



"Learning Together, Learning For Life"

Early Birds



Night Owls



# Wrap Around Care **Parent Handbook**

## **Welcome to Early Birds and Night Owls**

I am delighted to welcome you to our warm and friendly Wrap Around Care facilities; Early Birds and Night Owls. As an extension of our school day, your children will be looked after by our caring staff with wonderful opportunities to enjoy, achieve and learn in a 'home from home', values-based environment.

Both Early Birds and Night Owls are run by the School independently and we hope that the offer of this popular service will be of support to working families.

This handbook offers a brief guide for families making use of our service and will be updated as required. Where updates are made, we will of course inform you.

I sincerely look forward to seeing your children enjoy their wrap around care and welcome any feedback you may have. Similarly, if you have any queries, please do ask.

Best wishes

Mrs Wittich

Headteacher

### **Contact us:**

Reed First School

01763 848304

After 5pm: 07518 133104

## The team

Our team will support your child having the very best start and end to their day. Each session ensures a 1 adult to 8 children ratio. All staff are trained to Level 1 Safeguarding and have all completed the St Johns Ambulance first aid at school training. Any Special Educational Needs requirements will be arranged and planned for with Mrs Wittich, our SEN Coordinator.

## Pricing

Please see the wrap around care page on the school website, for current pricing.

## Getting to Early Birds

- Early Birds is open from 8am. Unfortunately, we are unable to accept children before this time.
- To access Early Birds, a separate wrap around care doorbell is positioned on the front door. Please ring this bell and a member of the Early Birds team will be with you.
- Your child will be taken out to the playground at 8.45am, where they will be supervised until 8.50am, when the bell is rung.

## Getting to Night Owls

- Children in all year groups will be collected from class at the end of the day by the Night Owls team.
- Please do ensure that if your child won't be attending until later due to an alternative after school club (eg. PE) that you inform us.

## Collecting your children from Night Owls

- **Night Owls will close promptly at 5.15pm and all children must be collected by this time.**
- Please collect from the front entrance door and ring the wrap around care doorbell.
- When you collect your child, you will be asked to sign him/her out and mark the time of collection. This is essential as the register will be used as a checklist in case of fire and safeguarding.
- Only nominated adults will be allowed to collect children from Night Owls, where this may change, prior to 3.15pm, please ring the main school number with the name and telephone number of the person collecting.

## Late collection

- If for any reason you are delayed, please do telephone us so that we are aware you are going to be a few minutes late. We will of course do our best to support in these circumstances. You can call 01763 848304 or 07518 133104.
- Parents who have booked for the first hour of Night Owls only and collect their child past 4.15pm will be charged for any lateness within the additional hour.
- Parents who have booked for both hours of Night Owls and are late to collect their child past 5.15pm will be fined £2 per family, for every 5 minutes' interval past 5.15pm.
- Fines will be added to the usual monthly invoice. Unpaid fines will result in the Headteacher making a decision to cancel further bookings for Night Owls.
- If a child is collected late three times, in addition to the fines detailed above, the parents will be contacted to discuss ways forward. Should late collections continue after this date, the Headteacher reserves the right to cease all further bookings with immediate effect.
- At the end of an evening session, if a responsible adult fails to arrive to collect a child and we are unable to contact any of the named persons on the registration form, we will contact Hertfordshire County Council Children's Services Team.

## Booking and Payment

- All bookings must be made through the school office, preferably by email ([admin@reed.herts.sch.uk](mailto:admin@reed.herts.sch.uk)) or you can call 01763 848304.
- When booking your child in for the first time, a registration form, available from the school office, this must be completed before your child can be booked into our wrap around care. Please make sure you inform us in writing of any changes to your contact details or medical/dietary needs. It is essential that you complete a booking form, which is valid for one academic year.
- Monthly invoices will be issued with a payment deadline of 30 days after the invoice date.
- These sessions will be invoiced using our payment system, ParentMail. We encourage electronic payment of invoices, however we will accept cash or cheques, made payable to Reed First School.
- Childcare vouchers will also be accepted as some employers run Voucher schemes, which enables money to be taken out of your wages for child care before tax and national insurance are deducted.

- Our wrap around care is extremely popular and fills up quickly. We are sure you will appreciate that whilst we do our best to accommodate all family wishes, we are not always able to do so.
- Regular bookings can be made for the whole academic year.
- One off bookings can be made, subject to availability.

## **Cancellations**

- If for any reason your child will not be attending a booked session, where possible, please give us at least 48 hours' notice in order to make our staff aware and allows the place to be booked by someone else, otherwise you will still be charged.

## **Activities**

Early birds and Night Owls will provide enriching, homely activities, to allow the children time to have fun and relax.

Activities include:

Art and craft	Sport	Games
Fun toys	Baking	

There are also opportunities for home learning tasks to be completed

## **Food**

- There is no breakfast provision in Early Birds.
- In Night Owls the children receive a drink, a piece of fruit and biscuit.
- When you register with our wrap around care facility, you will be asked to inform us of any allergies your child has. The school is already a nut free environment. As with all personal information, please do ensure you keep this information up to date.

## **Behaviour**

The children attending our wrap around care are expected to demonstrate our school values and the standards of behaviour outlined in our school behaviour policy which can be found on our website.

## **Admissions through a waiting list**

Our wrap around care is very popular. As a result, this can often mean there are more applicants than there are places available. Where this is the case, your desired sessions will be placed on a waiting list.