



Early Bird and Out of School Club Policy

Written: March 2024

Updated: February 2026

1. Admissions

Holy Family Catholic Primary School provides an Out-of-School Club for families of pupils who attend the school.

- The club is registered for no more than 40 children aged 4–11 at any one time.
- We provide a safe, clean, welcoming provision with regular risk assessments and a qualified first aider on site at all times, in line with DfE safeguarding requirements for out-of-school settings.
- All children, including those with SEND or medical needs, are welcomed and supported appropriately.

2. Out of School Club Aims and Objectives

Our aims are to:

- Provide high-quality before and after-school care in a safe, secure environment.
- Offer stimulating, varied play and leisure experiences aligned with national wraparound expectations.

We will:

- Operate daily sessions.
- Maintain clean, safe premises and equipment.
- Ensure a qualified First Aider is always present.
- Conduct regular fire drills and ensure all staff/children understand procedures.
- Encourage independence, creativity, positive behaviour and social enjoyment.
- Place an emphasis on play and leisure rather than education.
- Children have the opportunity to enhance their learning through a wide variety of activities and to promote physical development.

Opening Hours:

Early Bird Club: Monday – Friday 7.45am – 8.45am

Out of School Club: Monday – Friday 3.30pm – 5:45pm

3. Security

- No child is ever left unsupervised.
- Ratios: **1:20 remains acceptable for out-of-school care**, but supervision must reflect activity-specific risk assessments as required by DfE guidance.
- Visitors are not left unsupervised and must show identification.
- Children are only released to authorised adults
- Entry points are monitored, and all children are signed in/out.
- Photo/video consent is collected and used only in line with safeguarding guidance.

4. Complaints and Comments Policy

In the event of staff, parents or others having comments, concerns or being dissatisfied with our aims, principles and the high standard to which we are committed to provide at our Out of School club, the following procedure should be adhered to:

- Parents should speak to a member of staff who should be responsive to your issues.
- If parents are unhappy with the action taken by members of staff, contact with the Out of School Club manager should be made, or in their absence the Head teacher.
- Following this response, the Governing Body will be informed, and appropriate action will be taken. If parents wish, the Governing Body can be contacted at the initial stage of their issues. An email address can be provided through the school office or you can send a letter c/o Chair of Governors to the school address.
- If a complaint or concern is made by a child or parent against a member of staff, then the issues will be dealt with by the Head teacher and the Governing Body in line with school policy.
- All complaints and comments will be recorded and a written response of actions will be kept on file and provided to the complainant.
- Should parents wish to, Ofsted can be contacted directly on any issue regarding the club by following the attached link <https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>

5. Parental Involvement Policy

Holy Family Out of School Club believes that all parents and staff should work with each other to ensure a happy, relaxed environment where each child can flourish. Holy Family Out of School Club will encourage parents and carers to express their views and will value any information shared with staff members.

Communication between staff and parents is vital in building a positive and trusting relationship. Staff will regularly talk to parents/carers about their child's progress and achievements. It is our policy to contact parents/ carers when there is a concern about a Child's progress, health or behaviour and in turn we hope, that you as parents will discuss any concerns you may have.

If you do have any queries or problems our staff or manager in charge will be happy to discuss these issues with you as they arise. General comments and feedback are also welcome.

6. Behaviour Policy Overview

We aim to provide a happy, caring environment with challenging and enjoyable activities. Therefore, we set high expectations of behaviour through encouraging and praising good behaviour. The children are encouraged to respect themselves, each other, adults and property. Understandable rules are applied to be fair and consistent.

Parents will be informed of persistent unacceptable behaviour. The child may be monitored by staff to identify any further problems.

Our agreed rules are clearly explained to the children.

The basis is as follows:

- Unwanted behaviour is likely to hurt, injure or upset another child, themselves or even an adult. Unwanted behaviour shows a lack of respect for others, disrupts their play and learning and may even damage toys or property.
- Holy Family Out of School Club recognises all areas of behaviour and can distinguish behaviour which requires addressing and behaviour which does not.
- Discipline is all about positive reinforcement of acceptable behaviour and providing positive role models.
- Redirection—staff will direct child to another activity
- Staff will speak calmly, clearly, positively and maintain control.
- Staff will give a firm warning and a reasonable consequence if behaviour does not stop.

- Staff will remove a child from the activity or toy if necessary.
- Staff will give a child a fresh start after incident.
- Good behaviour and choices will be recognised.

7. Special Educational Needs

- In Out of School Club we believe that children with disabilities are children first; sharing the same needs and desires as all children.
- We feel that where possible all children should share social and learning experiences with their peers in local settings.
- Inclusion is a human right with benefits to all.
- Our aim is that all children will be happy in the Out of School Club environment with activities to suit individual needs and abilities.
- Inclusion teaches children and adults to accept and value everyone, whatever their differences, it challenges fear and prejudice.

We understand that parents/carers know their child best, and we are happy to learn from them about the unique needs of their child. We would appreciate notification of any child who has a need in order for us to support and include the individual in every activity we plan.

Where we have a concern about any aspect of your child's development we will always talk to the parent/carer.

8. Emergency Fire Procedure

Upon hearing the fire alarm all staff and children should follow carefully the instructions below:

Staff:

- Escort all the children calmly, quietly and safely outside onto the side playground.
- Line them all up along the playground away from the school building.
- Elected member of staff to check toilets before going onto the playground.
- Whilst on the playground keep the children quiet and still while the register is taken.
- Await instructions before leaving the playground and returning to the hall.

9. Food and Hygiene

- Staff preparing food must hold food hygiene certification.
- Preparation areas must meet hygiene standards; children must not enter kitchen areas.
- Tables and floors must be cleaned before/after use.
- All food follows safe storage and use-by requirements.
- Staff do not handle hot drinks around children.
- In line with best practice, snacks aim to reflect healthy eating messages delivered in school and nationally.

Nutritional Food Objectives:

What we want to achieve:

- Ensure that all meals available in school are healthy.
- Create an environment where pupils can enjoy their food in an area which is safe, hygienic and comfortable.
- Promote food that reflects the healthy eating messages taught in the classroom.
- Encourage healthy eating. (Pupils are encouraged to select their own snacks from the choices on offer).
- In Out of School Club, we aim to provide healthy and balanced snacks and encourage children to make healthy choices.

10. Sickness

- Children who are unwell or potentially infectious must not attend.
- A 48-hour exclusion period applies after sickness/diarrhoea.
- Parents are contacted immediately if a child becomes ill.

11. Lost children Policy on Site procedure

If a child goes missing:

1. Inform the manager immediately.
2. Conduct an immediate search.
3. Notify the Headteacher.
4. Contact the police if necessary.
5. Parents/carers are contacted promptly.
6. Incident is recorded as per safeguarding procedures.
7. If a child is booked but not present, staff must contact parents if no message has been provided.

12. Late and uncollected children

- Collection must be by 5:45pm.
- Persistent lateness is recorded; staff work with families to resolve issues.
- In cases of repeated failure, the child's place may be withdrawn.
- If a child is not collected and no contact is made, Children's Services and/or police will be contacted.
- Parents must provide at least two emergency contacts (preferably more) per DfE 2026 requirements.

Children's Services: 01942 828300

13. Toileting

- Children use the toilet prior to the session.
- Reception children are escorted.
- Staff must track who has gone to the toilet in case of fire evacuation.
- Handwashing is required after toileting.

14. Fee's

- Early Bird Club £3.50
- Out-of-School Club £8.00
- Fees must be paid in advance via ParentPay.
- Absences (including illness) are charged unless cancelled in advance.
- Late pickup (after 5:45pm) incurs a **£30 charge**.
- Failure to pay may result in suspension or permanent withdrawal of a place.

15. Empty Pocket Policy

- Staff, volunteers, and visitors must store electronic devices in a locked cupboard on arrival.
- Parents must not use phones while collecting children.
- In emergencies, contact must be made through the club phone.
- Policy supports safe-use expectations for out-of-school settings (DFE 2026).

16. Conflict of Interest Policy Definition:

- Staff must declare potential conflicts (family relationships, external employment, babysitting, etc.).
- Staff behaviour must reflect professional expectations.
- Conflicts must be disclosed to line managers and recorded.
- Staff must avoid situations that place children or the setting at risk and must comply with safeguarding escalation procedures.

17. Linked Policies

- Safeguarding & Child Protection
- KCSIE
- Safer Recruitment
- Whistleblowing
- Online Safety & Acceptable Use
- Behaviour
- First Aid
- Health & Safety
- Record Management & Retention
- Food Hygiene