



Friday 27th September 2024

AFTER SCHOOL CLUB

Dear Parents and Carers,

We are delighted that Culverstone Green Primary School has taken on the After-School Club to provide wrap-around care for our students since September. Setting up this service has been a journey for us, and we truly appreciate your patience and support along the way. We're pleased to see so many families making use of this provision and that demand is increasing.

At present, the club can accommodate a maximum of 30 students to ensure we maintain high-quality care and support. We understand that, on certain days, this number may now not meet demand, and we are reviewing this capacity in due course to see how we can best support our families.

To ensure a smooth process, we kindly ask that all bookings are made via the Arbor App. Please note that the booking window for a session closes 8 hours before it begins. If your child regularly attends, we encourage you to book termly in advance to secure their spot. For one-off bookings, we recommend reserving a place at least 48 hours beforehand, as the club may be fully booked. Early bookings allow us to prepare properly and ensure we have the right support in place for all children. I appreciate there has been some issues with the Arbor app which we are investigating.

We understand that unexpected situations can arise. While we always strive to accommodate last-minute bookings where possible, there are times when the club is full, or we may not have sufficient staff on hand. In such cases, we may not be able to fulfil these requests. Please do continue to contact myself or Miss Mole as we will always endeavour to help.

If you encounter any issues with the Arbor app, please contact Arbor directly for support. We'll do our best to assist where possible, but due to data protection regulations, we cannot access your account directly.

Thank you for your continued understanding and the valuable feedback we've received from many parents. As we continue to build the club's resources, we'd also love your help! If you have any toys, games, crafts, or other entertainment items in good condition that your family no longer needs, we'd be grateful for any donations. You can drop these off at the school office.

Finally, we are looking to install an intercom system in the hall so we would not need to use the phone system currently in use and make it easier at collection. This will hopefully be sorted soon.

Thank you again for your support and cooperation.

Kind Regards



Culverstone Green Primary School

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James Bernard, Headteacher

Mr Bernard

Headteacher



As united as we are different.