

# Courthill Infant School

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Headteacher: Mrs Alison Carter



6<sup>th</sup> March 2026

Dear Parents / Carers

We have listened carefully to your feedback about booking Lighthouse Club – thank you for your honesty and patience. In response to your feedback, when bookings ‘go-live’ for Summer Term, we are introducing new ways of working to hopefully make booking Lighthouse Club easier and less stressful for families. So you know, we also requested a CLP-wide survey to understand how other schools in the trust manage their wraparound care bookings, so that we could compare approaches and consider what may work best for our school community.

## Increasing Capacity

We know there is more demand for places in Lighthouse Club than we are currently able to offer, mainly because we must adhere to strict staffing ratios. In response, we have recruited additional staff and are now able to offer **45 spaces each day at After School Club** and **33 spaces at Breakfast Club**.

We have also **increased the number of places available in our school-run clubs**, and these are now **open to all year groups, including Reception**. Again, this should provide further support with availability of after school care, as well as enabling more children to access fun and enriching activities.

## Improving the Booking Experience

We are aware that the high demand on Arbor at ‘go-live’ causes the system to crash. Parents also shared how difficult it can be to make bookings when they have children in more than one year group. We completely understand how frustrating and stressful this has been.

Despite the existing limitations with Arbor, we are committed to finding ways to improve the process where we can. Therefore, to help ease demand on the system, **when bookings open for Summer Term, we will trial staggered ‘go-live’ times for each year group** (see below). We hope this will reduce the number of people accessing the system at the same time, helping to prevent crashes and making it easier for families with children in multiple year groups. Because of the staggered timings, we have had to balance the need for a later go-live time (requested by parents to better accommodate working hours and bedtime routines) with go-live times that are not too late!

Summer Term Bookings – Thursday 12 <sup>th</sup> March 2026	
Year Reception:	<ul style="list-style-type: none"><li>• 7.30pm for after school club;</li><li>• 7.45pm for breakfast club.</li></ul>
Year 1:	<ul style="list-style-type: none"><li>• 8pm for after school club;</li><li>• 8.15pm for breakfast club.</li></ul>
Year 2	<ul style="list-style-type: none"><li>• 8.30pm for after school club;</li><li>• 8.45pm for breakfast club.</li></ul>



Please be aware that in order to offer staggered go-live times, we need to allocate a set number of spaces to each year group. We have looked at current booking patterns, and generally speaking, there is an even split across the three groups. Therefore, we have **split allocation equally across the three year groups**.

Additionally, parents said it was cumbersome having to top up money before making bookings. In response, we have changed the settings – so now all parents can make bookings and then arrange payment afterwards (either via debit card or via tax free childcare payments). However you pay, the balance will need to be paid before the end of the next term, in order to continue making further bookings.

We hope this new approach will improve your experience. But I must be honest with you: we cannot know for certain until we try it. As such, I kindly ask for your patience as we give it a go. Of course, we may still have a situation where there is more demand for spaces than places available. **If you do not get the sessions you need, please email the school office** and, as always, we will do our best to help. Indeed, the 'go-live' date is earlier than previously so we have more time to address queries. Be assured, we will do our best to ensure that every child has the places they need.

As you can see, we have been working really hard to respond to your concerns. I would like to thank our office team who have spent many hours revising our processes to try and improve the situation for parents. With this in mind, please be patient as we try this new way of working – and please be respectful and kind when communicating any concerns or frustrations you encounter. Also, please be assured that if this new system does not work, we will continue to look for other ways to improve the system.

If you have any questions about the new process we are trialling, please contact me via the school office. Thank you for your continued patience and support.

Mrs Carter, Headteacher