



Parent Information Pack - Welcome

Dear Parents, Guardians and Carers,

Welcome to our Wraparound Care, hosted at Churchfield CE Academy! We're delighted to offer a safe, stimulating, and caring environment for your child before and after school. This handbook outlines everything you need to know about our service, from registration to collection, routines, policies, and more.

We're committed to supporting your family's needs while ensuring your child is happy, secure, and engaged.

Warm regards,

Your Local Premier Education Team

Ofsted registration number - 2907908

Details for queries:

We ask parents to email us in advance so queries can be formally reviewed. Any urgent, on-the-day questions, phone numbers are provided.

If your query is regarding a booking you wish to change, please log into the Parent Portal to adjust.

Please call Venue Mobile to contact our team on-site.

<i>Contact</i>	<i>Email</i>	<i>Phone</i>
Venue Mobile (open during operational hours only)	N/A	07729 650 754
Alex Emmerson (DSL) Area Director	aemmerson@premier-education.com	07927 724 544 (emergencies only)





About Our Wraparound Care

- **Name of Provision:** Premier Education – Churchfield
 - **Operating Days:** Monday – Friday (term time only)
 - **Times:**
 - **Breakfast Club:** 7:30am – 8:45am
 - **After-School Club:** 3:15pm – 5:45pm (various slots available, read below)
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Our Aims

- To provide high-quality childcare in a safe, nurturing setting
 - To engage children to be Happy, Healthy and Active
 - To offer a variety of fun, enriching activities
 - To support working families with flexible and reliable care
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Daily Routine

Breakfast Club:

- Arrival & registration. Parents must hand over their child to a Premier member of staff. Do not leave your child on-site without an adult.
 - Parents can drop off anytime from 7:30am - 8:30am
 - Final drop off at 8:30am before school gates open
- Nutritious breakfast provided in a self-served format, with close-eye supervision
- Fresh drinking water available at all times throughout
- Multiple low-level activities offered to warm-up for the school day
- Supervised and safe transition to class & teachers





After-School Wraparound:

- Transition from class to Premier registration by adults
- Healthy snack, provided in a self-served format, with close-eye supervision
- Fresh drinking water available at all times throughout
- Structured Zone Play (Wellbeing, Active & Enrichment)
- Free-play activities
- Enhanced Enrichment Programme - new for September 2026
- Outdoor play (weather permitting)
- Parents can collect at any point within their booking timeslot, but we advise to do so at regular pick up times (4:15, 5pm or 5:45pm) to minimise disruption to our care & enable the children to gain the most from provision.
 - o Use the Venue Mobile to contact staff on-site

Food and Snacks

We provide a healthy, balanced breakfast and afternoon snack. Includes, but not limited to, fresh fruit and veg, cereals, crumpets, toast, pitta, sandwich, wrap, crackers, bagels with various fillings/toppings. Fresh drinking water will be available to all children throughout our provision.

Please inform us at the point of booking through the form and prior to attendance of any allergies, dietary requirements, or restrictions.

We promote and encourage carers to feed children a nutritious, balanced diet.

Churchfield Academy is a **NUT FREE SCHOOL**

Staffing

- All staff are Enhanced DBS checked and trained in safeguarding, qualified in paediatric first aid, food hygiene certified, plus more, all aligned to the schools' values and statutory framework.
- Staffing will aim to be consistent weekly, depending on hours and availability to allow a friendly, recognisable face for the children. Any absences will be suitably covered.
- Staff-child ratios: Ratios are dependent on the needs of the children within the setting. As a guide, our ratios work towards EYFS = 1:8 and KS1/KS2 = 1:16. These ratios can differ depending on the needs of the children.





Bookings, Fees & Payments

www.premier-education.com

Parents are in control of which dates they wish to book, allowing for flexibility to suit your weekly requirements. You **must** book online. The school will not be involved in this process. For any reason an offline booking is required, a £5 admin fee is automatically applied.

We strongly advise booking a month / a half term in advance. This maximises the use of our [Booking Fee](#) and becomes a more stress-free service.

Bookings can be made up until **2 hours before** the start of the provision, at which point, bookings will be automatically closed from the system. We cannot guarantee for those parents booking on the day that there will be capacity as the club may be full. Parents are able to adjust their bookings manually through our portal if changes need to be made, up to 24 hours prior to start.

Mobile App - it's finally here!

All the need to know information about our new Parent App is here:

<https://www.premier-education.com/download-the-app/>

- **Fees**

Breakfast Club (7:30am - 8:45am): £5.75

After School Full (3:15pm - 5:45pm): £11.75

After School Half (4:15pm - 5:45pm): £6

After School Additional (3:15pm - 5pm): £8.25

After School Additional (4:15pm - 5pm): £4.25

Siblings receive 15% off. Referring to a Friend can earn you 20% off.

- **Payment Methods** Childcare Vouchers, Tax-Free Childcare, Debit Card/Credit Card

Ensure your child's URN is filled within their profile in your portal. Payments are due immediately after booking. Log into your dedicated voucher/childcare account to do this. Funds are **not** automatically sent at checkout, payment from your Gov Gateway / Voucher provider will be required. If you wish to use a Childcare voucher provider, please email us with this request.

- **Late Pick Up Fee or Attendance with no booking**

Any collection after the booked time slot will incur a £10 fee, unless reasonably communicated. Repeat late collections will be raised and use of our provision discussed.





Registration and Attendance

Within your registration, you must complete all sections correctly, providing accurate information. We ask you to review this information regularly (half-termly) to ensure our staff are aware of the needs of your child. This includes:

- Medical information
- SEND information
- Allergies and dietary requirement
- Consent forms (e.g., for photos/film, walking home, social media)
- Emergency contact information (please ensure details are up to date with **2 contact details provided**)
- Collection Password (used if another guardian/carer is picking up)

Registration must be complete before your child attends via the website/booking platform. Failure to register and book will result in your child not being accepted into the provision.

Children are NOT permitted to walk home alone or be dropped off independently at Wraparound. If this is recognised, it will be treated as a safeguarding concern.

Policies & Procedures

We follow national guidance in areas including, but not limited to:

- **Safeguarding & Child Protection**
- **Behaviour Policy**
- **Health & Safety**
- **Illness and First Aid**
- **Accidents and Incidents**
- **Complaints & Compliments**
- **SEND & Inclusion**

All policies are available upon request on site via the scannable QR code. If you require a copy, please email us.

Further information can be found on our website - [Parents Knowledge Hub - Premier Education](#)





Safeguarding

Your child's safety is our highest priority. All staff receive regular safeguarding training. Any concerns will be handled in line with our safeguarding policy. There is a DSL located on site and a team of offsite DSLs for additional support. If you have any concerns regarding safeguarding, please complete the below contact form:

[Safeguarding with Premier Education - How we keep children safe](#)

Communication

You can contact us via the means above, we're always happy to help. The school will send regular communication out when necessary. Please do not contact the school regarding bookings, activities or any other areas, this provision is solely run by Premier Education.

We also provide regular updates at collection and drop off. If you would like to speak to a member of staff on site, please do not hesitate to reach out.

What to Bring

- A labelled water bottle
 - Weather appropriate, suitable clothing for indoor and outdoor activities (school uniform is fine!)
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Behaviour Expectations

We use positive reinforcement and age-appropriate strategies to co-regulate behaviour. We work in partnership with families and the school to support individual needs. We use our FUN agreement to promote positive behaviour. The FUN agreement key principles are:

FUN, LEARN, SAFETY, RESPECT

If children are not showing signs of positive behaviour and conduct in line with our behaviour policy, this will be communicated to parents/carers. If we have further concerns about future conduct, we may take the decision to implement our suspensions and exclusions policy.





Absences

Please inform us as soon as possible if your child will not attend their booked session. Remember, if it's not too late, you may be able to amend your booking via our Parent Portal. Our team will follow up on any uninformed absence in line with our safeguarding policy.

Medication or Change in Health

It is the primary parents/carers responsibility to inform Premier Education of any health changes, such as allergies or medication. To allow us to provide medication this must:

- Be prescribed by a doctor or medical professional, with child's details on.
- Parent consent form on the premedication form completed prior to medication being administered
- Close communication from parents on any updates to health or change in medication

Extra-Curricular Clubs



Alongside our brand new wraparound care offering, we will be giving pupils the option of a variety of different sports and activities, ranging from football, dodgeball, gymnastics & more! Information on these clubs will be published in the new term and bookable by the half term. They will typically run 3:15pm-4:15pm.

Holiday Clubs



Great news! We have your holiday provision sorted. Less than two miles across town at Downfield Primary School, we have a popular club that runs all year round. We give parents the option to book a regular or extended day between 8am-5:30pm. We accept tax-free childcare, offering a whole range of activities for ages 4 - 12. Got questions? Get in touch!

