



Honeycroft attendance & late / non collection policy

At Honeycroft, we believe that good attendance and punctuality are essential for supporting children's wellbeing, development, and learning. Regular routines help children settle, feel secure, and develop a strong sense of belonging.

This policy explains how we aim to work in partnership with parents to value and encourage good attendance and punctuality, whilst monitoring it in line with the Early years foundation stage (EYFS) statutory framework, sections 3.11 & 3.12 child absences, including the steps we take if a child is absent.

Our Commitment to Good Attendance

We will:

- Share our attendance expectations with all families at admission.
- Make it clear that:
 - Regular attendance and punctuality are expected.
 - Attendance is in the child's best interests.
 - Unexplained absences will always be followed up.
- Keep accurate attendance records and monitor them regularly to spot patterns or concerns.
- Recognise and celebrate good and improving attendance.
- Offer support where attendance issues arise, removing barriers wherever possible.

Authorised Absences

We understand that sometimes children cannot attend. An authorised absence will be noted if parents let us know on or before the first day of absence for:

- Illness of the child.
- Illness of siblings or parents.
- Bereavement.
- Health service appointments.
- Holidays, including extended family visits overseas.
- Religious observance.
- Emergency or exceptional circumstances.

Monitoring Attendance

In line with the Early years foundation stage (EYFS) statutory framework (sections 3.11 & 3.12), we keep accurate daily records of attendance, including reasons for absence.

- Any patterns of non-attendance are followed up and recorded.



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- Absences are monitored as part of our safeguarding responsibilities.
 - We are alert to signs that missing sessions could indicate a child is at risk, as set out in our Safeguarding Policy.
 - We pay particular attention to children who may be vulnerable or already receiving support from other services.
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What Happens if Your Child is Absent

Attendance is marked as soon as your child arrives onsite and is left in our care. We encourage everyone to arrive on time for the start of their session, with a 30 minute maximum window for morning sessions starting from 9am.

If your child is absent:

1. **If we know the reason** – it is recorded in the register.
 2. **If we don't know the reason** – we will:
 - Message the main carer on FAMILY.
 - If after 30 minutes we have not heard back we will call the main carer (priority and secondary numbers).
 - If no answer, call the second main carer.
 - If no answer, call the first and then second emergency contact.
 - If still no contact:
 - If concerns remain, we may contact the Health Visiting Service and/or the Children and Family Service.
 - In urgent situations, we may request a police welfare check.
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If Your Child Leaves Honeycroft

If you choose to withdraw your child, please follow the notice period outlined in our Terms & Conditions. This ensures we update our records and do not expect your child to attend.

If your child is moving to another setting, please provide their new setting's details so we can share important information with the new setting.

Late Collection & Non-Collection of Child

If you expect to be late for any reason you should:

- Call us as soon as possible to advise of the situation and expected time of arrival
- Ask a designated adult to collect your child wherever possible
- Inform us of this person's identity so we can talk to your child, if appropriate. This will help to reduce or eliminate any distress caused by this situation



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- Agree a password to be used by designated adult collecting your child. This designated person must know the password in order for the child to be release into their care. This is the responsibility of the parent.

If your child has not been collected from the nursery after 30 mins and if we have not received a call informing us of lateness, we initiate the following procedure:

- The onsite manager will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the manager will try the emergency contacts shown on the child's records
- The manager and one other member of staff must stay behind with the child (if outside normal operating hours). If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after a total of one hour from expected collection time, the person in charge will ring the local authority children's social services emergency duty team.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late / non collection fee will be charged to parents. This will pay for the additional operational costs that caring for a child outside their normal hours incurs
- In addition, we will inform Ofsted as soon as convenient.

By working together, we can ensure your child benefits from a consistent, positive, and secure early years' experience at Honeycroft.