

Hoole Enterprise Trust – Time for You (HETTY)

Wraparound care policy

Our intention

At HETTY we run a wraparound care service, with the aim of supporting working parents of children aged 4-11. HETTY wraparound care service is only available to children of school age who attend Hoole C of E primary school. Once a child leaves school whether still in primary education or moving onto secondary education this childcare service will no longer be available to them.

We set up each day in the school hall and have access to our own equipment and resources as well as the availability to use the outdoor play areas on the school grounds. Please see our arrivals and departures policy for more information about how we drop off and collect your children.

It is the intention of everyone involved at HETTY to provide a happy, stimulating environment in which children are supported to reach their full potential. We believe that a positive relationship with parents and carers is vital and promotes our aim to maximise the child's learning and ensure wellbeing and well-rounded development whilst children are in our care.

We follow the lead of your children, letting them choose their style and theme of play. We have a few key staff members that parents/carers can approach at any time. Mrs Denise Bowes is the Manager and Designated Safeguarding Lead. Mrs Sue Noden is the Deputy Manager and Deputy Safeguarding lead. Miss Lucy Nevitte is the Wraparound care Supervisor and will be your child's Key person and first point of contact if you should have any questions about Wraparound Care.

We have an extensive library of policies and procedures that apply to wraparound care. All of our policies are available for parents/carers to view on our website www.hettypreschool.co.uk paper copies can be obtained upon request.

Some of our policies with specific relevance to Wraparound care are as follows:

Visitor policy (within Health and safety policy)

Allergy and food preparation policy

Intimate care and Toilet policy

Behaviour management policy

Administration of medicine policy (within Health and Safety Policy)

Non-collection of children policy

Equality and Diversity policy

Complaints policy

Emergency evacuation plan

EYFS policy (Within Wraparound care policy)

Missing child policy (Within Health and safety policy)

Safeguarding children and child protection policy

Staff behaviour policy

Online safety policy

Health and safety policy

Arrivals and Departures policy

Equipment and resources policy

Play policy

Sickness policy

Debt recovery policy

Fee Policy

Hoole Enterprise Trust – Time for You (HETTY)

At HETTY we intend to:

- provide a safe, stimulating and happy environment for children to thrive in
- plan for and provide a range of stimulating and meaningful play activities for your child
- provide healthy breakfast and/or afternoon snacks and drinks, prepared in line with the safer allergens eating policy (EYFS 2026)
- inform you of any concerns, which may affect your child's progress or wellbeing in our care or out of school
- implement an open-door policy, meaning that parents/carers are welcome to come in for an informal chat without prior appointment. We are committed to ensuring key staff are available to discuss your child's individual needs at any time. Lucy, Denise or Sue will usually be contactable face to face or failing that, via telephone or email on [07307870845](tel:07307870845) or [01244 500908](tel:01244500908)
 - hettymanager@hooleceprimary.cheshire.sch.uk
 - lucynevitte@hooleceprimary.cheshire.sch.uk
 - suenoden@hooleceprimary.cheshire.sch.uk
- contact you promptly if there is a problem with your child's health, wellbeing or behaviour
- Always ensure confidentiality of children's information where incidents need to be discussed with other families
- Ensure all that all staff adhere to policies and procedures of HETTY Pre-school and Wraparound care service.
- keep you informed about updates and helpful resources through newsletter, email and our website www.hettypreschool.co.uk

Children are expected to

- Follow our house rules, be polite, friendly and respectful and inclusive of everyone
- Avoid bringing items from home that may get lost or damaged
- Co-operate with our daily routines including helping to tidy up and keep our play spaces tidy

Parents/carers are expected to

- Fill out enrolment forms and medical forms promptly and in great detail before the child starts
- Supply HETTY with any medication the child may require
- Ensure that drop off and collection times are adhered to consistently
- Ensure that children are not dropped off without prior booking
- Notify HETTY manager or supervisor if the child is unwell or not attending on a day they are due to attend. **A child's absence could be considered a safeguarding concern**
- Contact HETTY promptly if there is a change to the usual person collecting the child
- Adhere to the terms and conditions set out in HETTY Policies and contracts
- Inform HETTY Manager or supervisor of any problems or changes in circumstances which may affect the child's behaviour or attendance

Hoole Enterprise Trust – Time for You (HETTY)

Statement of what we do

Activities are planned each day with the aim to provide a range of stimulating, interesting and fun learning opportunities based on the children's interests. We have a primary focus on children's social and emotional wellbeing, making sure they feel happy, safe and welcome, that they have space to relax, move around, be active or use their creativity and imagination doing whatever makes them happy. HETTY is a social hub for children to enjoy chatting and playing with their friends, winding down and relaxing before and after they have been to school. We have a calm area set out for children who wish to rest and at least one adult planned activity available to all children at each after school club session.

Children have free access to a range of toys, board games, craft resources and educational games on the resource trolley and they have free choice of play activities. Children are supported in having free choices and activities based on their own ideas in line with our British values. Please see our **play policy** and **equipment and resources policy** for more about what we do and how the children are stimulated and occupied in our care. Children have access to our HETTY iPads on occasions if they wish to research something or engage in educational games as a treat. More information about how children are kept safe when using technology is found in our **Online safety policy**.

Our HETTY house rules, which have been created with the ideas of the children are displayed within the setting for children to refer to whilst in play. We consistently encourage children to be kind, respectful and inclusive, have fun and play safely and act responsibly. These rules tie in with our British values that we promote in everything we do. Whilst managing behaviour, staff will encourage children to take a look at the rules, decide which they have not followed and come up with a solution. This promotes problem solving which is key life skill for children to learn.

Children in EYFS

As part of the statutory framework, your child will be assigned a key person before they start HETTY wraparound care. Your child's Key person is usually Miss Lucy Nevitte – The HETTY Wraparound care supervisor. The key person will:

- Make casual observations on key children and comment on their interests and achievements in discussion with their class teacher and parent/carer
- Record and celebrate the child's achievements through pictures and written observations through the Evidence Me app
- Liaise with parents/carers regarding any questions or concerns about the child
- Work in partnership with the child's class teacher regarding the child's progress
- Meet with EYFS class teachers once each term to gain an idea of next steps in the key child's development. Particularly in Personal Social & Emotional development (Prime areas of the EYFS)
- Support the Key child's learning and development by facilitating play opportunities that promote the development of the children's next steps as suggested by their class teacher each term.

Hoole Enterprise Trust – Time for You (HETTY)

Upon enrolment HETTY will send an All about me booklet for parent/carers to fill out with their child to help staff to gain an understanding of the child's home life and background. This document helps us to get to know the child and their interests. Parents/carers are welcome to arrange a visit to the club to meet the staff before their child starts

Sessions and charges

Breakfast Club runs every day during the school term (with the exception of INSET days and Bank holidays) from 7.45am – 8.45am. After school club runs from 3.10pm up until 5.45pm.

‘Regular sessions’ are those that you are contracted to each week. ‘Ad-hoc’ sessions include extra bookings or changes to your contracted sessions. Ad-hoc bookings are charged at a higher rate due to the extra admin work involved in making changes to booking patterns.

Regular breakfast session **£4.50** including breakfast cereal.

Ad-hoc breakfast session **£5.50** including breakfast cereal.

Regular after school session **£11.00** including a light snack.

Ad-hoc after school session **£12.00** including a light snack.

All sessions must be booked in advance and be agreed by the manager or supervisor. Invoices are be emailed to the parent/carer at the end of each month, covering the first to last day of the current month.

Parent/Carers are welcome to pay weekly by standing order, fortnightly or up to 1 month in arrears. Invoices are issued on the last working day of each month and payment is expected promptly. If you wish to discuss payments please contact the manager Denise Bowes or Supervisor Lucy Nevitte. If parent/carers are in extreme financial hardship and would like to use the Wraparound care service, please speak to the Manager or Supervisor in confidence and we work together to organise a payment plan that suits both parties.

Late fees apply to children who are collected after 5:45pm and persistent late collection may jeopardise your child's place. Late fees are £5.00 per every 15 minutes after 5:45pm. HETTY operate a **Non-collection policy** for children who are uncollected after 5.45pm without prior notification or where parent/carers and emergency contacts are unreachable. Please see more details of this on our website.

Low Sugar Breakfast cereals are provided from 7.45-8.30m and fresh drinking water is available at every session.

After school club provide a light snack at 3.30pm, this is usually a sandwich/wrap/piece of toast. Breakfast cereal and snack are included in the fee. We are able to cater for a range of dietary requirements.

If your child wishes to pack an extra snack for after school please avoid packing snacks which contain or may contain nuts. Snacks brought from home must be checked over by a staff member first for allergen risks. If you wish to provide your child with their own breakfast food or pre packed snack, unfortunately we are unable to make any reduction in fees for any sessions that your child attends even if they bring their own snack.

Hoole Enterprise Trust – Time for You (HETTY)

HETTY wraparound care is run by HETTY Pre-school staff. Due to staffing requirements, attendance is charged for the whole session booked, even if the child is dropped off later than the session start time, or only attends for short amount of time.

Cancelled sessions, sickness days, holiday's and non-attendance days are still chargeable at full fee price. We do not charge for statutory bank holiday dates or for Hoole C of E Primary INSET day dates.

Where space is available, we could do a same week swap if you wish to, however all other cancellations are still chargeable.

For permanent cancellation of your child's space we operate a 2 week cancellation notice.

Bookings

Bookings can be made via 07307870845 or by emailing Lucy Nevitte, the supervisor on lucynevitte@hooleceprimary.cheshire.sch.uk

If your working pattern varies we will do our best to accommodate changes to the day each week by offering a same week swap or an ad hoc session where requested, however it is not always possible due to staffing arrangements. It is preferable that you book for the same days each week (regular session contract). Ad hoc sessions must be requested in advance. Please note that the minimum notice required is 24 hours and we cannot guarantee availability.

Changes to Bookings If you are a shift worker or work flexible hours and you do not know your exact hours/days in advance, we will endeavour to accommodate your needs but you will still need to book advance. Please note that the minimum notice required is 24 hours and we cannot guarantee availability.

If you need to change or increase your regular day(s) at short notice please notify the supervisor on 07307870845 or lucynevitte@hooleceprimary.cheshire.sch.uk.

Children attending school run clubs

Hoole C of E Primary school offer a wide range of after school activity clubs which run each term from the end of the school day until 4.20pm. Children who are also booked into HETTY after school club on those days that they attend school run clubs can still attend HETTY after their school run club has finished. Parent/carers are charged fees at full price for part-attendance of sessions.

Parent/carers must notify HETTY if your child attends a club run by Hoole C of E primary school before coming to after school club. This is to safeguard your children and ensures all staff are aware that your child will be registered at a later time.

Walking home agreements

Occasionally parents/carers wish for their child to walk home from HETTY at a desired time on certain days, arrangements are in place for parents/carers to be able to request a walking home agreement. HETTY staff will follow the agreed written agreement **unless otherwise notified in writing. Please note this is filled out separately from the permission to walk home from school survey given by school.**

The following points apply to walking home agreements.

Hoole Enterprise Trust – Time for You (HETTY)

- Walking home agreements are to be written by and signed by the parent/carer specifying the time they wish for the child to depart and on what days they wish for the child to walk home.
- Only children in year 5 & 6 with signed and in date walking home agreements in place are permitted to walk home from HETTY
- Changes to walking home agreements are to be made **in writing** by the parent/carer, not by word of mouth.
- It is the responsibility for the parent/carer to check that the child has arrived at their agreed destination after leaving HETTY.
- If a parent/carer requests that their child is to walk home as a one off, this is permitted as long as HETTY have the request in writing, specifying the details of the time and date they want the child to depart HETTY. (Only available to children in year 5 & 6)

Payment

We accept a range of payment, including Cash, BACS payments, childcare vouchers and tax-free childcare, in either part or full payment. Please notify us if you wish to use this method of payment and which voucher scheme you use.

Refunds

Unfortunately, refunds will not be issued unless one of the following circumstances applies:

- closure or suspension of breakfast club as a result of third-party action
- extreme weather causing closure
- fire causing closure
- flood causing closure
- national pandemic or any other event beyond our control.

In the unlikely event of high levels of staff absence, for example due to COVID 19 or other sickness, we will endeavour to keep the club open but this cannot be guaranteed.

In the unlikely event that HETTY is unable to staff Wraparound care, a full session refund will be offered for children who are booked in of that day.

If the Club becomes financially unviable due to low booking numbers, parents will be given at least one term's notice of closure, so that alternative arrangements can be made.

We are committed to reviewing our policy and procedure annually or immediately in the event of changes to law, guidance or good practice.

This policy was adopted on	Signed on behalf of the nursery	Date for review
21/07/2026	Denise Bowes & Lucy Nevitte	21/07/2027