



Attendance Policy Including Early Arrival and Late or Non Collection

We ask parents to drop their children off and pick children up within the booked hours.

If that is not possible for a given session, a charge will be made for children being dropped off before their session has started or being picked up after their session has finished.

The charge is based on the number of minutes outside of the session. Please see our current fees list for details of the charge.

If you are going to be more than 10 minutes outside your booked hours, it would be very helpful if you could inform us.

Please note that early and late charges do not indicate that these are services we offer. It is difficult to maintain safe staffing ratios when children need care outside their booked hours, therefore please may we ask that you kindly make every effort to be within your booked hours.

If you are going to be charged, you will automatically be sent an email as soon as the system logs your child as signed in or signed out. If you get an email in error, please inform us straight away so we can look into it and correct the sign in or sign out times as necessary.

Non-Collection

In the event that an authorised adult at the end of a session/day does not collect a child, Alfresco puts into practice agreed procedures. These ensure an experienced and qualified practitioner who is known to the child follow our safeguarding procedures to ensure a child's safety. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

1. Parents of children starting at Alfresco are asked to provide specific information which is recorded on our Registration Form, including:

- Home address and telephone number;
- Place of work, address and telephone number (if applicable)
- Mobile telephone number (if applicable);
- Names and contact details adults who are authorised by the parents to collect their child, for example a childminder or grandparent, and/or a password.
- Information about any person who does not have legal access to the child.

2. On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted and this information is written on our white board.

3. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, we record the name and contact details of the person who will be collecting their child on our white board. We agree with parents how the identification of the person who is to collect their child will be verified, for example password or photograph.

5. If a child is not collected at the end of the session/day, we follow the following procedures:

- The white board and diary is checked for any information about changes to normal collection routine and discussed with staff.

- If no information is available, parents/carers are contacted at home or at work;
- if this is unsuccessful, the adults who are authorised by the parents to collect their child from nursery school - and whose telephone numbers are recorded on the Registration Form - are contacted;
- If reasonable attempts are made to contact the parents/carers, for example a neighbour is contacted or another member of staff visits the child's home (where practical and within staff ratios to do so)
- the child stays at Alfresco in the care of two fully qualified workers until the child is safely collected;
- the child does not leave the premises with anyone other than those named on the Registration Form and in the diary or on the white board.
- If no one collects the child and the premises are closing, or staff are no longer available to care for the child, we apply the procedures set out in our Child Protection Policy and we will contact our children's services department.

A full written report of the incident is recorded; and depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

Non Attendance

If your child will not be attending a booked session, for example due to illness or holiday, we ask that you let us know as soon as possible. Regular attendance helps children build relationships, follow routines, and receive the full benefit of their education. It is also a key safeguarding measure, allowing us to identify emerging issues early and offer support where needed.

Alfresco record and monitor attendance using the following procedure:

- **Recording attendance promptly:** Attendance is recorded at the time of arrival. Unnotified absences will be flagged for follow-up.
- **Initial contact for unexplained absences:** If no reason for absence is provided, we will attempt to contact the parent or carer by phone and follow up with an email if we cannot reach them by phone.
- **Escalating unresolved absences:** If no contact is made within 24 hours, the issue will be escalated to the Designated Safeguarding Lead (DSL) for a decision on next steps.
- **Proactive intervention for emerging patterns:** If a pattern of irregular attendance emerges, we will engage with the family to understand the reasons behind the absences and offer support. This may include early help or referrals to external services.