



BROADWATER
CHURCH OF ENGLAND
PRIMARY SCHOOL

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Wrap Around Care Operations Manual 2021-2024

Turn your ear to wisdom and apply your heart to understanding (Proverbs 2:2)

Broadwater is a Christian School. We will enable children to become wise, confident, successful learners with the motivation, skills and responsibility to make a positive difference in God's world. Our vision is underpinned by the values we live by.

The Holy Spirit produces this kind of fruit in our lives: love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control. There is no law against these things! Galatians 5:22

It is this fruit that, in partnership with parents, we will instil in the children of our school.

Breakfast Club – Standard running schedule

Upon arrival	Children are dropped-off at club and are signed in via e-register on the online booking system
Breakfast service and games & activities	<p>After being signed in, children wash their hands before making their way to a table for breakfast.</p> <p>Children remain seated at their table while eating breakfast, interacting with the other children and staff present.</p> <p>After finishing their breakfast, children are encouraged to dispose of any dirty plates, bowls, cups, and cutlery (in a suitable way that supports staff with cleaning up) before moving to an activity/game.</p> <p>Staff ensure that children who have finished breakfast remain engaged in one of the available activities/games whilst other children continue to arrive and have breakfast.</p>
End of breakfast service	Breakfast service finishes with children encouraged to help tidy up any remaining tables and breakfast equipment. One staff member is allocated to begin cleaning/tidying away in kitchen area (i.e., loading the dishwasher, completing final kitchen checks, etc).
Packing away and ending games & activities	At the appropriate time, children are encouraged to help tidy away any games, equipment and resources that have been in use. Once packing away is complete, all children will begin a group game (that requires little/no resources) led by a member of staff, where there is still time available before leaving breakfast club and starting the school day.
Transitioning into the school day	<p>Children collect their belongings, line up, and get ready to leave for school. They are then either dismissed or taken to their classroom by a member of club staff (as appropriate).</p> <p>Any messages from breakfast club or parents/carers are communicated to the school office as necessary.</p>
Ending the session & closing the setting	Once all children have left/transitioned into the start of the school day, staff will make sure that the setting and facilities are left clean, tidy, and ready for its next use.

Other guidance & expectations for operating Breakfast Club

Club presentation

Breakfast Club should represent a professional, warm, inviting and attractive environment at all times. Certain aspects of the club's presentation may be prescribed, which must meet the required standard at all times. However, the Manager/Supervisor retains overall responsibility for the presentation of Breakfast Club, for example changes to noticeboards; how signage & the club is presented to the wider community; whether music is playing; and whether themed displays and/or children's artwork is displayed.

Registration

Parents are responsible for bringing the children into Breakfast Club, and the Manager/Supervisor's role is to welcome them into the setting warmly and professionally. Parents are expected to sign the children into our care and to indicate whether a child needs breakfast or has already eaten at home. The Manager/Supervisor is responsible for ensuring that any relevant message given by a parent at registration is passed on to the school office.

Breakfast service and food provision

Children who require breakfast should be able to self-select as much as possible. Children are not allowed to bring food from home into club. Any food that requires 'cooking' should be provided by our staff and prepared safely away from the children. It is expected that food is provided to children quickly and efficiently. Allergens will be highlighted by the daily register, and club staff should receive all necessary training for Food Hygiene and Allergy Awareness. Full training should also be provided with regards to labelling food, stock control and hygiene requirements.

Free play

Once the children have finished eating breakfast there should be a good selection of resources available for the children to self-select and engage with. Staff should be on hand to facilitate and encourage engagement and promote a calm and safe environment.

Staff-led activities

A small warm-up, active game may be suitable to play once the setting has been tidied away and to allow the children to have a good 10 minutes of physical exercise before heading into the school. These sessions should be safe, planned and fun.

After School Club – Standard running schedule

Collection and arrival of children	At the end of the school day, Infant will be brought to the club and juniors will make their own way. Upon arrival, children are registered by the Manager/Supervisor and are encouraged to join a quiet activity whilst any remaining children due at club that afternoon continue to arrive and be registered. In good weather, it may be appropriate for children to play in outside areas at this point.
Snack service	<p>Children wash their hands on a rotational basis (youngest children first) then move to sit down around tables.</p> <p>Staff members will each oversee a group of children and hand out snacks as required. Children are encouraged to eat, and staff ensure each child has had enough. During snack service, there will be lots of talk and interaction between children and staff; with staff modelling appropriate behaviour and table manners.</p> <p>When everyone has finished eating, children and staff will tidy up and ensure any activity areas are ready for use.</p>
Daily housekeeping	After snack service and prior to the start of activities, the Manager/Supervisor leads Daily Housekeeping. This provides a brief opportunity to give information to the children, lay out what activities will be available that afternoon and cover any other important notices (similar to a school assembly).
Provision of activities	<p>A range of activities are available for children each afternoon, with staff-led sessions (e.g. organised sports, arts & crafts, challenges, STEM activities) mixed in alongside suitable free-play opportunities.</p> <p>Children have the option to select which activity they would like to take part in.</p>
Collection of children	<p>Although most children are likely to be collected towards the end of the session, collections will be ongoing throughout after school club.</p> <p>The Manager/Supervisor will oversee the door in order to greet parents as they arrive, pass on any messages or incidents that may have occurred that day and ensure the safe departure of children (including their signing out on the e-register).</p>
Ending the session & closing the setting	As more children leave, after school club will become gradually quieter and the Manager/Supervisor will be able to direct staff to tidy away, make final checks and close down for the evening.

Other guidance & expectations for operating After School Club

Registration

The Manager/Supervisor is expected to register each child's arrival at after school club and ensure that all of the correct children are in attendance that afternoon (as per the e-register, which records the time each child arrives).

If a child on the e-register does not arrive at after school club by the expected time, the Manager/Supervisor must initiate the club's missing child procedure. This will require liaising with other club staff (and possibly relevant school staff) to make them aware that the club has a missing child.

Transitions

Children are expected to move quickly, quietly, and safely when making transitions to/from after school club spaces. Head counts should be taken at all points to ensure that no child is left behind and that each member of staff is aware of how many children they have in their care. Extra vigilance should be taken at times when children are using any outside space. Whenever a group is exiting/entering the building (to/from outside play) the children should be lined up and a headcount completed to ensure the full complement is present.

Walkie-talkies

Walkie-talkies can be a great resource for club staff to communicate with; but only if they are on, fully charged and tuned to the same channel! Any member of club staff that has a radio should return it to its charging cradle at the end of the session. Any breakages or faults should be reported to the Manager/Supervisor as soon as possible. As radios are for communication between staff members, they should not be used by the children.

Collections

External doors should remain closed at all times and parents/carers should only be able to enter the building under the supervision of a staff member (normally as required to open the external door, and ideally being the Manager/Supervisor).

Each parent should be greeted warmly and professionally, and the Manager/Supervisor should not leave the collection point unattended (unless exceptional circumstances require this). If multiple spaces are in use, the Manager/Supervisor is able to use their radio to ask for children to be sent for collection.

The Manager/Supervisor is responsible for ensuring the collection of every child is recorded on the e-register (which records the time each child leaves, as well as the collector).

Alternative collectors

A parent can nominate another adult to collect their child, providing that:

1. The collecting adult appears as an 'Emergency Contact' on the parent's online booking system profile, or
2. Club has been notified of this via email or phone beforehand, with the parent having provided the collector's name, contact details and relationship to the child.

In relation to point 2 above (where the collector does not appear as an Emergency Contact on the booking system):

- The Manager/Supervisor should ask for identification from the adult collecting to ensure that this matches the information provided.
- In exceptional circumstances, where prior notice has not been given by the parent, the Manager/Supervisor must phone the child's parent to obtain verbal permission before releasing the

children to the care of the adult. The parent, child and adult collecting should be reassured that this is required by our safeguarding policy.

In the event of an adult arriving to collect a child whereby:

- The adult is not a listed Emergency Contact
- There has been no prior authorisation from the parent
- The Manager/Supervisor is unable to contact the parent by phone to obtain their permission

The Manager/Supervisor should follow the school's procedure for such an eventuality.

Club Presentation

After School Club should represent a professional, warm, inviting and attractive environment at all times. Certain aspects of the club's presentation may be prescribed, which must meet the required standard at all times. However, the Manager/Supervisor retains overall responsibility for the presentation of After School Club, for example changes to noticeboards; how signage & the club is presented to the wider community; whether music is playing; and whether themed displays and/or children's artwork is displayed.

General club guidance & expectations

On-site walking buses

Children in Reception, Year 1 and 2 should not come to after school club unattended. They should be collected from an agreed point close to their classrooms by club staff/brought to club by a member of school staff. Staff members leading collections should have attendance lists, greet the class teacher and verify that all children have been collected.

If it transpires a child due at after school club has already been released by the class teacher, and collected directly from their classroom by another person, the Manager/Supervisor should be notified ASAP to activate the club's 'Missing Child' policy.

Children should walk calmly and politely through the school premises and mirror the school's expectation of movement. Any physical attendance lists should be returned to the Manager/Supervisor and stored or disposed of in-line with GDPR best practice.

Fire drills

Fire drills should be completed half termly, or when a new member of club staff joins the team. The Manager/Supervisor should designate specific roles to each staff member within the fire drill and retain a template and policy. The objective is to ensure that all staff are aware of their roles and that all the children respond quickly and calmly.

Extra-curricular clubs and enrichment opportunities

Children will have access to the school's normal extra-curriculum activities. If a child is signed up to attend an extra-curricular club, parents should share this information with you. Wherever possible, the school should also provide you with a register of the extra-curricular clubs occurring each day, and the names of the children attending for crosschecking against the daily after school club register.

The facilitator of the extra-curricular club is responsible for bringing the child to after school club upon completion of their session (unless specific agreement otherwise has been made in advance). The Manager/Supervisor should monitor the time, with a view to asking a member of club staff to go and locate any child that is running late. If it is found that the child is not present at the extra-curricular club, the Manager/Supervisor should initiate the 'Missing Child Policy'.

Staff Observations

To ensure that a high level of service is maintained, the Manager/Supervisor should routinely monitor the delivery of activity sessions by members of club staff. Normal circumstances should allow for the staff member being observed to be advised of this in advance, but the Manager/Supervisor is also able to complete spot checks if required. Observations should be thorough, supportive, and helpful for the staff member; with an opportunity for the Manager/Supervisor to reflect their thoughts and feedback after the session.

Team Meetings

There is value in the Manager/Supervisor organising routine team meetings. These meetings should be a cooperative process and the expectation on club staff is that they are engaged and prepared for the agenda (which may include topics such as quality, delivery, safeguarding, welfare, and the feel of the setting & team). Termly or half-termly team meetings would provide regular touchpoints, but any safeguarding or welfare issues that arise during the running of club should continue to be addressed and dealt with immediately.

Accident Tracking

Every accident a child has at club should be recorded in the Accident Logbook. Each entry should be acknowledged with the signature (and date) of the child's parent/carer. Once per half term, all entries in the Accident Logbook should be reviewed with the aim of identifying any patterns, such as potential high-risk areas or children who persistently have accidents. This half-termly exercise should help inform future thinking on any risk assessments within the setting or individual support for children.

Safeguarding guidance & expectations

Club staff (and in particular the Manager/Supervisor) are responsible for the safeguarding, safety and welfare of all children and staff at the club. Please see our Safeguarding Policy for further guidance on this.

Day-to-day safeguarding is to be part of all staff's daily routine. Head counts, risk assessments, managing visitors, GDPR best practice, allergen awareness, and other similar practices should be considered at regular points through sessions and incorporated into the normal running of club.

Minor safeguarding incidents (e.g., minor safety concerns, minor emotional wellbeing concerns, inappropriate language) need to be recorded and should be written on an incident sheet and recorded on CPOMS. As much information as possible should be gathered to share with parents/carers, the class teacher and other school staff as required, with a signature obtained from each relevant party.

Serious safeguarding issues are rare and will require the Manager/Supervisor's complete attention. The Manager/Supervisor will be expected to liaise with club staff (as well as school staff, if required) in order to deal with the incident while club continues to run without their input. Contact the school Designated Safeguarding Lead ASAP, who will support staff with decisions and working towards a resolution.

All safeguarding records should include:

- Child's full name and date of birth
- Date and time of incident or disclosure
- Written accurate account of what happened/was said/was noticed
- Witness signature (if applicable)
- A summary of any next steps required
- A summary of anyone the record has been shared with (obtaining their signatures)

All information with regards to safeguarding should be stored in a suitable locked cupboard or filing cabinet.

Administrative guidance & expectations

Recording staff Attendance

All club staff members should sign in and out at each session they attend using the school Entry System.

Risk assessments

Any area used in the running of club must have a thorough risk assessment completed prior to the space being used. Risk assessments should be reviewed annually, or immediately if there is any major change to the assessed space. If club needs to relocate to a different space in an emergency, the Manager/Supervisor should first carry out a brief assessment of the space as to decide whether club is able to safely operate. A full written risk assessment will then need to be carried out retrospectively. Risk assessments should be shared with each member of club staff as part of their induction.

Staff absences

In the event that a member of club staff is not able to attend work, it is expected that they follow the Sickness Absence Policy (which is shared with them as part of their induction).

Booking system access & GDPR

Access to the online booking system (provided by Childcare Bookings for Schools) is required in order to run club. For example, there will be a daily requirement for the Manager/Supervisor to access registers, parent contact details and child medical/allergy information. Any access to the online booking system must be managed sensitively and in line with GDPR best practice, and any information taken from the booking system and replicated in hard copy format must be stored confidentially and/or destroyed as soon as is practicably possible.

Club policies

The club makes use of a comprehensive set of school policies that have been designed to keep all staff and children in our care safe. It is imperative that club staff read and have a good understanding of these policies. Policies should be reviewed annually, or immediately should obvious cause arise.

Ordering equipment/resources

The Manager/Supervisor holds responsibility for requesting the purchase of any equipment/resources that are needed for running club. These requests should follow any relevant ordering processes already in place at the school.

Training

Club staff will be expected to attend training for Child Protection, Food Hygiene & First Aid as required. Wherever possible these training commitments will take place on training dates organised inhouse, with as much notice given as possible whenever training falls outside normal working hours. When attending training off-site, there is an expectation to maintain the usual standards of the professional integrity.

Catering information

Breakfast Club

<p>Preparing for breakfast service</p>	<p>Upon arrival, the member of staff responsible for preparing and serving breakfast should complete the following checklist to ensure the breakfast area is ready for food service:</p> <ul style="list-style-type: none"> • Tie hair back, put on an apron and wash hands • Record the fridge & freezer temperatures in the white book. These should be: <ul style="list-style-type: none"> ○ Below 5°C in the fridge ○ Below -18°C in the freezer • Set up tables & chairs for the children to sit at • Place the cereals, a jug of milk, bowls & spoons on the table • Set up the microwave, toaster, white chopping board & knife <p>It is important that the member of staff preparing breakfast takes some time to check for any children with allergies before club starts. This information is available on the daily e-register. Food for children with allergies should be prepared and served separately, where necessary.</p>
<p>Breakfast service</p>	<p>Upon arrival, children having breakfast at club should be able to choose what they'd like to eat:</p> <ul style="list-style-type: none"> • Cold options (cereal) should be self-served, with staff supervision where required • Hot options should be prepared by a member of staff. This member of staff should also record temperature readings for the hot options provided in the club's "Safer Food, Better Business" Folder. <p>After finishing breakfast, children should be encouraged to tidy up any crockery, cutlery & cups they have used before moving into an available activity.</p>
<p>Tidying up</p>	<p>When breakfast service finishes, an allocated member of staff should complete the following checklist to ensure the breakfast area has been tidied up adequately:</p> <ul style="list-style-type: none"> • Clear and clean the table & chairs (these can then be used for an activity or put away as required) • Clean, sanitise and put away equipment • Load and start the dishwasher • Clean and sanitise all work surfaces • Put all unused foods away in the fridge or cupboards (dating and labelling correctly, discarding any out of date foodstuffs and recording any wastage) • Sweep & mop the floor and put out the wet floor sign • Close, lock up or shut down the prep area <p>It is important to remember that the breakfast service area may be used at other times during the school's normal running. As such, all food and equipment should be put away in their designated areas and (where applicable) locked. Kitchen areas should be left as you would hope to find them.</p>

After School Club

<p>Preparing for afternoon food service</p>	<p>Upon arrival, the member of staff responsible for preparing and serving the afternoon food should complete the following checklist to ensure after school club is ready for food service:</p> <ul style="list-style-type: none"> • Tie hair back, put on an apron and wash hands • Record the fridge & freezer temperatures in the white book. These should be: <ul style="list-style-type: none"> ○ Below 5°C in the fridge ○ Below -18°C in the freezer • Set up tables & chairs for the children to sit at • Set out plates, cups, and jugs of fresh water for the children to access • Prepare that day's offering • Prepare platters of chopped fruit and vegetables, to be refrigerated until needed <p>It is important that the member of staff preparing the food takes some time to check for any children with allergies before club starts. This information is available on the daily e-register. Food for children with allergies should be prepared and served separately, where necessary.</p>
<p>Arrival of children and food service</p>	<p>Children should sit at a table set up for them in the school hall. Food will be transported from the kitchen into the hall by a staff member ready for service.</p> <p>When they have finished eating, children should be encouraged to help tidy up any crockery, cutlery & cups they have used before moving into an available activity.</p>
<p>Tidying up</p>	<p>When food service finishes, an allocated member of staff should complete the following checklist to ensure the after school club area has been tidied up adequately:</p> <ul style="list-style-type: none"> • Clear and clean the table & chairs (these can then be used for an activity or put away as required) • Clean, sanitise and put away equipment • Load and start the dishwasher • Clean and sanitise all work surfaces • Put all unused foods away in the fridge or cupboards (dating and labelling correctly, discarding any out of date foodstuffs and recording any wastage) • Sweep & mop the floor and put out the wet floor sign • Close, lock up or shut down the prep area

Suggested staff training

To provide high quality food in a safe and consistent way, club staff would benefit from access to training opportunities in the following areas:

- Allergy awareness
- Food hygiene
- Good hygiene practices
- Knife/chopping skills
- Food preparation & display
- Temperature probing
- Temperature recordkeeping
- Use of electrical equipment

Maintaining a “Safer Food, Better Business” Folder

Making use of the “Safer Food, Better Business” resources available from the Food Standards Agency will greatly improve the quality and safety of a wraparound childcare club's food provision.

More information on this is available at: <https://www.food.gov.uk/business-guidance/safer-food-better-business-sfbb>.

Email and communications

External emails

The following common types of email, received from external contacts, should be dealt with as follows:

- **Bookings, availability, and finance:** Any emails regarding availability, bookings, cancellations, changes and/or finance should be referred directly to Childcare Bookings for Schools, who will respond to the parent.
- **Customer complaints:** These should be acknowledged as a matter of urgency. Initially, reassurance and a commitment that the matter will be investigated appropriately should be given to the customer (including a realistic timeline of actions). Depending on the severity and reliability of the complaint, it may be necessary to discuss it with the Manager/Supervisor. Professional judgement should be used with regards to complaints about day-to-day issues (lost water bottles, toys etc).
- **Child welfare concerns:** These should be actioned immediately and will usually require a follow up conversation with the parent (either at the setting or via telephone). All serious welfare issues must be shared with the Manager/Supervisor as soon as possible.
- **Food and dietary requirements:** It is our aim that, wherever possible, the club will support and tailor its provision to allow for dietary requirements. However, any emails of this nature should be shared with the member of staff responsible for food provision at club, who will have the final say on resolving issues or making changes to the normal club menu.

Internal emails

The following common types of email, received from internal contacts, should be dealt with as follows:

- **Wages, HR, Annual Leave & Sickness:** The Manager/Supervisor should be the first point of contact for any queries from club staff related to wages, HR, annual leave or sickness. If the Manager/Supervisor is unable to resolve the query, they should discuss it with the School Business Manager.
- **Meeting invitations:** Staff should respond promptly and professionally to meeting invitations sent by colleagues and senior management. If you are unable to attend, please offer an alternate date.

Phone Calls

- **General enquiries:** Parents are likely to call the club phone number (both during and outside of club opening hours) to discuss a variety of issues. Most phone calls are likely to relate to quick queries, lost property and minor welfare issues. The expectation is that each call is handled professionally, that the caller feels listened to, and that the staff member handling the call gives themselves time to respond to the query. When a call is received during club opening hours, it may be appropriate to offer to call the parent back if the matter isn't urgent, or if it is a matter that requires investigation.
- **Complaints:** If a complaint is received via phone, it must be logged, and a request made that the caller follow up their phone call with an email. A realistic timeframe to respond should be set, and any serious complaints should be shared with a line manager as soon as possible.
- **Safeguarding:** Any calls that relate to a safeguarding issue should be recorded and shared with a line manager as soon as possible.