



Attendance & Uncollected Policy

Booked sessions are to be paid for in advance. Parents must inform the Seren Kids location they have booked with if a child is not attending for any reason preferably by 2pm on the day latest, this must be done via email, or the contact information you will receive in the parent welcome pack. Fees will not be refunded for non-attendance.

After School Club Attendance

Children will make their own way to the club after the school day has ended. If children are in KS1 they will be collected by a Seren Kids member of staff, or dropped off at the club by their teacher/TA.

In the event of a child being listed on the register but not arriving and the club have not been informed the manager of the club will need to:

- Visually check whether the child is attending another activity club before arriving in ASC.
- If Club colleagues are informed of the child's non-attendance by a senior member of staff, The host school or by the child's parents/guardians the child can be marked as not attending.
- Check the child's classroom and school reception and any other relevant areas.
- Call the School office to inform them that the child has not arrived at the club and the club has not been informed.

- If not the club should make contact with parents using existing contact information.

If the parents know where the child is the club will mark the child absent if applicable.

- If the parents, or any other contacts on the registration form, are not contactable or if the child should be at the club, then club colleagues need to speak to the school and organise a co-ordinated search in line with the Lost Child Procedure.

If a child arrives at one of our settings and they are not on the register our team will check and inform the school reception team and follow their guidance on next steps (After school clubs only). In the event they have been dropped off at a club incorrectly, the club leader will attempt to make contact with the parent or school staff to coordinate pickup of the child as Seren Kids cannot accept children not booked on to the register for safety and safeguarding reasons. In the event the parent, emergency contact or school is not contactable the DSL/Camp leader will contact NSPCC or Local authority for further advice as we cannot accept children into our clubs without correct booking due to ratio, health and safety, and safeguarding concerns.

Children will be handed over to parents/guardians/childminders at the end of the club session and marked as having departed by the club leader. Where the club leader may be unsure of who the person is that is trying to collect the child they will require the password from the registration form and may also contact the parents.

Parents are asked to inform the club leader via info@serenkids.com in the event of any change in the usual pickup arrangements.

If the registration form states that the child is to be dropped off at stay and play, once all other children have been picked up, children will be dropped off at stay and play by the club leader.

In order to safeguard our team and the child, if a child is uncollected the club leader will either stay in the office area, or wait with the child near the stay and play service at the school .

Absence from Holiday Camp

In the event a child does not attend a Holiday Camp session, staff will send an email regarding non attendance because it is not compulsory for children to attend our camp when booked. Fees will still apply for non attendance and there will be no refunds for non attendance.

In the event a child does not attend Tormead School Holiday Camp sessions staff will try to make immediate contact with parents/carers to find out the reason for absence either via telephone or email. Fees will still apply for non attendance and there will be no refunds for non attendance.

Although attendance at our camp is not compulsory once booked, it is preferable that parents let us know as soon as reasonably possible if a child will not be attending so we can open up their space to another child.

Holiday Camp Arrivals and Departures

Seren Kids recognises that the safe arrival and departure of the children in our care is paramount.

The Manager/Club leader will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register will be kept in an accessible location on the premises at all times. This process will be supplemented by regular head counts throughout the session/day.

Arrivals

Our colleagues will greet each child warmly on their arrival at the Club and will record the child's attendance in the daily register straightaway.

Parents must update any changes to contact information, medical information or other details by updating their child's information in an email to info@serenkids.com

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Parents will be informed for camps that they must sign their children into camp every day and so they are not allowed to drop children to come and sign in by themselves. This is to prevent children from wrongly attending camp when they are not on the register. If a child arrives at one of our settings and they are not on the register our team will attempt to contact their parent/guardian/emergency contact either from our own records or given by the child where we have no records. In the event the parent is not contactable the DSL/Camp leader will contact NSPCC or Local authority for further advice as we cannot accept children into our clubs without correct booking due to ratio, health and safety, and safeguarding concerns.

Departures

- Colleagues will ensure that parents or carers check children out before they leave, including the time of collection.
- Children can only be collected by an adult over the age of 16 who has been authorised to collect them on the registration form.
- If parents are in dispute, we cannot bar a parent who has parental responsibility from removing their child, unless we have seen and have a copy of a court order stating this, except for where we have been notified or have reasonable belief that there is a danger to the child, in which case we would seek advice from the local authority.
- Parents or carers must inform via email to info@serenkids.com in advance if someone who is not usually listed is to collect their child. Club leaders will contact the main parent or carer for confirmation if there are any concerns regarding departures. The password would be required also (from registration form).
- People authorised to pick the child up on the registration form should provide the password stated on the registration form during the first pick up, or if the staff are not sure who they are.
- The parent or carer must notify the club/camp if they will be late collecting their child. If Seren Kids is not informed, the Uncollected Children policy will be followed.

- In all cases for Holiday Camps a late fee will be charged at £8 per 15 minutes or part thereof after the stated end of the session.
- No child will be allowed to leave the setting unaccompanied by a parent/guardian.
- If a parent or carer is perceived to be under the influence of alcohol or drugs, colleagues will do their utmost to prevent the child from leaving with them especially if they are travelling in a vehicle driven by them. Colleagues must report this to the designated safeguarding lead inline with Safeguarding policy where the safeguarding policy procedures will be activated thereon.

Uncollected Child

We understand that at times parents/guardians may be running behind schedule, and we will always ensure that we do our utmost to support our families where possible. If a child is collected late it will have a knock on effect on our teams and therefore a late fee of £8 per 15 minutes will be applied for late collections. If you are running behind schedule and your child will be collected late, please call the club leader contact number given during dropping your child off at camp, or email info@serenkids.com as soon as possible.

In the event of a child not being collected on time, we will attempt to call the parents/guardians. If we are unable to make contact, we will follow our safeguarding policy/uncollected child policy.

In order to safeguard our team and the child, if a child is uncollected The club leader will either stay in the office area (or other area where CCTV is present), or wait with the child where there may be other members of public (eg the car park external to the setting)/other staff members of other organisations.

If, after repeated attempts, no contact is made the manager will call local Social Care for advice after 40 minutes of the club closing.

The club will act on the advice of Social Care.

We always strive to offer parents/guardians the support needed, however, if late collections become a reoccurring event, we reserve the right to withdraw our service.

This policy was last reviewed and updated on 11/07/2025. This policy should be reviewed at least every 2 years by a member of Senior management or board of directors.