

The Children's Workshop

Non-Attendance Policy

At the Children's Workshop we expect all parents and carers to encourage regular attendance and to ensure that their child arrives punctually and prepared. We must keep records relating to individual children and must retain these in line with the Statutory Framework for the Early Years Foundation Stage. This includes the non-attendance of any child that is due to attend the setting.

We encourage regular attendance by providing a nurturing, friendly and welcoming environment where we aim to address any parental concerns promptly and efficiently.

We would therefore ask that if your child is absent for any reason you keep us fully informed and follow the procedure stated.

Procedure

- Parents/Carers should inform us by **telephone before 10am** where possible, on the first day of absence or in advance via email/telephone, if their child is sick or not attending pre-school for any reason. If an illness continues please update us every 24 hours with the child's progress. This information will be recorded in our register, 'tick list' and group diary. This is especially important if your child has a communicable illness such as COVID-19 symptoms, chicken pox, mumps, measles, scarlet fever etc. as other parents will need to be informed.

Our telephone number is: **0208 979 0692**

Our email address is: **admin@childrensworkshop.co.uk**

- If you are planning a holiday during term time we ask that you let us know so that this can be recorded in the register, 'tick list' and group diary.
- If a child does not arrive at the Children's Workshop for a planned session and we have not heard from a parent/carer by 10am the Manager, Senior Manager or Business Manager will contact the parents/carers during that session. If we are unable to contact parents/carers we will phone the given emergency contacts as provided by the parents on the 'Important Information' form.
- Should the Children's Workshop not be able to get a response from any of the emergency contacts we will follow our '*Concerns about a child*' flow chart as the welfare of the child in our care is paramount.

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- Where a child is part of a child protection plan, or during a referral process, any absences will immediately be reported to C-SPA to ensure the child remains safe and well.
- If your child has a history of regularly non-attending, the Manager will organise a meeting to establish the reason for this.
- Fees will remain payable during periods of absence unless there has been an agreement made with the management due to special circumstances.
- The Surrey County Council Early Years Entitlement Team will be notified where a child in receipt of early years entitlement is absent for more than two weeks in one term. Poor attendance or holidays lasting more than two consecutive weeks, without the pre-school being informed of a return date, may result in the loss of the Early Education Funding. The Early Years Entitlement Team would be contacted by us in these circumstances and, should funding be withdrawn, full fees would become payable by the parents/carers.
- Parents/Carers may be at risk of losing the child's place at the Children's Workshop should they continue to be absent.

Emergency closure

In some unforeseen situations, although we will make every effort to stay open, it may be necessary for us to close, e.g. COVID-19 exposure, severe weather.

In these situations fees will still have to be paid and regrettably will not be refunded. If this causes great hardship, a written application for a refund can be made to the Senior Manager. Wherever possible, alternative sessions will be offered.

Please note our Emergency Closure Policy.

This policy was adopted on	Signed on behalf of the pre-school	Date for review
<i>June 2021</i>	SA	<i>June 2022</i>