



WOODY'S



WOODSTONE COMMUNITY PRIMARY SCHOOL

WRAP AROUND CARE

PARENT'S HANDBOOK



MAY 2025

Our Core Aims

The primary purpose of Woody's Wraparound Care is to provide a safe, welcoming, and dependable environment where parents and carers can leave their children at the beginning and/or end of the school day with complete peace of mind. We aim to create a setting that blends the familiarity of home with the structure and enrichment of school. Woody's is designed for children aged 4 to 11 years old, offering a secure, relaxed, yet stimulating atmosphere. We provide a wide variety of activities tailored to reflect the children's interests, ensuring that Woody's is a place children genuinely enjoy attending.

Introduction

Woody's Wraparound Care operates on the premises of Woodstone Community Primary School and serves children aged 4–11 who attend the school.

The club is open during term time (excluding inset days) at the following times:

- **Morning session:** 7:30am to 8:45am
- **Afternoon session:** 3:15pm to 6:00pm (5.00pm Friday)

Current session costs can be found in the **Pricing Policy** section of this handbook.

Registration

When a parent or carer enquires about a place we will provide the following information:

- This Parent Handbook
- Registration Form
- Medical Information Form
- Medicine Consent Form

A child can begin attending Woody's as soon as all completed forms have been submitted. All information provided will be kept confidential and stored securely.

Please note: All Reception starters will be provided with the required documents as part of the new starter pack prior to your child starting school.

Admission

Woody's is available to children enrolled at Woodstone Community Primary School only. Admission is subject to availability, and a completed registration pack must be submitted before attendance can commence.

If a session is fully booked, parents and carers will be notified via the Arbor platform at the point of booking. If any issue arises, contact will be made directly by the School Office to inform you of an unsuccessful booking.

For instances where Woody's is fully booked on a desired date, a waiting list will be maintained and operated on a first-come, first-served basis. If a place later becomes available, parents and carers will be contacted to confirm if a place is still required.

Booking Procedure

Wherever possible parents and carers are required to pre-book sessions, 1 month in advance using **Arbor Parent Pay**. All wraparound care bookings, payments, and adjustments are managed through this system.

Places can be booked via the **Arbor Parent Portal App**. For guidance, please refer to the section on the Arbor website 'Signing my child up for a Club on the Parent Portal or Parent App,' on the link provided <https://support.arbor-education.com/hc/en-us/articles/360008179494-Signing-my-child-up-for-a-Club-on-the-Parent-Portal-or-Parent-App>

****Please note:** The help section explains how to sign up for both free and paid club sessions. A free session refers to a 1-hour taster session offered to all new Reception children (3:15pm–4:15pm). These sessions are subject to availability and must be booked in advance.*

A limited number of **ad hoc** spaces will be available each week. These are subject to availability and offered on a first-come, first-served basis. For this reason, it is advisable to plan in advance to ensure your childcare requirements are covered and to avoid disappointment or inconvenience. Forward planning also allows Woody's staff to prepare meals, activities, and staff in accordance with staff-pupil ratios.

Emergency bookings are subject to availability and may be arranged by contacting the School Office. If space is available, the school will manually raise a payment request via Arbor, which must be settled immediately.

Childcare Vouchers

Childcare vouchers can be used for our Wraparound Care. Please contact our Admin Team on **01530 519473** or email **wpsoffice1@woodstone.leics.sch.uk** to inform us of your provider so that arrangements can be made.

Financial Support

You may be able to access different financial support to help pay for childcare. Below are some helpful links:

<https://www.childcarechoices.gov.uk/>

<https://www.gov.uk/childcare-calculator>

Cancellations and Changes to Bookings

If you need to change the days your child attends, you are required to amend your booking via Arbor Parent Pay with **at least 48 hours' notice**, or alternatively, you can call the school office. The session will then be credited to your account.

If a session is booked and paid for and the required notice is **not** provided, we cannot credit or exchange this for an alternative session. This includes absences due to illness because we have to make necessary staffing arrangements in advance.

Temporary Absence Notification

If your child is not able to attend a pre-booked session, please notify us as soon as possible via email or by calling the school office 01530 519473.

If your child is absent without prior notice, they will be treated as a **missing child** until contact is made.

In cases of illness or emergency where advance notice is not possible, please contact the office promptly.

Pricing Policy

Sessions must be booked and paid for in advance using Arbor Parent Pay under our "Pay as You Go" scheme wherever possible. Bookings should be monthly in advance to allow for accurate staffing and catering plans.

Parents/carers can top up their Arbor account in advance or pay at the point of booking via the portal (browser or app).

We accept **Tax-Free Childcare Vouchers**. If you wish to use these, please make the payment request in advance of booking. Processing of these can take **3–5 days**.

All remittances must be emailed to wpsoffice1@woodstone.leics.sch.uk with your child(ren's) full name, the total amount and invoices paid, along with the date of payment to ensure the payment can be identified clearly, and applied to the correct account.

If your child(ren) already attends Woody's and you are interested in learning more about using the Government Tax-Free Childcare scheme, please visit the link below for more information or to set up your account.

<https://www.gov.uk/get-tax-free-childcare>

Breakfast Club (7:30am – 8:45am)

Time	Cost	Includes
7:30am – 8:45am	£6.75	Breakfast (toast/cereal)
8:15am – 8:45am	£3.00	No breakfast

- Children arriving **after 8:15am** will not be served breakfast.

After school club (3:15pm – 6:00pm)

Time	Cost	Includes
3:15pm – 4:15pm	£5.50	Drink & biscuit
3:15pm – 5:00pm	£11.00	Light tea
Mon - Thurs 3:15pm – 6:00pm	£15.00	Light tea
Friday only 3.15pm -5.00pm	£11.00	Light Tea
After 6:00pm	£25.00	Late collection fee

If Attending an in house after school club first (for example Choir or a Sports session)

Time	Cost	Includes
4:15pm – 5:00pm	£5.75	Light tea
4:15pm – 6:00pm	£11.50	Light tea
After 6:00pm	£25.00	Late collection fee

Late Payment of Fees

Fees are reviewed annually by the Governing Body in line with inflation.

If fees are not paid:

- A reminder will be sent via email or a phone call made.
 - If unresolved, the Headteacher will issue a formal letter.
 - Non-payment may lead to withdrawal of the child's place.
 - Persistent failure will result in permanent withdrawal.
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Staffing

The club is run by our **Wraparound Care Manager** and trained assistants. All staff are committed to ensuring a smooth transition between school and club for each child.

Please speak to a member of staff at drop-off or collection with any concerns, or arrange a meeting with **Ms Samantha Knight**, the Wraparound Care Manager.

Arrivals & Departures

- Entry is via the **intercom system** at the security gate to the left of the school hall.
 - Please **do not park in the loading bay** in front of the gate; this space must remain clear for deliveries and emergency access.
 - A **register is taken** when children arrive and on departure.
 - Children must be collected by someone named on the registration form unless prior authorisation is given and the correct collection password is provided.
 - The club closes at **6:00pm**. Late collections will incur a fee of £25.00. If a child remains uncollected past 6:15pm with no contact made, our **uncollected Children Policy** will be followed, which may involve contacting Social Care.
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Daily Provision

- Children can freely choose from activities including crafts, games, cookery, physical play, homework, and seasonal themes.
 - Activity timetables are displayed on noticeboards, on the website, and are available from staff.
 - We serve healthy snacks and meals; fresh water and juice are always available.
 - We cater to dietary needs and promote independence.
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Holiday Club

Woody's operates during some holiday periods. Fees differ from term-time sessions. Bookings are made through Arbor Parent Pay, and information will be shared via email, newsletters, noticeboards, and the school website.

Behaviour

We follow the school's **Behaviour Policy** and promote care, respect, and enjoyment. Behaviour is managed through positive reinforcement and cooperation. In serious cases of unsafe or violent behaviour, a child may be sent home and a review held. All children are expected to behave in a way that supports a calm and enjoyable environment.

Please inform the school of any concerns that may affect your child's wellbeing or behaviour.

Behaviour – Adults

We maintain a **zero-tolerance policy** to bullying, aggression, or threatening behaviour by parents, carers, or visitors. Such behaviour may result in removal from the premises.

Illness

- Children who are unwell should not attend.
- If a child becomes unwell, parents will be contacted and asked to collect them.

- For sickness/diarrhoea, children must remain off for **48 hours** after the last symptom.
 - Please notify us of any infectious conditions.
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Accidents & First Aid

- The club is fully insured.
 - Staff are trained in first aid. All accidents are recorded and shared with parents.
 - In medical emergencies, parents and guardians will be contacted according to the order of priority on our Arbor system.
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Medication

If your child requires medication during a session, a **Medicine Consent Form** must be completed in advance. Please speak to a staff member for support

Child Protection

We are committed to safeguarding children and follow all local and national procedures. All staff are appropriately trained. Please see our **Child Protection Policy** for full details available on the school website.

Policies and Procedures

Key policies include:

- Behaviour Policy
- Child Protection Policy
- Equality, Diversity and Inclusion Policy
- Health & Safety Policy
- Medical Conditions Policy
- Complaints Policy

All policies and a copy of the Parent Handbook are available on the school website <http://www.woodstoneprimary.co.uk>

Pledge to Parents

We value our relationship with parents and carers and commit to:

- Being approachable and available to discuss your child's experience.
 - Keeping you informed of all club operations, fees, and activities.
 - Maintaining consistency and reliability for your peace of mind.
 - Involving you in decisions and listening to your feedback.
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Contact details

Telephone: 01530 519473 Office Hours are 8am-4.15pm

Email: wpsoffice1@woodstone.leics.sch.uk

Email: woodys@woodstone.leics.sch.uk

Address: Heather Lane, Ravenstone, Coalville, LE67 2AH

*Please only use the Woody's email **for urgent matters outside of our school office hours and during holiday club sessions.** This ensures we can manage communications effectively and respond promptly to urgent situations.*