

Attendance Policy

Our Vision

To give every child the best start in life.

Our Mission

Deliver high quality childcare and exciting opportunities for learning that give every child a head start as they prepare for school.

Our Values

Care	We take care very seriously.
Quality	We maintain the highest standards in care and safety and provide exceptional early years education.
Service	We provide exceptional service and are integral to supporting parents bringing up children.
Value	Our people are valued, and we provide outstanding value for our families.



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1. Purpose and Scope

Our role in providing exceptional care for children alongside their families means that we will monitor, track and address children's attendance in accordance with their booked sessions. It aims to ensure that absences are followed up in a timely way, that patterns of non-attendance are recognised, and that any safeguarding concerns are identified and escalated appropriately. Collating accurate information about children's attendance ensures that we do everything possible to meet children's individual needs and to keep them safe, happy and developing.

The nursery will monitor attendance across booked sessions and look for:

- Frequent short-term absences
- Absence from the same day each week or repeated missed sessions
- Absences which become prolonged (for example several bookings missed in a row).

Our policies use the term parents and carers for those who have parental responsibility, and the use of the plural does not assume that a child will always have two parents. We also recognise that in some circumstances the Local Authority or other individuals as deemed by the courts may have special guardianship of a child.

2. Compliance with laws and policies - Supporting information

We are committed to complying with all laws and regulations applicable to our business. This policy is written in accordance with the appropriate legislation. Further guidance can be found within associated company policies, procedures and training.

3. Our responsibility under this policy

We take time to read and understand the principles and expectations in this policy. If we don't understand what is expected of us, we seek clarification from our line managers.

4. Meeting our commitment to this policy

As Ofsted registered early years providers, we are legally bound to meet the requirements of the Ofsted regulations and the Early Years Foundation Stage Framework published by the Department for Education

At Busy Bees we believe regular attendance supports children's learning, development, wellbeing and safety. Under the EYFS statutory framework (effective 1 September 2025) providers must have an attendance policy, monitor and follow up unexplained or prolonged absences, and consider patterns of absence in relation to safeguarding.

We request parents notify the nursery if their child will be absent (or late) for any reason. We will follow up absences where no notification is given, and we will escalate concerns where attendance issues raise safeguarding concerns or welfare worries.

Children who are in receipt of funding which has been stretched over the year should be physically attending the nursery all year round.

Some Local Authorities have firm expectations around the consistent high-level attendance of children who are in receipt of funding.

Absences

Morning session: If the child is booked and expected but not present and no notification has been received by 10.00am, the Centre Director (or designated person) will call the parent to ascertain the reason for absence.

Afternoon session: If the child is booked and expected for the afternoon session but not present and no notification has been received by 2.00pm, the Centre Director (or designated person) will call the parent to ascertain the reason for absence.

If the parent cannot be reached at the first attempt, the Centre Director will:

- Attempt a second call to the primary contact
- If still no contact, use the additional emergency contact numbers held for the child
- Document all contact attempts (time, who called, outcome)
- If contact is made and a reason given, record the absence reason and expected return date. Monitor for patterns in subsequent sessions
- If no contact is made by the end of the session/day, the absence remains unexplained. The Centre Director must use their professional curiosity to assess whether a welfare or safeguarding concern exists
- Where absences are frequent, a meeting with the parent to discuss and document reasons for absence, support needs or barriers will be held

Parent responsibilities

- Notify the centre if the child will be absent or late, stating reason and expected return via phone call or the Busy Bees app
- Provide accurate and up-to-date emergency contact details (minimum of two additional contacts)
- Keep to booked session times, or if changes are needed, discuss with the centre in advance (where feasible) so the centre can adjust staffing and the register accordingly
- Be aware that unexplained or repeated absence may trigger a review of the booking pattern and, in the case of safeguarding concerns, potential referral to external agencies

Escalation:

The Centre Director, using professional judgement, may determine that the absence raises a safeguarding concern (for example where the child is absent without contact, there are known vulnerabilities, or previous welfare concerns). In such cases the Centre Director will contact the local authority children's services or request a police welfare check, following the centre's safeguarding policy and local safeguarding partnership procedures.



Signed: Chris McCandless - Chief Executive Officer

Chris McCandless
Chief Executive Officer
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