St Andrew's CE Primary School

"I can do all things through Christ who strengthens me."

Policy for the operation of: Before and After School Wrap Around Care Provision – TreeTops

New Policy: July 2026

Next Review Date: July 2027

'Wrap around care' is childcare that schools provide outside of normal school hours, in the form of before school childcare and after school childcare.

St Andrew's CE Primary School believes in creating a safe, welcoming and stimulating environments for all the children in its care. The school believes that a safe social atmosphere helps children of all ages to develop their social skills and confidence.

Our provision is offered for those pupils on roll at St Andrew's CE Primary School, subject to a maximum number of places, and both the breakfast club and the after-school provision are located on the school site in a dedicated room. It is our aim to replicate the types of activities children might usually choose to do at home after school. We offer arts and crafts, construction, creative play, free play and book reading and homework support.

TreeTops Wrap Around Care Provision is staffed by qualified and experienced staff with up-to-date safeguarding, food hygiene and first aid training.

To support parents, the school aims to provide an affordable and convenient wrap around childcare service. The provision is available to children from Reception to Year 6 attending St Andrew's CE Primary School, allowing parents more flexibility with their working hours.

Before school wrap around care – Breakfast Club

The before school wrap around care operates from 7:45am until the start of the school day, during term time only. **The provision will not operate on PD days.**

Before-School Wrap Around Care – Breakfast Club	
7:45-8:45* including light breakfast.	£5.00 per session

*At 8:45am, after the bell rings, the children are directed to their classrooms ready for their school day – the children do not leave the school building.

After-school wrap around care

The after-school wrap around care operates from the end of the school day at 15:15 until 18:00 Monday to Thursday, and from 15:15 until 17:30 on Friday's, **during term time**. The after-school sessions are charged as follows:

	After-School Wrap Around Care		
PM Session One	Includes drink and a biscuit	15:15 – 16:20	£6.00 per session
PM Session Two	Includes drinks and light snack	Mon to Thurs 15:15 – 18:00 Friday 15:15 – 17:30	£13.00 per session
PM Session Three	Includes drinks and light snack	***For those pupils attending after school clubs first -*** Mon to Thurs 16:20 – 18:00 Friday 16:20 – 17:30	£7.00 per session

How to register

The Before School and After School Wrap Around Care Provision is available exclusively for children attending St Andrew's CE Primary School subject to a maximum capacity based on staffing ratios.

To register for an account go to the MagicBookings website (link below) and click on 'Forgot Password' enter the email address you have registered with the school and click submit. You will then receive an email from MagicBookings with a link to create your account.

(https://st-andrews-shifnal.magicbooking.co.uk/Identity/Account/Login

Parents are able to make next day bookings up to 7pm the day before a required session. Cancellations and amendments can be made 24 hours prior to the commencement of a booked session. Bookings and admissions will be administered on a first come first served basis. The governing body will periodically review staffing and available physical space to try to meet parental needs over time.

How to pay

All payments are made through registering a credit/debit card or Child Tax Free Voucher Scheme. We are unable to accept payments by cash or cheque. Fees are payable on booking – **please note your child's place is NOT a confirmed booking unless it is paid for in advance.** Fees quoted are per session, per child.

Childcare vouchers

TreeTops Wrap Around Care Provision at St Andrew's Primary School accepts some Childcare Vouchers provided through parent's/carers' employers or via Government Tax Free Voucher scheme. If you wish to pay for your child's wrap around care using childcare vouchers and need support, please contact the school office.

Universal Credit

If you are in receipt of Universal Credit and intend to claim childcare costs, we advise you only book a half term in advance as booking sessions for a full school year means your payment plan will be split into equal monthly payments which includes school holidays. This may make it easier when claiming your actual childcare costs.

Sickness and Absence

Fees are payable in advance and in full for all booked sessions including for periods of children's absences and sickness unless cancelled by parents in line with the policy terms and conditions**.**
Following the advice provided by Public Health England's Guidance on Health Protection in Schools and other Childcare Facilities, any child who has, or develops, an infectious illness must be kept at home in order to prevent the spread of illness and must not attend school to protect the health and wellbeing of the other children and staff.

Planned Closures

There is no charge for bank holidays, for planned school closures such as Professional Development (PD) days or for Snow Days.

Emergency Closure

There are certain rare events that could result in the wrap around care at St Andrew's CE Primary School having to close for a limited time. We would always aim to rectify the closure as soon as possible and keep all parents/carers informed of the situation. In the event of bad weather such as heavy snowfall that would make it hazardous for both staff and parents/carers to travel, the

premises will be closed for health and safety reasons. The Headteacher will decide whether it is safe for children and staff to attend. Staff will inform parents /carers at the earliest opportunity. In the event of an emergency closure, **no fees will apply**, and payments already made will be credited. Parents/carers will be informed at the end of each day about the situation and the likelihood of opening on the following day.

If the provision is open but it is parental choice for the child not to attend the provision, fees still apply.

Late Collection and Non-Collection

At St Andrew's CE Primary School, we recognise that there may be a rare occasion due to unforeseen circumstances, where a parent/carer may be unable to collect their child on time. Under these circumstances we ask that parents/carers contact us to estimate their arrival time or to arrange collection by a different adult.

Contact number for the TreeTops Wrap Around Care Provision outside of normal school hours is 07395005158. This will allow you to speak directly with a member of staff. If a member of staff is unable to answer, please leave a message as these are checked regularly. **Please note that the mobile number should not be contacted for bookings – these can only be made through the school's online booking system MagicBookings – a link is available on the school website.**

Where parents or carers have arranged for their child to be collected by a different person, other than those familiar to staff, we will use a password system to allow your child to be collected (see Arrivals and Departures).

If a parent/carer is going to be late, they must:

- Contact the TreeTops Wrap Around Care Provision as soon as possible to advise of their situation.
- Agree a safety password with staff in advance, to be used by anyone collecting a child who is not the parent.
- Ask a designated adult to collect their child wherever possible.
- Inform the TreeTops Wrap Around Care Provision of this person's identity so they can talk to the child
  if appropriate. This will help to reduce or eliminate any distress caused by the situation.
- If the designated person collecting the child is not known to staff, the parent must provide a detailed description of this person including their full name. This designated person must know the individual child's safety password in order for the after-school club to release the child into their care.

If a child has not been collected from the after-school club:

- Staff will contact the parent or carer.
- Two members of staff must remain on site with the child (if outside normal operating hours). Staff will telephone all contact numbers available until contact is made. These calls will be logged.
- The child's welfare and needs will be met at all times and to minimise distress, staff will distract, comfort and reassure the child as necessary.
- In the event of no contact being made after one hour has lapsed, the person in charge will contact the Headteacher and act on their instructions.

Arrivals and Departures

Before School Wrap Around Care

Parents/carers arriving at TreeTops Wrap Around Care Provision before school, should make their way to the school entrance. A member of staff will then greet you and your child and sign them in, stating the time of arrival. Parents are reminded that no parents are to use the school car park as spaces are limited.

After School Wrap Around Care

All Teaching Staff have a list of all children attending TreeTops Wrap Around Care Provision after school and the class TA will escort them to Treetops at 3.10pm. A register is taken promptly at 3.15pm. Children remain in the provision until collected by their parent/carer. Upon arrival at the morning session, or departure from after school sessions, parents/carers/staff can briefly discuss the child's day and share information if necessary.

The Wrap Around Care team will not release a child to anyone other than the known parent/carer unless an agreement has been made in advance. If a parent/carer informs the school that another person will be collecting their child, the parent/carer will be asked to provide their full name and a password that will be asked for when the nominated person collects the child. If in any doubt, staff will check the person's identity by ringing the child's parent or their emergency contact number.

Late Collection Charges

St Andrew's TreeTops Wrap Around Care Provision must ensure that we adhere to legal requirements regarding staff to child ratios at all times. Late collection has a significant impact on ensuring the correct legal ratios are maintained and on staff costs. Parents/carers of children attending session 1 (3:15-4:20pm), will be charged an additional hourly session rate if their child is not collected by 4:20pm. Parents/carers must collect their child **before 6.00pm Monday to Thursday** and **before 5:30pm on Friday's** – otherwise you will be charged £10 per every subsequent 15 minutes late.

Late collection charges will only apply after 6.00pm on Monday to Thursday and **5:30pm on Fridays –** parents who book their child into the 3.15pm – 4.20pm session who arrive later than planned will only be charged the additional session 2 fee and NOT any late fees.

Any parent who is regularly late to collect their child, will have the offer of a place revoked.

Behaviour and Conduct

The TreeTops Wrap Around Care Provision operates within the policies of the main school and therefore staff follow the schools Behaviour Policy. If staff have concerns regarding a child's behaviour or conduct whilst attending the TreeTops Wrap Around Care Provision, they will inform the child's parent and the Headteacher. Where a child's behaviour is persistently disruptive to the smooth and effective running of the provision, the place will be revoked by the Headteacher whose decision is final.

Equally, if a parent / carer is aggressive or rude to staff or other children, this behaviour will not be tolerated. In these rare instances, we reserve the right to withdraw wrap around care. **No refund will be issued.**

If your child has any behavioral issues or additional needs, you are advised to discuss these with the Headteacher before enrolling your child in the TreeTops Wrap Around Care Provision.

Medicines

Where a parent/carer requests the child is to be given medicine during the day, the staff member must ensure that the medication procedure is followed and that a medicine consent form is completed and signed by the parent. TreeTops Wrap Around Care Provision staff will ensure any medicine that is passed to them is stored securely and handed directly to the adult collecting the child.

Belongings

We cannot accept responsibility for the loss or damage of any child's belonging. Please do not send your child to the TreeTops Wrap Around Care Provision with toys or expensive belongings they wouldn't ordinarily need in a normal school day. Mobile phones are not allowed in school and, in accordance with school policy, any child in Y6 with a mobile phone must be hand it into a member of the Wrap Around Care team on their arrival.

Accidents

St Andrew's TreeTops Wrap Around Care Provision will follow the school procedures for First Aid and accidents. TreeTops Wrap Around Care Provision staff are trained in first aid and their qualifications are on display.

Allergies/ Dietary requirements

The TreeTops Wrap Around Care Provision Team are not able to cater for preferences in your child's taste although we hope that from the choice of foods offered each day there will be something that your child enjoys eating. However, if your child is vegetarian or certain foods cannot be consumed for religious or cultural reasons, please discuss this with the Warp Around Care staff and every effort will be made to accommodate such needs.

Breakfast is provided during morning sessions – cereal, toast, juices etc.

To reduce costs and following the parental survey sent out to parents – TreeTops Wrap Around Care Provision will offer drinks and biscuits for those attending the first afternoon session 1 and a more substantial snack e.g. fruit bars etc. for those attending both sessions. In addition, fruit will be freely available. Parents can choose to send in a packed lunch for their child to consume during a session within the TreeTops Wrap Around Care Provision if they wish to do so.

It is essential that you advise us of all food allergies or intolerances. Should your child suffer with a medically diagnosed allergy then you should contact the office prior to booking a place in TreeTops Wrap Around Care Provision to discuss this further. You will be asked to provide written details of any allergies or intolerances, and every effort will be made to accommodate your child's needs.

St Andrew's TreeTops Wrap Around Care Provision will adhere to and follow all St Andrew's School Policies whilst in operation.

All Parents must agree to abide by the Terms and Conditions in Appendix 1

Booking Support can be found in Appendix 2

Appendix 1

TreeTops

St Andrew's CE Primary School Wrap Around Care Provision
Terms and Conditions

1. This Agreement summarises the terms and conditions on which:

1.1 The Governing Body of St Andrew's CE Primary School, **(the school)** Park Lane, Shifnal, TF11 9HD offers to provide a place in the School's Wrap Around Care Provision (**the Provision**); and

1.2 The parent/carer (**the Parent**) of their child (**the child**) at the provision

***Please note**: All parents who place their children at the school's Wrap Around Care Provision are required to comply with these terms and conditions, irrespective of whether they have signed a copy of the agreement.*

2. **Obligations of the School:**

In line with this arrangement, the School will have the following obligations:

2.1 **Childcare Service:**

(a) To organise and provide a safe, reliable and high-quality childcare support, before and after school, which can be purchased by the parents of children attending the School;

(b) To protect and promote the well-being of the children attending the Provision and the staff working there by complying with the School policies and procedures that are deemed appropriate, including policies and procedures on:

(i) Making complaints;
(ii) Equality;
(iii) Health & Safety;
(iv) Safeguarding & Child Protection;
(v) Special Educational Needs;
(vi) Staff Recruitment;
(vii) Administering Medicines;
(viii) Behaviour Regulation.

2.2 **Opening Times:**

(a) To arrange for the Provision to be open and available between the following hours on Mondays to Fridays, excluding bank holidays, school holidays and any other dates on which the School is closed:

(i)	Morning Session:	7.45am until 8.45am
(ii)	Afternoon Session 1:	3.15pm until 4.20pm
(iii)	Afternoon Session 2 Mon- Thurs:	3.15pm until 6.00pm
(iv)	Afternoon Session 2 Friday's:	3:15pm until 5:30pm
(v)	Afternoon Session 3 Mon – Thurs:	4.20pm until 6.00pm
(vi)	Afternoon Session 3 Friday's:	4:20pm until 5:30pm

2.3 **Late Collections:**

(a) If a child is not collected from the Provision on time, the staff will call the main contact telephone number provided by the Parent and, if staff are unable to contact the Parent, they will repeat that call at approximately five (5) minute intervals until fifteen (15) minutes after the collection time.

(b) If no contact has been made with the Parent, the staff will then call the other contact telephone numbers provided by the Parent and retained by the School and, if staff are unable to contact the Parent repeat those calls at approximately five (5) minute intervals for at least fifteen (15) minutes.

(c) If staff still have not been able to make contact with the Parent or arrange for the Child to be collected within sixty (60) minutes of the collection time, they will contact the Headteacher and act on their instructions.

(d) The Provision is entitled to charge the Parent a Late Collection Fee for any child that is not collected at the end of their session (see clause 3.3 (iii) below).

3. **Obligations of the Parent:**

In line with this arrangement, the Parent shall have the following obligations:

3.1 **Requesting or Amending a Request for a Place:**

(a) To request a place for the Child at the Provision by completing and submitting a booking via the school online booking system MagicBookings, in advance of the dates on which the Parent wants their Child to attend the Provision (subject to availability).

(b) To ensure all bookings are made no later than 7pm for next day bookings;

(c) To cancel or amend any booked session via the online booking system Magic Bookings, 24 hours prior to the booked session. All booked sessions outside the cancellation notice will become fully chargeable.

3.2 **Arrivals & Collections:**

(a) To ensure the Child:

(i) In relation to the morning session, arrives at the Provision on or after the start times given above; and

(ii) In relation to the Afternoon Session, is collected from the Provision before or by the session end time (either 16:20 if booked only for session 1, or by 18:00 Mon to Thurs or 17:30 on Friday's if also booked for session 2), by an appropriate person; Late collections will cause the Parent to incur an additional Fee.

3.3 **Fees:**

(a) To pay the School the following Fees for the Child's place at the Provision **at the time of booking:**

(i) Pre Booked Morning Session: **£5.00** per child and per session, inc breakfast.

(ii) Pre Booked Afternoon Session 1: **£6.00** per child and per session.

(iii) Pre Booked Afternoon Session 2: **£13.00** per child and per session.

(iv) Pre Booked Afternoon Session 3: **£7.00** per child per session.

3.4 **Late Collection Fee**: Parents/carers of child will be charged £10.00 per every subsequent 15 minutes late after 6:00pm for bookings Mon to Thurs and 5:30pm for bookings on a Friday.

3.5 **Respect Staff:**

(a) To treat all staff and children at the Provision with respect and ensure that any person in the Parent's care, or acting on their behalf, does the same.

(b) To follow reasonable instruction of the staff at the Provision and the School, when on the School's premises or when the Child is in the care of the Provision.

3.6 **Medical Conditions:**

(a) To provide the Provision with full up to date details of the Child's medical conditions to enable staff to determine what procedures are necessary to meet their needs and keep them, and others, safe whilst they are at the Provision.

4. **Termination of the Agreement:**

4.1 The School reserves the right to withdraw a place at the Provision from the Child, on reasonable grounds, for example, if the Parent or the Child behaves inappropriately. The Headteacher's decision is final.

4.2 The School shall be entitled to terminate this Agreement and the Child's place at the Provision, with immediate effect, if the Parent breaches any of the terms and conditions of this Agreement.

4.3 Terminating the Child's placement and this Agreement does not prevent the School or the Parent from continuing a complaint or claim using any other rights or remedies to which they may be entitled, including the right to pursue the other for outstanding debts.

5. **Declaration:**

I the parent/carer (**the Parent**) of my child (**the child**) at the provision agree to comply with the terms and conditions outlined above. By booking a place through the online booking system, MagicBookings, you are agreeing to abide by all the conditions above.

Appendix 2

Parent Guide for MagicBookings

TreeTops Wrap Around Care Provision Online Booking System

Step 1 – Register

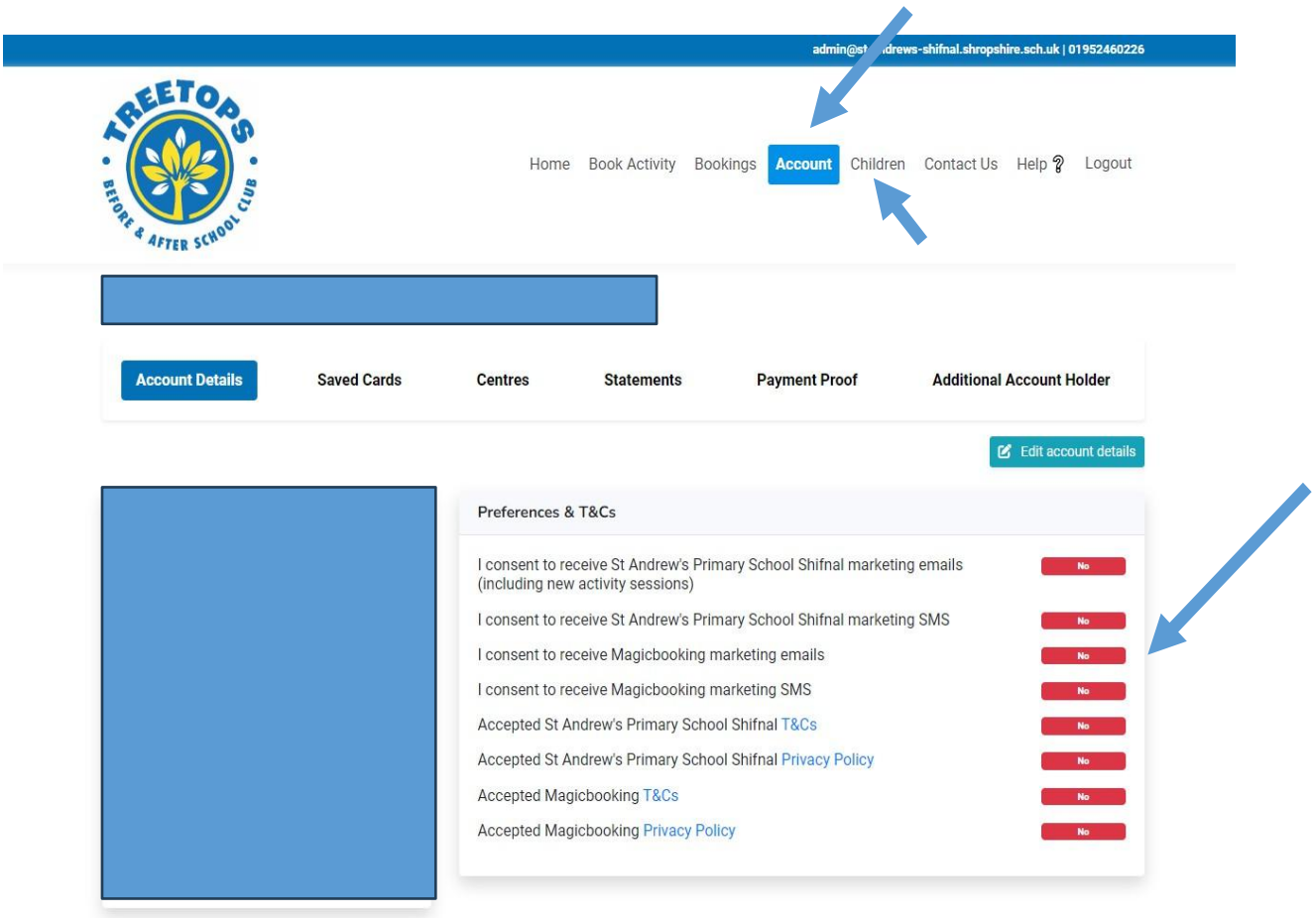
To register your child for TreeTops Wrap Around Care Provision online booking system please visit our school website (https://www.st-andrews-shifnal.shropshire.sch.uk/Parents/Wrap-Around-Care-TreeTops/) and sign up to the online booking system, MagicBookings.

Step 2 – Log in

Insert the email address used for school communications and then click **RESET PASSWORD**

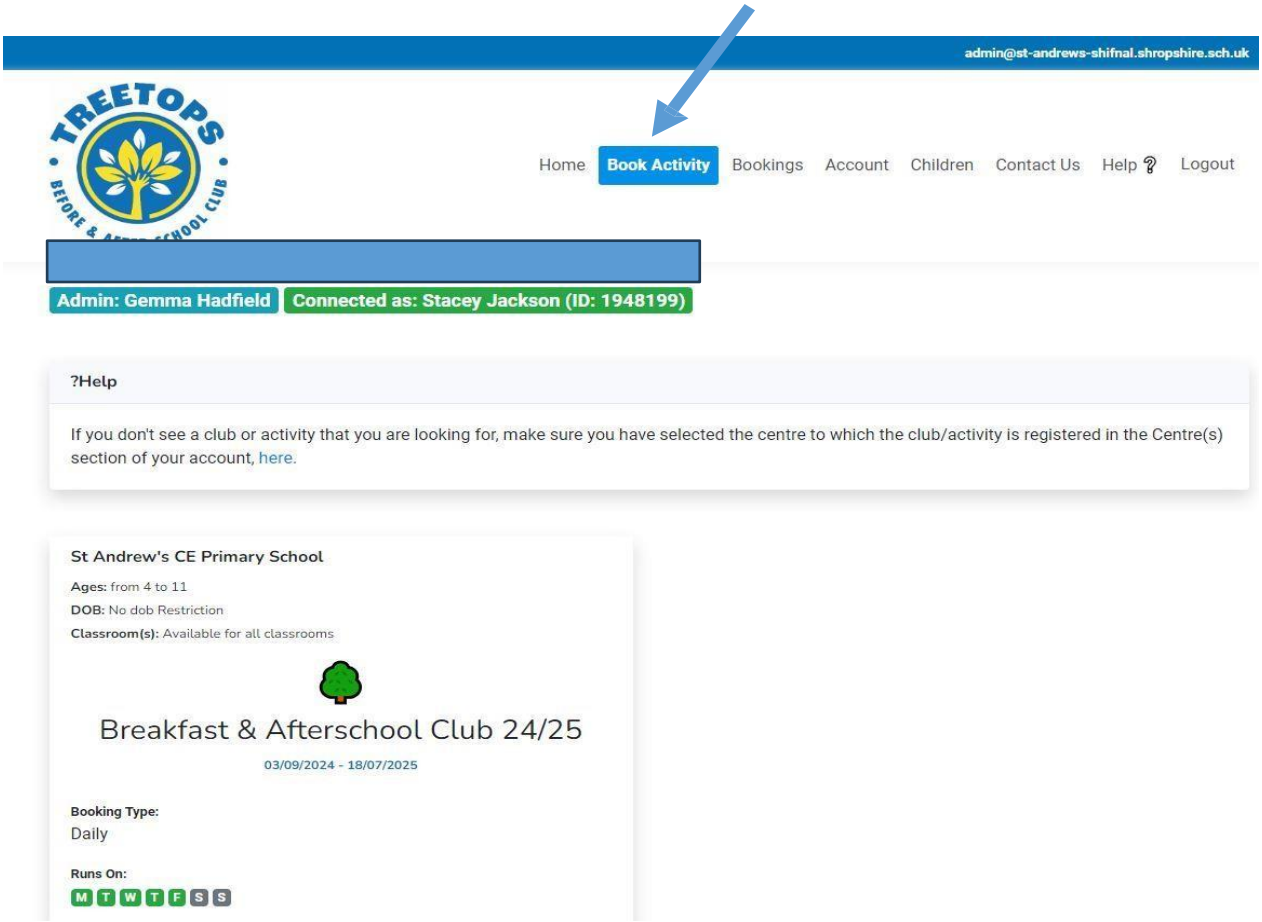
Step 3 – update your account

Complete the consents in your **Account** and in your **Children** account



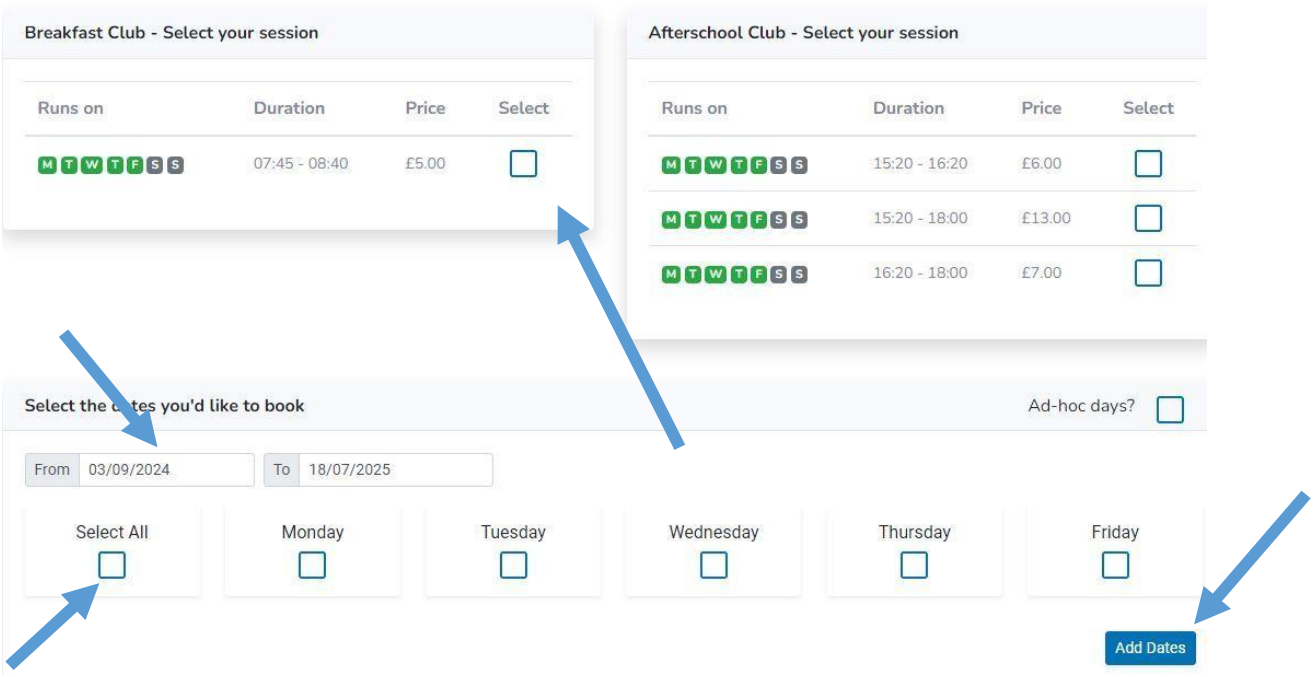
Step 4 - Bookings

To make a booking click on **Book Activity** and then click on the **Book** button (see pic on next page)



Select your child(ren) by ticking in the box under their photo/name.

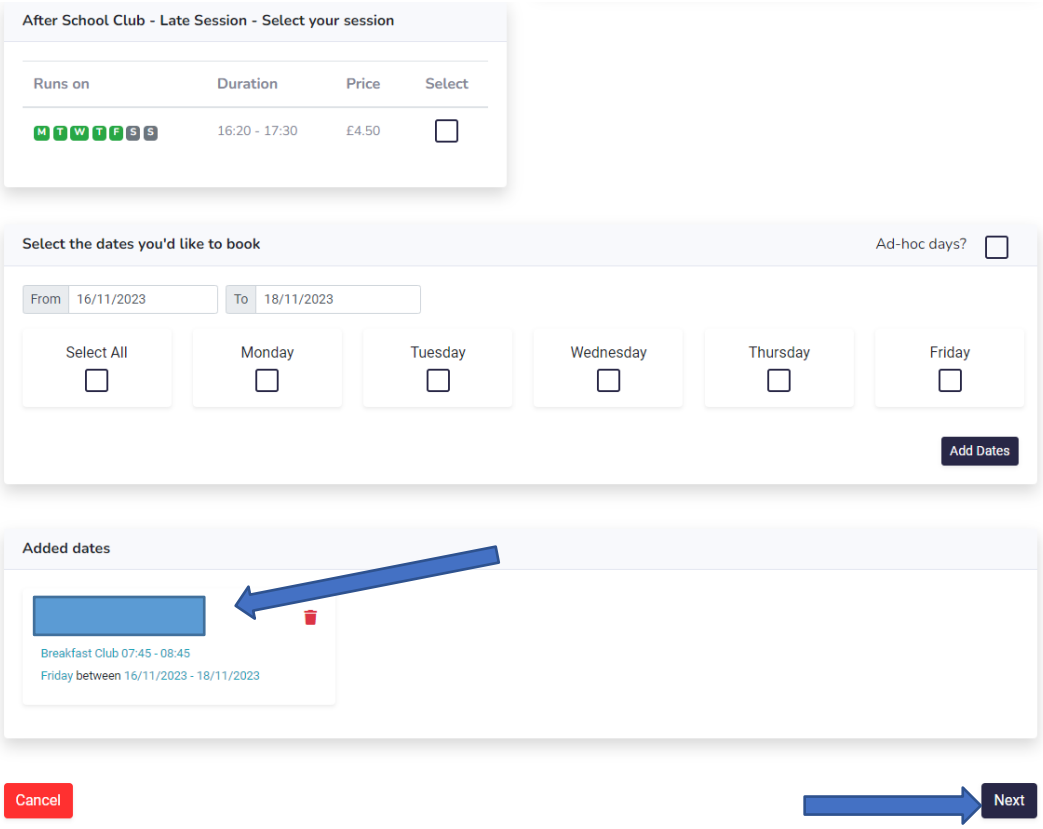
Enter your date range (you book for a period that suits you ie daily, weekly, monthly, termly, whole year). If you are choosing to pay using a payment plan it is recommended that you book for the year so that your monthly payments are equally distributed.



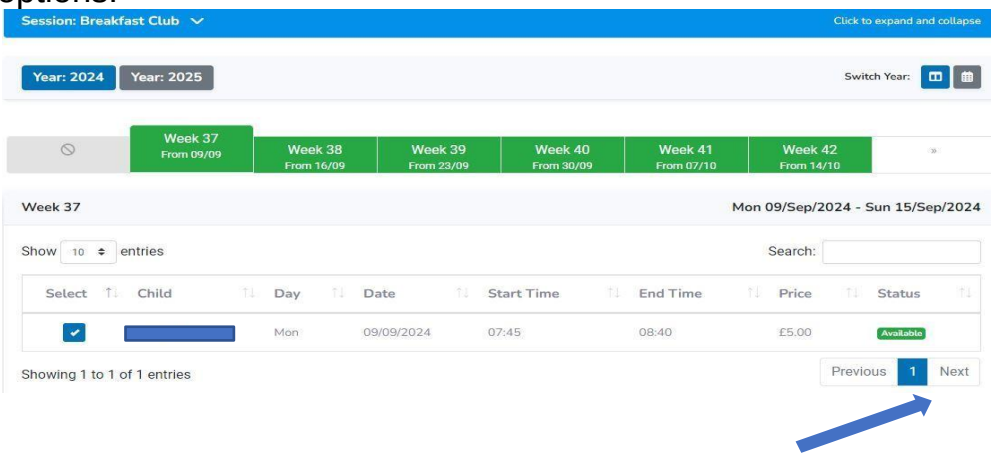
Choose the required sessions i.e. morning, pm1, pm2 or pm3 by ticking in the relevant boxes

Choose the days of the week required and click on **ADD DATES** – note it defaults to the end of the summer term.

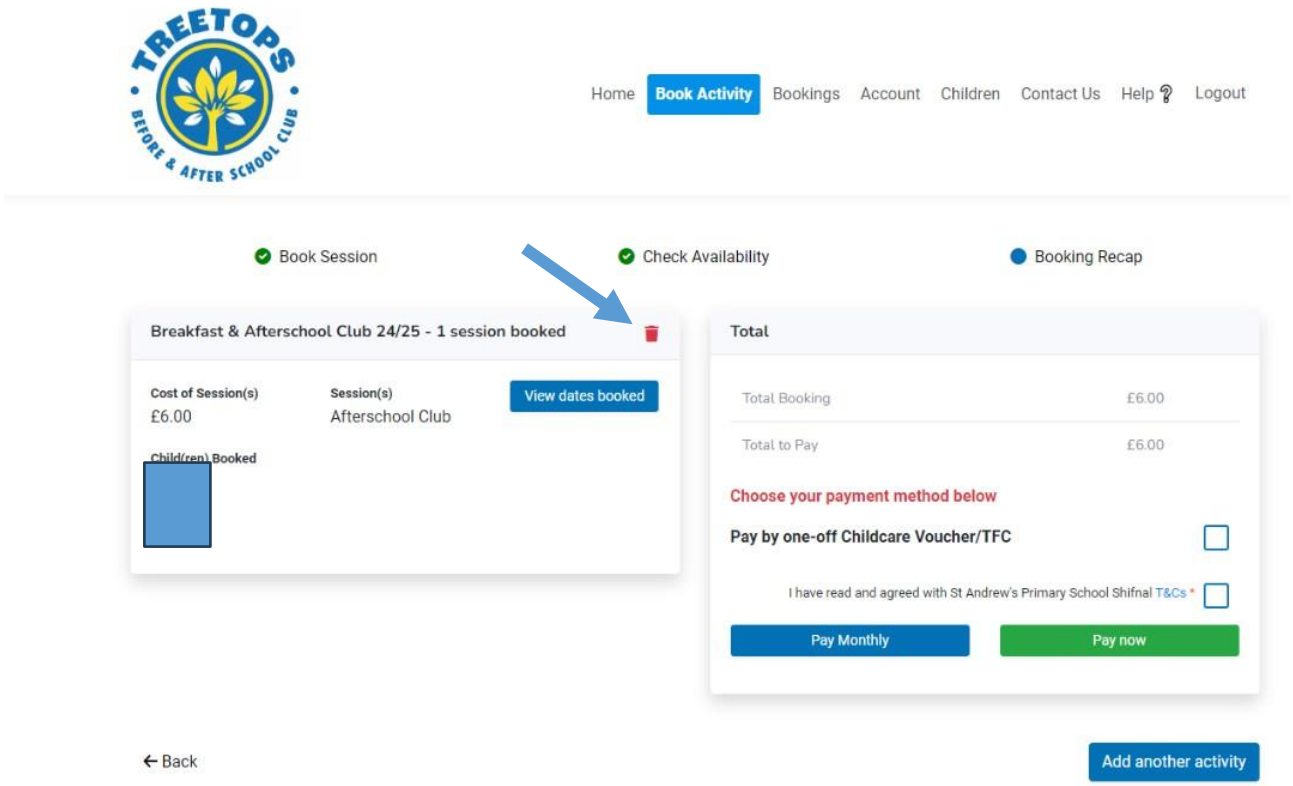
The dates will be shown at the bottom of the screen (see pic on next page). Click on **NEXT**



Your booking dates will be shown together with a date status which shows if a booked session is available or not (Green YES Red NO). If a session shows red it will automatically be added to a waiting list. Click on NEXT and choose your payment options.



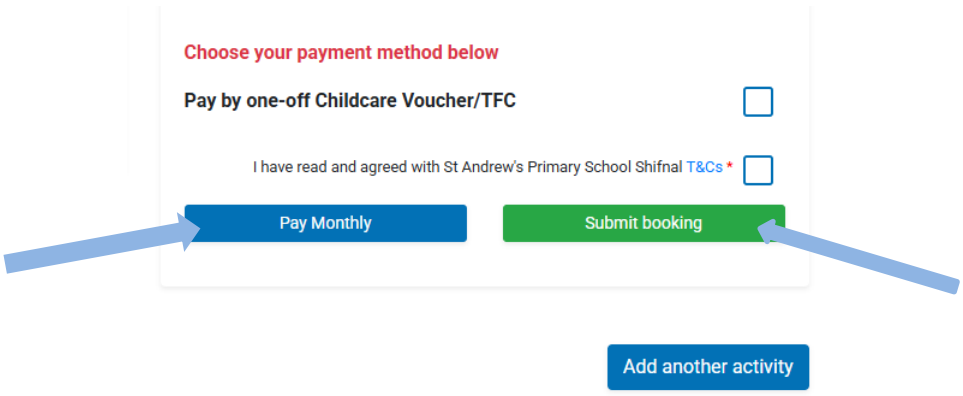
This is the next screen you will see. At this point you still have an opportunity to manually cancel your booking by clicking the red bin.



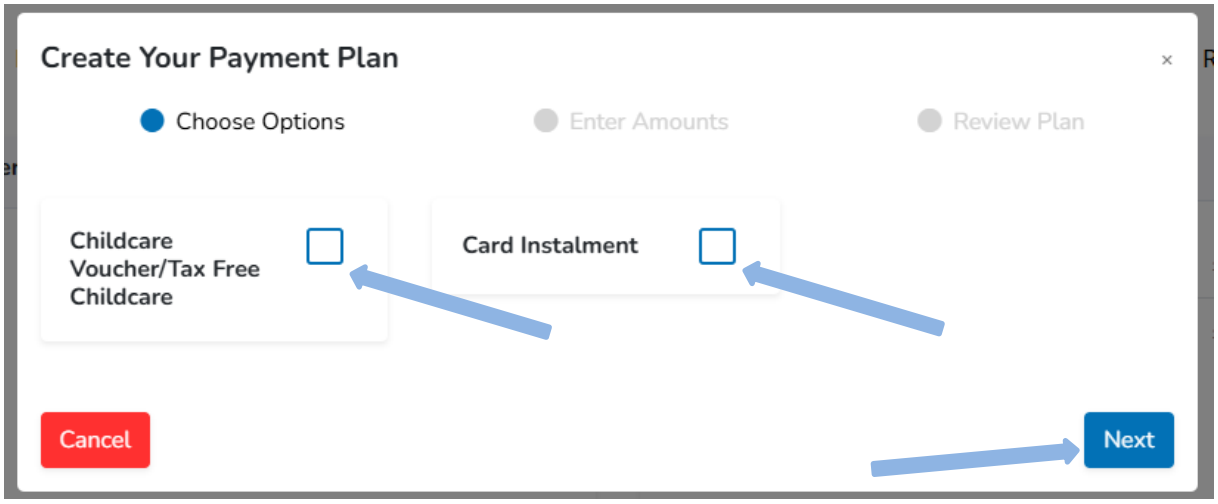
Step 5 – Payment

You have several options when making payment. You can register a credit/debit card to make payment directly to MagicBookings or make payment using Childcare Vouchers.

You also have the option to make payment immediately on booking by clicking on the green Pay Now button or to make monthly payments by clicking on the blue Pay Monthly button (see below)



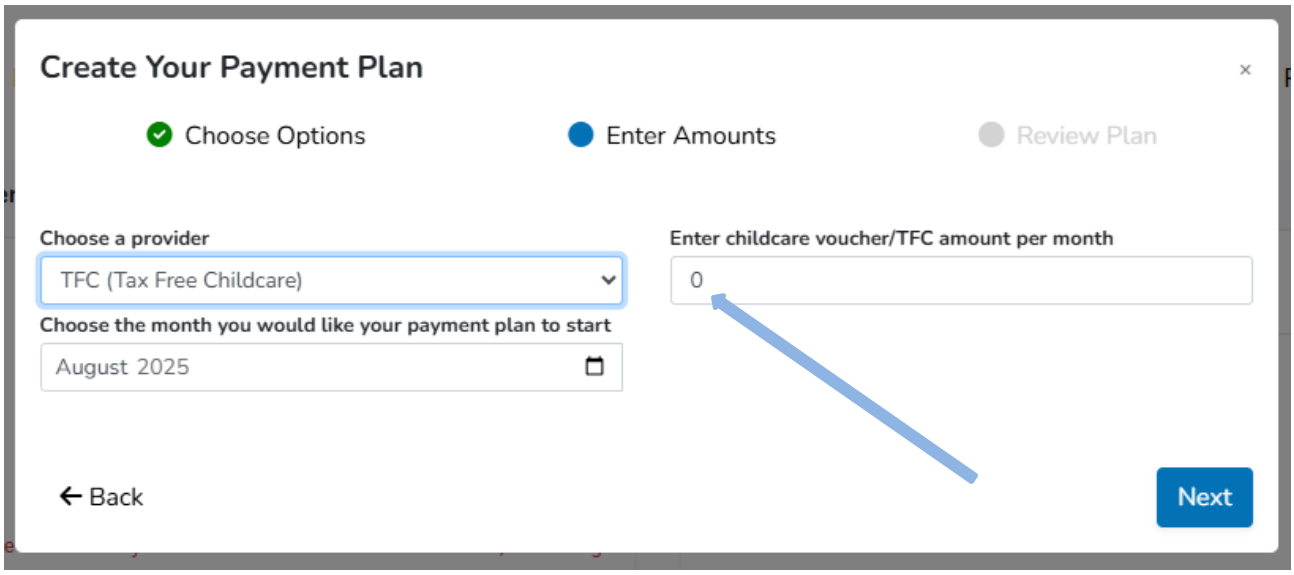
You can choose to pay monthly using a debit/credit card or Childcare Vouchers please tick the relevant box and click on NEXT



Now you need to enter the start date of your monthly payments by using the available dates from the drop-down calendar. *Please note when choosing to pay by monthly instalments, payments are made 1 month in advance of the start of a booking so if you are making a booking in July for the new academic year starting in the following September, your first instalment payment will be due in August (see notes on next page)*. Click on NEXT

Childcare Vouchers/Tax Free Childcare

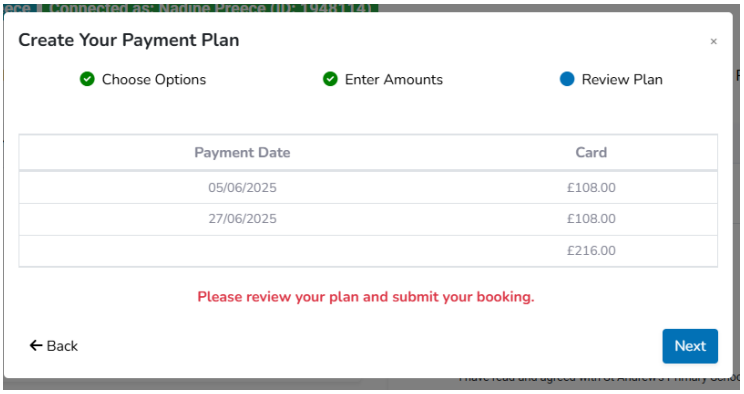
When choosing this method you will see the pop up below. You need to enter the monthly amount you wish to pay in the box showing 0. We recommend you divide the total cost of your booking by 11 so that you pay equal amounts monthly for the academic year but you can choose to pay more each month and pay it off over a shorter period or choose to pay less each month but be advised the remaining balance will be due immediately on booking.



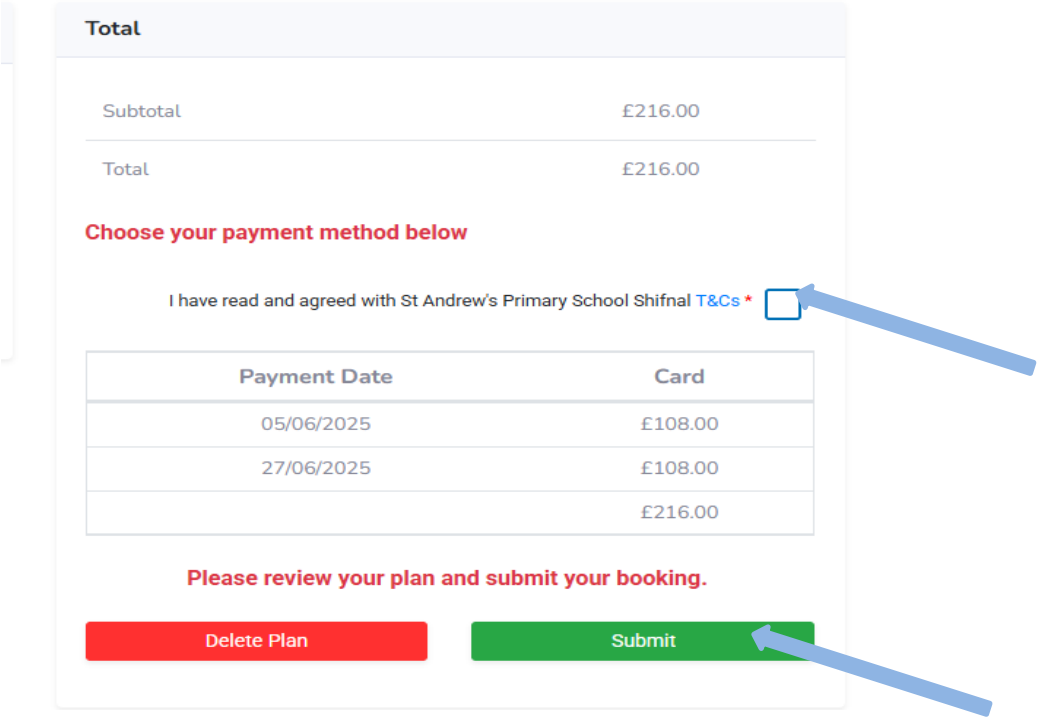
Card Instalment



You will be shown your scheduled payment plan with due dates and amounts. Click on NEXT



You now need to confirm your booking by clicking the T&C's box and click on SUBMIT



Childcare Voucher payment plans

1. If the booking starts within two months, the first payment is due 30 days before the first date booked. Then the following instalments will be due every month after that for the duration of the plan. This is to ensure one instalment is always paid in advance. Please note that the duration of the plan depends on the amount per month entered by the parent.

2. If the booking starts straight away, the first payment is due at the time of the booking by card. Then the following instalments will be due every month after that for the duration of the plan by childcare vouchers for the amount the parent has entered. Payments are requested upfront to ensure one instalment is always paid in advance. Please note that the duration of the plan depends on the amount per month entered by the parent.

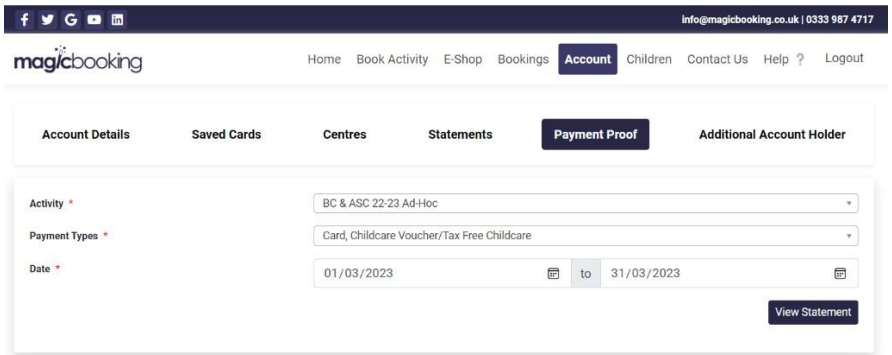
Step 6 – Invoicing

You will not receive a monthly invoice but you can access Proof of Payment, should you need this, from your online account (see instructions on the next page).

How can a parent get proof of payment?

Parents who need to provide proof of payment to local government agencies or other parties can generate a statement from **Account > Payment Proof** on the parent site.

From here, parents can select the **Activity**, **Payment Type** (Card, Childcare Voucher/Tax Free Childcare etc.) and **Date Range** of the sessions they need payment proof for and click **View Statement** to generate a statement for these sessions.



On the statement generated, parents will see the **date**, **cost** and **Total Paid** for each session and can click the **Download** button at the top to download the statement as a PDF which can then be shared.