child's life. Your child is embarking on a journey and as wonderful as this new experience may be, it can also be quite daunting. Our team will always greet your child with a welcome smile. Our top tips for helping your child to settle quickly are listed below,

- Convey a positive attitude. Young children are aware of your feelings. Your enthusiasm will assure the child that club will be a fun and exciting place.
- Establish a routine involving both the night before a school day as well as morning preparation. Rituals and routines will add predictability and are comforting in unfamiliar situations.
- Clearly state to your child where you will be and when you will return. It may also be helpful to discuss what will happen when you are reunited.
- At collection ask purposeful questions i.e. Tell me about something fun that you did today or tell me about something that made you laugh. Don't expect too much – children that attend after school club are often more tired by pick up time as it's that much closer to bedtime than a 3.15pm pick up.

The school office is not manned after 4pm and as such please use the ASC phone to talk to an ASC team member for any emergency between 3.15pm and 6.00pm such as late pick up or different person collecting. **Tel: 07983 591283.** Please note this telephone does not accept texts or ansaphone messages.

As our wraparound care is run by Oaklands Primary School, it's staffed by our own staff. This means that:

- Existing school policies for behavior and safeguarding apply
- The children have safe and familiar adults to look after them

It is the parent's responsibility to supply the After School Club contract form completed to the school office, and to inform the school if details have changed by emailing [admin@oaklands.herts.sch.uk](mailto:admin@oaklands.herts.sch.uk).

#### What will the first week look like?

- Staff will show your child around the club, talk through fire safety procedures and show your child where to use the toilet etc.
- Your child will be able to talk to any member of staff with concerns.
- The team will check in on your child and will talk to you if they feel that your child is taking a long time to settle.

#### Waiting List

If there is not currently availability, the child's name will be added to the waiting list.

The waiting list is on a 'first come first served' basis. The school office will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from the club.

#### Fees

Our club is committed to providing a fair and open admission system that offers a competitively priced and good value service. We accept payment via the Government Tax Free Childcare system and workplace childcare scheme vouchers. Payments to be made online via School Gateway. Any extensions to contracted first sessions to the second session must be authorised by the school office on the day.





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- The level of fees will be set by the school and reviewed annually in the light of the club's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant
- Payment of fees for After School Club are due within 7 days of invoice.
- Payment of fees for Breakfast Club are on a pre-book pre-pay booking system via the 'clubs' section of the school gateway.
- Fees still apply on absent and sick days, or clashes with short-term after school clubs. Refunds and credits will not be given for missed sessions unless the school has cancelled the slot.
- With regard to Breakfast Club, you are able to cancel a pre-booking up to the day before to incur no charge.
- Children must be signed into Breakfast Club by 8.20am to be served breakfast.
- Children must be collected promptly. A fee will be charged for every late pickup. Charges: £5 up to 15 minutes late and £10 for every 5 minutes thereafter.
- The school has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at the club being forfeited.
- Parents/carers are encouraged to speak to the office if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time.

### Behaviour Management

Our club recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment. Whilst the children are on school premises and despite the less formal environment of wrap-around care, all children are expected to demonstrate the school values of Respect, Honesty and Kindness and to follow the school's positive behaviour management policy.

For the safety of all pupils, failure to follow the school's behaviour policy may lead to parents being called to collect the child immediately, and to the school removing your child's place in wrap-around care.

The school's Positive Behaviour Policy can be found on the school's website.

### In the Event of a Major Accident, Incident or Illness

The medical consent form provided to the Oaklands Primary School will also be used for your child's attendance at wraparound care.

Within our wraparound care all staff are basic first aid trained and at least one member of staff on duty at all times will be paediatric first aid trained. In the event of an accident or injury we will follow the steps below. Please note that your child's safety is our first priority and we whilst we may not be able to call you immediately if we are tending to their care, we will call you as quickly as we can.

A qualified first aider will assess the situation

- A decision will be made about whether a child can stay at the setting, needs to go home or needs to go to hospital.
- An ambulance will be called if necessary and a member of staff will accompany your child if you are unable to get back in time.
- In the event of your child going to hospital their medical consent form will be taken with them.
- Following an accident or injury – full details will be recorded in the clubs accident record and developmental action or training will be provided in the event that the accident could have been avoided.





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### Lost or Missing Children

Our club has the highest regard for the safety of the children in our care. Staff will always be extremely aware of the potential for children to go missing during sessions. The school's lost and missing children's policy will apply.

Even when all precautions are properly observed, emergencies can still arise. Therefore members of staff will undertake periodic head counts, especially at the transition points between sessions (in addition to the registration procedures). If for any reason a member of staff cannot account for a child's whereabouts during a session at the club, the following procedure will be activated:

- The Head Teacher and in school staff will be informed that the child is missing and a thorough search of the entire premises will commence.
- If after 10 minutes of thorough searching the child is still missing, the police and then the child's parent/carer will be called.
- The senior leader will co-ordinate any actions instructed by the police.
- Once the incident is resolved, the manager and the staff team will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of the club's Site Security and Risk Assessment policies).
- All incidents of children going missing from the club will be recorded in the Incident Record Book, and in cases where either the police or social services have been informed, Ofsted will also be informed, as soon as is practicable.

### Partnership with Parents and Carers

Our club recognises that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between the club and parents/carers. The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. The club aims to achieve this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with the club.
- Ensuring that parents'/carers' concerns are always listened to by the Club whenever they are raised. The manager will ensure that parents/carers receive a prompt response from the club.
- We will share any relevant information with class staff.
- Providing parents/carers with formal and, if necessary, confidential means to comment on the work of the club. This will include an annual parent survey.
- Keeping parents/carers up to date with any changes in the operation of the club, such as alterations to the opening times or fee levels.

### Child Protection/Safeguarding children

Our school wraparound team believe that children have the right to be and feel completely secure from both the fear and reality of abuse, and we are committed to protecting all of the children in our care. Our child protection policy is available on the school website.

All Oaklands' staff receive child protection training, including receiving regular safeguarding updates. The school also operates a Whistleblowing Policy ensuring that colleagues also feel safe to refer each other in the event of any concerns.

### Complaints

Should you have cause to feel unhappy about our after school club provision please refer to our school complaints policy. In the first instance please address your concerns with a member of the wraparound team and if you remain unhappy please place your concerns in writing to the Headteacher.

Our school complaints policy can be found on the school website.

