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## **Arrival, departure and non-attendance policy**

Approved: 27 February 2019  
Reviewed: 1 September 2024  
Review due: 1 September 2025

### **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**

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

### **Policy and procedure**

#### **Daily registration procedure**

All children 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 are signed in and out and the time is recorded on the daily register; some settings use a register on the Magic Bookings system.

The register is checked in the morning, at lunchtime and again at the end of the day. There are regular head counts at group settings 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 and record on the MyConcern safeguarding system.

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

#### **Staff**

All staff at group settings 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 if a staff member becomes unwell, the contact details can be obtained by the setting Managers/Coordinators via HealthboxHR.

### **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 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 After School 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.

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 and the emergency contacts cannot be reached then they 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.