



# Extended Services Wrap Around Care Roles and Responsibilities Policy

This document outlines Discovery Wrap Around Care and Holiday Camp provision across schools within the trust group.

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### Document History

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V0.1	October 2021	Louise Barber/ Lee Gill	New policy
V1.0	June 2023	Lee Gill/Jo Venables/Louise Barber	Updated Policy inline with Framework

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## 1. Scope

Discovery aims to provide affordable and inclusive Wrap Around Care (WAC) within the Trust. Types of provision will differ by location and will include breakfast clubs, before school care, and after school care. This policy sets out general principles and guidance for operating WAC and should be read in conjunction with the policy documents listed in section 3.2

Provision exists to provide high quality out of school childcare for parents and carers. Children will have the opportunity to extend their day within a secure and familiar environment and participate in activities designed to provide stimulating and engaging experiences that support social and emotional development, capacity to learn, and enjoyment of play.

## 2. Extended Services Principles

For the avoidance of doubt;

WAC is managed and maintained by the local setting. The local setting is guided and supported by the Extended Service Manager (ESM) who will monitor provision through audits and visits to quality assure for standards and compliance.

Any surplus and loss will stay in school budgets and all provisions will make a contribution to the ESM salary.

## 3.0 Roles and Responsibilities – Wrap Around Care (WAC)

### 3.1 General

The Manager of the WAC provision in the first instance will be responsible for the individual settings staff. Schools will have overall responsibility of the WAC provision and the ESM will provide support on a consultancy level and provide quality assurance.

### 3.2 WAC Policies:

The full list of WAC policies and related documents is as follows:

1	WAC - Behaviour Policy
2	WAC - Complaints Policy
3	WAC - Equality Policy
4	WAC - Fire Drill Policy
5	WAC - Health and Safety Policy
6	School - Illness and Accident Policy
7	WAC - Intimate Care Policy
8	School - Medication Policy
9	WAC - Missing Child Policy
10	School - Online Safety Policy
11	WAC - Privacy Notice
12	School - Safeguarding Policy

13	WAC - Uncollected Child Policy
14	WAC – Parental Agreement
15	WAC – Debt Policy

### 3.3 Trustees

The responsibilities of the Board of Trustees are to:

- Monitor the provision through reports submitted to ARC via the Director of Finance.
- Monitor the financial sustainability of WAC provision via annual financial reports provided by the Director Of Finance to the Board of Trustees

### 3.4 Central Services Team

The responsibilities of the Central Services Team are to:

- Regularly review this policy to ensure it is fit for purpose and is compliant with any statutory regulations and/or Discovery’s mandatory policies and procedures.
- Lead strategic decision making and future planning of the service as a whole, involving Operations, Estates, Finance and Extended Services.
- The ESM, will link with the Education Team to ensure that the quality and breadth of activities delivered as part of the wider Extended Services schools provision, are adding academic and holistic value to the day.
- The Early Years Lead will support the ESM in auditing and supporting the smooth running of the WAC and HC provisions where this is out of the designated hours for supporting Pre-schools and EYFS.

### 3.5 Extended Services Manager

The responsibilities of the ESM are to:

- Develop and implement a strategy for developing and improving the Extended Schools’ provision by establishing an Extended Schools ‘core’ offer that can be implemented across the Trust.
- Meet termly with the Strategic Operations team to advise on the ongoing developments and options for further developing and implementing WAC provision across the trust.
- Maintain a strategic document detailing set objectives and standards for the WAC provision, and lead QA at each school.
- Consult with schools and Early Years Lead to establish shared policies and procedures that ensure compliance with statutory and local regulation for the management of extended provisions.
- Work with schools, Operations, Estates and Finance to ensure local setting provision is suitable and effective through quality assurance visits and annual Audits. Monitor any actions and provide advice and guidance where required.
- Investigate and where possible pursue potential grants and funding opportunities that develop and improve the Extended Schools offer throughout the Trust.
- Lead workshops/training with staff and the community to raise awareness of the Extended Services offer.
- Help shape and improve wider Trust provision across all schools.
- Collaborate with the Early Years Lead to develop a training schedule for all WAC colleagues.
- Support local settings to plan, design and fundraise for smaller innovative activities that support teaching and learning as part of the Extended Service Core offer.
- Deliver advice and support with regards to professional development activities, succession planning and sustainability, and where required HR and employee relation activities.
- Work with a range of Operations, Estates, Finance, and local settings to develop an Extended Schools financial planning model for ensuring sustainable provisions, making sure that it is transparent in terms of what schools offer – discounts, sibling discount etc.

- Prepare and place orders for Holiday Camp equipment in line with Trust Financial Regulations and any grant funding criteria.
- Provide organisational information such as policies and QA outcomes to Headteachers as required.
- Develop and maintain a Microsoft Teams Team for consistent communication and to act as a store for templates, policies, and activities.
- Support WAC with complaints in accordance with the Wrap Around Care complaint policy in partnership with Governance and HR.

### 3.6 School Leadership Team

The school has day to day responsibility for the WAC provision and will deal with situations as they arise.

The responsibilities of the School Leadership Team are:

- As part of the audit process, SLT will meet with the ESM and WAC Manager to discuss the audit outcomes and agree actions for development where required. This will be annually as a minimum, and more often where required based on audit outcomes.
- To ensure compliance of the Children Act [Children and Families Act 2014](#) and OFSTED requirements, maintaining any developments and actions on the school SEF. [School Inspection Framework](#)
- Share information with the WAC Manager regarding children that are in receipt of behaviour plans, ECHP's, court orders etc and ensure continuity of care for the children attending the provision. Information to be stored in a confidential manner following trust procedures.
- Ensure all WAC colleagues are part of the school team, added to school systems and involved with school inductions and annual training events.
- Organise specific training for WAC colleagues and monitor training courses completed to maintain continuity of compliance and knowledge to include the following: Food and Hygiene, DSL, First Aid, Safeguarding, and physical intervention training. The ESM will monitor this annually at the audit and signpost training where required.
- Liaise with the ESM to promote and market local WAC provision.
- Support WAC Managers to understand local setting WAC budgets and ensure money is allocated to WAC budgets for resource development and replacement.
- Ensure that the ratio of 1 adult:10 children is adhered to in accordance with guidance from [Employing the right people at your out of school club | Out of School Alliance](#)
- Be responsible for service agreements and related contracts where WAC has additional funding such as Greggs and/or Magic Breakfast.

### 3.7 Wrap Around Care Manager

The responsibilities of the WAC Manager are:

- Ensure WAC provisions adhere to colleague: children ratio's and when at capacity, create and maintain a comprehensive waiting list of families wanting WAC provision.
- To take responsibility for the WAC provision and the quality of care and education provided for the children that attend.
- To line manage WAC staff and lead on appraisal meetings as per policy and procedure.
- To ensure equipment is maintained and ensure adequate stock of resources and activities are available.
- Agree budgets for WAC between the school and finance, including budgets for food, arts/crafts, and resources.
- To develop inclusive practice through:
  - Facilitating participation of all children

- Helping to build children's confidence and self-esteem
- Promoting a sense of independence
- Encouraging and supporting children to reach their full potential
- Providing activities to foster communication skills
- Providing new experiences
- Supporting, where required, the intimate care needs of the children
- To plan and implement activities that engage children's interest in learning, and their holistic development from Reception to Year 6.
- To set high expectations for behaviour, following the school policy and procedures, including individual behaviour plans. Encourage children to develop positive relationships with their peers and WAC staff, and to recognise and regulate their own emotions and behaviour.
- To administer First Aid, as appropriate.
- With the support of the ESM and school office develop and maintain Parent Pay booking system.
- With support from the ESM, promote their WAC across the school's social media platforms.
- To ensure compliance of the Children Act and Ofsted requirements.
- To be responsible for the day-to-day financial administration and work within an agreed budget.
- To supervise the collection of fees and ensure that all monies are passed on according to WAC procedures.
- To ensure that a healthy menu of food and drink is available adhering to pupil allergy advice.
- To ensure that Health & Safety policies, Child Protection policies and other relevant policies are complied with; and that a register, accident books and other appropriate records are maintained and kept in line with the Trust Documentation Retention Management Policy.
- To participate in all required professional staff development and training.
- To ensure the setting out and putting away of all equipment in a clean, tidy, and safe condition.

### 3.8 Wrap Around Care Staff

The responsibilities of the WAC staff are:

- Assist in planning programs of activities appropriate to the age and ability of the group.
- Supervise, support, and assist pupils undertaking activities, ensuring participation and inclusion to develop their individual and team skills.
- Be aware at all times of appropriate Safeguarding, Intimate Care, and Health & Safety procedures.
- Attend staff meetings and all training as required.
- Assist with the organisation of equipment and accommodation.
- Refer any instance of unacceptable behaviour or concerns they may have about pupils to the WAC Manager.
- Mop up spillages and accidents with the use of appropriate materials/equipment.
- Comfort and supervise pupils who are ill or have had an accident, administering to their needs, as appropriate and referring to the nominated teacher and/or First Aider ensuring that accidents are recorded appropriately.
- Be aware and apply the school's policies and procedures.
- Being aware of confidentiality issues linked to home/pupil/teacher/schoolwork and to keep confidences as appropriate.
- Communicate with each child's parent carer and the beginning/end of the day, providing information about the child's experiences within the WAC activities and day.

## 4. Operations

#### 4.1 Premises

WAC and HC provision will operate from Discovery School settings and provide childcare in a safe, supportive environment familiar to children who attend the school for education purposes.

The ESM will work with each Headteacher to determine where the most appropriate WAC space will be and if space cannot be identified, will support schools to plan for future provisions in line with refurbishments/capital project work planning projects.

WAC will strictly adhere to Leadership Team instructions and only use the spaces designated to the Extended Services provision.

WAC Managers will act as key holders of their provision and, following training by the school Premises Officer, will ensure the building is opened and closed correctly and made secure before leaving the site. The WAC Manager will raise concerns with appropriate people in a timely manner.

Repairs and maintenance issues will be communicated to the local school setting in order that the Premises Officer can action and resolve issues promptly and efficiently. The Premises Officer will ensure the WAC Manager is kept fully informed of issues raised and works carried out to rectify the issues raised.

The school will provide WAC Managers with a laptop for the purpose of WAC business and communication.

WAC provision is open during term time only. Hours of business will be determined by the local school setting to meet the needs of the school community.

#### 4.2 Payments

Payments can be made using local school payment portals and Childcare Vouchers. Payment will be expected whether a child attends or not, for their contracted session (including absence due to illness or holidays)

The WAC Manager will monitor Parent Pay payments. Payments should be made in advance of any child attending and it will be the WAC manager's responsibility to chase any outstanding debt and follow WAC procedures as signed by the parents/carers in the parental agreement.

School colleagues will receive a 10% discount on WAC provision for their child/children.

WAC colleagues will receive free childcare while they work in the provision.

#### 4.3 Admissions

Places are provided on a strict first-come first-served basis. A waiting list will be maintained by the Wrap Around Care Manager and places will be allocated by the manager. The registration process must be completed prior to the child's commencement at the club. Where child/children are identified as vulnerable, they can be moved to the top of the waiting list and take priority. Schools have the option of funding their most vulnerable children using pupil premium, this will be decided upon, through a case-by-case basis with the school and the WAC Manager.

#### 4.4 Complaints Procedure

Please see the WAC Complaint Policy in 3.2

If a parent/carer has a complaint, in the first instance they should be advised to take to the WAC Manager, who will do their best to resolve the matter.

If this course of action does not result in a satisfactory conclusion, then the concern should be raised as a complaint in accordance with the WAC policy.



#### 4.5 Bookings/Contracts

WAC bookings can be made on the WAC booking form available from the school office or downloaded from the school website, or via the Parent Pay. All booking requests will be passed to the WAC Manager, who will determine what space is available and contact the parents/carers regarding availability. A parental contract is then sent out to parents to complete and return to the WAC Manager.

#### 4.6 Emergency Closure

Should the WAC not be able to run due to exceptional circumstances, a full refund will be given for the days the club is closed.

In the rare event of emergency close such as a snow day, staff will contact parents/carers and care for the children until their parents arrive.

Parents will be notified of emergency school closures via the school's usual school coms procedure.

#### 4.7 Staffing

Staffing levels for WAC are 1 adult to 10 children.

A minimum of two staff members will be on duty at all times to ensure the safety and care needs of the children are met.

#### 4.8 Safer Recruitment

WAC recruitment processes adhere to the Discovery Safer Recruitment policy and procedures. WAC staff will be included in the school SCR (single central record) and HC staff will have their details held securely on the trust SCR.

WAC Managers are recruited locally within the school, with the ESM on the panel and involved in the shortlisting process. WAC Assistants will be recruited by the WAC manager and ESM.

#### 4.9 Sickness Cover

Known and emergency staff absences need to be reported to the WAC Manager for WAC clubs.

All sickness absence must be reported before 6.30am at the latest on the first day of sickness via text message and or voice mail (please clearly state the reason for your absence).

The WAC manager will contact the Leadership Team to provide cover.

#### 4.10 Training/CPD

The ESM has the responsibility for checking staff have appropriate training in the club / camp prior to employment commencing. However, the delivery of annual training and record keeping of staff is the responsibility of the school. The WAC Manager is to liaise and with support of ESM in supporting staff with a plan to develop practice through observations. Schools are responsible for line managing the WAC Managers and support any actions identified through Audits and observations by the ESM.

Core training includes: Safeguarding, Food and Hygiene, Prevent, First Aid, FGM and Health and Safety. These will be accessed by Discovery Trust's Flick platform, with First Aid being delivered externally.

ESM to observe practice in the club termly and from the notes of visit/action plan support with a plan to promote the expectations of the trust.

ESM will plan for opportunities for training of Wrap Around Care Staff. In addition to working with the WAC Manager in organising staff meetings, there will be opportunity for staff development through visits to other provisions.

#### 4.11 Food

A selection of healthy food will be provided in the WAC and HC, incorporating the 5 main food groups for children. Vegetables, Fruit, Grain foods, Dairy and Protein. The WAC Manager will order the food weekly from a main provider using the school credit card. Where possible WAC will have its own fridge for storage in the close vicinity of the club where staff are able to access the food. Children will be encouraged to develop independent skills and self-serve in Wrap Around Care with the support of the staff. Guidelines for healthy food provision can be found here [Home - Food for Life](#)

#### 4.12 Safeguarding

We take our responsibility for child protection seriously. All staff receive statutory child protection training which includes recognising signs of abuse, PREVENT and FGM, as well as procedures for reporting disclosures to the schools DSL's/or Head of Safeguarding and wellbeing. All provisions will follow the school's DSAT safeguarding and child protection policy. Each provision will have a Designated Safeguarding Lead. Managers will have access to CPOMS (safeguarding and wellbeing incident log) to record any incidents in WAC/HC.

#### 4.13 Communication with Parents/Carers

It is the responsibility of all WAC/HC staff to liaise with parents informing them of how their children have been at the end of the day and what they have been participating in whilst in the club or camp. Managers of WAC will communicate with parents through termly newsletters that provides information of upcoming events in the club and other essential information.

Annual surveys will be sent out to parents by the ESM to ask for views on the service provided. This will be completed through Microsoft Forms and will be anonymous.

#### 4.14 Child's Voice

WAC colleagues will enable children to have a voice through offering a choice of activities and being open to child's suggestions. WAC colleagues will observe children's feelings and emotions and children will be treated with respect and be valued.

Weekly feedback from the children will be sought in simple and inclusive methods such as white board votes, or marbles in a jar.

An annual child's survey will be completed through Microsoft Forms.

#### 4.15 Medication

WAC will follow the Discovery Management of Medicines Policy and procedures.

#### 4.16 Dietary Requirements

We cater for all dietary requirements and needs in the Wrap Around Care Club. It's the parent's responsibility to keep the club and/or camp staff informed of any specific needs their child may have (via the parental contract) and to keep staff informed of any changes that occur.

#### 4.17 Statutory Training

Schools will ensure that WAC staff have **the annual statutory** training for safeguarding and the KCSIE 2018 at least part 1, Annex A, Safeguarding procedures specific to the school including the identity and role of the DSL, the identity and role of any Deputy DSL's and the safeguarding response to children missing from education, DSAT safeguarding and child protection policy, DSAT social media policy, school behaviour policy, DSAT Staff Code of Conduct, safer working practice for staff and the Education Child Protection leaflet

#### **4.18 Activities**

WAC Children will be provided with activities which are rich, stimulating and engaging where children re learning and developing life skills. ESM will liaise with the Wrap Around Care provision through Audits and Observations.

A sample timetable can be found in the WAC Framework documents.

#### **4.19 Policies and Procedures**

It is the responsibility of all WAC colleagues to read, understand, and sign for all policies as supplied by the Wrap around care manager, and/or ESM through the pack of policies created for Extended Services. This information will be recorded on Scholar Pack by the school office manager. All policies will be accessed via Microsoft Teams channel for all Wrap Around Care staff.

#### **5.0 Review**

This policy will be reviewed annually and consulted on with all groups listed in the table on the front cover.