



# Polehampton CE Infant and Junior Schools

## Polecats OSC Policy and Procedures



|                             |             |                                 |          |
|-----------------------------|-------------|---------------------------------|----------|
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### Introduction

At Polehampton Church of England Infant and Junior Schools, our vision is “Let your light shine” (Matthew 5:16). Jesus reminded us in Matthew’s gospel that we are lights for the world. As we seek to follow him, we can share his light with others and change the world. Supported by our school values of gratitude, friendship, perseverance, forgiveness,

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honesty and compassion, we seek to help pupils make positive choices in all they do. We follow our Christian values to enable everyone in our school community to let their light shine.

At Polehampton CE Infant School and Polehampton CE Junior School (referred to in this document as 'Polehampton' or the 'Polehampton Schools', we seek to provide and ensure a safe, stimulating environment for pupils before and after school via our OSC, so that they have a stable, fun and safe space in which to play, learn and interact.

Polecats Out of School Club (OSC) has two sessions:

- Polecats BSC (Before School Club)
- Polecats ASC (After School Club).

Polecats OSC is part of Polehampton CE Infant School and Polehampton CE Junior School (and, therefore, part of The Keys Academy Trust), and is open to children who attend the two Polehampton schools.

It is run by a team, including Executive Headteacher, Heads of School and Operations Manager, administrators, supervisor and playworkers. The OSC is led strategically by the Local Governing Body of Polehampton CE Infant School and Polehampton CE Junior School. For any matters regarding the OSC, the decision of the Executive Headteacher and delegated staff will be final.

It should be noted that all references to 'parents' should be read as 'parents, carers or guardians'.

## Aims

Polecats OSC has the following aims:

- Provide high-quality wraparound care for pupils.
- Ensure consistency in policy and practice between school and wraparound care.
- Provide a wraparound care provision that is affordable to parents but also helps support the finances of the school and, therefore, its strategic objectives to improve opportunities and outcomes for the pupils of Polehampton.

Any additional surplus income (after all operating costs, including staffing) go back into our school budget to support our school's growth, development and offer to improve opportunities and outcomes for the pupils of Polehampton.

## Operating hours

The OSC will operate term time only, on all school days and between the following hours:

- 7.40am to 8.50am (Before School Club, BSC)
- 3.10 (Inf) /3.20pm (Jun) to 6.00pm (After School Club, ASC).

The OSC will not operate on inset days, public holidays, school holidays, when it is not financially viable to do so or on days when the school closes due to unforeseen circumstances.

## Registration

A registration form is not required, as we have all of your data on our electronic system. To register and book places, see the 'Bookings and admissions' section.

## Bookings and admissions

Children must be within the age range 4-11 years and fully toilet trained. In the event of a toilet accident, please note that a parent may be contacted to collect the child.

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The OSC is only available to children who attend the Polehampton Schools.

The number of children at each session is limited by our insurance and staffing numbers. Places at the OSC are bookable on a first come first served basis and payable through Arbor. All bookings must be paid for when booked. The only exception to this is bookings paid for with Childcare vouchers.

Bookings close 24 hours before a scheduled session. If you need to book after the booking period has closed, please email the OSC email address ([osc@polehampton.wokingham.sch.uk](mailto:osc@polehampton.wokingham.sch.uk)) to see if there is availability. Bookings made after the booking session has closed are termed as Ad hoc bookings and there is additional fee for these bookings. An invoice will be raised within Arbor and this must be paid on the day.

If you believe there are special circumstances regarding your OSC bookings, please contact the Operations Manager in writing and each request will be dealt with on a case-by-case basis.

### Booking fees

We are a 'cashless' school and, therefore, do not accept cheques or cash as a payment method. All payments made to the OSC must be paid online using the school's online payment system, or by using childcare vouchers. For payments by childcare vouchers, all balances must be cleared at the end of each half term. Childcare voucher payments can only be accepted once the school has been informed and made the relevant changes in your child(ren)s Arbor account.

If an ad-hoc booking is made, the system will raise an invoice within Arbor for the booking and this must be paid before further bookings can be made.

Fees:

|                                   |        |
|-----------------------------------|--------|
| Before School club session        | £6.50  |
| Ad hoc Before School club session | £9.00  |
| After School full session         | £12.50 |
| Ad hoc After School full session  | £16.00 |

### Cancellations

Once bookings are made in Arbor, they become payable. Therefore, when the booking is made, payment is required. Neither refunds nor credits are given for any cancellation initiated by parents in relation to ad-hoc sessions for the BSC or ASC. Refunds may be considered on a case-by-case basis only. Parents should write to the Operations Manager to explain the reasons for the cancellation, and a decision will be made on a case-by-case basis.

In the event that the OSC has to be closed due to unforeseen circumstances, the following will apply (see also Emergency Closure Policy):

- Shortage of staff: sessions may be re-booked or credited to the parent – cash refunds will not be given.
- Act of God (e.g. snow): no refunds or credits will be given.
- School decision to close (e.g. boiler failure, suspected gas leak or strike action): no refunds or credits will be given, except in extenuating circumstances. Please note that our insurance policy requires that the OSC can only operate if the school is open. However, we commit to honouring staff pay.

Parents are responsible for informing the OSC Supervisor (using the OSC email or calling the school office) on the day if a child is unable to attend a session (for example: in the case of absence from school due to illness). However, no refunds or credits will be given.

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### Handover and collection procedures

- Parents must ensure that their children know that they are to attend the OSC on a given day. If there is an ad-hoc booking made on the day, the school staff will alert the class teacher to let the child know they will be attending OSC.
- Pupils at Polehampton Infants will be collected by staff and walked over to the junior site. Pupils at Polehampton Juniors will be supervised by staff at the junior site.
- For any pupil attending Polecats ASC, the pupils will be checked off a register by class teacher and OSC staff to ensure they know who is attending the ASC and who not.
- All children attending a session will be placed on the register and signed in by a member of the OSC staff. The register will be available for the duration of the session, and children will be signed out by the parent on collection.
- If a child is in Year 6 and written instruction has been received from the parent/carer for the child to make their own way home, the OSC Supervisor will sign the child out. This will only be allowed if an agreed time is set between parents and the OSC for the Year 6 child to leave.
- If a child is expected at the ASC but does not arrive, then they will be looked for, and the parent informed to ascertain the reason why the child has not arrived at the ASC session after the end of the school day.

At no point during the session will a child be allowed to leave the premises unless they are with a member of the OSC staff or are being collected by their parent. The exception to this is if the child is in Year 6 and express permission has been given by the parent and a letter has been written by the parent giving specific instruction for their child to make their own way home, which must include the time the child is allowed to leave the ASC.

Children will not be allowed to leave with adults other than parents unless authorisation has been received from the parent. Details of persons authorised by parent to collect their child must be noted in Arbor as emergency contacts. In exceptional circumstances, where it is necessary for the child to be collected by another person not notified and not known to the OSC Supervisor, identification might be requested and a video, text or verbal confirmation via phone from the parent.

Where possible, OSC staff will provide parents with verbal feedback at the end of a session regarding the amount of food eaten and activities engaged in by the child. OSC staff will also alert parents of any behaviour, medical or safeguarding concerns.

### Late collection/early drop off

Children must be collected promptly at the end of each ASC session. A fee will be charged at £2 per minute (to cover staffing costs) will be charged if a child is collected after 6:00pm. For BSC, children must not be dropped off before the session start time of 7.40am. Early entry will not be permitted, and pupils should not be left by themselves unsupervised by parents.

If a child is not collected from the OSC by 10 minutes after the end of the session (i.e. 6:10pm) and no notification has been received, the OSC Supervisor will try to contact the parents or emergency contacts given on Arbor. If the parents or emergency contacts cannot be contacted, then a safeguarding note will be made. In certain cases, Children's Social Care or the Police may be informed to comply with our safeguarding duty.

Regular late collection will result in the following procedure:

- There will be an initial discussion between the OSC Supervisor and the parent involved and a verbal warning will be issued.
- If the late collection persists, the matter will be referred to the Operations Manager/Heads of School/Executive Headteacher and a written warning will be issued.

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- Continual late collection of children will result in membership of the OSC being withdrawn.

### Site entry and security measures

There are two entry gates for the OSC: Loddon Hall and Kibblewhite Close:

- For BSC, parents may enter the school through either Loddon Hall entrance or Kibblewhite Close entrance (the pedestrian gate to the **right** of the main vehicle gate). Both are operated by an intercom system.
- For ASC, parents may only enter via Kibblewhite Close. Parents may enter via the pedestrian gate to the **left** of the vehicle gate and walk to the main front office. Here, a member of OSC staff will greet you and radio for your child to be brought to the main entrance.

With regard to site security and who is allowed through the gates: The gates are not monitored via a person stood at the gate. Instead, we use the intercom system and camera attached to the system, as well as our CCTV cameras that we have on site. We request that parents do not 'tailgate' through the gates when dropping off or collecting, but recognise that there may be times when this could occur (or an unauthorised person could enter the grounds).

### Responsibilities of parents

It is the responsibility of parents to ensure the following:

- To act in a manner in keeping with the parent code of conduct and Polehampton's vision and values. This means acting in a courteous, supportive and professional manner with staff and others.
- To ensure those details given via Arbor are kept up-to-date and that any relevant changes of personal details, contact numbers or medical details are immediately notified to the school office to be added to our electronic system.
- To ensure that the OSC Supervisor is kept informed of all persons authorised to collect their child/ren. This is done via the emergency contacts list on Arbor.
- To collect their child/ren on time or pay a fine for late collection.
- To ensure that fees are paid on time.
- To inform the OSC Supervisor if their child will be unable to attend any session for any reason.
- To ensure that their child/ren know when they will attend the OSC.
- To have read the Polehampton / Polecats OSC policies and abide by them. Copies of the relevant policies are available to download from the school's website or a hard copy can be obtained from the school office upon request.

Membership to the OSC may be withdrawn if parents fail to meet the above responsibilities.

### Behaviour expectations

All children are expected to behave appropriately at the OSC. The OSC staff follow the school's Behaviour Policy and Anti-bullying Policy. Both can be located on the school website.

### Complaints

The OSC follows the Polehampton (TKAT) Complaints Policy. Please see the school website for full details.

Our aim is to provide high quality care for members of the OSC in a secure and enjoyable environment. Children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. The staff intend to work in partnership with parents to achieve this and welcome suggestions about the OSC. Suggestions can also be made in the annual parent survey, which will include questions on OSC.

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Any parent who has concerns about any aspect of the OSC's provision should firstly talk the matter over with the OSC Supervisor. The OSC Supervisor may record the complaint and any action that they take as a result, although most complaints will be resolved informally.

### Confidentiality

Children's records are confidential and will be kept securely in line with our school policies. Parents will have access, on request, to their own child's records only.

The OSC staff will not discuss individual children with people other than the OSC Supervisor, parents of the child and, if necessary, school staff (including SLT). The OSC staff will not disclose details of any child to other adults without the permission of the parent, unless there are safeguarding concerns or under the rules of "Late Collection", or to the emergency services.

There might be occasions when authorities like Children's Social Care request records; these requests will be dealt with in accordance with the law.

### Equal opportunities

The OSC aims to provide a service within the community which is anti-racist and anti-sexist in nature and that is free of harassment, detrimental discrimination or oppression on the grounds of gender, disability, age, race, colour, social class, religion, nationality, national origin, language or any other grounds.

The OSC follows the equal opportunities policy of the school. This is available on the school website.

### Data protection

The OSC follows the school's Data Protection Policy and the school's Data Protection Officer service.

### Emergency procedures (including emergency closure)

The OSC follows the school's emergency plan document (known as the Business Continuity Plan).

### Fire procedures

This is included within the Business Continuity Plan. However, the following specific information should be noted:

#### Fire drills

Fire drills are to be practised regularly (at least once a term) and at times when new children are in attendance to ensure all the OSC staff and children know the procedure. A record of fire drills will be kept, together with a report of any difficulties encountered and these will be noted and addressed. A variety of members of the OSC staff may lead fire drills throughout the school year.

#### Documentation

Polehampton's emergency evacuation instructions will be clearly displayed and followed in any emergency.

### First aid and medical

The OSC will follow the school's medicines in school and first aid policies and procedures. However, the following specific information should be noted:

#### First aid boxes

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The OSC Supervisor will ensure that the contents of the First Aid Box are maintained as necessary, and that only trained staff has access to it.

### **RIDDOR**

In the event of an injury to an adult or child requiring a visit to the hospital or attendance from paramedics, the Heads of School/Operations Manager will be notified and a RIDDOR report form filled in.

### **Food policy**

Meal times play an important part in bringing together the OSC members at the end of their school day. The OSC Supervisor has the responsibility to maintain the food preparation and storage areas in a clean and hygienic state and appropriate staff must hold a Certificate in Food Handling. Other members of the OSC staff should also hold a Certificate in Food Handling prior to preparing food.

Before the food is prepared, the surfaces in the food preparation area should be thoroughly cleaned. After use, the entire food preparation area should be cleaned.

While food is being prepared, no other activities should be going on in the food preparation area. Children are encouraged to help prepare and serve a snack and drink at the start of each session.

### **The food offer**

The OSC is keen to promote the health and well-being of children within the OSC by providing a healthy range of snacks/small meals for the children. A termly menu is developed (in line with Government dietary guidance) and communicated to parents prior to each booking period. The menu provides a variety of food options which can be chosen by the children. The menu provides healthy options for all dietary requirements with options available to suit the personal, medical, cultural needs of children.

### **Health and safety**

The OSC follows the school health and safety policy. This is available on the school website.

### **Media**

The OSC will follow the parents' consent for media (as provided to the school via Arbor).

### **Safeguarding and child protection**

The OSC follows the school and TKAT safeguarding and child protection policies and accompanying documents. This is available on the school website.

The OSC Supervisor and other key staff have Designated Safeguarding Lead (DSL) training.

### **Special Educational Needs and Disabilities (SEND)**

The OSC aims to enable all children to enjoy its facilities regardless of the child's individual needs, provided that this is in the best interest of the child.

The OSC will assess and give consideration to the child's individual needs whilst attending the OSC, and suitable practical solutions will be sought. Where a child attending the OSC has SEND, the OSC will endeavour to find financial support to ensure that those needs are met. All information regarding a child's individual needs will be kept confidential in line with school policy and will be updated as necessary. The OSC Supervisor will be responsible for liaising with parents and other agencies, to ensure the best possible provision for the child.

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All members of the OSC staff must be fully aware of each child's needs and individual programme, where necessary suitable training will be given.

### **Staffing and DBS checks**

The OSC follows the school's safer recruitment policies, and all staff policies. Any member of the OSC staff under the age of 18 and caring for children will be supervised at all times by a person of 18 years or over.

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