



DEAN CLOSE  
**LITTLE TREES**  
NURSERIES

**DEAN CLOSE NURSERIES LIMITED**

**Independent Day Nursery**

**Attendance Policy  
(NL032)**

Little Trees, Dean Close Nurseries Ltd is wholly owned by The Dean Close Foundation, registered Charity No: 1086829

Date of issue: July 2025

Review Date: July 2026

Owner: Group Operations Manager

## **LITTLE TREES DAY NURSERIES**

### **Attendance Policy**

#### **OBJECTIVE**

At Little Trees, our attendance policy aims to support each child's learning journey by promoting regular attendance, as we believe consistency is key for development in early years. This policy applies to all parents/carers and aims to clarify our attendance expectations.

#### **Regular Attendance Requirement**

- To foster continuity in learning and social development, we require that all children attend a minimum of two sessions/ one full day per week.
- Consistent attendance ensures children can fully benefit from planned activities and build secure routines within the nursery setting.
- Planned absences should be communicated in advance to your child's Key Person, the Nursery Management team or via the Family app at your earliest convenience.
- Unforeseen absences should be communicated to the Nursery Management team or via the Family app, desirably before 9am on the first day of absence.

#### **Arrival and Pick-up Times**

- The nursery operates between 8:00am and 6:00pm, and in some cases from 7:30am, and attendance is subject to your agreed booking schedule.
- To help children settle smoothly and gain the full benefit of each session as agreed in your child's booking schedule, we ask that they arrive promptly at the start of their scheduled session.
- Late arrivals may miss important activities that support social and cognitive development.
- Timely pick-up is also essential, as late collections can impact staffing and the experiences of other children in our care.

#### **Illness and Health Policy**

- If a child is unwell, they should remain at home until they have fully recovered. This supports the nursery to minimise the spread of illness to other children and staff, as well as adhering to Public Health guidance with regards to Infection Control and Prevention.
- In cases of contagious illness, please notify the nursery as soon as possible so that we can alert other parents and staff.
- In all cases of absence relating to illness and health, we require parents to notify the Nursery the reason for the absence and the likely return to nursery date. Please note, some illnesses require a specified incubation period in line with Public Health guidance.
- There is no refund for any sessions missed due to absence relating to illness.

#### **Holidays and Absences**

- To help us plan effectively and support consistent routines, please inform the nursery at least two weeks in advance of any planned holidays or extended absences.
- Extended absences can have a detrimental impact on a child's development. Therefore, regular communication with the Nursery is essential for continued placement.

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- There is no refund for any absence relating to holidays, or any other reason.

### **Emergency and Unforeseen Closures**

- The nursery reserves the right to close in case of extreme weather or unforeseen emergencies. We will notify parents/carers via the Family app as early as possible in such cases. In these circumstances, there will be no refund due for any closures not exceeding 10 consecutive business days.
- The nursery reserves the right to cancel a session if regulatory compliance with ratios is compromised and the Nursery Contingency Policy has been exhausted. In these extreme circumstances, we may offer an alternative session or issue a credit for parental paid sessions only.

### **Monitoring and Communication**

- Our regulatory requirements place a duty on the nursery to monitor attendance and keep accurate registers for each child. Attendance is monitored regularly to ensure each child receives the full benefit of nursery sessions.
- Any concerns regarding attendance will be communicated to parents/carers, and support will be offered to overcome any barriers to regular attendance.
- Persistent absence without prior arrangement may result in a meeting to review attendance barriers and discuss solutions.
- Any concerns regarding attendance may affect a child's funded childcare place being offered by the Local Authority.

## **PROCEDURE FOR MANAGING CHILDREN'S ABSENCES**

This procedure outlines the steps for tracking and managing child absences to support each child's engagement and development while maintaining clear communication with families.

### **1. Notification of Absence**

Parents/carers should inform the nursery of any absence as early as possible, preferably by phone, email or Family app by 9am on the first day of absence, stating the reason and anticipated length of absence. In the case of illness, please provide specific details if the absence is due to a contagious condition.

Nursery will call parents by 9:30am if a child is not in attendance at their session without prior reason being provided.

If the Nursery has been unable to make contact with parents by mid-day, the nursery may make contact with the child's emergency contacts to seek an explanation.

### **2. Recording Absences**

All absences are recorded on the Family app and the weekly attendance register, including the reason for the absence when provided. Staff will monitor patterns of absence weekly to ensure children are receiving the full benefit of nursery programs.

### **3. Follow-Up on Unexplained Absences**

If a child is absent for two consecutive sessions without prior notice, the Nursery Manager will contact the family to check on the child's wellbeing and confirm the reason for the absence.

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Should this attempt be unsuccessful, the Nursery Manager will call the child's emergency contacts.

Repeated unexplained absences will be followed up with a meeting to discuss any support needed to encourage regular attendance.

#### **4. Long-Term or Persistent Absences**

For prolonged absences (e.g., extended travel, illness), parents should keep the nursery updated on anticipated return dates. Families who experience frequent absences will be contacted by the Nursery Manager to discuss any attendance barriers and identify potential support. Prolonged or persistent absences from nursery, particularly without reasonable explanation, may trigger our safeguarding procedures to safeguard the welfare of the child.

#### **5. Impact on Funding and Placement**

For families using government-funded hours, excessive absences may affect eligibility for funding. Persistent absences without communication may lead to a review of the child's placement in line with occupancy requirements.

#### **6. Reintegration Following Extended Absence**

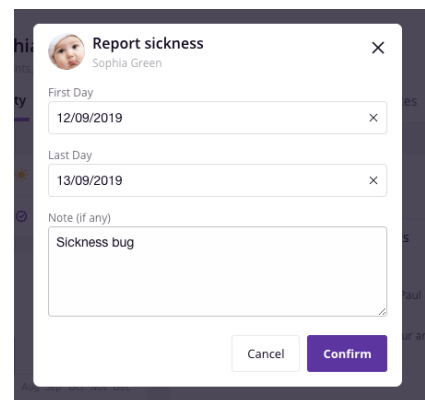
Upon a child's return from an extended absence, nursery staff will support them in settling back into the routine and reconnecting with peers to ensure a smooth transition.

### **PARENTS; HOW TO REPORT MY CHILD'S ABSENCE VIA THE FAMILY APP**

As a parent, you can easily report your child as sick or on Holiday in Family.

To report your child's absence:

1. Log in to Family
2. Click on your child's profile, in the menu to the left
3. Click Report Sick, Absent, or Holiday on the Activity tab
4. A pop-up window opens for you to fill in the required information
5. When you have filled in the requested fields, finish by pressing Confirm



The screenshot shows a mobile app interface for reporting a child's sickness. The title is 'Report sickness' for a child named 'Sopia Green'. It contains two date pickers: 'First Day' set to '12/09/2019' and 'Last Day' set to '13/09/2019'. Below these is a text area for a 'Note (if any)' with the text 'Sickness bug'. At the bottom right are 'Cancel' and 'Confirm' buttons.

### **CONTACT INFORMATION**

For questions or to report in an alternative way, please contact your Nursery via the telephone or by email.

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<b>Nursery</b>	<b>Telephone</b>	<b>Email</b>
Little Trees Celtic Springs	01633 816751	celticsprings@deancloselittletrees.co.uk
Little Trees Christchurch	01242 512837	christchurch@deancloselittletrees.co.uk
Little Trees Hucclecote	01452 613674	hucclecote@deancloselittletrees.co.uk
Little Trees Lansdown	01242 241349	lansdown@deancloselittletrees.co.uk
Little Trees St Arvans	01291 624893	starvans@deancloselittletrees.co.uk
Little Trees Tutshill	01291 628344	tutshill@deancloselittletrees.co.uk
Little Trees Tewkesbury	01684 212800	tewkesbury@deancloselittletrees.co.uk
Little Trees Inchbrook	01453 835113	inchbrook@deancloselittletrees.co.uk
Little Trees Brownshill	01453 731101	brownshill@deancloselittletrees.co.uk

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