Attendance Policy

Grow With Us

Location: Cambridgeshire, England
Policy owner: Club Manager / Management Team
Date adopted: 30th October 2026
Review date: 30th October 2027

1. Policy Statement

Grow With Us is committed to providing a safe, welcoming and inclusive environment for all children attending our holiday club.

We recognise that accurate attendance records and effective arrival and collection procedures are essential to safeguarding children's welfare and ensuring their safety throughout the day.

This policy outlines the expectations and procedures for parents/carers and staff regarding attendance, punctuality, absences, late arrivals and collection arrangements.

The policy applies to all children attending the holiday club, their parents/carers and all members of staff.

2. Booking and Attendance

- All children must be registered and have a confirmed booking before attending the holiday club.
- Parents/carers are responsible for ensuring that their child attends on the dates and sessions booked.
- Parents/carers must provide accurate and up-to-date contact information, emergency contact details and any relevant medical or additional needs information.
- Any changes to a child's booking must be communicated to the club management in advance.
- Children must not attend on days they are not booked in unless prior approval has been given by management.
- Bookings are subject to availability and the club's agreed capacity.

3. Arrival and Registration

- Parents/carers must bring their child to the designated drop-off point during the club's advertised arrival window.
- All children must be signed in by a member of staff upon arrival.

- Staff must record the child's actual arrival time on the daily attendance register.
- Children must never be left unattended or dropped off outside the agreed arrival arrangements.
- Parents/carers should communicate any important information regarding their child's wellbeing, health or circumstances to a member of staff at drop-off.

The daily register will be maintained throughout the session and will be accessible to relevant staff.

4. Absence and Non-Attendance

If a child is unable to attend a booked session, parents/carers must notify the club as soon as possible, preferably before the session begins.

Notification should include:

- The child's name.
- The date of the absence.
- The reason for the absence, where appropriate.

Where a child has a confirmed booking but does not arrive within the expected arrival window and no prior notification has been received:

1. Staff will check the attendance register and booking records.
2. The parent/carer will be contacted to establish the reason for the child's non-attendance.
3. If the parent/carer cannot be contacted, the club will attempt to contact the alternative emergency contacts provided.
4. Any concerns about the child's whereabouts or welfare will be escalated to the Club Manager and Designated Safeguarding Lead (DSL).
5. Where necessary, appropriate safeguarding action will be taken, including contacting relevant agencies or emergency services.

Unexplained absences will be recorded, and any recurring patterns or concerns will be monitored by management.

5. Illness and Medical Absence

Children who are unwell should not attend the holiday club if their illness may affect their ability to participate safely or could put other children and staff at risk.

Parents/carers must notify the club if their child is unable to attend due to illness.

If a child becomes unwell during the session:

- Staff will assess the child's immediate needs and provide appropriate care.
- Parents/carers will be contacted and may be required to collect their child.
- Emergency medical assistance will be sought if necessary.
- The incident and any action taken will be recorded in accordance with the club's procedures.

The club's illness, infection control and medication policies must also be followed.

6. Late Arrival

We understand that unforeseen circumstances can occasionally cause delays.

Parents/carers must contact the club if they expect their child to arrive later than the agreed arrival time.

Where a child arrives late:

- A member of staff must welcome the child and ensure they are safely handed over.
- The actual arrival time must be recorded.
- Parents/carers must provide any relevant information regarding the delay.
- Staff will ensure the child is made aware of the activity taking place and supported in joining the session.

Late arrivals must not disrupt the safety or smooth running of the club.

The club reserves the right to refuse entry where a late arrival would create a safeguarding, staffing or operational concern. Any such decision will be made by management.

7. Collection and Departure

The safety of children at collection time is a priority.

- Children must only be collected by a parent/carer or an adult who has been authorised by the parent/carer.
- Parents/carers must provide the names of authorised collectors during registration.
- Any changes to collection arrangements must be communicated directly to the club before collection.

- Staff may request a password for an adult collecting a child if they are unfamiliar to the team.
- Children must not leave the premises without being signed out by a member of staff.
- Staff must record the actual collection time.
- Children will not be released to anyone who is not authorised, unless the club has verified the arrangement with the parent/carer.
- Children will not be released to anyone who staff believe may be under the influence of alcohol or drugs or otherwise unable to collect the child safely.

Parents/carers must inform the club of any relevant court orders or restrictions relating to who may collect their child. Appropriate documentation may be requested.

8. Late Collection

Parents/carers are expected to collect their children by the advertised closing time.

If a parent/carer expects to be late, they must contact the club as soon as possible.

Where a child has not been collected by closing time:

1. Staff will attempt to contact the parent/carer using the contact details provided.
2. If there is no response, staff will contact the child's alternative emergency contacts.
3. The child will remain supervised by appropriate members of staff until collected.
4. Staff will reassure the child and ensure they remain safe and comfortable.
5. The Club Manager will be informed and all attempts to contact parents/carers will be recorded.

If a child remains uncollected and no authorised adult can be contacted, management will follow the club's Uncollected Child and Safeguarding Procedures and seek advice from the appropriate safeguarding agencies.

Children will never be left unattended or taken home by a member of staff without appropriate authorisation and safeguarding procedures.

Any applicable late collection charges will be communicated to parents/carers as part of the club's booking terms and conditions.

9. Early Collection

Parents/carers wishing to collect their child before the advertised collection time should inform the club in advance wherever possible.

- A member of staff must be informed when the child is collected.
- The child's departure time must be recorded.
- The child must be handed over to an authorised adult.
- Staff must ensure the child is safely signed out before leaving the premises.

10. Children Leaving Independently

Children attending the holiday club will not be permitted to leave the premises independently unless the club has received prior written consent from a parent/carer and management has formally agreed to the arrangement.

Any agreement will consider:

- The child's age and maturity.
- The child's understanding of road and personal safety.
- The journey and circumstances surrounding their departure.
- Any relevant safeguarding considerations.

The agreed arrangements must be documented and reviewed where necessary.

11. Safeguarding and Attendance Monitoring

Attendance monitoring forms an important part of the club's safeguarding responsibilities.

All staff must:

- Maintain accurate and up-to-date attendance registers.
- Know which children are present and be able to account for them throughout the day.
- Record all arrivals and departures.
- Report unexplained absences or discrepancies to management.
- Raise any concerns about a child's attendance, wellbeing or circumstances with the DSL.
- Follow the club's safeguarding and child protection procedures.

Any safeguarding concerns arising from unexplained absence, repeated non-attendance or collection arrangements will be treated seriously and managed in accordance with the club's safeguarding policy.

12. Responsibilities

Parents/carers are responsible for:

- Ensuring their child attends booked sessions.
- Informing the club of any absences or late arrivals.
- Providing accurate contact and emergency information.
- Keeping authorised collection arrangements up to date.
- Collecting their child on time.
- Sharing relevant information that may affect their child's safety or wellbeing.

Staff are responsible for:

- Recording attendance accurately.
- Following arrival and collection procedures.
- Reporting unexplained absences and safeguarding concerns.
- Ensuring children are supervised appropriately.
- Maintaining confidentiality when handling attendance information.

Club management is responsible for:

- Ensuring attendance procedures are implemented consistently.
- Maintaining appropriate attendance records.
- Supporting staff with attendance-related concerns.
- Ensuring safeguarding procedures are followed.
- Reviewing this policy regularly.

13. Attendance Records and Confidentiality

All attendance information will be stored securely and accessed only by authorised individuals who require the information to fulfil their responsibilities.

Attendance records will be retained in accordance with the club's data protection and record retention procedures.

Personal information will be handled in accordance with applicable UK data protection legislation.

14. Policy Review

This policy will be reviewed annually or sooner if there are changes to legislation, statutory guidance or the club's operating procedures.

Parents/carers will be informed of any significant changes that affect attendance arrangements.

Signed: _____MSellers_____

Position: _____Owner_____

Date: _____30th October 2026_____