



**Unlocking Potential Together
in Faith and Love.**

The Cathedral Catholic Primary School
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Headteacher: Mrs N Holt

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Dear Parents and Carers,

We are so lucky to have high quality wrap around care here at Cathedral. The children love attending and they have a great time. Lots of parents are great at communicating about booking places in the school office.

Over the last few months, we have found an increasing number of issues that have arisen:

- children who are not booked on After-school club at all
- parents coming to pick up children at the end of the day when they are on the After school club register
- parents saying they have cancelled a booking when we do not have a record of this

This can be difficult to manage as we organise staff 24 hours in advance based on children to adult ratios and numbers on the register. This also has an impact on budget and as budgets are very tight, you will understand how hard this is to manage when numbers can vary by up to 4 -5 children a night. These issues also affect parents who want a place but the After school club is full on paper but in reality on the night there are spaces available.

In light of this, we are putting the following protocols in place from Monday:

1) Cancellation fee

If your child is booked into After-school club and it is not required please cancel the place with the school office 24 hours beforehand by email on office@cathedral.lancs.sch.uk or bursar@cathedral.lancs.sch.uk. If the place is not cancelled with the school office by email parents will be charged a session fee of £8.50 due to staffing costs. If you try to contact the school office by phone we will ask you to email confirmation of this. It is your responsibility to do this.

2) Not booked on after school club

If children are not booked to attend After-school club and parents are late with normal school pick up, a £20 Emergency Supervision fee will be charged for every 30 minutes after 3.30pm. This debt must be cleared before any further sessions at after club can be booked. Please make sure your Arbor accounts are up to date with payments as this can effect entry for your child if you are not in credit.

We really appreciate your co-operation in this so that we can run a more efficient system for After-school club.

Yours sincerely

Nicola Holt

Head teacher



