



The Ferncumbe C of E Primary  
School

# Wren's Nest

Wraparound Care

## Information Pack

2026-2027



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# Mission Statement

At Wren's Nest, our aim is to create a **happy, safe, warm, and stimulating environment** where every child can play, learn, and grow with confidence.

We are committed to helping children:

- Help children to develop responsibility for themselves and their actions; to become competent, confident, and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and others.
- Promote a positive relationship with parents and carers, working in partnership with them to provide high quality play and care for their children.

Wren's Nest is dedicated to providing:

- Child-centred care where safety, wellbeing, and individual needs always come first.
- Engaging and enjoyable activities that spark curiosity and support learning.
- Opportunities that promote each child's social, physical, moral, and intellectual development
- A team of experienced, well-trained staff who are supported within the school community.
- An inclusive environment where everyone feels safe including from discrimination.

# How to Use Wren's Nest

## Opening Times

| Days               | Breakfast    | After School    |
|--------------------|--------------|-----------------|
| Monday to Thursday | 8am – 8.30am | 3.15pm – 6.00pm |
| Friday             |              | 3.15 - 5.15pm   |

### Wren's Nest Sessions

8am – 8.30am

3.15pm – 5.15pm

3.15pm – 6.00pm

### Contract Fees

£5.50

£10.50

£12.60

- All fees stated above includes food for your child.
- During a breakfast session toast and cereals are offered.
- Breakfast is served from 8am until 8.20am after this time only fruit is served as we are preparing to get all the children to their classrooms on time.
- After a period of outside activity in the afternoons a light meal is then served from 4pm. *Please note that these meals are not designed to replace an evening meal.*
- **If your child has any allergies or medical requirements please provide a care plan from your GP and include this with your registration forms to enable to provide the correct foods.**

## Bookings

- Bookings must be for whole sessions for the whole half term.
- Bookings for part sessions cannot be accommodated.
- Contract Bookings – most attendance at Wren's Nest will, and should be, in the form of contract bookings, we will only allow limited one off emergency bookings.
- Any new bookings for new students are not able to start until their 2<sup>nd</sup> week of starting in school.
- Please register a Gateway account, our online booking system and book all your required session via this system at the start of the school year. After booking your required sessions please complete a Registration Form and return it to Wren's Nest or School Office.
- We recommend that you inform the school office to amend your child's home time chart to reflect your child's new end of day arrangements.
- After-school clubs will not be discounted from booked Wren's Nest sessions, the full session fee will be charged.
- Changes to online bookings can only be agreed and made by a member of school office team, giving 2 weeks' notice via email at the end of the half term. Online bookings cannot be flexible in any way.
- Emergency one off bookings need to be booked via email to school office & will only be available when there is space and sufficient staffing.
- Emergency bookings **must** be made at least 24 hours in advance.

**Please note emergency bookings can only be made by emailing the school office.**

## Registration & Contract Forms

- Your Online booking account & Registration form **must** be completed in full to be able to start booking spaces and the form returned to Wren's Nest prior to your child starting their first session.
- A **Password** must be recorded on your Registration forms – this is to safeguard and allow someone other than the parent to collect a child from Wren's Nest.
- Should any details of a child change or if any of a Childs' or parents details change including allergies or medical issues then a new registration form needs to be completed and returned as soon as possible.

## Contact with Wren's Nest Team

- A member of Wren's Nest team can be contacted by calling 01926 484318, option 2 to speak to the office or 4 to leave a message for Wren's Nest or alternatively via email at [admin3210@welearn365.com](mailto:admin3210@welearn365.com) to Wren's Nest Manager.
- If you call, please leave a message should no one be available to answer your call, and a member of the team will call you back as soon as possible.
- On school days the phone will be checked throughout the school day from 8.30am to 6pm. Emails are checked 8.30am to 4pm.
- Wren's Nest team are always around at the beginning and end of every session to greet parents so should you wish to talk to them in person at these times please just ask.
- If you would like to discuss anything with Wren's Nest Manager, please make an appointment directly.

## Payments, Cancellations & Changes

- Attendance fees are to be paid using School Gateway payment system.
- An email will be sent directly to your registered email address once a new bookings for each half term are made, this will be your **only** notification that your account is ready to pay.
- Fees are to be settled within the first week of the half term as stated in the email notification.
- Fees can also be paid using Childcare Vouchers or the HMRC Tax-Free Childcare Scheme. These payments will be credited/added to your Gateway account on receipt of an email from yourselves confirming the voucher payment.

Please inform us which Childcare Voucher provider you use, amount paid, date and ref number on your email to

[admin3210@welearn365.com](mailto:admin3210@welearn365.com)

- Where fees are persistently paid late, Wren's Nest Manager will discuss the matter directly with the parent/carers, however, ultimately persistent late payment of fees may mean that the child can no longer attend their sessions.
- If a parent is late for a 5.15 pm collection, they will be charged for the entire 3.15pm – 6.00pm session.
- If a parent is late to collect for a 6.00pm collection, they will be charged £5 per every 5 minutes they are late.
- If your child cannot attend Wren's Nest as scheduled, for any reason, including playdates, or appointments you **must** inform the school office of your child's change of home time arrangement either via email or phone call.
- If a child is being collected by another parent or alternative family member or friend, they **must** have your "**Password**" to give a member of Wren's Nest team when collecting your child as this is part of our **Safeguarding Policy**.

## Policies & Procedures

- Wren's Nest ensures that the safeguarding of all our children is of paramount importance & we work closely with the school to adhere to all the same policies 'Under the Education Act 2002 (Section 175 for maintained schools), schools must make arrangements to safeguard and promote the welfare of children.
- Parents/carers should know that the law (Children Act 1989) requires all Wren's Nest Team members to pass on information which gives rise to a concern about a child's welfare, including risk from neglect, physical, emotional, or sexual abuse.
- Team members will seek, in general, to discuss any concerns with the parent/carer and, where possible, seek their consent to make a referral to Children's Social Care if that is considered necessary.
- This will only be done where such discussion will not place the child at increased risk of significant harm.
- The school will seek advice from Children's Social Care when they have reasonable cause to suspect a child may be suffering or likely to suffer significant harm. Occasionally, concerns are passed on which are later found to be unfounded.
- Parents/carers will appreciate that Wren's Nest Designated Safeguarding Lead carries out their responsibilities in accordance with the law and acts in the best interests of all children.' The designated person for safeguarding and child protection within Wren's Nest is Mrs Sue Bosworth.
- A copy of the Safeguarding Policy can be viewed or downloaded by visiting the school's website.

# **Behaviour Policy**

Wren's Nest follows the school's Behaviour Policy, which can be viewed and downloaded from the school website. Our approach is **restorative, nurturing, and inclusive**, supporting children to understand their emotions, manage their behaviour, and build positive relationships.

We help children recognise how their actions affect others and guide them to repair harm—emotionally and physically—when unsafe behaviour occurs. Our aim is always to support children in learning from their choices and restoring relationships in a safe and respectful environment.

Wren's Nest reserves the right to withdraw a child's place at the wraparound service if their behaviour places other children or staff at risk of harm. Should this situation arise, the Wren's Nest Manager will meet with parents and the Headteacher to discuss whether the child's place can remain open.

## **Zero Tolerance for Violence**

Wren's Nest operates a **zero-tolerance policy on violence**. The safety and wellbeing of all children and staff is our highest priority. If a child displays violent behaviour, they will be removed from the club immediately to ensure everyone's safety. In serious or repeated cases, the child's place at the club may be withdrawn.

# Settling In Procedures

All children are unique and the amount of time that a child takes to settle into club can vary enormously. Children will, therefore, be given time to settle in at their own pace. This will ensure that they feel safe and confident in a new environment.

- Wren's Nest strongly encourages parents and carers to visit with their children before they are due to start whenever possible.
- Children new to Wren's Nest will be greeted in a warm and friendly manner.
- The rules of Wren's Nest and expectations of the children will be explained to each child.
- Children will be shown around and told where they can and cannot go.
- Children will be encouraged to ask questions and raise any concerns.
- Fire evacuation procedures and the locations of all fire exits will be explained to children.
- Signing in and out procedures will be explained to parents/carers and children.
- All staff will supervise children new to Wren's Nest to ensure that they are happy in their new surroundings. The appropriate level of supervision will be judged according to the child's age, maturity, and previous experiences.
- Team members will talk to new children regularly during the first few weeks to ensure they are happy at club and settling in well.
- If it seems that a child is taking a long time to settle into Wren's Nest, this will be discussed with parents/carers.
- If a parent/carer has a concern about how a child is settling into club, they should talk to a member of the team at the earliest opportunity.
- Wren's Nest team members will make every effort to be available to talk to parents/carers at any time to discuss any issues or concerns they may have.
- If a parent/carer wishes to speak to Wren's Nest Manager, they should make an appointment to come in for a chat.
- Whilst every care will be taken of property, Wren's Nest or its team members cannot be held responsible for the loss of or damage to children's property.
- Parents should ensure that their children take care of their personal belongings.
- We strongly advise that children do not bring toys, games or personal belongings into Wren's Nest as they can easily get lost or mixed up with other items.

## Medication

The Wren's Nest Team can administer medication in **exceptional circumstances**, such as when a parent is unable to attend school to administer it or when medication is required at a specific time.

- A **medical consent form** must be completed and handed to the school office along with the medication by an adult.
- Medication must **not** be sent in with a child.
- Long-term medication (e.g., inhalers, EpiPens) must be clearly labelled with the child's name and kept in date. Parents are responsible for ensuring replacements are provided when needed. These medications will be accessible to children as appropriate.

## First Aid

Most members of the Wren's Nest Team are trained in first aid and can provide basic care for minor bumps, knocks, and grazes.

- Any **head injury** will always result in a FirstAid email or a phone call home.
- We will contact you if your child requires further medical attention or if we have any concerns.

## Comments & Feedback

We are committed to providing the highest quality of care and service for you and your children.

- If you have any comments or feedback, please send us an email directly on [admin3210@welearn365.com](mailto:admin3210@welearn365.com) where you can note any comments about the service we provide.
- Alternatively, you can speak with Wren's Nest Manager in person or via our telephone number 01926 484318.
- If you have a complaint, please speak to Wren's Nest Manager as outlined above, or refer to our complaint's procedure which can be found on the schools' main website.

*We look forward to welcoming you into our Wren's Nest very soon.*



## Wrens Nest Parental Agreement

*Please complete and sign the form below and return to the school office*

Name of Child .....

I ..... have received and read Wren's  
Nest Handbook for Parents and I agree to adhere to policies and procedures,  
including the cancellation/amendment arrangements.

Signed.....Date.....

Name of Parent/Carer .....(who has  
\*Parental responsibility for the child\*)

Parental Court Order in place                      **Y/N**

If yes, a copy is required by the school and Wren's Nest.