muddy boots
DAY NURSERY

ATTENDANCE AND ABSENCE MANAGEMENT POLICY AND PROCEDURE

Monitoring and updating	
Date Policy was reviewed:	September 2025
Signed by (Printed name and signature):	Hannah Chapman (Unit Leader)
Date of next review:	September 2026

Aim

Muddy Boots Day Nursery is committed to promoting and encouraging the highest levels of attendance in order to provide consistent care that all young children need. We strive to achieve this in order for our children to feel confident and happy, making bonds and building positive relationships with the staff and the families. Continuity and consistency are important contributors to a child's well-being and progress in their early stages of life. Here at Muddy Boots, we have a duty and responsibility to follow up on unknown or unexpected absences, this is to ensure all children and their families are safe and well, which is the basis of our safeguarding commitment which can be found in our Safeguarding and Child Protection policy.

The purpose of this policy is to give guidance to The Manager in order to assist and actively manage situations relating to sickness absence. Equally the policy and associated procedures also inform staff of the positive approach taken by Muddy Boots Day Nursery in supporting them whilst either on sick leave or suffering from ill health.

Staff

All staff should of course strive to attend all of their scheduled shifts but realistically this will not always be possible as people will become ill from time to time.
Therefore, when this happens, we will first access our casual staff and then, if need be, we will access agency who we have worked with over the years, and request staff that have been with us before for the consistency of care.
In addition to this, the management can be used in ratio if needed.

Staff Absences

The staff are informed on their induction of this procedure.
In case of lateness or sickness, they must inform the management at the earliest convenience. If the staff become unwell overnight, they need to notice the office no later than 7am (during working days) and leave an answer message if there is no answer.
In addition to this, the management is contactable on their phones and encourages the staff to let them know by calling to explain the situation. That way the absence can be covered as soon as possible to avoid any disruptions to the smooth running of the nursery. The absent member of staff must inform the office by 3pm on the first sick day whether they are well enough to come the next day.

Please refer to the employee handbook for other forms of absence procedures.

Children Attendance and Absence

Here at Muddy Boots, we acknowledge that there are many reasons why a child might not attend our setting such as illness, holidays or religious/cultural reasons. All parents are responsible for informing the nursery of any absences at their earlies convenience via telephone or email. We record all absences and their reasons on our online Parenta Portal and audit them accordingly to ensure there are no reoccurring patterns of absence or safeguarding issues.

If there is an instance where a child is absent and no reason has been provided in advance it would be deemed as an unknown and unexpected absence, so as stated in our policy we will follow up on this absence with a call or email to ensure the child and family are safe and well.

If the absence has been noted that it is for a specific period of time (holiday or religious celebration) that is expected to be more than one day, the parent/carer must inform the setting in advance so that we are able to record it as absent on the register.

If the child does not return to nursery after the specified period, we will then follow the procedure for unknown or unexpected absences.

Procedure for Unknown and Unexpected Absence (for staff)

Here at Muddy Boots staff complete a morning and afternoon register to sign in and out the children who have left and arrived. If parents/carers have not explained or notified the setting within the first hour of their child's booked session, then staff will inform the management team who is responsible for following up on the absences. The manager will phone the parent/carer and in the event of not being able to get hold of the parent/carer, the manager will call the emergency contact/s for that child.

After contact with the child's emergency contact the manager will then decide on the best course of action based on their knowledge of the family and child, with any known vulnerabilities and any information they would receive from the emergency contacts.

If the explanation is not satisfactory for the child's absence, the manager will enter this as an unknown absence on the setting records.

If the manager is unable to contact the parents/carers within 24/48 hours and there is no satisfactory explanation for the absence from emergency contacts, the manager will go on the route of contacting Family Help/First Response for advice, the family's social worker (if they have one) and if need be, may also contact the police. If it is known that the family is experiencing challenges or if the child has SEND the setting may act more swiftly than the 24/48 hours detailed above.

Records will be kept of any contact and attempted contact with parents/carers and/or emergency contacts and other agencies.

Record keeping

As a nursery we are required to obtain a register of attendance for our setting, these registers are held securely in line with our Data Storage Policy and processes so they will be kept safely for confidentiality. We record long-term absences, absences due to injury, or the family's own personal circumstances for absence in the child's learning diary in our online Parent Portal (Parenta).
If any absences are confidential or contain sensitive information they will be recorded in the child's individual file, and this is kept locked in the office.
In the child's registration form we ask for at least 2 emergency contacts, where these cannot be provided for, we will work with the parents/carers to identify who could act as an emergency contact. We ask families if any details have changed to please inform us immediately so that we can update their child's registration form on their behalf.

Collaboration and Support

The manager and DSL work closely with the staff in Muddy Boots team to ensure that the absence and attendance policies are in place and where appropriate support families. Regular monitoring of absence records will take place. Here at Muddy Boots, we strongly believe in the importance of building positive relationships with parents/carers and will work together in supporting attendance.

Appendix 1.

Record of safeguarding concern

Child's Name:

Room:

Time:

Date:

Staff member present:

Full description of concern/event:

Actions:

Were parents informed: YES/NO (please circle)

Comments:

Staff Signature:..…….. Date

Nursery Manager signature:…….. Date:

Appendix 2.

Record of concern *(usually child's behaviour, situation etc.)*

Please provide full description of concern observed

Child's Name:
Date:
Room:
Staff member reporting the concern:
Witness *(if present):*

Description:

Actions *(who was this reported to and if spoken to parents what was the outcome):*

Parent/Carer Signature *(if applicable)*: **Date:**

Signed on behalf of Muddy Boots Day Nursery: **Date:**