



Non Attendance

Aim

This guidance aims to safeguard children when parents have not informed us in advance or contacted us on the day that a child is due to attend their session.

As childcare providers we must have regard to the safeguarding of young, vulnerable children and must act appropriately when no reasonable explanation can be obtained from parents about a child's absence.

It is a requirement of the Statutory Framework for the EYFS (2017) that providers maintain 'a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person' (pg34, 3.76). Providers must also have regard to the Government's statutory guidance Working Together to Safeguard Children 2018. We also refer to Keeping Children Safe in Education 2020 in relation to children missing education (pg17, 3.7)

Having an extended amount of time off from the setting can significantly disrupts a child's learning and development. It can affect their confidence within the setting and being able to settle into a consistent routine.

Parents must inform the setting if their child will absent from nursery by 09:30. If this does not happen a member of the management team will contact the parents by 09:45 to find out why the child is absent and if they need any support. Parents can either send a text or call-in person, sending emails about absences that happen on the day is not ideal. If parents are giving warning about extended leave, then an email is fine.

Once a member of management has contacted the parent in regards to absence this will be recorded in the register as a note under the day of absence. Staff will always ring first and if there is no answer a voice message is left and text is sent. This will be done by 10:00am.

We will call at least 3 times to attempt to make contact with the parent. If no contact is successful, we will call the emergency contact number at the end of the session on the same day of absence, we will call the parents again 1 final time before calling the emergency contact. We will try to find out whether the parent might need support or emergency assistance (for example do parents have any medical / health needs)?

If we can not get through to the emergency contact, or the emergency contact does not know where the parent or child is, or can not help with the call, we will call 101 for a Welfare check within 48 hours.

If a child attends an other setting, we will call them and find out if they have been attending there and find out the last time they were seen.

If we are concerned about a child's welfare we will contact MASH immediately after trying to call the parents and emergency contact. If a child who attends our setting is subject to a child protection plan or child in need plans their social worker will also be contacted to inform them of the non-attendance and the failure in being able to contact the parents. We ask parents to tell us about any planned holidays in advance

If parents claim Free Early Education (FEE) for 3- and 4-year-olds or Free Early Education for Two-year-olds (FEET), we have to inform the Funded Early Education Team when a child is absent for more than two consecutive weeks.



Parents claiming funding must use their allocated amount of hours for example if you are claiming for 15 hours all 15 hours must be used, or we will have to reduce these to the amount of hours you have been averagely be using

If a child's attendance is less than the hours that the parent has applied for, as a setting, we will find out the reason for this. There are a number of reasons why this may happen, such as family issues that makes getting the child to nursery difficult (e.g. new baby, bereavement, separation, child/sibling with SEND, illness, change of schools, moved address, etc.) in these circumstances we will endeavour to change your session to meet the family's needs, for an interim period?

We will assess if the family is in need of external support through Early Help. We will refer to the indicators of need within the Effective Family Resilience Surrey guidance. (this can be found on our website)

Any children who attend after school club and they are not present when we go to collect, will be investigated. We will talk to teachers to find out if they were at school and whether they were informed by the parents. We then follow our own non-attendance policy. We will NOT take the word of another child or a parent who is not related to the family.