



WEST KIRBY PRIMARY SCHOOL

WAVES at WKPS
Wraparound care

Parents' Handbook
2019-20

WAVES at WKPS

Wraparound care

West Kirby Primary School WAVES Wraparound Care is registered with Ofsted as part of our school (Registration No: 105023 and is open from **7.45-8.55am** and 3.30-5.45pm on weekdays, during term time. You can download our last Ofsted school inspection report here: <https://reports.ofsted.gov.uk/>

WAVES is based at the back of the main school building in The Skylight Room which can be accessed by ringing the doorbell on the side-gate entrance to Foundation Stage. During operating hours, the children using our WAVES clubs have exclusive use of our large new Skylight Room as well as supervised access to the Trim Trail and main playground area including the soft surface Multi-Use Games Area.

Aims



At WAVES, we aim to provide a safe, secure and relaxed environment, offering a range of enjoyable activities to reflect the interests of the children in our care contributing to the fulfilment of our school vision above.

Organisation

WAVES Wraparound Care is run as a part of West Kirby Primary School employing a small team of permanent staff specifically for this club as well as drawing on other suitably qualified staff in our school to provide additional care and support when needed. We form an integral part of our school provision for the community of West Kirby Primary School & all of our staff work closely together in order to ensure continuity of care, and to maintain good communication links.

Staffing

Our Club is staffed by a manager and a small team of play workers, most of whom are staff with other roles at our school during the day time. In addition, we sometimes have volunteer staff including work experience students. Our aim is to provide a smooth transition and consistent ethos between school and club.

All of our staff have significant experience of working with children and undertake professional development training including safeguarding and health & safety. All staff members have appropriate DBS checks. We maintain a staff/child ratio of 1:8 for children under the age of eight, and a ratio of 1:10 for children over the age of 8.

Our WAVES manager takes the lead during the day-to-day running on the clubs and liaises with school staff with designated roles and areas of specialism (There is a list of key staff names at the back of this Handbook)

If you have a query or concern at any time, please speak to a member of staff at the club when you collect your child or contact the School Office (contact details are at the back of this Handbook).

What we offer

At WAVES, we adhere to the policies and procedures of West Kirby Primary School and adopt the same ethos of care and respect. The main difference is that during the school day, there is a set timetable for each class with many activities and tasks set for the children by the staff. At WAVES, whilst staff will suggest and oversee games and activities, children are free to choose how they spend their time including whether they wish to be more active and sociable or to enjoy some quiet downtime. There will always be a selection of activities and resources available, including: arts & crafts, board games, reading, construction, dressing up, physical play, cushions and blankets.

As during the school day, WAVES aims to provide a safe and caring environment, free from discrimination: We respect the different backgrounds, religions, cultures and languages in a diverse society so that each child is valued as an individual without racial or gender stereotyping.

What we will not accept

- We will challenge inappropriate or intolerant attitudes and behaviour.
- We will not tolerate any form of bullying or harassment.

We will not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our School is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse and harm. Any concern of possible abuse is promptly and appropriately responded to in line with our school child protection procedures and we ensure that all staff are appropriately trained. (Click [HERE](#) to see WKPS Safeguarding Policy or look under the Policies and Procedures tab on our school website)

What we provide to eat and drink: The food we provide at the Club is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables and sometimes homemade food from our school kitchen. Our school Catering Team provides the food for our clubs, following the same healthy eating guidance as during the school day and ensuring there is always a choice. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is available at all times. We cater for a range of dietary needs – please keep the School Office updated. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting. We promote independence, by encouraging the children to prepare their own snacks, and to clear away after themselves. We allow children to decide when they are ready to eat, but expect children to be involved in preparation and clearing away and to sit at the table whilst eating.

Policies and procedures

At WAVES, the same clearly defined policies and procedures of West Kirby Primary School are followed. Copies of policies are available to download from our school website (under the Policies and Procedures tab) or from the School Office on request. Key policies relating to WAVES include:-

Behaviour Management and Anti-bullying Policy

Equality and Diversity Policy

Health and Safety Policy

Safeguarding Policy

Complaints procedure: If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak to the WAVES Manager, or another member of staff. Verbal concerns will be discussed with relevant staff and any actions will be agreed and explained to you. Please follow our Complaints Procedure

(Click [HERE](#) to see WKPS Complaints Procedure or look under the Policies and Procedures tab on our school website)

TERMS AND CONDITIONS

Admissions

Our Waves Wraparound Care aims to be accessible to families with children from F2-Year 6 within our school community. Admission to the club is organised via the School Office and we use a waiting list system when the need arises. The waiting list will be operated on a first come-first served basis, with the exception of siblings who will have priority for the same days as a sibling already attending.

As is our school policy, and as you would expect, we are committed to inclusion and equality of opportunity for all. We will endeavour to accommodate children of all needs and abilities, whilst working within the Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety. (Click [HERE](#) to see our Equality and Diversity Policy or look under the Policies and procedures tab on our school website) Places at our clubs **must** be booked in advance. We may be able to offer occasional 'one-off' bookings if there are spaces available.

We require a completed Registration Form for your child before they can attend the club- including for occasional sessions. This information will be treated as confidential and will be stored securely in line with GDPR and school policy. Re-enrolment for September will be required at the end of the summer term. We will send an email reminder. We cannot keep a place open for your child for the following academic year unless you complete a new registration form to confirm your continue booking.

Payment of fees

The current fees are £3.50 per child for breakfast and £3.50 for the first hour after school, plus £4.00 for the second part of the After School session (from 4.30-5.45pm).

We also offer a £1 Brief Breakfast from 8.30-8.55am daily during term time.

Fees are payable online via ParentPay. All balances should be paid in full by the end of each half term (we are aware there may be some delay for Childcare voucher payments to show up on ParentPay). We accept Childcare vouchers but need you to inform us/ the School Office of the name of the scheme you are using.

Please ensure that fees are paid promptly. Non-payment for half a term may result in your child's place being terminated. If you are having difficulty paying fees, please speak in confidence to the Club Manager, Office Staff or Headteacher.

The price per session per child applies to all children. Fees are payable for **all booked sessions** including when your child is sick, or on holiday (regardless of the amount of notice given).

We do not charge when school is closed. (Click [HERE](#) to see WKPS Charging Policy or look under the Policies and procedures tab on our school website)

Changes to days and cancellations

Occasional bookings: We will do our best to accommodate any additional sessions requested, dependent on spaces available.

Permanent changes: We require half a term's notice of permanent changes in bookings or termination of a booking, in writing.

Absence: Please remember that we need to know if your child will not be attending WAVES for any reason. If you have informed school that your child is absent from school earlier in the day, we will assume they are also absent from WAVES that day.

If your child doesn't attend a booked session, we would have to treat them as a 'missing child' unless you have notified us of their absence. This means we would be trying to contact you or other emergency contacts for information as to the whereabouts of your child and if unable to ascertain the safety of your child, we would have to report your missing child to the police.

Please note that we will still charge you for booked sessions, even when you have informed us of a planned absence. This is because we have to plan our staffing levels according to bookings and have to cover our costs. Any profit generated by WAVES will be added to our school income and spent for the benefit of children at our school.

Arrivals and departures

At the beginning of the day, we ask that an adult brings your child to the side-gate entrance to be met by a member of staff who will sign them in. WAVES staff will then take responsibility for your child and for seeing them safely into school at the start of the school day.

For children attending the shorter breakfast session from 8.30am the main playground gates are open. We ask parents to bring children to the Skylight Room door to be registered.

Please note that we cannot be responsible for children until they are registered on arrival in our care.

At the end of the school day, our staff will collect children in F2 and KS1 from class and escort them to the Skylight Room where WAVES is based. Children in Years 3-6 are expected to make their own way to the room at 3.30pm.

We expect that your child will normally be collected by the people you have named on the Registration Form. If you need a different person to collect your child on a particular day, you must notify us in advance. We will not release your child into the care of a person unknown to us without your authorisation and your child's password.

The club finishes at 5.45pm. If you are delayed for any reason please telephone the school on **0151-625-5561 option 4 for WAVES** to let us know. A late payment fee of £5.00 per 5 minutes will be charged if you collect your child after the Club has closed at 5.45pm. The school is locked up at 6pm – an additional £20 fine will be incurred for late collection after this time. You may also be asked to make a contribution towards any extra staff wages and transport costs incurred.

In the unlikely event that your child remains uncollected after 6.15pm [30 minutes after the club closes] and you have not warned us that you will be delayed, and we have been unable to reach you or any of your emergency contacts, we will follow our Uncollected Children Protocol and contact the Social Care team.

Illness: We are unable to care for children who are unwell. If your child becomes unwell whilst at WAVES we will contact you and ask you to make arrangements for them to be collected. Please inform the School Office of any infectious illness your child contracts. If your child has had sickness or diarrhoea please do not send him or her to school or to WAVES for 48 hours after the illness has ceased.

Accidents and first aid: Every precaution is taken to ensure the safety of the children at all times, and WAVES is fully insured through our school. Our staff are trained in first aid and first aid kits and a defibrillator are kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child & it will be recorded & reported in line with school procedures. (Click [HERE](#) to see our Health & Safety Policy or look under the Policies and procedures tab on our school website)

Medication: Please let the School Office know if your child is taking prescribed medicine. If your child needs to take medicine whilst with us, you will need to complete a 'Permission to Administer Medication' form and hand the medication to the WAVES Manager or School Office in advance. (Click [HERE](#) to see WKPS Administering Medication Policy or look under the Policies and procedures tab on our school website)

OUR PLEDGE TO PARENTS:

We value our relationship with parents/carers and are committed to working in partnership with you to provide top quality play and care for your children. We will:

- Welcome you at the beginning and end of sessions and be happy to discuss any concerns you may have
- Keep you informed via our WAVES section on the school website (under the School Information tab) of opening times, fees and charges, special events, menus, and procedures.
- Be consistent and reliable to enable you to plan with confidence and peace of mind.
- Share and discuss your child's achievements, experiences, progress, and friendships.
- Be available to discuss decisions about running the club.
- Listen to your views and concerns to ensure that we continue to meet your needs.

GDPR

At West Kirby Primary School our wraparound care provision recognises the legal requirements regarding confidentiality of personal information under GDPR as covered by the Data Protection Act 2018.

Personal data relating to pupils at West Kirby Primary **School** and their families is stored in line with the school's GDPR Data Protection Policy.

Our privacy statement for pupils and families can be found on our school website under the GDPR tab, at <https://www.westkirbyprimaryschool.co.uk/website/gdpr/353341>

CONTACT INFORMATION

WAVES telephone number: 0152-625-5561 Option 4 for WAVES & Option 3 for the School Office
(Please leave a voice message if there is no reply.)

Email address: waves@westkirbyprimaryschool.co.uk

Correspondence Address:

WAVES Wraparound Care
West Kirby Primary School
Anglesey Road
West Kirby

Postcode: CH48 5EQ

Telephone (Manager): 0152-625-5561 Option 4 for WAVES

Your School: 0152-625-5561 Option 3 for the School Office

Ofsted Registration No: 105023

Club Staff

Manager: Miss English

Deputy Manager: Mr Hunter

Play Workers: Mrs Grey and Miss Turnbull

Additional staff: Mrs Gilbert and Mrs Kenyon

Designated Senior School Staff with overall responsibility

Safeguarding including Child Protection: Mrs Takashima

Health and Safety Officer including Fire Safety: Mrs Takashima

First Aid Co-ordinator and EYFS Key Person: Mrs Smith

Special Education Needs Co-ordinator: Mrs Smith

Equalities and Inclusion Co-ordinator: Mrs McCann

Data Protection Lead (Mrs Takashima)

Ofsted

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