The Meadows
Cheeky Chimps Childcare

Child Attendance Policy

The Nursery is open from 7:30am to 6pm Monday to Friday. It is closed on bank holidays and during a short period at Christmas.

Drop off
Children should arrive at the beginning of their booked session, if children and parents are running late, please can the nursery be informed and be given an expected time of arrival.

Child absents

If children are unwell or going on holiday, please can parent/carers inform the nursery via the famly app or via phone.

In the event children who do not attend their sessions, and we have received no notification from parents'/carers staff will contact the parents/carers within hour of not arriving.

If children have prolonged periods of time not attending nursery, the management team will arrange meetings with the parents/carers to try and rectify attendance.

In the event the nursery has safeguarding concerns or attendance does improve social services (Mash) and the local authority will be contacted for advice. This could result in notice been given and the local authority claiming back hours from parents/carers.

Early drop off is available if agreed by nursery management team in advance and is charged by the half hour. This is subject to availability so you may be asked to wait until staffing can be arranged, unfortunately this may be at your booked time.

School children who attend Breakfast club must arrive at the Nursery by 8:25 to ensure we arrive on time for children to be dropped off at school. Children arriving after 8:25 may be turned away as you may have missed the school drop off.

Meals and Snacks
Breakfast is served between 07:30 and 08:30 – Children must arrive before 8:15
Lunch is served between 11:45 and 12:30 – Children must arrive before or by 12:00
Dinner is served between 16:00 and 16:45 – Children must arrive before 15:30
Snacks are usually offered from 10:00am in the morning and 2:00pm in the afternoon.
If the children are engaged in an activity these times might be slightly delayed

Collection
It is important that you arrive on or before the contracted time to collect your child. Even very young children learn our routine and know when their parents are due. They can become distressed if you are late. We understand that sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason, please contact us and let us know when you expect to arrive.

We will normally be able to accommodate the additional care; however, if we are unable, we will contact other adults from the Emergency contact list and arrange for them to collect your child. We will reassure your child that you are on the way.
Additional hours and late fees will be charged as per our Schedule of fees.
If we do not know the collector and they cannot be identified with the information we hold on the famly app, I,e doesn't know the password, or doesn't have the appropriate identification we will not hand over your child! This is for their safety.

In emergency cases, a parent or guardian can call us to arrange collection by someone not on our collection list. A separate password must be given along with name and description; they will need to have some form of ID on them.
This arrangement can only be made over the phone or Famly app and not by text or email to ensure we identify the requestor.

Failure to collect
If a child is not collected, and we have not received any contact, the following guidelines will be followed.

- 15 minutes after the end of the session – parent / career will be called
- 30 minutes after the end of the session – emergency contacts will be called

- 1 hour after the end of the session – contact the local MASH team for guidance on how to proceed. This may result in a call to the police.

If we believe the lateness is linked to a safeguarding concern, we may contact the social services support line MASH for advice

Security

- All members of staff have a responsibility for maintaining awareness of the safety and security of our buildings and grounds and for reporting any concerns that may come to light. Risk assessments will be completed as appropriate.
- Appropriate checks will be undertaken in respect of visitors and volunteers coming into the setting and they will be asked to provide ID. Any individual who is not known or identifiable will be challenged for clarification and reassurance.
- The setting will not accept the behaviour of any individual (parent/carer/other) who threatens security or leads others (child or adult) to feel unsafe. Such behaviour will be treated as a serious concern and may result in a decision to refuse access for that individual to the site.
    - All children handovers must be done with a staff member.
    - identity of collector must be verified prior to handover
    - If a team member is unavailable, the nursery management team on site must verify identity and authorize handover.
- If a child is dropped off by someone we do not recognize, staff may ask for ID and may seek confirmation from parents or guardians once the child is in our care.

Gemma Farrar 23.10.2026

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