

## **General Safeguarding and Welfare Requirement: Child protection**

*Providers must be alert to any issues for concern in the child's life at home or elsewhere.*

## **NON-ATTENDANCE POLICY**

### **Policy statement**

It is our intention to improve communication about absences. We aim to ensure as many methods of communication are available to busy parents and these are accessible through open, fair and clearly communicated procedures.

### **Procedures**

- We ask all parents to tell us if their child is going to be absent and to provide a reason, for example because they are sick.
- We expect parents to call us between 8am and 10am on the first day their child is absent.
- We expect parents to phone, text or email. Parents are told this when registering with the setting and reminded on termly invoices and newsletters. The telephone number for the setting and an out of hours mobile number are also available on the website.

***During working hours; 01428 683251***

***Mobile number for texts and answerphone; 07597 097049***

***E mail; info@chiddingfoldvillagenursery.co.uk***

- If we have not heard from a parent by 10am we will contact the parent.
- The lead practitioner of the day will contact the parent.
- We will endeavour to make phone contact with a parent in the first instance. If this is unsuccessful we will text **and** email.
- If there is no reply when we call the parent and the child does not arrive on the next day we will phone the first emergency contact on the child's registration documentation. This will be a discreet phone call where the emergency contact is not given any details of the child's absence, but they will be asked to let the parent know that we are trying to contact them and to ask them to make contact using the methods above.
- If we are concerned about the welfare of the child we follow our safeguarding and child protection procedures.
- We ask parents to tell us about any planned holidays in advance.
- The FEE and FEET team at Surrey Early Years and Childcare Service are notified when a child is absent for more than two consecutive weeks. Parents are informed of this.

- We understand that if a child is registered to attend our setting on certain days but is regularly absent, we will be asked to demonstrate to an auditor the reasons we have claimed the FEE or FEET for the child for those days. For example we may be asked to demonstrate the steps we have taken to make sure that the parents are aware of the entitlement and the attendance requirements at the setting.
- Where we know that a child is likely to be absent for more than two consecutive weeks we may only claim FEE or FEET only if the parent has given a date when the child will return to the setting
- We tell parents whether or not they have to pay fees when their child is absent. This information is included in the parental contract or terms and conditions.
- We do charge parents if the setting is closed due to unforeseen circumstances such as power failure or heavy snow.
- We do charge parents if we are open during poor weather conditions and they are unable to bring their child to the setting.

**Legal framework**

**Working Together to Safeguard Children (2013)**

**Further guidance**

[www.surreycc.gov.uk](http://www.surreycc.gov.uk)

This policy was adopted at a meeting of	_____	name of provider
Held on	_____	(date)
Date to be reviewed	_____	(date)
Signed on behalf of the management committee	_____	
Name of signatory	_____	
Role of signatory (e.g. chair/owner)	_____	