



Early Years Practice

9.2 ABSENCE (NON-ATTENDANCE) PROCEDURE

PROCEDURE STATEMENT

The Jack and Jill NurseryGroup Ltd is a non-statutory provision for early years care and education. There is no legal requirement for young children to attend non-statutory provision; however, there is a proven link between regular attendance and children's attainment. The Jack and Jill Nursery is committed to promoting excellent levels of attendance enabling young children to take full advantage of the educational opportunities available to them.

The attendance and absence policy are shared with parents and carers, and they are advised that they should contact the setting within one hour of the time the child would have been expected to advise of their absence

All members of staff work continuously to create an environment in which parents and children feel welcome and want to be a part of.

- Poor attendance can affect a child's ability to participate in and benefit from the Early Years Foundation Stage statutory framework which prepares young children for school and gives them a broad range of knowledge and skills that provide the right foundation for good future progress.
- Poor attendance can result in a child finding it difficult to settle; thereby hindering full engagement and the forming of social relationships.
- Poor attendance can result in Early Years practitioners not being able to complete on-going formative assessments in order to judge whether the child is showing typical development for their age.

- Regular attendance can help to instil good habits and will promote the development of a positive attitude towards Nursery and subsequently school.

RESPONSIBILITIES – JACK AND JILL NURSERY

- The Jack and Jill Nursery is responsible for supporting the attendance of its young children and for dealing with problems which may lead to non-attendance. We aim to work in partnership with parents/carers.
- The Jack and Jill Nursery is responsible for providing a caring and welcoming learning environment.
- The Jack and Jill Nursery is responsible for responding promptly to parents/carers anxieties/ grievances concerning the Nursery, other children within the setting or their families.
- The Jack and Jill Nursery complete a daily attendance register at 9.00am and 12.00pm, updating through the day as necessary.
- The Jack and Jill Nursery differentiate in the register between known and unknown absences and children arriving late.
- Non-attendance will be followed up, see procedures below.

RESPONSIBILITIES – PARENTS/CARERS

Parents/carers are responsible for ensuring that their children have access to early education and for making sure that their children attend regularly.

Parents/carers should:

- Ensure that their child attends the Nursery on their allocated days at the specified time.
- Ensure that their child is wearing appropriate clothing and brings with them the required items and named personal possessions.
- Notify Jack and Jill Nursery regarding any issue that may keep their child from attending.
- Work with Jack and Jill Nursery to resolve issues which may lead to non-attendance.

- Notify Jack and Jill Nursery if their child is absent, on the first day of absence within 30 mins of their child's start time by telephone (01252 319595), email (info@jajn.org.uk) or (s.townley@jajn.org.uk), through Parentmail.
- Try to avoid medical or dental appointments during Nursery hours.
- Try to avoid taking holidays during term time. If holidays are taken, please give advanced notification of your child's absence.
- All absences are payable in full as stated in our Terms and Conditions.

PROCEDURES FOR FOLLOWING UP ABSENCE

- Staff note all children's absences in the register and on the Ovivio App register.
- If a child who normally attends fails to arrive and no contact has been received from their parents/carers, or if the child is absent for a prolonged period of time the designated safeguarding lead, takes immediate action to contact them to seek an explanation for the absence and be assured that the child is safe and well.
- By 10am for morning/full day sessions or 1pm for afternoon, if the parents/carers have not already contacted the Nursery, the manager/deputy manager will telephone the parents/carers to enquire the reasons for the child's non-attendance. Parents/carers are politely reminded of Nursery policy and their responsibility to inform the Nursery of the reasons for their child's absence. The telephone call will be recorded in the register and also on the Ovivio app register.
- If there is no reply, a message will be left asking to call the Nursery and explain their child's absence. Additionally, a Parent mail /email will be sent to the parents/carers asking to explain their child's absence. If we have any reason for concern about a child's wellbeing and welfare, children's services will be contacted for advice about making a referral. Other relevant services may be contacted as per Surrey Safeguarding Children Partnership procedures.
- If the parents/carer does not return the call or reply to the Parent mail/ email within 1 hour, all other contacts on the child's registration form can be phoned.
- Absence records will be monitored to identify patterns and trends in children's attendance. An understanding of the child's and family's individual circumstances

will inform the setting's judgement in determining what constitutes a 'prolonged period of absence'.

- If we have had no contact or are concerned about the welfare of the child, our DSL or Deputy DSL will contact Surrey Safeguarding Children's Partnership. We will also call 101 so the police can carry out a welfare check.
- We also reserve the right to terminate the child's place and make it available to another child.
- If parents/carers claim FEET or FEE funding, long or regular absences may affect your entitlement. Surrey County Council may need to be contacted. We will inform you if we have taken this action.

Safeguarding

- If a child misses three consecutive sessions and it has not been possible to make contact, the designated person calls Social Care and makes a referral if advised. Contact with Social Care may be made sooner if there are concerns for a child's wellbeing or welfare
- If there is any cause for concern i.e. the child has a child protection plan in place or there have been previous safeguarding and welfare concerns, the designated person attempts to contact the child's parent/carer immediately. If no contact is made, the child's absence is logged on 06.1b Safeguarding incident reporting form, and Social Care are contacted immediately, and safeguarding procedures are followed.

CHANGING NURSERIES

It is important that if a family decide to move house, go travelling or change their child's Nursery we need to be informed of the following details:

- The date the child will be leaving.
- The proposed date of return if the family is 'travelling'.
- The name, address and telephone number of the new Nursery and the proposed starting date.
- The new home address, if known.

Please Note: If a child is withdrawn from the Nursery and a new Nursery is not stated we reserve the right to inform Surrey Safeguarding Children's Partnership

This policy was updated on the 23rd July 2026 by Susannah Townley (Manager).

This policy is due to be reviewed on the 23rd July 2027