Wraparound Care

Welcome to Heron Hill Primary School's Wraparound Care provision.

It is my pleasure to be this school's Headteacher, please allow me to extend a warm welcome to you and your family. Throughout my teaching and leadership career, my standards and professional drive have been rooted in the belief that any provision that I am part of needs to be good enough for my own child. Our children get one chance at their primary school experience; we have to make it count!

As a busy working mother to an 8-year-old, I know how important wraparound care is. Heron Hill have long offered a wraparound provision on site that is run by our own staff and offers parents reassurance that their child will be cared for before and beyond the usual school day.

Since joining as Headteacher in September 2024, I have worked closely with our wraparound team to ensure they have all that they need to be successful in achieving the high standards of wraparound provision they want for our pupils. This had led to some positive changes and a new name and logo too. Voted for by the children who attend, our wraparound is now called HAPPY HERONS and this fantastic logo has been designed by Isla from Year 5 to launch our new provision.

I am sure your child will have lots of fun during their time at HAPPY HERONS. If there is anything you want to know more about after reading this brochure, please do not hesitate to contact our friendly school team.

Mrs Lucy Middleton
Headteacher



- RESPECT - RESPONSIBILITY - RELATIONSHIPS -

Meet the team:

Experienced and dedicated staff ensure that our wraparound care provision is a happy, safe and friendly place to be beyond the usual school day.
The team all work in school so are familiar to both children and parents. This familiarity provides comfort and reassurance.

The wraparound provision is overseen by the Headteacher and Deputy Head. The team are led by Miss McMinn each morning and Miss Grounds each evening. As Play Leaders, they work together to plan weekly provision, a variety of activities to choose from and plenty of time for independent play too.

> "It's just a lovely place to be. Feels like there are lots of great initiatives for kids and families to get involved with and a very engaged headteacher."
>
> *Parent feedback survey, Nov 2024*









Miss McMinn	Miss Grounds	Mrs Powell
Mrs Breaks	Mrs Gospodinova	Mr Steele-Davidson
Mrs Bennett	Mrs Curtis	Mrs Wilkinson
Mr Buxton	Mrs Jones	Mrs Wilson



What are the aims and ethos of Happy Herons?

We want all children who attend Happy Herons to:

- Feel happy, healthy and safe.
- Demonstrate 'The Heron Hill Way' in all of their interactions with staff and children. (Linked to the school values of RESPECT, RESPONSIBILITY and RELATIONSHIPS.)
- Develop independence.
- Learn through engaging play and planned activities.
- Nurture others who share their provision, helping them and showing kindness.

Our aim for the parents and carers who use our service is for you to feel confident in our provision, knowing that your child/children are being well-cared for during your working hours and other commitments.

- RESPECT - RESPONSIBILITY - RELATIONSHIPS -

What does a session at Happy Herons involve?

Our wraparound provision focuses on fun and play rather than being an extension of the lessons and learning of the school day.

Staff plan some focus activities for children to engage in such as themed craft activities, drawing competitions, construction challenges and team games.

There are also quiet areas available where children can wind down from their busy school, day with friends or enjoy some quiet reading.

Homework club enables children who attend wraparound to complete their homework and the Happy Heron staff are on hand to support with this if needed.

Many children enjoy accessing the outdoor areas and playground during our sessions. Staff facilitate a range of sports-themed activities that children can join in with such as football, cricket, tennis and dodgeball.

Where is the wraparound care located?

Happy Herons is based inside the main school building and utilises several spaces to enable plenty of choice for children during their time with us:

- The **main school hall** is the central hub for Happy Herons and where most of the planned and play-based activities happen.
- The **Library** provides a quiet, relaxing space for those who wish to wind down after a busy school day.
- The **KS2 playground and field area** provide a large outdoor space for collaborative play, team games and fresh air!

"School is welcoming and staff are friendly. My children are thriving!"

Parent feedback survey, July 2024

- RESPECT - RESPONSIBILITY - RELATIONSHIPS -

What are the timings of each session?

Drop off and collection procedures for Happy Herons are outlined below:

- **Breakfast Club runs from 7:30am (8am for Nursery)** and pupils should be dropped off at the main office entrance.
- **Afterschool Club runs until 6pm (5pm for Nursery)** and pupils should be collected from the Y6 door on the junior playground.

"The effort that the Heron Hill staff go too to make our children happy is awe inspiring; we are very privileged."

Parent feedback survey, Nov 2024

How will you safeguard my child?

Children are signed into and out of Happy Herons provision by staff members. This is an important part of our safeguarding procedures.

When signing up your child for Happy Herons, you will be asked the name of any regular collectors and asked to provide a memorable password too.

When collecting your child, please do not be offended if you are asked for your name or a collection password. It is imperative to us that children are dismissed to the correct, appropriate adult.

Happy Herons staff follow school's safeguarding procedures and seek support from a Heron Hill Primary Senior Leader/DSL if they have any concerns about a child.

A named DSL (Designated Safeguarding Lead) is always available whilst the Happy Herons provision is open.

Do you offer food and drink at wraparound?

As part of our commitment to promoting a healthy lifestyle, we aim to provide a range of healthy breakfast options. You can send your child in with a healthy NUT FREE snack if you would like.

Breakfast club offers:
Toast, cereals, milk and fruit options each day.

- RESPECT - RESPONSIBILITY - RELATIONSHIPS -

How do I book places and pay?

Mrs Dowker oversees the booking processes for Happy Herons and is on hand to help any parents who need it. We use the SCOPAY platform to book and take payments for our wraparound care.

The easy-to-use **SCOPAY app** allows parents to see their bookings, make payments and manage their childcare balance. Bookings can be made as far in advance for the academic year as you would like.

Places must be booked by Thursday morning at the latest for the following week. This allows school to ensure appropriate staffing for each session.

We are also pleased to accept **childcare vouchers** as payment for our wraparound care. The Gov.uk website allows parents/carers to access tax-free childcare via an online account. Simply visit Tax-Free Childcare - GOV.UK to find out more.

NB: As a primary school setting, with a term-time only Nursery, 30-hour Nursery funding codes cannot be used for wraparound provision.

Our wraparound provision is extremely popular and there are caps on how many places are available for each session.

We therefore recommend booking in advance to guarantee the places you need for your child/children.

What happens if I'm running late?

It is essential that children are collected from our wraparound provision on time. Different collection times are offered to suit differing working patterns and our provision is staffed appropriately depending upon these bookings.

- If you have booked an **early collection** but are late collecting your child/children (after 4pm) then the charge for the full session will be applied. This will be added to your ScoPay account.
- If you have booked a **later collection** but collect later than 6pm (5pm for Nursery) there will be a late collection charge of £5.00 per child per 15 mins. This will be added to your ScoPay account.

Wraparound charges:

Our governing body review the costs of wraparound care on an annual basis and we always aim to give plenty of notice to parents and carers when price increases are required. The current agreed costings for sessions are as follows:

- **Breakfast club 7:30am drop off - £5.00**
- **Breakfast club 8:00am drop off - £3.50**
- **Nursery breakfast club from 8:00am - £3.50**

- **Afterschool club 4:00pm pick up - £4.00**
- **Afterschool club 6:00pm pick up - £8.00**
- **Nursery afterschool club until 5:00pm - £6.00**

"Both of my children are extremely happy at Heron Hill and I couldn't ask for a better school for them both. I have no concerns.

Parent feedback survey, Nov 2024

Can I cancel places if I no longer need them?

We require one week's notice to cancel booked places. School must be informed of any cancellations or amendments to booked sessions.
Mrs Dowker in our school office will be happy to assist you in cancelling any sessions. She can be contacted on 01539 721276 or via email: admin3@heronhill.cumbria.sch.uk

Refunds:

- When appropriate notice has been given, sessions can be refunded as the place can be offered to others.
- We regret that we are unable to give refunds for illness absence, due to the staffing arrangements/costs already being in place.

Non-payment/Late payment:

- You can view your balance anytime on the ScoPay app.
- Payment will be due at the time of booking.
- If you pay by childcare vouchers or through the tax free childcare scheme, your payment must reach our school bank account within a week of making your booking, or your booking will be cancelled.

What about childcare during the school holidays?

Holiday Club provision is offered by school for a number of the annual school holidays. There are 2 options available:

- **Full day 8:00am-5:30pm** (YR to Y6) - £39
- **Half day 8:00am-1:00pm** (YR to Y6) - £22

Parents and carers receive an email when booking for holiday club opens and this enables school to assess levels of demand for each school holiday. Unfortunately, once a holiday club place has been confirmed, no refunds will be given for cancellation or illness. This is because we will have confirmed our staffing numbers based on bookings.

When demand requires it, Happy Herons will be open:

- ★ **October half term**- Monday to Thursday
- ★ **Christmas holidays** - Closed all holiday
- ★ **February half term**- Monday to Friday
- ★ **Easter** - Monday to Friday of week one, closed for week two
- ★ **May half term**- Monday to Friday
- ★ **Six weeks summer holiday**- Closed in week one, open Monday to Friday for weeks 2/3/4/5, closed in week six

Recent years have seen a large fluctuation in numbers for certain holidays so some days have been reduced. As a school relying on public funding, we cannot run a provision which cannot cover its own costs so we hope that parents understand this. The majority of our wraparound staff are school-based staff during term-time so it is also important to ensure they have a break and receive annual leave entitlement in line with legislation.

Is food provided at Happy Herons Holiday Club?

- Snacks, milk and water are provided but children need to bring their own lunch.
- This should be in a named lunchbox/lunch bag and contain **NO NUT/PEANUT** products please.

What will my child do during Holiday Club?

Holiday club sessions include a wide range of activities such as arts and crafts, games, sports, competitions, team challenges, outdoor and indoor play.
Children who attend will also be asked about their interests and staff will bear their requests in mind. As Holiday Club happens in the familiar environment of our school, children will also have access to our wide, varied outdoor spaces such as the quiet garden, outdoor play equipment, woods and fields.

Working in Partnership:



No one knows your child better than you!
Our parent-partnership is an integral part of the provision we offer.

You can expect:

- A safe, welcoming environment for your child each day.
- Regular communication with Happy Herons staff and a friendly face on pick-up or drop-off.
- Staff who listen to your child and help them with any worries or concerns they may have.
- Healthy Breakfast and activities to support your child's wellbeing.
- Help and support with any booking or payment issues.
- To be kept informed of any issues your child is experiencing at wraparound.

In turn, we expect you:

- To arrive on time to collect your child/children at the end of each session.
- To inform Happy Herons staff of any changes in circumstance or events outside of school that may affect your child's behaviour or wellbeing.
- To support and reinforce the expectations of the wraparound setting with your child.
- To plan ahead and book sessions in advance so that the provision can be well planned for.
- To pay all fees on time, including any late collection charges.
- To inform staff if your child has been ill during the previous 24 hours.
- To physically hand over your child/children to a member of staff, ensuring they are signed in and to collect your child in person. Please do not attempt to allow children to enter/exit school grounds for wraparound alone – this will be refused.

How do you manage any incidents of unacceptable behaviour?

There are a number of policies and procedures in place to support all children to access the wraparound provision of our school and have fun in a safe, secure environment. The policies listed below are available on request and outline the collaborative approaches between school and the wraparound provision to appropriately safeguard and support all children. They also clearly set out how staff will respond to any incidents of unacceptable behaviour.

- *Happy Herons Behaviour Policy*
- *Happy Herons Equalities Policy*
- *Happy Herons Suspension and Exclusion Policy*