

Queen Eleanor's Church of England Junior School
An Academy in the Good Shepherd Trust*
Queen Eleanor's Road, Onslow Village, Guildford, GU2 7SD
E-mail: office@queen-eleanors.surrey.sch.uk
Tel: 01483 561323



Headteacher: Jo Davies

Wrap-around-care

Q&A

Wednesday 15th May 2024

- **The before and after school club will provide high quality, out-of-school hours, childcare for our families.**
- **Identified ways in which we can enhance our current morning club.**
- **Flexible options – flexible booking options to accommodate all family's needs, enabling parents/carers to work.**
- **The children will be provided with a range of stimulating, fun, enjoyable and creative activities in a safe environment. Encouraging children to develop friendships between age groups and work together cooperatively.**
- **Any money made from wrap-around-care will go back into the school – spent on all children and the expansion of school learning provisions.**
- **Extension of the school – our robust Safeguarding procedures will continue from school through to wrap-around-care.**
- **By taking the Wrap around Care in house, school have the ability to offer free childcare to targeted pupils who may need closer supervision. This in turn will raise the self-esteem of children, particularly those from disadvantaged backgrounds.**

Sessions

- **The morning club** will operate from 7:30am – 8.30am during term time.
- **The after school club** will operate from 3.15pm - 6.00pm during term time.

Morning Club

7:30am – 8.30am: £6

After School Club

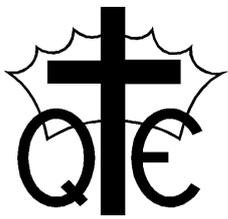
Session 1: 3.15pm – 4.15pm: £6

Session 2: 4.15pm – 6pm: £10

Session 3: 3.15pm – 6pm: £14

Session 2 is to coincide with any internally run after school club or any external clubs held at Queen Eleanor's Junior School that finish at 4.15pm

- **20% discount for siblings**
- Only children attending Queen Eleanor's Junior School will be eligible to attend.
- All places are subject to availability.
- The registration process must be completed prior to the child's first session at the club.
- All parents will receive a copy of the wrap-around-care policy and the policy will be available to view via our school website.



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- All club staff will be made aware of the details of each child attending the club.
- Children's attendance will be recorded on a register.
- The morning club will not run on INSET days but will be open on the last day of a term.
- The after school club will not run on INSET days or the end of a term where school finishes at 1.15pm as is the case at the moment.

Childcare Vouchers

Computershare

Kiddivouchers

Care4

Edenred

Sodexo

Busybee

Fideliti

If the company you currently use for childcare vouchers is not in the list. Please email wac@queen-eleanors.surrey.sch.uk and we will ensure that we sign up with them.

Tax free childcare will also be accepted

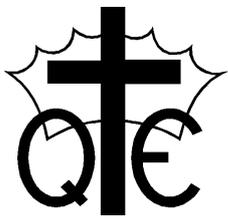
Booking and Payment

- Payment is due for all booked sessions in advance of children attending.
- Bookings and payments must be made via our online payment system **SCOPAY**. Please select the dates and sessions required. Bookings must be made by midnight for the following day for after school club and 48 hours prior to the intended session for morning club.
- **In case of an emergency, where childcare is required after the closing of the booking system, please contact the school office directly.**
- If paying by Childcare Vouchers or Tax Free Childcare, a copy of the payment confirmation should be sent to the school office at wac@queen-eleanors.surrey.sch.uk. Once the funds are received, the office team will add the payment to the relevant account. Parents will then be able to make their club bookings online via SCOPAY. Bookings can be made a month in advance or as and when required. All bookings must be made in advance.
- **Childcare vouchers will need to be emailed to wac@queen-eleanors.surrey.sch.uk well in advance of bookings opening to ensure that your account is credited with enough money before booking your child's place.**

Late Collection Fees

- On the first occasion that a child is collected late, parents/carers will be reminded of the late collection policy and their reasons for lateness discussed.
- On the second occasion that a child is collected late, parents/carers will again be reminded of the late collection policy and an invoice detailing the late payment will be issued and the after school club leader will discuss any extenuating circumstances for the late collections. Any child(ren) collected late will be charged a late collection fee of £15.00 per

www.queen-eleanors.surrey.sch.uk



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late collection . Any late fees will be added to the child's account and until the account is paid, no further bookings will be able to be made. The parent will be expected to pay the late fees onto the online payment system within 48 hours. Failure to pay will lead to further action being taken.

Session Cancellation

- Parents can change or cancel their sessions up to 24 hours prior to their child attending a specific session without incurring a charge. Any change or cancellation after this point is non-refundable.
- If a child will not be attending a session, the office should be contacted before 2pm on wac@queen-eleanors.surrey.sch.uk or

01483 561323. By making a booking, terms and conditions are agreed to and the pupil will be expected to attend the club. Sessions will be 'released' for booking on a termly basis. Sessions will be allocated on a first-come, first-served basis.

Arrival and Departure

Morning club:

- Parents/Carers are required to bring their child directly to the hut and sign them in. Entry to the club is via the main school gate.
- At the end of the morning session, children will be escorted to their classes or their designated playgrounds at 8.45am by the club staff.

After school club:

- Children will make their way directly to the hut to be greeted by a member of staff.
- The club staff will take a register of all contracted children and will liaise with the class teacher/school office to determine any reason why a child is not accounted for.
- When a child is collected at the end of or during a session, they must be signed out by a parent/carer or named collector and the accurate time recorded.
- The parent/carer or named collector must inform a member of staff that they are collecting and signing out a child.
- Parents/carers must ensure that any person who may collect their child is listed on the school registration form and that it is kept fully up to date.
- Parents must inform after school club staff if their child is going to be absent by phoning the school office or emailing wac@queen-eleanors.surrey.sch.uk

***Sessions are subject to availability and will be allocated in order of booking.**

***Families will be able to change or cancel their sessions up to 24 hours prior to their child attending a specific session without incurring a charge. Any change or cancellation after this time will be non-refundable.**

Daily Routine

Morning Club

- Families bring their children to the morning club situated in the hut (entrance via main school gate) where a range of activities will be set out.
- On arrival, children wishing to have breakfast (toast, cereal, fruit) wash their hands ready to eat.



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- 8.20am tidy up time encouraging the children to take responsibility for the environment.
- 8.30am children collect their coats and bags. Children are to make their way to their classrooms where they meet up with the rest of the children awaiting the start of school.

After School Club

- 3:15pm: All children make their way to the hut for registration.
- 3.30pm – 4.00pm: Children can choose from a range of play and planned activities, both indoors and outdoors (**cooking, homework, art/crafts, ICT Suite, games, outdoor games**).
- 4.15pm: children will be given a healthy snack (**e.g. sandwiches, toast, crackers, rice cakes, fruit**) and drink (Parents are allowed to send their child in with a packed-dinner from home if they wish). Staff members will sit with the children at this time. Children attending internal or external clubs will arrive at the after school club.
- 5.30: tidy up time encouraging the children to take responsibility for the environment.

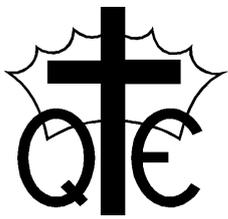
Staffing

- The school and Hoptune are currently in communication regarding **TUPE**. **TUPE stands for Transfer of Undertakings (Protection of Employment)**. It is a legal process that protects employees when a business changes hands. Employees and their liabilities are transferred from the old employer to the new employer by operation of law. The Hoptune Staff have a legal right to transfer to the school's in house wrap-around-care. Current QE Staff have registered an interest in working at the morning and after school club but we have a legal duty to ensure TUPE is finalised before we proceed with any internal recruitment.
- There will be a pool of bank staff, within our current school staff, to accommodate any staff absence and days where the number of children attending is higher than normal.
- A Senior Leader will be 'on call' Monday-Friday should the club require any assistance.
- Staff names will be shared with families once we have finalised TUPE.

Pupil Voice

I have met with children across the year groups and asked them to feedback on what they would like to see at the wrap-around-care...

- **A book corner so children who would like to sit quietly and read have the option to.**
- **Cooking and baking.**
- **Fresh fruit available at snack time.**
- **Themed food e.g. Hot Cross Buns at Easter time.**
- **Opportunities to use the ICT Suite.**
- **Plenty of opportunities to be outside.**
- **Art activities.**
- **Board Games.**
- **Movie afternoons.**
- **Support from an adult when completing homework. Would rather complete it in school than at home.**
- **Different types of food – not just sandwiches and crackers.**



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- Themed activities e.g. if we are celebrating Red Nose Day in school.
- School staff working at the after school club - we know them well.
- Having the opportunity to complete my homework before getting home.
- Access to sports equipment.
- More opportunities for arts and crafts.
- Variety of fruit and not just apples.
- Rice cakes and toast.
- More space and more equipment.
- Use of the ICT Suite.
- Use of the field.
- I want to play lego.
- I would like to do some cooking.
- Use of school equipment – trim trail and climbing frame.

Next Steps

1. Information will be sent out to all families regarding how to book a space/s at the morning or after school club. This will be sent out after the Transition Day (Tuesday 2nd Jul 2024) and before the last day of term (Friday 19th July 2024).
2. Booking for both morning and after school club will be opened before the school breaks up for the summer term.
3. A list of finalised staff members will be shared with all families.
4. wac@queen-eleanors.surrey.sch.uk should now be used regarding any communication linked to the morning club or after school club.
5. The first day the children will be able to attend the morning or after school club will be Wednesday 4th September 2024.

Q&A

Will there be a cap on numbers?

At the moment, there is not a plan to cap numbers.

How far in advance can you book?

Bookings will open termly. You will be able to book for the entire term if you need to. Please ensure you follow the policy of booking 24hrs in advance. If it is an emergency, please call the office.

How will child-care vouchers be refunded if a session is cancelled?

We will keep a copy of who has cancelled a session so that you can use it on another day. If you do not require any further wrap around care sessions, we would credit the voucher company and they will be in touch with you to arrange a refund.



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Will the structure be the same every day?

The structure and opportunities of activities (including socialising with different children) will vary.

How flexible could it be on the day with a change of collection arrangements?

There will be a phone number allocated for after school club which parents will be provided with. If someone turns up to collect your child and we have not been notified, we will contact you before releasing your child(ren). We advise that during the school hours (8.30am-3.15pm) the school office number is used. The wrap-around-care phone number should then be used during morning/after school club times. The number will be shared with families.

Session 3 (15:15-18:00), is there flexibility for collection earlier e.g. 5pm?

We are sticking to the three sessions due to administration.

Morning club has been within the school for a number of years, how will this club be changing?

Mrs Davies and Mrs Gholizadeh have had discussions with morning club staff to ensure the expectations of activities are expanded and varied and that resources across the school are utilised.

How will you be able to use the rest of the school when there are other after school clubs going on?

Activities will be planned on a termly basis alongside other school clubs to ensure that clubs don't impact the opportunities available to the children at after school club. For example, after school club children wouldn't cook on a day where cookery club is due to take place unless they start at 4.15pm. We are continuing to develop our outdoor learning area and we would like the children who use after school club to access this space too.

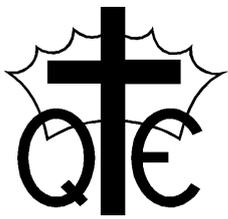
As I am sure you are aware, there has been a lot of push back from the community. It seems as if the school have shafted a local company. Being a Christian school who promotes Christian values, it doesn't feel as though the school has been particularly Christian in the handling of this change. There is a sense that the school are undermining the current providers. I feel it hasn't always been dealt with very sensitively.

This is very difficult and we will remain professional at all times: there is communication I cannot disclose. I did not want to do this Q&A until I had all of this information. It is important to remember that there are two sides to a story. The children are the reason we make all of our decisions but also and fundamentally, we do need additional funding to best support our children. Communication has been and is ongoing between Queen Eleanor's and Hoptune. Hoptune is a letting therefore legally, Queen Eleanor's had to provide one terms' notice: it was decided that 2 and a half terms' notice should be given. Hoptune have been offered the option to TUPE to us.

There is a view that this is undermining Onslow Infant School as they may not be able to continue providing wrap-around-care with their current providers?

If Hoptune are unable to continue at Onslow Infant School, this will be something that the Leadership team at the Infant School will have to think about e.g. deciding whether they can provide wrap-around care, whether they take on another company or whether they decided to bring wrap-around care in house.

You haven't mentioned any downsides to this; do you think there are any? Why hasn't it been done before?



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We don't believe there are any downsides to bringing wrap-around-care in house. We know from our own experiences that parents/carers need morning/afternoon school clubs to be flexible which ours will be. We want our children to be proud of the morning/afternoon club and feel like it is theirs. We also don't want to be in a position where we keep having to saying no to things because we don't have the funds – school budgets are only going to keep getting tighter. Over the last few years there has been a lot of change. There was the change from a Governing Body to a Local Committee (Governance of schools in a multi-academy trusts works differently to a local authority controlled school. Governance is the responsibility of the Trust with the Local Committee providing strategic guidance, oversight and challenge), we then went into a pandemic due to Covid-19 and then our Headteacher, Mrs Davies, went on maternity leave. This is not a project an Interim Headteacher would take on, but now, as a school, we feel it is the right time to implement a change which has been in conversation for a long time.

Your PSA raise money and where this money is spent is communicated to families. Will the funding from this be communicated?

*Alex Clark GST Chief Education Officer- All budgets are public documents so this will be available. This is going to be a profiting project and the money will all come back into the school and provide additional benefits and opportunities for the children. Profit will **not** go to the GST.*

Will staff be compensated for their time?

Wrap-around-care staff will be paid.

If there is a national emergency and phone lines go dead, what will happen if children cannot be collected or the change of arrangements cannot be communicated with the after school club?

The school will remain open and all children will be cared for until the last parent can safely collect their children.