

Birdhurst Day Nursery

Attendance, Arrivals, Departures and Collection Policy

At Birdhurst Nursery we believe good attendance plays a fundamental role in supporting children's educational achievement, well-being and in keeping children safer. Establishing regular routines for young children supports the settling-in process and enhances their sense of security and belonging. When a child has a part-time place, regular attendance is especially important.

This policy outlines the procedures to promote and monitor attendance and those that will be followed if a child is absent from the setting. We wish to create a culture where good attendance and punctuality is valued by all and so will work with parents to work together to remove barriers to attendance. We recognise that sometimes families may need extra support with attendance, therefore effective communication is essential between parents and the key person, who may be able to offer advice and support or referrals to other agencies who may be able to help, such as the health visiting team, portage or early help.

To promote good attendance, we will:

- Share our attendance expectations with parents prior to admission, including conveying clearly to parents that regular attendance and punctuality
 - Is expected
 - Is in the child's best interest, and
 - That unexplained absence will be investigated
- Keep records of attendance to enable monitoring and evaluation so that emerging patterns are addressed
- Foster a positive attitude to good attendance by quickly responding to children's absence while also recognising and celebrating, 'good' and 'improving' attendance
- Target attendance where there has been an issue and aim to set in place strategies and techniques to support improvement.

Whilst attendance at nursery is not statutory, authorised absence will be granted in the following circumstances, where parents inform the nurse on the first day of absence or prior to the first day of absence:

- Illness of the child
- Illness of siblings or parents
- Bereavement
- Health services appointments
- Holidays, including extended visits to family overseas
- Religious observance
- Emergency or exceptional circumstances.

Monitoring attendance

Records of children's attendance are accurately kept and regularly monitored to ensure that we can identify any potential problems and look for patterns. All managers and staff are alert to signs that children and learners who are missing might be at risk of abuse or neglect, and appropriate action is taken when children stop attending. While we are aware that attendance is not statutory, we recognise that non-attendance could be an indicator of other concerns. All managers and staff are particularly aware of the need to monitor groups such as those who are considered to be vulnerable learners.

Procedures to record, monitor and follow up non-attendance

The nursery team are responsible for completing the registers each morning and afternoon. Registration will be completed at the start of each session within 10 minutes of the start time to record attendance or non-attendance.

Reasons for absence will be recorded in the diary in the office initially, then recorded in the register using the Family app. This will be reviewed by the manager/deputy regularly. If parents have failed to make contact with us by 10am or 2pm (for afternoon sessions) on the first day of their child's absence, the office staff will telephone parents.

Non-attendance:

- If a child is absent and we are informed of their reason for absence this will be recorded on the register
- If a child is absent without an explanation a telephone call (to priority and secondary numbers, e.g. home and work) will be made to the main carer to establish the reason for the absence
- If no contact is made, then we will follow this process:
 - Contact any second main carer (to priority and secondary numbers, e.g. home and work)
 - Contact the first emergency contact number
 - Contact the second emergency contact number.
- If contact cannot be made by telephone call, a home visit may be carried out and a contact postcard will be posted through your door if there is no response
- If there continues to be no contact and there is cause for concern, the health visiting service and/or the Children and Family service will be contacted to ascertain if family support may be needed
- In more urgent cases, the police may be contacted to carry out a welfare check.

Extra-curricular activities

Extra-curricular activities must be planned outside the nursery sessions as this is disruptive for the child and does not provide consistency for them. For funded places, it is expected that parents will commit to the allocated session and their children attend for the full entitlement.

Leaving the nursery

If you decide to withdraw your child from the nursery, please see our Parent Contract and Terms and Conditions for notice periods. This will ensure that we remove your child from our systems and therefore will not expect them to attend.

If your child is transitioning to another early years provider or school, please provide us with the details of the new setting so that we can transfer essential information, such as their unique pupil number or funding eligibility code.

Arrivals and Departures

At Birdhurst Nursery we give a warm welcome and goodbye to every child and family on their arrival and departure, as well as ensuring the safety of children, parents, visitors, employees, volunteers and students.

Parents are requested to pass the care of their child to a specific member of staff who will ensure his/her safety (this is usually a child's key person). The staff member receiving the child immediately records his/her arrival in the daily attendance register on Family. The staff member also records any specific information provided by the parents, including the child's interests, experiences and observations from home.

If the parent requests the child is given medicine during the day the staff member must ensure that the Medication procedure is followed.

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. A password is also required, where possible, for the designated adult. Parents are informed about these arrangements and reminded about them regularly. Other than the parents or legal guardian of the child, we do not allow anyone under the age of 18 to collect. If anyone under the age of 18 arrives to collect a child, the parent will be contacted.

The child's key person or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent in addition to what may already be shared via electronic systems, e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents and the appropriate records must be acknowledged on Family by the parent at the earliest opportunity. Where applicable, all medicines should be recovered from the medicine box or fridge after the parent has arrived and handed to him/her personally. The Medication policy is to be followed regarding parent acknowledgement.

The nursery will not release a child to anyone other than the known parent unless a prior agreement has been made. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated adult of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number (please refer to the Late collection and non-collection of children policy).

On departure, the staff member releasing the child must mark the attendance register immediately to show that the child has left the premises.

Parents will be informed and reminded not to allow any other person onto the premises when dropping off or collecting to ensure safety at all times.

In the unlikely event that someone gains unauthorised access to the premises and if it feels safe to do so, a member of staff will ask the person the purpose of their visit. If needed, our Lockdown policy will be initiated by staff and the police will be called. In any cases where someone has gained unauthorised access to the premises, we will revisit our Arrivals and departures procedures and risk assessment.

Adults arriving under the influence of alcohol or drugs

Please refer to the Alcohol and substance misuse policy.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit, e.g. in the visitors book. Please refer to the Supervision of visitors policy for further information.

Staff, students and volunteers

Staff, students and volunteers are responsible for ensuring they sign themselves in and out of the building, including on breaks and lunchtimes.

This Policy is a statement of procedures followed by Birdhurst Nursery for the collection of children to ensure their safety and wellbeing.

No child will be released to any person other than a parent/carer without the parent informing a member of staff of the person's name and relationship to the child.

Admissions

When a child is enrolled at Birdhurst Nursery, parents are asked to fill in important information regarding the child. This form details the people who have parental responsibility for the child, and this is stored as required by law.

Password

We understand that sometimes alternative arrangements must be made to collect children from Nursery. Therefore we ask on the child's registration sheets for a memorable password to be provided. We then file this information and ensure that we can use it when necessary.

We will not allow any person other than the parent to collect if they cannot provide this password.

Suitable people/Identification of individuals

It is the policy of the Nursery that no child can be collected by a person under 16 years of age. If staff feel that the parent/carer collecting a child may be under the influence of either alcohol or drugs and the safety and well-being of the child may be compromised, the staff must inform the Headteacher who will assess the situation. If it is left that the parent/carer appears unable to take responsibility for the child, they will take appropriate actions. This may include contacting another person on the emergency contact list. If another designated person is not available, then social care or the police will be contacted.

Late Collection

At Birdhurst we consider late collection to be anytime over the end of the child's session. This is either 1pm for the morning session or 6pm for a full/afternoon session.

- If a child is not collected by the time stated above the parent/carer will be charged at £1 per minute.

If a child is not collected by 15 minutes after the session has ended the following procedure will take place:

- The manager on site/Lead will check records and diary to check for any changes to routine.
- The parent/carer will be contacted.
- If there is no response the emergency contact will be called.
- If there is still no contact between the Nursery and the parent/carer within an hour, then the person in charge will contact the Local Authority Social Services.
- The manager on site/Lead will stay with another member of staff to take care of the child's needs and will comfort and distract throughout the process.

NAME	CONTACT NUMBER
Croydon SPOC CHANGE TO MASH	020 8726 6464 020 8726 6400 (out of hours)
OFSTED	0300 1231231

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>September 2025</i>	Ugonna Orji	<i>September 2027</i>