



Coupals Wraparound
Ofsted Number: 2787580

PRESTIGE WRAP AROUND CARE

Coupals Primary Academy, Haverhill



Prestige Ofsted Number: 2769879

Company: 11392607

www.prestigesportsdevelopment.com





ABOUT US

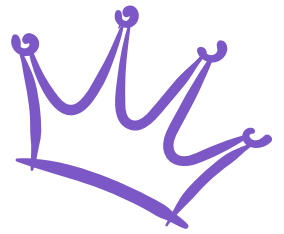
Prestige Sports was founded in 2009 to provide more opportunities in Sport to young people. We started as a family run business working with a few local school and football clubs in Suffolk.

We now serve communities across Suffolk, Hertfordshire, Essex and Cambridge working with over 50 schools and educational institutes.

We currently work with schools offering PE & PPA cover, wraparound clubs, after-school clubs, lunch clubs and specialised workshops. We also work outside of schools offering holiday camps, parties, inflatables and sports clubs to our local communities.



OUR GOAL



We take pride in the excellent reputations we have built up since the beginning and strive to expand on our success by developing strong and reliable relationships with more schools. Through working closely with schools and their staff as well as the parents/carers we are able to provide excellent clubs for your children!

We believe in high quality experiences for children that are FUN, SAFE & EDUCATIONAL. These are the 3 key components and principles of each wraparound session!

Our goal is to provide a safe and welcoming environment for your children as well as a fun and lively space for them to grow and develop their confidence, social and academic skills!

Above all we want everyone to enjoy their time with us!



OUR STAFF

Take ease in knowing that our staff are great role models and are experienced in working with primary school students. All staff are first aid trained, have up-to-date safeguarding training, and hold an enhanced DBS.

Their role is to provide a safe and supportive environment, prioritising the highest standards of care and well-being for your children. Above all we want every child to have fun and feel enthusiastic about wanting to join us again!

It is important for us to create trusting partnerships with schools, children and parents/carers, this is why we ask for your reviews and feedback to better ourselves as a company!



Casey Allen

OUR MANAGEMENT TEAM

Matthew Crawley - Director

Nick Wilderspin - General Manager

Dan Penfold - Operations Manager

Shane Lebbon - Assistant Manager

Kyle Dangerfield - Assistant Manager

Casey Allen - Childcare Manager

WRAPAROUND

"We have branched out and now provide wraparound care at several schools, we offer breakfast and after school clubs – perfect for parents who need to get to work early and/or finish later!

Our wraparound provides the opportunity for children to get involved in activities they may not have tried before but also to have some downtime after a busy day at school.

It's important for us to provide a well-balanced environment for your children and this is why we have decided to split our wraparounds into the Energy Zone and the Chill-Out Zone. This gives them the choice to choose what they would like to participate in, allowing them to build on their confidence and independence.

As well as having our "zones" we also offer continuous free play which can be both inside or outside; the resources we use will be rotated, ensuring they get to be imaginative and creative, using their time at wraparound as they wish!

Our clubs are all Ofsted registered, which opens up a variety of payment options for parents.

As a little extra, at the end of every month we send you a newsletter via email, here you can see what we have been up to that month including pictures and important information we wish to share with you."

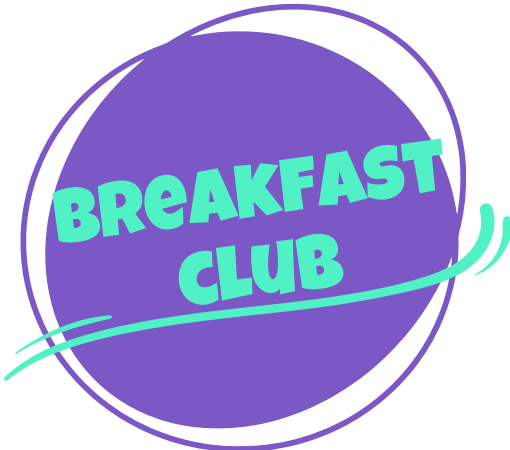
Casey Allen – Childcare Manager

Wraparound Care Parent Review

“

Both me and my husband have noticed how great the staff are. When we collect my daughter she is always having a fun time. Staff are always quick to come over and help her settle in. We have also noticed how the food has improved and my daughter loves having the wraps! We both work full time and often feel guilty about our children being in wraparound care but having them attend somewhere they seem happy and enjoy really helps us with this!

”



BREAKFAST CLUB

Kick off the day in the right way.

Our breakfast clubs provide a safe environment with a mixture of energising and calm activities. Our aim is to start the day with a smile and set a positive tone, preparing the children for their busy day at school!

We welcome age groups from Reception to Year 6!

Full session with breakfast included

Time: 7.15am to 8.40am

Price: £5

Breakfast options: Cereal, toast & other bread options, water and juice.

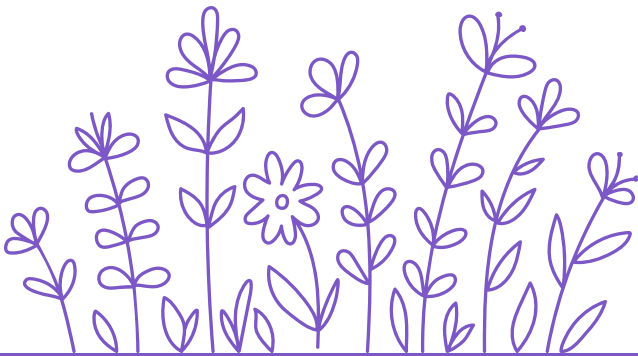
Signing In and Out

In the morning parents must bring their child to us where you will be greeted at the main school gate.

If your child is not on the register we do have the right to turn them away so please ensure to book on before the start of any club, please read our terms & conditions when signing your child up.

After breakfast club the children will be taken to their classrooms by our staff.

Please call 07944 220460 to have direct contact with our staff at Coupals, this number is to inform staff of your arrival to drop off/pick up your child. This number can only be used during wraparound hours and is only to make staff aware that you have arrived or update them with your whereabouts if you're running late. Please use the office number for general enquiries.



AFTER SCHOOL

The fun continues at the end of the day.

Our after-school schedule is inclusive and diverse and our Activity Crewsaders will put on a variety of activities for your child to take part in! This is the best time of day to explore new activities or have the option for down time!

We welcome age groups from Reception to Year 6!

First session

Time: 3.30pm – 5pm

Price: £7

Full session

Time: 3.30pm – 6pm

Price: £12

Part time session (join us after a club)

Time: 4.30pm – 5pm

Price: £2

Time: 4.30pm – 6pm

Price: £7

Signing In and Out

Our staff will collect the children from their classrooms to bring to wraparound.

When you pick up your child please collect them from the main school gate.

If they are not on our register the school will contact you directly to collect your child.

If someone who is not on your child's list of collectors is due to pick them up from club, you must inform us of this change asap via email or telephone. Each child has a collection password in place which must be used on this occasion.

Please call 07944 220460 to have direct contact with our staff at Coupals, this number is to inform staff of your arrival to drop off/pick up your child. This number can only be used during wraparound hours and is only to make staff aware that you have arrived or update them with your whereabouts if you're running late. Please use the office number for general enquiries.



EXAMPLE WRAP AROUND TIMETABLE

Time	3.20PM - 4.45PM	4.45PM - 6PM
Mon	Free Play Dodgeball Arts & Crafts	Free Play Team Challenges Arts & Crafts
Tue	Free Play Multi Sports Arts & Crafts	Free Play Axe Throwing Arts & Crafts
Wed	Free Play Team Games Arts & Crafts	Free Play Team Challenges Arts & Crafts
THU	Free Play Archery Arts & Crafts	Free Play Bowling Arts & Crafts
FRI	Free Play Football Arts & Crafts	Free Play Laser Tag Arts & Crafts

ENERGY ZONE EXAMPLES

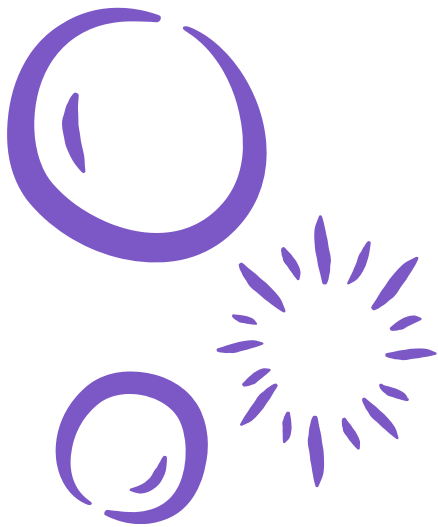
Dancing, Team games & challenges,
Football, Dodgeball, Axe throwing,
Basketball etc...

CHILL-OUT ZONE EXAMPLES

Arts & crafts, Reading, Puzzles,
Board games, Lego, Bowling,
Yoga etc...

Our Wraparound Clubs always provide the opportunity for free play as well as planned activities led by our staff, these could be held inside or outside. Allowing the children to explore freely and choose activities for themselves helps to develop their independence. Interacting with a range of age groups helps to develop their social skills and learn to work as a team and learn leadership skills.

FOOD & DRINK



Children will be provided with food and drink during our wraparound hours. We offer a range of delicious and nutritious food options.

Afterschool we offer a snack around 3.30pm and a light tea option around 5pm. Meal times are a great way to sit all together and speak about our day as well as build on independence through making our own meals such as wraps. Each venue has a menu tailored to them, once we know what the children like and have discussed with them their ideas we will get a menu sent out to you.

Occasionally we will provide different food options such as pancakes on Pancake Day!

We make sure to accommodate for any allergies, intolerances and alternative food options, this information will be provided to us through the child's online profile. It is vital that the information provided is detailed and correct.

Children may bring their own snacks to wraparound if they desire however, we do operate a no nuts policy and kindly ask that this is followed by parents too.

FIRST AID

- ☒ All Prestige staff are first-aid trained and adhere to our first aid policy, there is always a first aid kit to hand.
- ☒ First-aid will be carried out if required by a qualified first aider, we always have a paediatric first aider on site.
- ☒ Depending on severity parents may be called immediately, otherwise they will be told upon arrival to collect their child.
- ☒ All accidents/incidents are logged using our online system where you will be able to view it as well as receiving a copy via email.



BEHAVIOUR

At Prestige we like to promote positive behaviour through offering great role models and praising good behaviour. Any Challenging behaviour will be addressed in a calm, firm and positive manner. Staff of Prestige Sports Development will follow our behaviour management plan.

During all of our clubs we expect children to:

- Respect one another, accepting all differences & show understanding & tolerance of their differences.
- Respect the authority of all staff.
- Choose & participate in activities.
- Ask for help if needed.
- Develop their independence by maintaining self-discipline.
- Behave with politeness & socially acceptable behaviour.
- Avoid use of vulgar or abusive language.
- No bullying - We have an Anti Bullying Policy.
- Enjoy their time at the session.



BOOKING

It is very important that you book onto any club before the start time, we would hate for anyone to be disappointed because their child got turned away due to being fully booked. To ensure you get a space make sure to book on in advance but please bear in mind that we do have a waiting list.

Online

The simplest way is to book online however if you are having difficulty please call our office who will be happy to help. Make sure that you have created an account before calling to book onto a club, we cannot add you onto the register unless you have an active account.

To book online simply head to our website, in the top right hand corner you will see a button titled "Make a booking", click this to get started!

Late fees

If you are late we ask that you please call to let our staff know. If you have not called us we will call you along with other contacts on your child's profile. If these contacts are unavailable for one hour, the police & social services will be informed.

Late collection of your child/ren will result in a late fee.
'Up to 10 minutes' £5.00 and 'Past 10 minutes' £10.00.

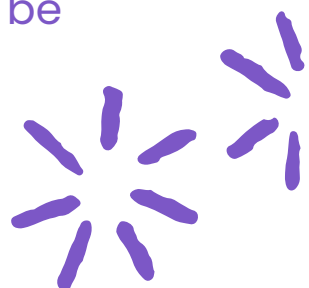
Last minute

Take ease in knowing that you can book on right up until the last minute!

Cancellations

If you wish to cancel a session you can do this through your account, we please ask that you do this as it can free up a space for a child who may be on the waiting list.

If you wish for a refund or credit onto your account you must give 4 days notice. Please see our terms & conditions for more details.



PAYMENTS

Childcare Vouchers

You can only use childcare vouchers for wraparound care and holiday camps.

We make sure to reconcile once a week, we can only sign off payments once they've been cleared in our account. This can take up to 5 days to do so. Once it has cleared, it will update on your Magic booking account.

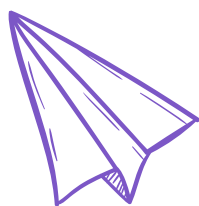
Providers we accept are:

Computershare - 0026966524
Apple Childcare - CA00012740
Care 4 - 41742664
Edenred - P21351609
Fideliti - PRE181C
Fair Care - PSDL0124
Gov.uk TFC - 50118326457

If you have a childcare voucher provider we are not registered with please contact us on info@prestigesportsdevelopment.co.uk and we will try to register with them asap.

To use your childcare voucher please follow this step by step:

1. First you will need to make your booking via our website. At the checkout, select which voucher provider you use and input the amount you wish to pay.
2. After securing your place on wraparound, please make a note of how much you owe for the wraparounds booked.
3. You then need to log into your childcare voucher provider account, (This could be gov.uk, Eden Red, etc etc).
4. You will then need to use your Childcare Vouchers provider account to make payment for the total amount to Prestige Sports Development Ltd.
5. When making payment you may need some of the following details:
 - Our Ofsted Registration Number (Specific to each venue)
 - The Venue Address
 - Voucher Registration Numbers
6. When you receive booking confirmation emails from the booking site, please keep them and make sure to check your junk folder for these.



PAYMENTS

Payment Plans

We offer a range of payment plans and have video guides on our website to help you through the process, under the 'Bookings' tab select 'Booking Video Walkthroughs'.

You can pay with a Childcare Voucher Plan, Card Instalment Plan or Standing Order, you can also combine two of the payment options if you wish.

Example: If you were to choose to pay via Childcare Voucher and Card Instalment a Payment Plan will automatically be generated for you, and you will be able to see the list of dates when payment is owed and how much, the first payment will be taken on the day of the booking, the rest of the instalments will be taken automatically from the card used.

If you owe money this may stop you from booking onto clubs in the future until previous payments have been made. If the first card instalment is not paid between a certain period of time after the booking has been made, the booking will automatically be cancelled.

SmartFlex

As of Spring 2025 we now offer a service called SmartFlex, you can select this option at checkout if you wish. You pay slightly more for you breakfast or afterschool clubs however this gives you the flexibility to cancel the day of the club (must be before club start time) and receive credit to your account.

You can request a refund, just call or email the Prestige Office.

We hope you found all the information in this document useful, please don't hesitate to contact us if you have any enquiries!

CONTACT DETAILS

WHERE TO FIND US:

PSD Head Office, The New Croft, Chalkstone Way,
Haverhill, Suffolk, CB9 0BW

HOW TO REACH US:

07494 002352

info@prestigesportsdevelopment.co.uk

ON THE WEB:

www.prestigesportsdevelopment.com

ON SOCIALS:

Facebook – Prestige Sports Development

Instagram – @prestigesportsd

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