



Arrival and Departure and Non-attendance Policy

Arrival and Departure

At preschool a register is taken when the children arrive on site using a weekly register for each room. The exact arrival and departure time is recorded by staff each day and this is kept in the room register file until the end of the week. At the end of the week the registers are then filed in a central record in the office.

The registers are checked periodically by the manager or deputy to ensure they have been completed correctly in line with the settings procedures.

Non-attendance

In line with the Early Years Foundation Stage (2025) all parents must notify the preschool if their child will not be attending. This can be done via email or phone on or before the day of absence. They should also give a reason for the absence.

If a child does not arrive for their session staff must inform the manager. If we have not been notified in advance, the manager or a member of staff will attempt to make contact with the family via telephone. Both main contact numbers will be used and if we are not successful, we will try to contact the parents/carers via email.

If we fail to contact the family using the main contact numbers/email we will try to contact someone on the child's emergency contacts list. Should the manager be concerned as to a child's whereabouts they will contact the local community police, who will be asked to do a welfare check on the family.

The manager or deputy may make the decision to contact children's services if the child is currently being monitored for safeguarding. They may also choose to do a welfare check themselves.

Should no contact have been made previously the preschool will ask parents why the child was absent when they next return to preschool.

The reason for a Child's absence is recorded in the register using a child absence form. This logs details of any day a child is absent and the reason for this.

Parents should ensure their child attends regularly and is not persistently absent. Persistent non-attendance will be discussed with parents.

Funded children

Children who do not return at the beginning of a term may not be able to claim their funding from Surrey if they do not attend before Surrey's headcount date. Therefore parents may wish to consider this when booking holidays as the preschool would need to invoice families for any sessions booked which are not covered by funding.

Parents of children receiving Working Parent Entitlement Funding or Free Early Education must inform the preschool if their child is going to be absent for more than two consecutive weeks. If they are going to be absent for longer than this the preschool will require parents to inform them of a date when the child will be returning as this is a condition of Surrey's provider agreement. Parents have a responsibility to ensure that their child attends their funded sessions as a condition of claiming these, once their child has settled.

Password system

Upon starting the preschool, parents are asked who is authorised to collect their child. If a child is due to be collected by someone different, we ask that parents inform a member of staff in advance. The preschool operates a password system so that we can additionally verify who is collecting the child if they are not known to us. If somebody arrives to collect a child and we are not expecting them/ cannot verify them, staff will investigate this before letting the child leave. We may phone parents in this situation to confirm the collection arrangements.

Visitors

Visitors to the preschool are welcome but they must have booked an appointment prior to arrival. If anybody arrives at the setting that has not got an appointment they will be required to wait outside, and the manager will be informed. Visitors may be asked for some form of identification to prove their identity.

Visitors are asked to sign in on arrival. The visitors book asks for their name, time of arrival/departure and reason for visit.

At no time should visitors be left unsupervised in the setting without prior agreement of the manager. If for any reason visitors are unaccompanied i.e. contract workers, they will be asked to leave their mobile phones in the office or in the vehicles. **At no point will visitors be left alone in an area where there are children.** Upon departure they must sign out.

Policy written July 2025