



Sonning Church of England Primary School

Out of School Club (OSC) Policy and Procedures



Approval required by	LGB
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Version	Date	Description
4	February 2026	Updated to show details for contacting OSC out of school hours.

Introduction

At Sonning Church of England Primary School, our vision is to build strong foundations for the years ahead. Supported by our school values of love, courage, respect, aspiration and curiosity, we seek to help pupils make positive choices in all they do. Like the wise man who built his house upon the rock (Matthew 7:24-25), we follow our Christian values to build strong foundations for the years ahead. At Sonning Church of England Primary School, we want to ensure that we build strong foundations for our pupils within school and at our out of school provision.

The Sonning Church of England Primary Out of School Club (known as ‘the OSC’ or ‘OSC’) is part of Sonning Church of England Primary School and is open exclusively to children who attend the school.

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

Sonning BSC (Before School Club)

Sonning ASC (After School Club).

It is run by a team, including Headteacher and Operations Manager, supervisor and playworkers. The OSC is led strategically by the Local Governing Body of Sonning Church of England Primary School. For any matters regarding the OSC, the decision of the Headteacher and supporting governors will be final.

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

Aims

Sonning 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 Sonning.

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

Operating hours

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

(Before School Club, BSC) Mon – Fri 07.40 to 08.45

(After School Club, ASC) Mon – Thurs 15.15 to 18:00 Fri 15:15 – 16:30

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. On the last day of each term, the After School Club will



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operate between the hours of 14.00 and 16:30 (unless the last day of term is a Friday, in which case the OSC will close at 15.15pm).

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 procedure

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/carer may be contacted to collect the child.

The OSC is only available to children who attend Sonning Church of England Primary School.

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 call the school office 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 (see below). An invoice will be raised within Arbor and this must be paid on the day. The invoice will be for the difference between the normal price of a session and the ad hoc price.

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

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, Arbor, 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 this will raise an invoice within Arbor for the booking and this must be paid before further bookings can be made. There is a booking fee for all ad hoc bookings.

Fees:

Club type	Current charges
Before-School Club (BSC)	£6.50
After-School Club (ASC): Part Session	£8.50
After-School Club (ASC): Full Session	£13.00

Amendments/Cancellations to session

Building strong foundations for the years ahead (Matthew 7:24-25)

Love - Courage - Respect - Aspiration - Curiosity





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Once bookings are made in Arbor, they become payable. Therefore, when the booking is made, payment is required. Neither refunds nor credits will be given for any cancellation initiated by parents in relation to sessions for the BSC or ASC. Refunds may be considered on a case-by-case basis. 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.

The following terms will apply to amendments for sessions:

- Amendments may be made, if they are made more than 24 hours in advance of the session and if the request is emailed to the Operations Manager for discussion and processing.
- Approved amendments will result in a credit to your child's Arbor account, not a refund. This credit can then be used against a future booking.
- Any cancellation made within 24 hours of the session will not be eligible for amendment or credit, unless in exceptional circumstances. Any request under 'exceptional circumstances' should be made to the Operations Manager via email as soon as possible within that 24-hour window.
- All decisions will be taken by the Operations Manager and/or Headteacher, and all decisions are final.
- Any communications to the Operations Manager can be made via operations@sonning.wokingham.sch.uk

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

- 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/carers are responsible for informing the OSC Supervisor (using the OSC ext number reached by calling the main line number or email) 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.

Handover and collection procedures

- Parents/carers 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.
- Teachers will advise children under 8 that they must go to the school hall door where they will be met by a member of the OSC staff. Children who are 8 and over are responsible for making their own way directly to the school hall promptly after school, taking their bags with them.
- Children attending after school activities are responsible for making their own way to the school hall when the activity has ended. If the child is under 8 they should be taken to the school hall by the teacher/lead/outside provider who is undertaking the after school activity.
- All children attending a session will be on the register and signed in by a member of the OSC staff. The register will be available for the duration of the session, children are signed out by a member of OSC staff.
- 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, and another member of the OSC staff will countersign.
- If a child is expected at the ASC but does not arrive, then they will be looked for, and the parent/carer 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/carer. The exception to this is if the child is in Year 6 and express permission



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has been given by the parent/carer and a letter has been written by the parent/carer 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 password system used 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 flat rate of £20 (to cover staffing costs) will be charged if a child is collected after 6:00pm. For late collection after a part session, the full session fee will be incurred. 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. 4:40pm part session/ 6:10pm full session) and no notification has been received, the OSC Supervisor will try to contact the parents/carers or emergency contacts given on Arbor. If the parents/carers 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.

Regular late collection will result in the following procedure:

- There will be an initial discussion between the OSC Supervisor and the parent/carer involved and a verbal warning will be issued.
- If the late collection persists, the matter will be referred to the Operations Manager/Headteacher and a written warning will be issued.
- Continual late collection of children will result in membership of the OSC being withdrawn.

If a parent/carer is going to be late then it is their responsibility to let the OSC staff know. The club can be reached via the main school number and then choosing the OSC extension.

Responsibilities of parents/carers

It is the responsibility of parents/carers to ensure the following:

- 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 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, and to advise their child/ren to go straight to the school hall when lessons, or other after school activities, finish.
- To have read the Sonning CE Primary School / 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 upon request.



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Membership to the OSC may be withdrawn if parents/carers 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 Sonning CE Primary School (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/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. The Headteacher and staff intend to work in partnership with parents/carers to achieve this and welcome suggestions about the OSC.

Any parent/carer 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/carers 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/carers of the child and, if necessary, school staff and/or the Headteacher. The OSC staff will not disclose details of any child to other adults without the permission of the parent/carer, 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:

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Fire drills

Fire drills are 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

The Sonning CE Primary School'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. All incidents are recorded in Medical Tracker. However, the following specific information should be noted:

First aid boxes

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.

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 serve drinks and snacks.

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.

The OSC also pays attention to the school's Healthy Eating and Lunch Box Policy.

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 parent/carer consent for media (as provided to the school).



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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 has 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 special needs, 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 the school's Confidentiality Policy and will be updated as necessary. The OSC Supervisor will be responsible for liaising with parents/carers and other agencies, to ensure the best possible provision for the child.

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. However, the following specific information should be noted:

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.

Financial support

For those families whose child/ren are in receipt of the Pupil Premium Grant (PPG), or other families who may consider themselves unable to afford wraparound care, please do get in touch with us in confidence if you need to discuss this situation. We may be able to offer support or signpost relevant assistance to enable your child to access the OSC.