Title	Acorns Wrap Around Care Policy
Year	2026/27 and 2027/28
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Committee Responsible	RAF Committee
Date approved by Full Trustee Board	July 2026
Review Date	July 2028

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1. Introduction

The Acorns 'Wrap Around Care' Club is run by Wootton Park School and exists to provide high quality out-of-school hours' childcare for our parents. It provides a range of stimulating and creative activities in a safe environment. Acorns operates from 7.30am to 8:00am and from 15.10pm - 6.00pm term time. A copy of this policy is available on the school website.

2. Objectives

- To provide a welcoming, safe, and secure environment for learners before the beginning of the school day and after the school day ends.
- To provide a cost effective and convenient child care service to parents/carers.
- To enable learners to eat breakfast before the start of the school day and have a light tea after the school day in a pleasant and relaxed environment.
- To provide a well-planned and organised play environment that offers a variety of experiences for learners to enjoy
- An opportunity for learners to further develop their social, emotional and interpersonal skills.
- Support smooth transitions between home and school
- Encourage wider friendships

3. Timings

Morning Session	Our morning session runs from 07.30 - 08.00am when our learners will join the Breakfast club
Afternoon Session	Our afternoon session runs from 15.10 - 18.00

4. Admissions

- Only children attending Wootton Park School are eligible to attend the Wrap Around Care.
- All places are subject to availability.
- Bookings should be made at least five days in advance using Parentpay.
- In exceptional circumstances, bookings less than 5 days in advance may be accepted. Parents should contact the Acorns team on acorns@woottonparkschool.org.uk. For safeguarding reasons, parents should not assume their child has a place until they receive an email confirmation.
- We reserve the right to send a child home due to illness or any other reason if we consider it to be in the best interest of the child or other children.

5. Staff and Ratios

All staff hold current Disclosure and Barring Service (DBS) checks and possess the appropriate qualifications and/or experience to carry out their roles effectively and professionally. The welfare of all learners is of paramount importance, and Acorns staff are fully committed to safeguarding and promoting their wellbeing at all times.

Staff maintain appropriate professional boundaries in accordance with the school's Child Protection and Safeguarding Policy and adhere to the expectations set out in the Staff Code of Conduct.

Staffing arrangements are reviewed regularly to ensure they reflect both the number and needs of learners attending. Acorns operates with a maximum staff-to-learner ratio of 1:12, ensuring that appropriate levels of supervision, care, and support are consistently provided.

6. Regular Routines

Morning Routines

- Parents can drop off at Acorns any time from 07:30am. Acorns is situated in Building 2. A range of activities are set out ready for the learners
- Learners wishing to have breakfast wash their hands ready to enjoy a choice of cereals, toast and fruit.
- Secondary learners will tidy away at 08:00am and make their way over to the main school building ready for secondary line up.
- Primary learners pack away at 08:00am, collect their coats and bags and are escorted to the main school hall where they join children attending the school Breakfast Club

Afternoon Routines

- EYFS and KS1 learners are collected from their classrooms at 15:10pm and escorted to the playground
- At 15:10pm KS2 learners will make their way independently to the Knowledge Hub where they are registered. The KS2 learners are then escorted to the playground
- EYFS and KS1 learners are partnered with KS2 learners, and all primary learners escorted from the playground over to Building 2
- Secondary learners leave their classes at 15:20pm and make their own way over to Acorns via the school paths
- 15:30pm – 16:30pm learners are provided with a light tea in year group order.
- Learners can then choose from a range of play and planned activities, both indoors and outdoors.
- Any learners attending enrichment clubs will be met after the club has finished and escorted to Acorns.

7. First aid

All accidents will be recorded using the school's online system – Medical Tracker. Parents are notified via e-mail. Accident records will give details of: time, date and nature of the accident, details of the learner involved, type and location of the injury, action taken, and by whom.

All incidents are dealt with by a qualified first aider. Parents of any child who becomes unwell during the session will be contacted immediately.

8. Learner Absence and Missing Learner

Parents can cancel or rearrange Acorns sessions on Parentpay, providing it is at least 5 days in advance.

If a learner is unable to attend their Acorns session and it is less than 5 days before their session, then the Acorns team should be contacted by email on acorns@woottonparkschool.org.uk. Refunds are not provided for any sessions missed or cancelled with less than 5 days notice.

If a learner who is booked into an Acorns Afternoon Session does not arrive at Acorns, the manager will check the school attendance system to see if they are marked as absent from school. If they attended school that day, a phone call home will be made. If the parents are unable to explain the learner's absence from Acorns, the missing child policy will then be followed.

9. Collection Procedures

Parents/carers will collect from the main entrance of Building 2. If a learner is to be collected by anyone other than the parent/carer, Acorns staff must be notified in advance, and a password will need to be set up to identify that the correct person is collecting. If the password is not provided the learner will not be allowed into the persons' care.

Parents/carers must notify the school if there will be a delay in collecting at the end of the afternoon session.

10. Uncollected Learners

If a learner has not been collected by 18.15, parents/carers will be contacted by telephone. If there is no response from the first contact, then the additional emergency contacts will be used. If all contacts are unavailable after approximately one hour, the Designated Safeguarding Lead (DSL) will be informed and the police and/or social services will be notified.

For learners attending Acorns, if a learner is collected after the end of their booked Acorns session, The Trust may charge £15 for each 15 minute period, or part period, of late collection after the end of their booked Acorns session. The charge will be added to the learners Parentpay account and is due immediately.

The Trust recognises that emergencies and unforeseen circumstances can occur and will not impose a late collection charge for a genuine one-off unavoidable incident. Repeated late collection may lead to a review of the child's attendance at Acorns.

11. Fees

Morning session - (07.30 – 08.00) - £2.50 per session
Afternoon Session – (15.10 – 18.00) - £11.50 per session

All bookings must be made via Parentpay. Fees are charged at the time of booking. Payment can be made via the normal Parentpay payment methods (direct debit, credit card etc) or by childcare vouchers or the Government Tax Free Childcare Scheme.

If a parent wishes to pay by childcare vouchers or the Government Tax Free Childcare scheme they must make this payment in advance with sufficient time for funds to clear prior to booking. Once Wootton Park School receives the funding, the parents childcare account is credited on Parentpay. When booking sessions parents can then use the credit on Parentpay.

On occasion Acorns staff may book a session on behalf of a parent which will generate a charge on Parentpay. Parents should pay this outstanding charge within 7 days. If a parent is experiencing difficulties with the payment of fees, we kindly encourage them to contact the Acorns Manager at the earliest opportunity. All concerns will be handled with sensitivity, respect, and strict confidentiality. We are committed to offering a supportive approach and will arrange a private discussion to work together towards a suitable resolution.

12. Behaviour

While attending Acorns, all learners are encouraged to:

- Consistently demonstrate positive and respectful behaviour
- Show kindness and respect towards others, valuing and embracing differences in race, gender, ability, age, and religion
- Listen to and appreciate the views and opinions of others
- Engage in a wide range of activities and feel confident in making their own choices
- Seek help or support whenever it is needed
- Enjoy their time and make the most of each session

Positive behaviour is actively promoted through:

- Staff consistently modelling appropriate behaviour and acting as positive role models
- Recognising and praising desirable behaviour to support the development of confidence and self-esteem
- Providing rewards, such as stickers or acorns, to celebrate achievements and reinforce positive choices
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Managing Inappropriate Behaviour:

- Inappropriate or challenging behaviour will be addressed in a calm, consistent, and supportive manner, with an emphasis on helping learners understand and improve their actions.

- Where appropriate, learners may be temporarily withdrawn from an activity to allow time for reflection and self-regulation.
- Staff will provide clear, age-appropriate explanations to help learners understand why the behaviour is inappropriate and to encourage more positive choices.
- Any consequences will be applied fairly and, wherever possible, within the Acorns setting.
- For learners whose next Acorns session is several days away, any necessary consequences may be followed up during the next school day within the main school setting.
- Where behaviour concerns persist, staff will work in partnership with parents or carers to implement supportive strategies aimed at improving behaviour. If, following consultation and the implementation of agreed strategies, inappropriate behaviour continues, the Wraparound Care Manager may consider further action, including exclusion. Any final decision regarding exclusion will be made by the Principal.

Level	Examples of Behaviour (not an exhaustive list)	Action / Follow Up	Responsibility
Level 1	• Interrupting others or not taking turns in conversation • Minor disagreements with peers • Not listening or responding appropriately in social situations • Low-level disruption affecting group interaction	✓ Gentle reminders about expected behaviour ✓ Non-verbal cues and prompts to support positive interactions ✓ Adult modelling appropriate communication and behaviour	All acorns staff
	• Repeated low-level social disruption	✓ Clear verbal reminder of expectations and how behaviour impacts others ✓ Support to re-engage positively with peers	All acorns staff
	• Continued concerns	✓ Learner supported to step away briefly and reset before rejoining the group	All acorns staff
Level 2	• Ongoing difficulties with respectful communication • Rudeness or unkind comments • Refusal to cooperate during group activities • Minor physical behaviour (e.g. pushing, play fighting) • Use of inappropriate language	✓ Time away from social time to reflect ✓ Restorative conversations to repair relationships ✓ Inform senior staff if concerns continue ✓ Remain in presence of staff member	All Acorns staff Parents informed where appropriate by Acorns Manager/ Acorns Deputy
Level 3	• Repeated conflict with peers • Aggressive behaviour or fighting • Actions that cause harm or distress to others • Bullying behaviours • Ongoing refusal to follow reasonable expectations • Damage to shared spaces or belongings	✓ Immediate removal from the group to ensure safety and calm ✓ Formal recorded incident and behaviour logged on Arbor, including formal investigation and incident report ✓ Structured reflection session completed before returning to activities ✓ Mandatory restorative meeting with those affected (where appropriate) ✓ Parents contacted the same day by senior staff ✓ Temporary suspension from specific activities or sessions may be applied	Acorns Manager Acorns Deputy Manager Acorns Manager / Deputy Manager to speak to parents
Level 4	• Serious verbal or physical harm towards others • Persistent bullying causing significant distress • Severe refusal to follow expectations affecting safety • Deliberate and serious damage to property or equipment	✓ Immediate intervention and removal from the setting/activity to ensure safety ✓ Formal recorded incident and behaviour logged on Arbor, including formal investigation and incident report ✓ Parents contacted immediately and asked to collect learner ✓ Possible fixed-term suspension or exclusion from the provision – no refunds for lost sessions ✓ Individual support/risk management plan may be required before return	Acorns Manager / Acorns Deputy Manager Escalated to senior WPS leadership if required

		✓ Reintegration meeting must take place before the child returns to the provision ✓ External support or further escalation considered if required	

13. Medical Conditions

- It is the parents'/carers responsibility to inform Acorns staff of any medical conditions/allergies that could affect the child during the session.
- Any prescribed medication needed should be provided to the main school office in line with school policy.
- It is the parent's responsibility to ensure that all emergency medication is still within its usage date.
- It is the parent's responsibility to inform the main school office of any changes to medical information.
- Where a healthcare plan is in place and already held by the school, it will not be necessary for a new plan to be written, the original plan will be shared with Acorns staff.

14. Insurance

Insurance cover is provided by the school's insurance policy.

15. Policies

Acorns wrap around care will follow the policies of Wootton Park School. All policies can be obtained from the school office or by accessing our school website.

16. Complaints

In the unlikely event of a parent/carer wishing to make a complaint, they should follow the school's complaint policy which is available on the school website.

Wootton Park School Number: 01604 931139
Acorns Contact Number: 07841 024480
Acorns Email : acorns@woottonparkschool.org.uk