

Admissions and Attendance Wraparound Care Policy and Procedure

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Wraparound Care Overview.

YMCA Humber is committed to providing high quality wraparound care for children accessing local authority schools within the East Marsh.

Our policies and processes will ensure every child is provided with an inclusive and welcoming environment, whilst parents, carers and service users are able to follow our clear and fair admission processes.

We have 3 key aims within our service which are:

1. Ensuring we provide accessibility for all children, including those with additional needs.
2. Ensuring we maintain a safe and nurturing environment for every child.
3. Ensuring we work in partnership with parents/carers to support each child's individual needs.

Our admissions and attendance policy will include the following key areas:

1. Registration and Bookings.
2. Cancellations and Fees.
3. Arrivals and Departures.
4. Uncollected Children.
5. Missing Children.

1. Registration and Booking.

a) Eligibility Criteria.

Access to YMCA Humber's Wraparound Care is available to children Aged 4 to 11 years, and attending on of the following local authority schools:

- Weelsby Primary Academy, Weelsby Street. Grimsby.
- Strand Primary Academy, Strand Street. Grimsby.
- St Marys Catholic Primary School, Wellington Street, Grimsby.
- Edward Heneage Primary Academy, Edward Street, Grimsby.

Priority may be given to siblings of children already enrolled or children with regular attendance requirements, all of which will be discussed at point of signing up to the scheme.

b) Registration Process.

Parents must complete registration through Magic Booking providing full consent information, including emergency contacts, medical information and any additional support needs which are required.

[Log In | YMCA Humber](#)

If necessary, a meeting with parents/carers will be arranged to discuss any specific needs or individual support plans, and staff will closely monitor new children through a 'settling in period' (see Settling in Booklet Appendix 1) and feedback observations to parents/carers on collection.

c) Settling your Child in.

YMCA Humber will ensure all children are happy and comfortable spending time in the care of our Wraparound Team, and to ensure they feel welcome the processes in the Settling In Booklet (Appendix 1) will be followed.

2. Fees, Payments and Cancellations.

Section 2 focuses upon the payment options and the processes with regards late payments and where required the termination of a place within the Wraparound Care facility.

a) Fees and Payments.

All fee and payment plan details are notes in the Wraparound Care terms and conditions, with payments managed through the online Magic Booking system. Payments can be made through credit/debit card, tax free childcare or childcare vouchers.

b) Overdue Balances.

Having an overdue balance may lead to the termination of a child's place within the Wraparound Care facility, and any overdue or arrears fees may be, if unpaid passed on to the debtor.

c) Late Collection Fees and Booking Charges.

A charge of £5 per child will be applied to all collections made after the advertised session end time and date, all of which are detailed in the terms and conditions.

We aim to support all those attending our service and will work with parents/carers to ensure they are able to retain their payments. If any parent / carer has any major concerns about their ability to make payments, they should immediately speak with the Out of School Club Manager, who will provide additional support when and if required.

d) Non-Attendance and Cancellations

If a child is going to be absent from a session, parent/carers must communicate this to the Out of School Club Manager in advance, either through the booking system, by telephone or email, with any absences recorded on the Magic Booking Online Portal.

Sessions may be cancelled without charge or changed up to 7 days before your child is due to attend a session at YMCA Humber. Any changes made with less than one weeks' notice are liable for full payment unless in exceptional circumstances, which will be assessed on an individual basis. Parents / Guardians are asked to talk to the Out of School Club Manager.

e) Termination or Suspension of Places.

YMCA Humber will work with parents / carers to ensure their child is supported through our Wraparound Care services, however, should any of the following occur, the child's place may be suspended or withdrawn if :

- Fees remain unpaid and a repayment plan is not adhered to.
- There is a significant breach of behaviour which cannot be managed by the team.

3. Arrivals and Departures.

Section 3 focuses upon the arrivals and departures of all children accessing our service, including daily registration, security measures and what to do in cases of non-attendance across the wraparound setting.

a) Daily Registration Procedure.

Each child will be signed into the building when they are dropped off at YMCA Humber in the morning or when they are collected from a school setting after school. If a child has not been booked onto a session and is classed as a late registration (i.e. booked within less than 24 hours of collection/drop off) the Out of School Club Manager must ensure the child has been added to the Magic Booking register manually, with all details completed in full.

Online Register : the register will be checked before and after sessions and regular head counts will be undertaken throughout each session. The online booking register is accessed via Magic Booking; however, if this is not accessible, a hard copy of a daily register must be completed.

Designated Person : Magic Booking holds information on who the parent / guardian has given permission to for the collection of their child in their absence, this includes their full name and a password. The designated person must sign the 'tablet / form' on collection of the child.

b) Daily Building Access.

All Wraparound Care staff members must ensure they sign in to the building on arrival / and fob out of the building when leaving using the 'Paxton Fob System.' This process will ensure that everyone in the building is accounted for in the event of a fire but also used as a register for the purposes of safeguarding.

c) Security and Safety.

All staff are inducted when they first commence their role, ensuring they are aware of all fire procedures and who to report any security concerns to. All staff are aware of the Risk Assessments required for the sessions, and the Health and Safety checks required prior to delivery of sessions.

d) Transportation between Locations.

The safety of every child when transporting between Schools and the Wraparound Care Setting is paramount with staff members fully aware of the following requirements:

- All children will be walked on established; risk assessed routes with a minimum of two staff present.
- Children will follow walking bus procedures, holding hands in twos with staff at the front and rear.
- All staff and children will always wear hi vis YMCA vests.
- In adverse weather, the mini bus will be used to transport children, wearing seatbelts throughout.

4. Uncollected Children.

Section 4 focuses upon the non-collection of children from the Wraparound Service and the processes staff must follow if this persistency occurs or if they have any cause for concern with regards the wellbeing of the child they are caring for.

For reference the '**designated person**' will be a parent, guardian, family friend, relative or neighbour.

YMCA Humber endeavours to ensure that all children are collected by a designated person at the end of each session. However, if a child is not collected, and the designated person has not notified the Wraparound Care Team of any delay the follow steps will be followed:

Up to 15 minutes late:

- When the designated person arrives, the Out of School Club Manager will remind them that they must call ahead to notify the organisation of any delay.
- Notify the parent that a penalty fee will be implemented, unless the delay was genuinely unavailable.

Over 15 minutes – 30 minutes late:

- The team will try endeavour to contact the designated person using the contact details on file.
- If there is no response a message will be left requesting, they contact YMCA Humber immediately.
- If the designated person is not the parent, the team will try to contact them immediately.
- When the designated person arrives, they will be reminded of the processes, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late:

- If the team have been unable to contact the designated person or child's parents after 30 minutes, the Out of School Club Manager will contact the Designated Safeguarding Lead, who will advise whether to contact the local authority social care team for advice.
- The child will remain in the care of the Wraparound Care Team on the premises, until collected by the parent or carer, or until placed in the care of the Social Care team.
- Each incident of lateness will be records and discussed with the child's parent directly. Ongoing and persistent late collections or non-collections will result in the child losing their place and a report being filed, if deemed necessary by the Designated Safeguarding Lead.

5. Missing Children.

Section 5 focuses upon the possibility of children going missing during a wraparound care session, and to minimise the risk of this happening all staff will carry out periodic head counts, particularly when transporting children between locations.

If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing.
- Main doors are locked and secured as soon as the alarm has been raised.
- The department lead will assign ' key staff' to search for the child.
- Staff will conduct a thorough search of the premises and surrounding area.
- Remaining staff members will maintain a normal routine for the other children.
- **After 10 minutes the police will be informed.**
- The department lead will contact the Designated Safeguarding Lead.
- Following this they will contact the child's parents/guardian.
- Staff will continue to search for the child whilst waiting for the police and parents to arrive.
- The department lead will liaise with the police and the child's parent/carer.

Once the child has been located and risk averted the Incident Log will be completed, and a review conducted with regards this occurrence and other related incidents following relevant policies and procedures.

YMCA Humber will then ensure they identify and implement any changes as necessary and if the police or Social Care Teams were involved in the incident, inform Ofsted as required.

6. Training.

All Wraparound Care Staff members will undertake the following courses as standard:

- Safeguarding Children Level 2
- Equality, Diversity & Inclusion
- Fire Safety Awareness
- Autism Awareness
- Professional Boundaries

7. Appendices.

- Settling in Booklet