

Arrivals, Departures and Attendance Policy

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Role:	Safeguarding Lead, Board of Trustees
Authorised:	September 2026

Ed Thatcher

CEO



September 2026

Dave Poulsom

Chair of Trustees



September 2026

Arrivals, Departures and Attendance Policy

Policy Statement

Endeavour recognises the importance of robust systems for arrivals, departures and attendance to ensure the safety, wellbeing and safeguarding of all children and young people in our care. Clear procedures support effective supervision, accountability and partnership with parents, carers, schools and other agencies.

This policy applies to all Endeavour provisions, including Out of School Clubs, Alternative Provision and associated services, and is to be read in conjunction with Endeavour's Safeguarding Policy and related procedures.

Responsibilities

- **The Leadership and Management team** is responsible for ensuring systems are in place to accurately record attendance, arrivals and departures, and that staff understand and follow this policy.
 - **All staff** are responsible for maintaining accurate registers, carrying out headcounts, following escorting procedures where applicable, and escalating concerns in line with safeguarding procedures.
 - **Parents and carers** are responsible for informing Endeavour promptly of absences, late collection, or changes to collection arrangements.
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Registers and Headcounts

- An accurate daily register will be maintained for all children attending Endeavour provision.
 - Arrival and departure times will be recorded clearly.
 - Registers will be kept in an accessible location on the premises at all times.
 - Regular headcounts will be conducted throughout each session to ensure all children are accounted for.
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Expected Attendance and Non-Attendance

- If a child does not attend as expected, staff will contact parents or carers in a timely manner, normally within one hour of the child's expected arrival.
- If parents or carers cannot be contacted, emergency contacts listed on the registration form will be used.
- If no contact can be made, Endeavour's safeguarding procedures will be implemented. This may include:
 - Sending a member of staff to the registered address (where appropriate)
 - Contacting the police to request a welfare check
 - Contacting children's social care to report concerns

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Attendance patterns and trends will be monitored regularly. Repeated or unexplained absences will be considered in context, taking into account:

- The child's vulnerability
- The vulnerability of parents or carers
- Known family circumstances

Where concerns arise, Endeavour will make referrals to Children's Social Care and/or request police welfare checks as appropriate.

Expectations for Parents and Carers

- Parents and carers must inform Endeavour promptly if their child will not be attending.
- A reason for absence will be requested and recorded.
- Parents and carers must notify Endeavour in advance if they will be late collecting their child.

Failure to notify may result in Endeavour following its Uncollected Children procedures.

Escorting Children to Endeavour Provision (please refer to Endeavour's collecting and escorting procedures)

Where children are escorted from school or another setting:

- A clear agreement will be in place between the school and Endeavour regarding the transfer of responsibility for children's safety.
- Routes used for escorting will be risk assessed and reviewed regularly.
- Endeavour and the school will maintain identical daily registers of children requiring escorting.
- Clear meeting points will be established and communicated to children and schools.
- Two members of staff will escort children unless a risk assessment identifies an alternative arrangement.

If a child is booked to attend but does not arrive at the agreed collection point:

- Staff will check whether the child was present at school.
 - The designated school contact will be informed immediately.
 - The school will be asked to implement its Missing Child procedures if the child's whereabouts are unknown.
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Arrivals

- Children will be greeted warmly on arrival.
- Attendance and time of arrival will be recorded immediately in the daily register.

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Departures

- Parents or authorised carers must sign children out, recording the time of collection.
- Children will only be collected by adults authorised on the registration form or, where parents have given written permission, by a named sibling.

Exceptional Circumstances

- If a different person is collecting a child, parents or carers must notify Endeavour in advance.
- A description of the person and an agreed password must be provided.
- If staff have any concerns, they will contact the main parent or carer for confirmation before releasing the child.

Late Collection

- Parents or carers must inform Endeavour if they will be late.
- If no contact is made, Endeavour's Uncollected Children Policy will be followed.

Independent Departure

- Children aged eight and over may only leave unaccompanied with prior discussion and written parental consent.
- Children under the age of eight will not be permitted to leave unaccompanied under any circumstances.

Absences During Sessions

- Parents must notify Endeavour in advance if a child will be absent from a session.
- If a child is absent without explanation, staff will contact parents or carers and the school to establish the child's whereabouts.
- If concerns remain after reasonable checks, the manager will contact the police.

Endeavour will seek to understand causes of prolonged or unexplained absences, recognising that regular absence may indicate a need for additional support for the child or family.

Session Cancellation

Parents should give notice (by calling Endeavour) of their child's non-attendance:

- a full fee credit will be given where notice is received before the day of attendance
 - a half-fee credit will be given if notice is received before 1pm on the day of attendance
 - the fee will be retained when notice is given after 1pm or if no notice is given
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Safeguarding

This policy operates within Endeavour's safeguarding framework. Any concerns arising from attendance, non-attendance, late collection, or unexplained absence will be managed in line with safeguarding procedures and statutory guidance.

Policy Review

This policy will be reviewed annually or sooner if legislation, guidance or operational practice changes.

Written in accordance with:

- Statutory Framework for the Early Years Foundation Stage (2025)
 - Safeguarding and Welfare Requirements: Child Absences (3.11–3.12)
 - Organising premises for confidentiality and safeguarding (3.87)
 - Information and Record Keeping (3.92)