

Arrival, departure and non-attendance Policy

Version History

Version	Date Approved	Approved by	Brief Description of Changes
Original	Feb 19		
2025/1	September 25	Board of Management	Added onto new template and annual review
2026/1	September 26	Board of Management	Yearly review and updates

Policy Owner

Head of Children and Young People

Purpose and Scope

The purpose of this policy is to outline the procedure for the arrival and departure for children and staff at Children and Young People Services settings. This also includes the procedures to follow to maintain security of the setting, and what to do in cases of non-attendance and non-collection of a child across all CYP Services settings.

Definitions

Relevant Legislation or Governance Requirements

- ▶ Working together to Safeguard children 2026
- ▶ Early Years Foundation Stage Statutory Framework 2025

Related Policies and Procedures

- ▶ Safeguarding Children Policy
- ▶ Admissions Policy

Policy Requirements

Prior to attending any YMCA Children & Young People Services setting, parent/carers must complete registration details for each of their children (see Admissions policy). This details information including, but not limited to:

- ▶ Name of person who has parental responsibility for the child/ren
- ▶ Home address and telephone number (if the parents/carers do not have a telephone, an alternative number must be given which may be a neighbour or close relative)
- ▶ Mobile telephone number
- ▶ Work contact number
- ▶ Names, addresses and telephone numbers of adults who are authorised by the parents/carers to collect their child from the scheme, and are also the emergency contacts. As per Early Years Statutory Framework Early Years providers should where possible, hold more than two emergency contact numbers other than parents for each child.

- Information about any person who does not have legal access to the child (additional documentation may be required supporting this)

Daily registration procedure

All children, young people and staff must be signed in or sign in themselves, to not only ensure that everyone in the building is accounted for in the event of a fire, but also for the purpose of safeguarding.

Children and Young People

On arrival and departure, the children / young people are signed in and out and the time is recorded on some form of daily register; some settings may use an electronic register such as on the Magic Bookings system.

The register is checked regularly and for all day sessions at least at break times and lunchtime as well as at the beginning and end of the day. There are regular head counts at group settings during the day.

Each CYP setting will ensure they have sufficient processes as deemed suitable by the Senior Manager to ensure any additional information about children / young people is recorded. If children / young people are not collected at the end of the session, staff follow the Non-collection of Child policy and record on the MyConcern safeguarding system.

Records of daily registers should be transferred to the relevant electronic tracking system and then paper copies shredded. For Early Years settings it is recommended that paper or electronic records are available for 3 years after the person has left the setting or until the next Ofsted inspection at a minimum.

Staff

All staff at group settings are required to sign in/out daily

All staff details are stored on Healthbox HR System and can be obtained by the settings. All employees have a responsibility to ensure this is kept up to date and managers should check that they can view their staffs contact details in case of an emergency.

Security of the setting

All staff are made aware of stranger danger through appropriate safeguarding training and by completing risk assessments and are required to report any thing they feel is unusual to the setting Manager/Coordinator.

All staff are trained and made aware of security and systems that are in place for general security, such as which doors are locked or unlocked, building fob systems, door alarms, the use of security systems, and the importance of wearing identification badges and their uniform.

Non-attendance at particular settings:

Short Breaks and Y-Kids

If a child or young person is going to be absent from a session, parent/carers must communicate this to the setting in advance, either by phoning or emailing to inform of the reason for the absence.

If a child is absent from wraparound care and holiday club without explanation, either the school or parent/carer will be contacted to try to ascertain the reasons as to why the child is absent. If there are vulnerabilities or concerns relating to this child and the parent / carer cannot be contacted, then the person responsible for the scheme should follow this up with a Senior Manager or DSL.

Any absences from YMCAES settings recorded on Magic Bookings or other appropriate software system.

Pre-schools

Within Pre-school settings:

- ▶ The parent/carer must inform the Manager in advance if children are going to be absent
- ▶ The parent/carer must inform the Manager by 10:00 if their child is not attending the Pre-school for a booked in session

Within Pre-school settings, if a child does not attend their session, and staff have not been informed by the parent/carer by 10:00 then the parent/carer will be contacted, and this will be recorded on our internal attendance tracker. If the parents/ carers cannot be contacted, then the emergency contacts will be called. If all attempts to make contact do not result in a reason being established, then the Manager will consider the vulnerability of the family and get in touch with the Senior Manager or DSL to discuss next steps. If there are concerns, then they will follow our Safeguarding Children policy, and this may include contacting the relevant statutory services including the Police.

Regular absences from the Pre-school could be an early sign and/or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies. The Manager will always try to discover the causes of prolonged and unexplained absences, which is usually confined as 10 consecutive days or when as child fails to return following a planned absence e.g. holiday. The Safeguarding Children's policy must be referred to and relevant agencies will be contacted for advice if necessary.

If a child is absent for more than two weeks, the Manager has the duty to contact the EYFE team at Surrey Early Years and Childcare Services with regards to the 15 hours free funding if the child is eligible and claiming the funding. The parent/carers will be informed of any changes to their child's funding.

If the child is off regularly on free funded sessions, the funding may be halted. Parents/carers must pay for all the times a child is absent; no refunds will be given.

Departure from setting including non-collection of a child / young person: Alternative person collecting

If none of the authorised adults can collect the child / young person, the name of the person who will be collecting will be provided, and a password agreed with YMCA staff.

If an unidentified person were to attempt to collect a child / young person, the parents/carers will be called to confirm the person is authorised to collect their child / young person. If contact with parents/carers can't be made, the unidentified person will not be allowed to take the child / young person until authorisation is sought.

Parents/carers are given the setting's contact telephone number – which can be used if there are last minute changes to who will be collecting that day.

If a child / young person is not collected at the end of the session or day

The setting manager / coordinator / leader will:

- ▶ Attempt to the parent/carer mobile number and their place of work or home
- ▶ Check for alternative documented persons to collect the child / young person
- ▶ Ensure there are a minimum of two staff who remain onsite until the child / young person has been collected

If there has been no contact with the parents/carer within an hour after the end of day:

- ▶ The Local Authority Social Services Department will be notified (see below for contact details)
- ▶ A full report of the incident will need to be recorded on MyConcern
- ▶ The Head of Children & Young People will be informed
- ▶ Ofsted will be made aware when Surrey/West Sussex Children's Services (or the police) are contacted

The child will not leave with anyone other than those named (this includes any members of staff)

Late collection fees

Late pick up fees for late collection of children are charged at £5, and an additional £5 for every full 15 minutes thereafter. For the first 15 minutes there will be no additional charge, provided YMCA East Surrey has had notification before the end of the scheme's day.

Contact details for Surrey/West Sussex Children's Services

Surrey T: 0300 470 9100 E: cspa@surreycc.gov.uk
West Sussex T: 01403 229900 E: wschildrenservices@westsussex.gov.uk.

Roles and Responsibilities

Monitor: Head of Children & Young People
Approve: Board of Management
Endorse: Children & Young People Advisory Group
Propose: CEO
Draft and review: Childcare and Children's Activity Manager

Implementation and review

This Policy is reviewed annually and disseminated to staff on HealthboxHR and SharePoint.