

## **Absence Procedure**

Health and Social Care Standards:

- 1.2 My human rights are protected and promoted and I experience no discrimination.*
- 3.20 I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.*
- 3.25 I am helped to feel safe and secure in my local community.*
- 5.17 My environment is secure and safe.*

*If within half an hour of a child's stated session time they haven't arrived staff should undertake the following steps:*

### **Children for whom there are no specific concerns:**

- Staff should walkie in specific absent children to nursery Team Leader and either they or the Senior Practitioner should make calls to parents/carers
  - If contact is made and there are no concerns, staff should still always keep a record of the absence either on the INM system or a physical record should be kept until the system can be updated.
- **If unable to reach emergency contact:**
    - Staff should leave a message stating why they have contacted and request a call back
    - If after 3 days the team has been unable to make contact with the primary care-giver the named person (Health Visitor) should be informed.
    - A record should be kept of every phone call made. Staff should always ensure absence is documented either on the INM system or a physical record is made until the system can be updated.
  - **Contact is made, but staff have immediate concerns:**
    - If staff make contact with primary care-giver and have immediate concerns for the child's well-being the named person (Health Visitor) should be contacted immediately
    - If unable to contact Health Visitor, local Social Work department should be contacted in their stead
    - Staff should complete a Child Concern form and pass to local Social Work department
    - A record should be kept of every phone call made. Staff should always ensure absence is documented either on the INM system or a physical record is made until the system can be updated.

**For children who the provision classes as vulnerable:**

- Staff should walkie in specific absent children to nursery Team Leader and either they or the Senior Practitioner should make calls to parents/carers
- If contact is made and there are no concerns, staff should still always keep a record of the absence either on the INM system or a physical record should be kept until the system can be updated.

**Unable to reach emergency contact:**

- Staff should leave a message stating why they have contacted and request a call back
- Staff should try again throughout the session
- If they have not heard from the parent/carer, Staff should inform the named person (Health Visitor) that they have been unable to make contact with the primary care-giver.
- A record should be kept of every phone call made. Staff should always ensure absence is documented either on the INM system or a physical record is made until the system can be updated.

**Contact is made, but staff have immediate concerns:**

- If staff make contact with primary care-giver and have immediate concerns for the child's well-being the named person (Health Visitor) should be contacted immediately
- If unable to contact Health Visitor local Social Work department should be contacted instead
- Staff should complete a Child Concern form and pass to local Social Work department
- A record should be kept of every phone call. Staff should always ensure absence is documented either on the INM system or a physical record is made until the system can be updated.