



**NORTH STAR NURSERY AND HOLIDAY CLUB**  
**UNEXPLAINED ABSENCE, ARRIVING AND DEPARTING PROCEDURE**

We book the children in for the sessions required by the parents, stating the time slots they wish to use on their contracts of care and invoice.

As a Nursery and Holiday Club, we like to maintain good communication with our parents and we ask that you let us know if your child will not be attending their booked sessions for any reason.

Any child who is to be collected prior to the end of session time or a time other than usual for them we verbally ask parents to inform us on the day or to ring before hand.

**Absence from Nursery**

If a child is to be absent from sessions booked, we expect the parents/carers to notify us by 10 am. If this has not been done then we will follow the steps as outlined.

Room staff will alert the Nursery Manager (or the most senior staff member) that a child is absent and common sense would be used to decide whether or not this is a cause for immediate concern.

If the Nursery Manager thinks that there is reason for concern then she would attempt to make contact with the parents using the available contact numbers.

If the absence is caused by illness we may need to notify other users of the illness and symptoms to watch for. Some illnesses are notifiable to Environmental Health-Communicable Diseases and Ofsted.

Any absence of one week or more will be followed up by the Nursery Manager using the available contact numbers and address. If no contact is made with the **family after 5 days absence**, the nursery will follow the **“Checklist for non- attendance and missing child” as issued by Children’s services**. This will be monitored at **day 10** and **day 15** with Children’s Services and initiates the **“Missing Persons” procedure**.

Where children receive Government Funding/Early Education Funding/ Two Year Old Funding, attendance criteria must be met or the funding will cease. This will be the outcome even if due to a long term illness or family holiday.

**Arriving and Departing**

Parents are welcome to settle their child at an activity before leaving, to ring during the day or to meet them for lunch should they so choose.

At the end of the day parents may wish to arrive a little earlier to play a game, look at their child’s work or speak to a practitioner before departing with their child.

All staff need to be aware when parents leave the nursery, in order to assist with upset/anxious children if needed and to ensure the door is locked after them.

If a child is not collected by the end of their session e.g. Nursery 1pm or 5.45pm or Holiday Club 2.30pm, 3pm, 4pm or 5.30pm, a phone call will be made to the main contact. Failing a response from this, other contact numbers will be utilised.

The nursery staff are on the premises until 6pm. If, after utilising all contact details and there is no positive outcome for the child, then support from Children’s Services will be sought.

Two staff will remain with the child until they are collected by Children’s Services.

**For any child who stays over their booked session, an initial verbal warning will be given, if repeated a written warning and finally a charge will be incurred.**

### **Other Carers Collecting Children**

Should it be necessary for an adult other than those who are known to staff to collect a child from nursery (e.g. a grandparent or friend), we would encourage parents or carers to bring that person in to the nursery to meet the staff prior to them collecting the child alone. This is so that staff can get to recognise that person. If this is not possible, we would encourage parents or carers to bring in a photograph of that person so that they are easily identifiable at the time of collection. Parents must inform nursery staff if someone other than the usual person collecting a child will be coming that day to collect. In this event, and for further security, North Star Nursery operates a password system whereby any person whom staff do not recognise but who are known to be collecting the child that day, will be asked for a password that is chosen by the child's parents or carers when the child commences nursery and which will be kept stored securely in the nursery office for access by nursery staff only. We will also ask for identification.

This policy links to:	Safeguarding and Child Protection Policy Early Years Funding Policy Health and Safety Policy Security Policy Staff Handbook Staff Induction Staff Training Code of Conduct
-----------------------	---

<b>Policy Review History</b>	
Policy written July 2014	v.1
September 2016	v.2

**This policy will be reviewed in September 2018 unless a review of events, legislation or guidance from health professionals or Ofsted indicates that a review should take place sooner.**