

Newchurch Community Primary School
Glebeland
Culcheth
Warrington
WA3 4DX



Telephone: 01925 763427
Fax: 01925 766045
www.newchurchprimary.co.uk
Email: newchurch_primary@warrington.gov.uk

Headteacher: Mrs S Lawrenson

28th June 2019

Dear Parents / Carers,

I wanted to take this opportunity to provide you with an update on our Newchurch Robins club following the recent successful launch on 10th June. Thank you for your continued support.

We can confidently say that the transition has been a smooth one and all children have settled in to Newchurch Robins incredibly well whilst the Newchurch Robins managers and staff team have worked tirelessly to ensure that our Newchurch Robins setting is the best it can be for our children. We have ensured that we have continued to listen to our children and your feedback on a daily basis to understand the short term improvements that can be made and we would like to share some of this with you:

- We have heavily invested in our setting and the vast majority of our resources are brand new.
- Our children said that they wanted more construction and role play resources so we bought further sets of kitchen equipment and Lego creator sets.
- We have continued to refine our breakfast and snack offering and we are now serving hot food in the morning which includes scrambled eggs and beans on toast. The children have given us some very positive feedback on the quality and choice of our breakfast offering and we are delighted to hear it!
- Our Catering Manager has expanded our afternoon snack menu and is offering a selection of freshly prepared fruit, vegetables and bakery items. The focus is on encouraging children to try different foods and vary our menu.
- We have continued to listen to your feedback with regard to the booking process and we are trying our very best to balance the schools need to operationally plan alongside accommodating your childcare requirements and busy family lives. Please continue to work with us as we develop our systems.
- We are successfully using parent pay, it has enabled us to 'debit' taken sessions on a daily basis providing you with a real time 'live' invoice – so please take the time to check this on parent pay. This also gives you the facility to pay immediately.



LOTTERY FUNDED



Once again, we thank you for your continued support, we have enjoyed the journey of building our Newchurch Robins club and we will continue to strive to continuously improve our setting using feedback from all. We have compiled a frequently asked questions list which is attached to help you with any questions you may have so far. If you have any further feedback, please contact us on Newchurch_Robins@warrington.gov.uk

Yours sincerely,



Mrs. S. Lawrenson



Frequently Asked Questions

Q. My shift working pattern means that I can't book my child in for set days each week, can you accommodate this?

Ideally it would be great to have set patterns for a child's attendance to help us to plan operationally, however, we appreciate that our parents do a variety of different occupational roles and this is not always practical, parents may find that traffic whilst commuting or short notice meetings means that you cannot pick your child up when you have said on your booking form. We will strive to accommodate our families as much as is operationally possible and in return we appreciate your support with understanding the challenges that a dynamic booking process brings. Any changes to your bookings must be emailed to Newchurch_Robins@warrington.gov.uk

Q. My child attends an after school club run by school until 4.15pm and I pick them up at 4.15pm – will I still get charged for Newchurch Robins club?

If you pick your child up at 4.15pm, you will not be charged for Newchurch Robins. Your place at Newchurch Robins club will be protected during the time your child attends the after school run club and you will not have to pay a retainer.

Q. We have our children booked in on a daily basis but occasionally their grandparents / other family member picks them up – will I still get charged?

No - you won't get charged but you need to let us know that your child will not be in Newchurch Robins club on that date. Safeguarding is our number one priority. You need to email in advance, ideally the week before, although we know this isn't always possible, and let us know the arrangement otherwise we will spend time finding your child and phoning you!

Q. I have booked my child in until 4.30pm but I have been delayed picking them up – what session will I be charged for?

As promised, we have followed the previous session payment charges and times to ensure that the transition process has remained as stable as possible. We will ensure that you are charged for the sessions you attend. If you pick your child up after 4.30pm, you will be charged accordingly until 5pm or 6pm.

Q. I have my child booked in until 6.00pm but I have left work early to pick them up and I have arrived at 4.55pm – will I be charged till 6pm?

We will charge you for the sessions they have attended. We will charge until 5pm. Our parent pay capability allows us to update your pick up time in real time on a daily basis. We believe that this system allows us to treat our families fairly and ensure that we operate a more dynamic invoicing system.

Q. I have picked my child up after 6pm – why have I been charged a late pick up fee?

Our setting closes at 6pm and our staff are only contracted until 6pm. You will be charged £1 per minute for any child collected after 6pm. We believe that this charge is fair. If a



child is persistently picked up late, we may ask that you find alternative childcare arrangements.

Q. I have picked my child up from school and received a phone call from school telling me that they are booked in to club – why?

Safeguarding is our number one priority and if your child is booked in to attend a club we will ensure that they are either in attendance or we will immediately follow this up. Please work with us to ensure that we are clear when your child is not attending to ensure your child is safe, to save your time and our time.

Q. My child has an allergy – how do I let you know about this?

Before a child is allowed to attend Newchurch Robins club we will ask you to complete a 'Newchurch Robins – Welcome Pack' which contains key information with regard to contact details, medical conditions, allergy information and media permissions. We use this information to ensure that your child is safe in our setting. If anything changes, you must let us know by contacting us at Newchurch_Robins@warrington.gov.uk

Q. Can I park in the school car park when I collect my child?

Our school car park is closed from 7am-9.30am in the morning and from 2.45pm-4.30pm in the afternoon to ensure that all children are safe during school drop off and pick up times. During these times, we politely ask that you don't park in the car park. Outside of these times, we are happy for you to use the school car park. Please ensure that you reverse park into car parking spaces, once again, this is to ensure that children and other pedestrians are kept safe.

Q. How do I check my invoice on Parent Pay?

- Access your Parent Pay Account and click on transaction history on the left hand side of the screen. A section called 'balance history' should appear.
- Double click balance history. From here you should be able to see your child's name and a drop down box labelled 'Account' – select Newchurch Community Primary: Newchurch Robins and press the search button.
- You will be able to see each debit in date order and the amount of your debit balance.

Q. How do I pay with childcare vouchers?

We are registered with all childcare voucher providers – we are Newchurch Primary School. Please pay as you usually would. Please do not send any payments for our sessions to the previous provider.

Q. Can I pay by Direct Debit?

We can't payments by direct debit but we can take payments from Parent Pay which is our chosen method for collection. If you require new access to Parent Pay, please contact the school office for a login and password.

