

Gossops Green Primary School



Cygnets Crew Policy



Last Reviewed on: September 2025

Next review due by: September 2026

Member of Staff Responsible: Assistant Principal

OUR VISION

'Delivering equity through education, nurture and ambition'

At Gossops Green Primary School, we believe that every child has the right to succeed, to meet their full potential and to understand that high aspiration and dreams are rightfully theirs to own and pursue, whatever their starting point in life might be.



1. Aims

- To provide an affordable, afternoon childcare facility for parents/carers
- To provide a welcoming, safe and secure environment for pupils following the end of the school day
- To extend the opportunities for pupils to take part in extra-curricular activities
- To provide children with a nutritious evening meal at the end of the day in a pleasant, calm and relaxed environment.

2. Introduction

The Gossops Green Primary Cygnet Crew After School Club is run by Gossops Green Primary School and exists to provide high quality out-of-school hours childcare for our parents/carers for up to 25 children. The children will have a hot dinner at 4:45pm every day and there will be a range of activities available throughout the session. Children will be encouraged to be independent as well as to participate in activities with each other, developing social and interactive skills. Every child will be heard read each day they attend the club. The club operates from 3.05pm – 6.00pm daily, term time only (excluding INSET days) and current costs are set out below. A copy of this policy is available on the school website.

3. Communications

- **All** communications regarding Cygnet Crew **must** be made via the dedicated childcare@gossopsgreen.org.uk email address. These emails are checked and responded to daily between 3:10pm and 4pm by members of the wraparound care team. This includes:
 - Requests to access the Cygnet Crew booking system
 - Notifications to cancel a pre-booked session (notifications must be made at least 24 hours prior to the start of the club)
 - Requests to add a child to a waiting list for a full session
 - Queries regarding which sessions have been booked already – these are available for parents to see on the Arbor App
 - Finance queries relating to Cygnet Crew - these will be answered by our Finance Manager, who may respond outside of the times above
 - Information or queries relating to your child's place at Cygnet Crew
- For urgent messages during the club session, the wraparound care team can be contacted on 07415 978845

- Please do not phone or come to the school office for any queries relating to Cygnet Crew during the school day as the office staff will not be able to action any queries will direct you to the childcare@gossopsgreen.org.uk email.

4. Admissions

- Only children attending Gossops Green Primary School from EYFS to Year 6 are eligible to attend the club.
- To access the booking system for the club, parent/carers need to email childcare@gossopsgreen.org.uk and a member of the wraparound care team will assign the parent/carer access.
- Personal details for each child, including medical conditions, dietary requirements, consents and pick up information is taken from Arbor. It is the parent/carer's responsibility to ensure that this is up to date.

5. Booking Places

- All places are subject to availability; these spaces are booked on a first come, first served basis.
- Places must be booked by 11:59pm on the Thursday of the previous week as food is ordered on the Friday and any special activities for the week ahead, particularly crafts, are prepared at the weekend. An email is sent home each Friday confirming the sessions booked for each child.
- **If the club is full on a particular day, it will not show on the booking system.** Parents/carers can email childcare@gossopsgreen.org.uk with their child's name and the dates they need – before the 11:59pm Thursday cut off time. If a space becomes available, the parent/carer will be informed via email or phone. Please note that the waiting lists will also **close at 11:59pm on the Thursday of the previous week.**
- Unfortunately, the Arbor system does allow online bookings until 48 hours before the club session. However, any booking on Arbor after the 11:59pm Thursday cut off for the following week cannot be honoured and you may still be charged for the session.
- Fees can only be paid online, using the school online payment system on Arbor.
- Payment needs to be made when booking the club, except for termly bookings, which will be invoiced, and payments made using childcare vouchers.
- Emails will be sent out every Friday, confirming the days booked for each child the following week. Please check these emails carefully as these will be used as proof of booking before the cut-off time.

6. Pricing Policy

- The cost is £14 per session, per child.
- The cost is a set fee for 3:05-6:00pm, regardless of the time the child is collected.
- Children's attendance is recorded in a register on Arbor.
- The cost is the same, even if a child attends another after school club first.
- No child can attend the club without payment being made first, unless there is an arrangement in place with the school Finance Manager for payment to be made through childcare vouchers.
- If Cygnet Crew is booked but the child no longer requires the place, e.g. due to carer work changes or sickness, the place can be cancelled and the parent's Arbor account will be credited. The school requires at least 24 hours' notice before the start of the club in order to cancel the place. Parents must email childcare@gossopsgreen.org.uk in order to cancel their child's space. Refunds will not be provided for children who do not turn up to the club without prior notice as described above.
- Parents/Carers will always be given at least a half term's notice of any change in fees.

7. Staffing

- The Cygnet Crew Leader will be suitably qualified to supervise all ages attending the club.

- The club will be staffed at the ratio of 1 adult for every 10 children. At all times, the Cygnet Crew Leader will be present; in addition, senior staff members are usually in the building until 6:00pm as well as contactable by telephone.

8. Arrival and Departure at Cygnet Crew

- Staff will collect pupils from EYFS, Year 1 and Year 2 and take them to the club. Pupils in KS2 will walk themselves to the Cygnet Crew room.
- A register will be completed and the parents/carers of any child not accounted for will be phoned.
- Parents are required to collect their child from the Cygnet Crew room door, not the main office.
- A staff member will sign and record the time that all children are collected.
- Parents must use the pedestrian side gate to obtain access to the school site.
- Only adults on the pre-submitted contact list will be able to collect a child
- Should a child arrive at Cygnet Crew who has not had a place reserved, their parent/carer will be phoned and asked to collect the child.

9. Late Collection

- All children must be collected by 6:00pm, otherwise penalty fees apply as follows:
 - 6:00pm - 6:10pm = £3
 - 6:10pm – 6:30pm = £5
 - 6:30pm onwards = £15 for every half hour
- At 6:00pm, parents will be called and asked to collect their child immediately.
- If no contact has been made with parents by 6:15pm, the emergency contact person will be contacted.
- At 6:30pm, if Cygnet Crew staff have been unsuccessful in contacting parents or the emergency contact, a member of the Senior Leadership Team for the school will be contacted and Sussex police will be informed.
- A note will be left on the Cygnet Crew room door with who to contact.
- Two members of Cygnet Crew staff will always stay until every child is collected.

10. Daily Routine

- The club is situated within the school in the Cygnet Room, where a range of activities will be set out.
- Children will be able to attend other after school activities (such as choir or sports clubs) before joining the Cygnet Crew when their club ends.
- Children must be in the Cygnet Club at 4:45pm to receive the evening meal. Any child leaving before this will be unable to have the meal.
- The club may make use of the school halls or, weather permitting, the school grounds.
- The children will be encouraged to take responsibility for their environment and help to tidy up activities they have used.

9. Food

- Cygnet Club children will be offered a nutritious meal, in line with [Standards for school food in England - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- Parents will be advised if their children do not eat appropriately. The meal will be served to children at 4:45pm and any child wishing to have the meal will have to be present at this time.
- Any special dietary needs must be recorded on Arbor so that these can be catered for.

10. Behaviour

Whilst attending Cygnet Crew, children are expected to:

- use socially acceptable behaviour
- respect one another, accepting differences of race, gender, ability, age and religion
- choose and participate in a variety of activities
- ask for help if needed
- enjoy their time at the club

Positive behaviour is encouraged by staff acting as positive role models, praising appropriate behaviour and informing parents about individual achievements.

Dealing with inappropriate behaviour: The Cygnet Crew will follow the school's Behaviour Improvement Policy. Any child that persistently disrupts the smooth running of the Cygnet Crew may forfeit their place.

11. Policies

The Cygnet Crew will follow all relevant policies of the school (see website).