St Mary's
Catholic Primary School
Nurturing our God-given talents

WRAPAROUND CARE PARENTS HANDBOOK

https://www.stmaryrc.org.uk/

St Mary's Catholic Primary School provides extended services and this service forms part of our requirements under Ofsted and is registered with Ofsted (Registration No 144091). The club is open for breakfast 7.30am until 8.45am (with breakfast served until 8.20am) and for after school from 3.15pm until 6.00pm weekdays (term time only).

Aims

At St Mary's we aim to provide a safe and secure and relaxed environment, offering a range of activities to reflect the interests of the children in our care.

What we offer

Our Club follows the EYFS (Early Years Foundation Stage) Principles, so the children are free to choose activities and resources as they wish. We have a weekly plan that is available for parents to see if they so wish. There will always be a selection of activities and resources available, including dressing up, home corner, craft, board games, construction, computer games, physical play, cookery and reading.

We offer our wraparound care to children who attend St Mary's and who are aged between 4-11 years old (from reception class upwards), subject to availability.

What we provide

The food we provide at the afterschool club is not intended as a substitute for a main evening meal. We provide healthy snacks, including fresh fruit and vegetables. Sandwiches are prepared in the kitchen by a Food Hygiene trained member of staff. We use fresh ingredients and follow statutory guidelines. Fresh drinking water is always available. We meet individual dietary requirements and parental preferences wherever possible. We recognise the importance of healthy nutrition for children delivered in a calm, friendly setting.

Staffing

The club is fully staffed with a Club Manager and a team of play workers. In addition, we have volunteer staff. We aim to provide a smooth transition between school and club.

All our staff have extensive experience of working with children and undertake professional development training.

All staff members are DBS checked. We maintain a staff/child ratio for children under the age of eleven in line with statutory requirements.

If you have a query or concern at any time, please speak to the manager at the club when you collect your child. If you prefer to arrange a more convenient time for a meeting, please contact the Club Manager via email (contact details are at the back of this Handbook). Any school related issues must be referred to the School Office and not the breakfast club or afterschool club team.

Policies and procedures

St Mary's has clearly defined policies and procedures, which extend to our wraparound care. Key points of the main policies are included in this Handbook. Copies of the full policies are kept at the school office and online and are available for parents to always consult.

https://www.stmaryrc.org.uk/

TERMS AND CONDITIONS

Admission

Our Club aims to be accessible to children of St Mary's Catholic Primary School, from reception age upwards. We require a completed set of registration forms for your child before they can attend the club, which can be found online. All information will be treated as confidential and will be stored appropriately.

We also require an online booking form to be completed on the Wisepay app.

Payment of fees – effective September 2025

The current fees are as follows: -

Before School 7.30am to 8.45am

£6.50 per child per session

After School 3.15pm to 6.00 pm

£13.00 per child per session

£16 if breakfast and afterschool clubs are selected on the same day- you will need to book using the joint option. Booking separate sessions means the discount will not apply.

School staff will receive a discount- please contact Business Manager for more details.

Sessions in breakfast and after school club must be pre booked and paid for in advance on a Monday morning. Any emergency un-booked sessions will need to be confirmed by a member of the additional provision team before attendance.

Fees are payable in advance by our online payment system Wisepay, Government Tax Free Childcare or childcare vouchers.

Please ensure that fees are paid promptly. All fees must be paid in advance. If you are having difficulty paying fees, please speak in confidence to the Club Manager.

The club finishes at 6pm, if you are delayed for any reason, please telephone the Club on 0208 850 7835 to let us know. A late payment fee of £1 per minute will be charged after 6.00pm. If your child remains uncollected after 6.30pm 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 Policy and contact the Social Care team. Please note, any late payments will need to be settled before attendance at any future sessions. Payment can be made via Wisepay, under Payments/Bookings, General Payments and then click Breakfast and After School club arrears.

Refunds or credits will not be issued for non-attendance or cancellations.

Please note all fees are subject to change, as needed, to stay in line with increased costs and/or inflation.

Temporary changes

Although we do not issue refunds, we will endeavour to transfer sessions to another day, however this may not always be possible and will require at least a weeks' notice, to allow us time to fill the space left by transferring. Should we not be able to move a booked session to another day (on the first ask), no refund will be issued and credits will not be rolled over. When transferring a session, the new date to transfer to will need to be sent to wraparound via email within one week of requesting the transfer, as we do not hold credits.

Arrivals and departures

For after school club, infants will be brought over to the club when normal school time is over by a member of staff. A register is taken when children arrive in our care, and you must sign your child/children out each day when you collect them. We expect that the people you have named will normally collect your child 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.

Parking is not permitted on school premises at any time, to ensure the safety of our children.

Attendance

You must inform the wraparound care team by email if your child will not be attending (details at the end of this handbook).

If your child does not attend for two weeks (during term time), our club reserves the right to withdraw the place and offer it another child on the waiting list.

Should you no longer need the place, please give two weeks' notice and email the wraparound team. If re-enrolment is later required, a new space will either be confirmed or your child will be placed on the waiting list.

Child protection

We do our utmost to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details, see our Safeguarding Policy.

Equal opportunities

Our Club provides a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs. We respect the different racial origins, religions, cultures, and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping. We will challenge inappropriate attitudes and practices and we will not tolerate any form of racial harassment.

Special needs

We make every effort to accommodate and welcome any child with special needs, however this may not always be possible. We will work in liaison with parents or carers and relevant professionals to fully understand your child's specific requirements. We will endeavour to accommodate all children of all abilities, whilst working within the Club's limitations. Each case will be considered individually and risk-assessed to ensure everyone's safety. Our staff-training programme includes specific elements relating to children with special needs. For more details on equal opportunities and special needs, see our Equalities Policy.

GENERAL INFORMATION

Behaviour (children)

Children and staff will demonstrate acceptable behaviour whilst at the Club, in line with existing school policies. The Club promotes an atmosphere of care, consideration and respect for everyone attending: children, staff and visitors. We encourage appropriate behaviour through praise for good behaviour; emphasis on co-operative play and sharing; talking to children with the courtesy that we expect from them and engaging children in activities The Club has procedures for dealing with unacceptable behaviour, in line with existing school policies. We recognise that poor behaviour can occur from time to time for reasons that are not always evident, or as a result of special needs. We will try to be flexible to accommodate such cases. However, if your child is violent, or if their behaviour poses an immediate danger to themselves or others, we will require you to collect them from the Club straightaway.

In exceptional circumstances, and only when all other attempts at behaviour management have failed, we reserve the right to permanently exclude a child from the Club.

Behaviour (adults)

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 Club 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.

GDPR

At St Mary's, we respect the privacy of the children attending the Club and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at Saints & Scholars can do so with confidence that their personal data is being kept secure.

Illness

We are unable to care for children who are unwell. If your child becomes unwell whilst at the Club, we will contact you and ask you to make arrangements for them to be collected. Please inform the Manager or 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 the Club for 48 hours after the illness has ceased.

Medication

The wraparound club will not administer any prescribed or non-prescribed medicine other than asthma pumps or epi-pens. It is the parent/carer's responsibility to ensure all medication is up to date and clearly labelled with the child's name and dosage required.

If your child needs to take these medications whilst at the Club, you will need to complete an Individual Healthcare Plan form in advance. A copy is provided at the end of this handbook and also in our SELCAT Supporting Pupils with Medical Conditions Policy. See the school website for more details: https://www.stmaryrc.org.uk/Medical/

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Accidents and first aid

Every precaution is taken to ensure the safety of the children at all times and the Club is fully insured. All our staff are trained in first aid and a first aid kit is kept on the premises. If your child has an accident whilst in our care, you will be informed when you collect your child and asked to sign an accident form. For full details, see our First Aid Policy: https://www.stmaryrc.org.uk/Policies/

Complaint's procedure

If you have any queries, comments or need to discuss any matters concerning your child, please feel free to speak the Club Manager. Verbal complaints will be brought to the next staff meeting for discussion and action. All written complaints will be acknowledged within five working days of receipt and a full written response will be given within 28 days. A full copy of our Complaints Policy is available on request.

If the issue cannot be raised with the Club Manager for any reason, please instead contact Business Manager Rose Pampling: rpampling@stmaryseltham.org

Fire Procedure

All staff and children are aware of the fire procedure. Details of the procedure can be found at the school office.

CONTACT INFORMATION

St Mary's Breakfast & After School Clubs

St Mary's Catholic Primary School

Glenure Road

Eltham

London

SE9 1UF

Email: wraparound@stmaryseltham.org

Club contact number: 0208 850 7835 (option 3)

(please leave a voice message if there is no reply and a member of the team will get back to you).

Ofsted Registration No: 144091

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Menu

Breakfast Club Menu

Selection of cereals

Selection of bread items such as toast

Selection of jams/spreads

Water and juice available

Afterschool Club Menu

Fruit

Selection of bread items such as toast/crumpets/sandwiches

Beans/spaghetti on toast

Pasta

Salad items such as cucumber and tomato

Savoury snacks

Water and juice available

The food we provide is classed as a snack and not a main meal

Individual healthcare plan

Name of school/setting	St. Mary's Catholic Primary School
Child's name	
Group/class/form	
Date of birth	
Child's address	
Medical diagnosis or condition	
Date	
Review date	

Family Contact Information

Name	
Phone no. (work)	
(home)	
(mobile)	
Name	
Relationship to child	
Phone no. (work)	
(home)	
(mobile)	

Clinic/Hospital Contact

Name	
Phone no.	

G.P.

Name	
Phone no.	

Describe medical needs and give details of child's symptoms, triggers, signs,treatments, facilities, equipment or devices, environmental issues, etc.

Daily care requirements

Medicine

Name/type of medicine *(as described on the container)*	
Expiry date	
Dosage and	
methodTiming	
Special precautions/other instructions	
Are there any side effects that the school/setting needs to know about?	

Self- administration – y/n	
Procedures to take in an emergency	

NB: Medicines must be in the original container as dispensed by the pharmacy

I understand that I must deliver the medicine personally to	Club Staff

Arrangements for school visits/trips etc

Other information

The above information is, to the best of my knowledge, accurate at the time of writing and I give consent to school/setting staff administering medicine in accordance with the school/setting policy. I will inform the school/setting immediately, in writing, if there is any change in dosage or frequency of the medication or if the medicine is stopped.

Signature(s)_____ Date

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