

Premier Education – Wrap around care handbook

Ofsted registration number - 2578983

Welcome

Dear Parents and Carers,

Welcome to our Wraparound Care Provision! 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,

Premier Education

About Our Wraparound Care

- **Name of Provision:** Premier Education wrap around care
- **Location:** Almond Hill Junior School, Stevenage
- **Ages Served:** [e.g., 7–11 years (YR3 – Year 6)]
- **Operating Days:** Monday – Friday (term time only)
- **Times:**
 - **Breakfast Club:** 7:30am – School Start
 - **After-School Club:** End of School – 6:00pm

Ofsted registration number - 2578983 Setting Ref No: 2597330

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
- Nutritious breakfast provided
- Activities
- Supervised/Safe transition to school

Parents can drop off at any point within their booking timeslot period

After-School Club:

- Transition from class and registration
- Welcome activities
- Healthy snack & drink
- Structured and free-play activities (arts & crafts, sports, games)
- Chill out zone
- Outdoor play (weather permitting)
- Quiet wind-down time before collection

Parents can collect at any point within their booking timeslot period

Food and Snacks

- We provide a healthy, balanced breakfast and afternoon snack.
- Please inform us at the point of booking - prior to attendance- of any allergies, dietary requirements, or restrictions upon registration.

Staffing

- All staff are DBS checked and trained in safeguarding, paediatric first aid, and behaviour management.
- Staffing at your school will be a set and consistent team. Staffing will aim to be consistent weekly, depending on staffing hours and availability. Any absences will be suitable covered.
- Staff-child ratios: Ratios are dependent on the need of the children within the setting. As a guide, our ratios work towards EYFS = 1:8 and KS1/KS2 = 1:12. These ratios can differ depending on the needs of the children.
- Our team includes:
 - **Wraparound setting manager**
 - **Wraparound setting Deputy manager**

- **Key Workers (EYFS)**
- **Playworkers**

Bookings & Fees

- **Booking System:** www.premier-education.com
- **Notice Period for bookings:**
 - Parents are in control of which dates they wish to book, allowing for flexibility to suit your weekly requirements.
 - Advised booking 1 month in advance and payments completed for that month.
 - Bookings can be made up until 2 hours before the start of the provision, at which point, bookings will be stopped.
 - We cannot guarantee for those parents booking on the day that there will be capacity and the course may be full.
- **Flexi booking:**
 - Flexi booking option is available for parents who may be at risk of needing to change their bookings once confirmed.
 - For parents who opt to use flexi booking, there will be an additional 10% charge on top of your booking, of the total value of your booking.
 - This allows you to amend your dates and change the dates of your booking.
Example: Total booking = £10.00, Flexi booking charge = £1.00 total cost = £11.00
- **Fees:**
 - Breakfast Club: per session
 - 07:30:00 - 08:50:00 : £5.94 (Breakfast Full)
 - 07:50:00 - 08:50:00 : £5.34 (Breakfast Half)

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- After-School Club: per session
- 15:15:00 - 18:00:00 : £14.63 (After School Full)
- 15:15:00 - 16:15:00 : £9.90 (After School Half)
- 15:15:00 - 17:15:00 : £12.10 (After School Additional 1)
- 16:15:00 - 17:15:00 : £9.90 (After School Additional 2)
- 16:15:00 - 18:00:00 : £12.10 (After School Additional 3)

- Discounts: [e.g., siblings, full-week bookings]

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

If using childcare vouchers, please email us the name of your provider

Registration and attendance

To attend the provision, you must register your child through the booking system (www.premier-education.com) and booked your selected days. Within your registration, you must complete all sections correctly, providing accurate information. This includes:

- Medical 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)

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.

Policies & Procedures

We follow national guidance in areas including:

- **Safeguarding & Child Protection**
- **Behaviour Policy**
- **Health & Safety**
- **Illness and First Aid**

- **Accidents and Incidents**
- **Complaints Procedure**
- **SEND/inclusion**

All policies are available upon request on site in hard copy. If you require an electronic copy, please email rcatchpole@premier-education.com

Further information can be found on our parent knowledge hub- [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 at the setting and a team of offsite DSL's 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](#)

Pick-Up & Drop-Off

- **Drop-off:** Use the designated entrance between 7:30–8:40am.
- **Pick-up:** Collection by 6:00pm latest. Late collection will incur a fee of £1.00 per minute to cover all associated costs.
- Late collection within the provision is running will incur a charge related to the difference in price per session plus a £5.00 admin charge.
- Only authorised individuals (Primary parent on registration) may collect them.
- If another adult needs to collect your children, you must inform us in writing by emailing info@premier-education.com.
- The adult must also know your selected collection password for your child.

Communication

- You can contact us via:
 - Head office Phonenumber: 01953 499040
 - Head office email: info@premier-education.com
 - Area manager/safeguarding: rcatchpole@premier-education.com
 - Setting phone number: **07783306081** (*available between operating setting times only*)
- 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
- Suitable clothing for indoor and outdoor activities (School uniform is fine!)
- Weather appropriate clothing is advised (coats, sun hats)

Behaviour Expectations

We use positive reinforcement and age-appropriate strategies to manage behaviour. We work in partnership with families and schools to support individual needs.

We use the 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.

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Absences

Please inform us as soon as possible if your child will not attend their booked session, by contact info@premier-education.com

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
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Feedback

We value your feedback and strive to continually improve. You can share suggestions at any time, or respond to our termly parent surveys. Children will be given opportunities to provide 'pupil voice feedback'.
