
Arrival, departure and non-attendance policy

Approved: 27 February 2019

Reviewed: 1 September 2023

Review due: 1 September 2024

Purpose

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, along with the procedure to follow to maintain security of the setting, and what to do in cases of non-attendance across all CYP Services settings.

Responsibilities and monitoring

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| Monitor: | Head of Children & Young People |
| Approve: | Board of Management |
| Endorse: | Children & Young People Advisory Group |
| Propose: | CEO |
| Draft and review: | CYP Quality Manager |

Policy and procedure

Daily registration procedure

All children and staff must be signed in or sign in themselves, in order 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, parent/carers must sign children in and out and record the time on the daily registration sheet. A member of staff should oversee the sign in/out process to make sure this is done for every child.

Daily registration sheets are stored in the setting administration folder in an accessible location on the premises at all times (for exemptions to this rule, see the Operational Procedure for Outings).

The register is checked in the morning, at lunchtime and again at the end of the day. There are regular head counts during the day.

Each CYP setting has a communication book where additional information is kept, for example alternative arrangements for who is collecting the child. If children are not collected at the end of the session, staff follow the Non-collection of Child policy.

Records of daily registers should be kept by YMCA East Surrey for seven years (see Records, retention and disposal policy).

Staff

All staff are required to sign in/out daily (record sheet is kept in the settings administration folder)

All staff complete a contact detail sheet prior to working at a setting. Human Resources hold this information, and in the event that a staff member becomes unwell, the contact details can be obtained by the setting Managers/Coordinators via Access SelectHR.

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, door alarms, the use of security systems, and the importance of wear identification badges.

Non-attendance at particular settings:

Short Breaks and Y-Kids

If a child 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 without explanation, the setting Coordinator/Manager will contact the parent/carer by phone to try to ascertain the reasons as to why the child is absent. A record will be made on the register that the child is absent and why.

If the parent/carer cannot be contacted, the emergency contact numbers will be called and the parent/carer will also be emailed.

Pre-schools

Within Pre-school settings:

- ▶ The parent/carer must inform the Manager in advance if children are going on holiday
- ▶ 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, in the event that a child does not attend their session and we have not been informed by the parent/carer by 10:00 and the emergency contacts cannot be reached then we will follow our Safeguarding children's policy and contact 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. The Safeguarding children's policy must be referred to and social services 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.