

JUNIOR ADVENTURES GROUP UK

Attendance Policy

September 2026

S.A.F.E is the JAG UK safeguarding mascot he promotes JAG as clubs which provide.
Safe And Fun Experiences - Look out for S.A.F.E in our clubs.



Policy date:	September 2026
Policy author:	Mekila Kelly – Head of Safeguarding & Welfare
Version:	1
Agreed & Ratified by Board/CEO	August 2026
Date of next full review	September 2027

JAG Lead DSL Team - Key Contacts

	Name	Contact information
Lead Designated Safeguarding Lead (DSL)	Mekila Kelly	Safeguarding@junioradventuresgroup.co.uk
Deputy Designated Safeguarding Lead	Vicky Sales	SENDSCO@junioradventuresgroup.co.uk
Deputy Designated Safeguarding Lead	Emma Harrison	SENDSCO@junioradventuresgroup.co.uk
Safeguarding Governor/Director	Craig Jones	Craig.jones@junioradventuresgroup.co.uk



Policy Contents

• DSL Team – Key Contacts	Page 1
• Policy Statement	Page 3
• Child Absence Protocols	Page 3
• Arrivals & Departures	Page 4
• Confirmation of non-attendance	Page 5
• Headcounts	Page 6
• Authorised Collectors & Passwords	Page 7
• Suitability of Collectors	Page 7
• Unknown / Un-Authorised Collectors	Page 8
• Legal Parental Responsibility	Page 9
• Walking Home alone prohibited	Page 10
• Missing Child	Page 10
• Late Bookings	Page 12
• Late Collection & Uncollected Child	Page 12
• Lost Child	Page 16



Policy Statement

JAG recognises its duty of care and is committed to safeguarding from harm and promoting the wellbeing of all children attending our clubs. All JAG policies and ways of working are in place to keep our clubs, the children, our leaders and partners safe always.

All JAG colleagues are required to adhere to all obligations and requirements as set out in, but not limited to Early Years Statutory Framework 2026, Keeping Children Safe in Education 2026, Children's Wellbeing and Schools Act 2026, Crime and Policing Act 2026, Working together to Safeguard Children 2026, Holiday activities and food programme 2025 guidance, SEND Code of Conduct 2014, Health & Safety at Work Act 1974, Children's Act 1989, What to do if you are Worried a child is being Abused 2015 and Online Safety Act 2023. All JAG UK policies are underpinned by all current legislation and guidance.

Child absence protocols

The EYFS and KCSIE now places greater emphasis on child absence protocols.

If a child is absent without explanation, JAG settings must follow up promptly and use emergency contacts if parents are unreachable. Judgements around absence must consider the child's vulnerability and their home context.

- JAG must follow up on absences in a timely manner.
- Contact must be made with parents/carers and alternative emergency contacts (a minimum of two) if a child is absent without notification.
- Prolonged absences should be identified based on patterns, trends, and the child's personal circumstances.
- Professional judgment must be used to determine if an absence is prolonged.
- Consideration must be given to the vulnerability of the child, parents/carers, and their home life.
- Any concerns must be referred by JAG DSL to local children's social care services and/or a police welfare check requested.

JAG will take all reasonable steps to ensure all children accessing our clubs are accounted for and safe. Children's safety is always maintained as a priority.

Arrivals & Departures

JAG is required to maintain accurate records of all children in attendance at all times, these records must be easily accessible and available. JAG records attendance electronically on an applicable system. The applicable system used by JAG is a live system. Accurate records are essential in always maintaining the safety of all children. All attendance records are kept and archived for twenty-one years from the last day of the child's attendance.



Registration

All children attending a JAG club must be registered in advance by the parent/guardian via the applicable system, all details must be completed on the enrolment form and consents authorised as per parent/guardian wishes and terms and conditions agreed to. It is the responsibility of the parent/guardian to ensure the information provided is accurate and kept up to date. No child is to attend a JAG club without being booked in and on the register for the respective session.

Rise then Shine registration arrangements

Children attending rise then shine and holiday club sessions must be brought into the JAG club by a suitable person and signed in by the JAG team. It is a reportable safeguarding concern whether a child arrives unaccompanied or is left prior to the start of the session time alone. The child remains the responsibility of the parent/guardian until handed over to the JAG team and signed in on the applicable system.

CHILDREN LEAVING THE CLUB TO GO TO SCHOOL

1

Ensure **all** children are **accounted for** by **completing a headcount**

2

Sign out each child **individually** as you hand them over to the **school**.



Each club will have their own routine for how the children go into school. Team members must ensure that they are aware of their specific club and school's process.

Stay & Play collection arrangements

Collection arrangements for Stay & Play sessions are specific to each club and made in agreement with the host school. Generally, JAG colleagues will collect KS1 children from a designated point and KS2 children will be released from school and make their own way to the JAG club. Alternatively, the school personnel will bring the children to the JAG club. The children remain the responsibility of the school until handed over to the JAG team and signed in on the applicable system.

General collection arrangements

It is the responsibility of the most senior leader in a JAG club at any given time to ensure that all children are accurately checked in immediately on arrival and checked out when collected, thus recording the exact time of arrival and exact time of departure in and out of JAG clubs.

JAG leaders must never bulk sign the children in/or out, apart from to school following Rise & Shine.

Confirmation of attendance/nonattendance

Any child registered for any given Rise then Shine or Stay and Play session must be accounted for within 15 minutes of the start of the session time. For holiday club's all children registered to attend on a day must be accounted for by 10.15am. If a child does not arrive as expected, it is the responsibility of the most senior leader in the JAG club at the time to make contact with the parent/guardian to confirm the child's whereabouts. If it is confirmed by the parent/guardian that the child is safe and absent from the booked session this information is recorded on the applicable system and the child marked as absent.

If the child is then deemed to be missing JAG must implement the missing child procedures.

JAG request for parents/guardians to inform JAG if for any reason their child is registered to attend but will be absent from a booked session, thus supporting the JAG team in managing operations and ensuring all child are safely accounted for. In this instance the JAG team will mark the child as absent from the session.

CHILDREN LEAVING THE CLUB TO GO HOME

- 
- 1 **Collectors List** - before releasing the child you need to check that the adult collecting is on the **authorised collectors list**.
This can be found when you click on the check-out box on the child's profile.
 - 2 Click on the adults name that is collecting.
 - 3 The JAG Team member signing the child out and checking that the collector is on the authorised collector's list **MUST** ask for and physically sight a form of **Photo ID** that **verify's the collector's identification**.
 - 4 Each child **must** be **checked out** individually at their **exact time of departure**.
JAG are required to maintain accurate records of all children in attendance at all times, these records must be easily accessible and available.
 - 5 The JAG leader checking the child out **MUST** physically sight the handover to the authorised collector and ensure the child leaves together with the authorised collector **(not alone or separately)**
- 

Headcounts

JAG leaders are responsible for carrying out periodic live headcounts of all children present and ensuring all children are accounted for at these points throughout any session. Headcounts are recorded on the applicable system. If a child is unaccounted for during a headcount JAG must implement the missing child procedures.



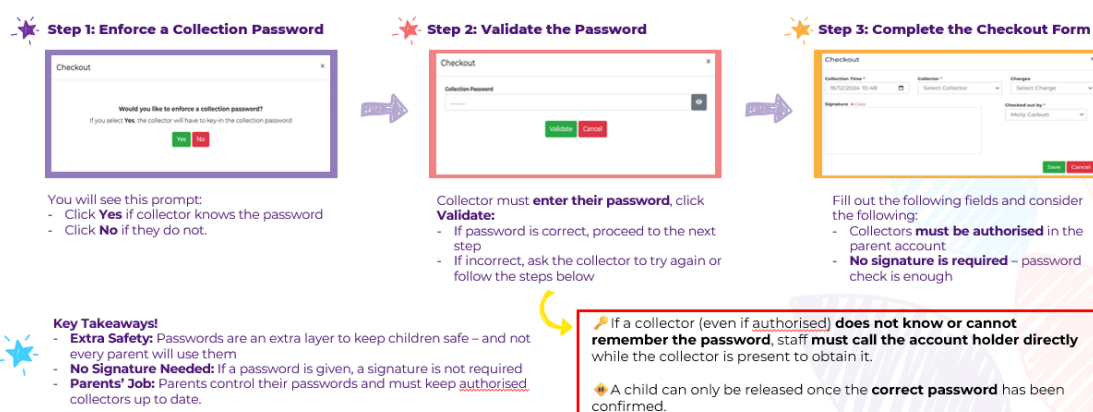
Authorised collectors

MagicBooking Collection Password Feature – Strengthening Safe Collections A new mandatory collection password feature is being rolled out for all parents. This is an important safeguarding enhancement designed to help verify the identity of individuals collecting children.

Children will only be released from JAG clubs into the care of the school following Rise then Shine and into the care of those named as authorised collectors on the child enrolment form from Stay and Play and holiday clubs. Furthermore, JAG has introduced an Enforce Passwords Process, whereby account holders create a password, which will need to be shared with authorised collectors, so they can prove they are an authorised collector to the setting staff.

Authorised collectors are added to the enrolment form by the parent/guardian at point of registration and can be updated by the parent/guardian at any time. It is the responsibility of the parent/guardian to determine the suitability of those they name as authorised collectors; there are no legal age restrictions applied; however, JAG will not release any child into the care of another child of primary school age. If the parent/guardian has authorised for any person under the age of 18 to collect we request they inform the club directly and safeguarding@junioradventuresgroup.co.uk in writing in advance stating days this named person will be collecting.

Enforce Passwords: How it Works!



Suitability of authorised collectors

If JAG leaders have reason to believe a person collecting a child is not suitable to do so they must raise these concerns following the safeguarding reporting procedures. This may be but is not limited to a belief that a person is not of suitable development capacity or is under the influence of substances. JAG leaders will suggest contacting other persons named on the enrolment form and suggest a second authorised collector accompanying. If JAG leaders believe that the child is at immediate risk of harm. If they leave with the person, they must call the police immediately, the contact details for the local police can be found via the local authority website or by searching the web browser.

It is the responsibility of the most senior leader in a JAG club at any given time to ensure that all children are accurately checked out when collected and only ever to authorised collectors or when handed into the care of the school, thus recording the exact time of departure from JAG clubs and with whom.

Unknown/unauthorised collectors

In the event of a person arriving to collect a child from a JAG club who is not listed on the account as an authorised collector JAG leaders will not sign the child out and release the child to this person. JAG leaders must in this event contact the account holder and ask them to add the person as an authorised collector to the named child's account on the applicable system. JAG leaders will then request and check the identification of the person collecting and for the Password, which parents/guardian are required to provide to them. Once they are satisfied, the person is the approved authorised collector the child will be signed out to them in the usual way.

If JAG leaders are unable to make contact with the account holder in the first instance, they must then take the following steps.

1. Explain to the unknown person looking to collect the situation and that they are attempting to contact the account holder
2. Continue for any time available up until 30 minutes before the end of the session to make contact with the account holder, this can be in multiple ways including phone calls, text messages and emails
3. If there is an additional account holder, second parent/guardian who is known to the JAG leaders, they can also attempt to contact them in the same way
4. If the unknown person is able to make contact with the account holder JAG leaders will request a message be shared for them to contact the JAG team to verify their identity so the above can then be completed

If all attempts to contact the account holder fail or the JAG team are informed the account holder is not available for a given reason, then the JAG team in club will need to contact their General Manager and a JAG lead DSL for further advice and guidance.

In this instance the JAG lead DSL team will agree next steps, which may include but are not limited to.

- Seeking contact from a school partner for confirmation
- Undertaking a series of questions of the unknown person based on specific account, child and family details
- Ask the child to tell them about the unknown person
- Contacting any named emergency contacts or other approved collectors on the account
- Agree for the unknown person to collect the child if satisfied with all checks if not they may need to contact the local authority safeguarding team for further advice

Following all events an incident report will need to be completed on the applicable system and shared with the account holder.



Unknown/ 'unauthorised' collector

In the event of a person arriving to collect a child from a JAG club who is not listed on the account as an authorised collector JAG leaders will not sign the child out and release the child to this person.

In this event JAG leaders must...

- 1** Contact the account holder and ask them to add the person as an authorised collector to the named child's account on the applicable system.
- 2** JAG leaders will then request and check the identification of the person collecting.
- 3** Once they are satisfied the person is an authorised collector the child will be signed out to them in the usual way.



Legal parental responsibility

If parents/guardians are in dispute JAG are unable to prevent a person with legal parental responsibility from collecting the child named, even if the person is not named as an authorised collector.

JAG will require the person looking to collect the child to prove their identity and relationship to the child and will contact the account holder to inform them. If there is a court order or guardianship order in place which specifically states a named person is forbidden or has restricted contact, a copy of the relevant document must be shared with the JAG Safeguarding team who will note the arrangements on the child's enrolment form and inform those who need to know in confidence.

Walking home or arriving at JAG alone

No child will be permitted to arrive or leave a JAG club unaccompanied regardless of their age and therefore parents/guardians are required to ensure they have provided the details of authorised collectors on Magic Bookings to ensure their child is collected.

Missing child

In the event of a child being booked to attend a session and not arriving for the session without prior notice from the parent/guardian the most senior leader in the JAG club at the time is responsible for confirming the whereabouts of the child.



Firstly, they will attempt to contact the parent/guardian to confirm if the child should be attending or if they can confirm the child's whereabouts (where a child has not been in the care of JAG for the session). If the parent/guardian confirms the child should be attending and has not arrived following the end of the school day and the start of the Stay & Play session the following steps must be taken until the child is found and confirmed as safe.

- JAG leaders to inform the school that the child is missing
- JAG leaders to carry out a full search of the school, inside and outdoor areas, toilets, cupboards, staff areas, extracurricular activity groups (whilst maintaining suitable ratios in the JAG club to ensure all other children are kept safe during this time)
- A coordinated search of the local area to be implemented as per the lost child procedure

If the child is located and confirmed safe the most senior JAG leader in the club at the time will contact the parents/guardians to inform them. The child will be registered in the usual way.

If the child is not found within 15 minutes of the end of the school day the lost child procedure will be implemented. (See lost child below).

****** When contacting any external agencies regarding children the following information will be requested, JAG will share this information as requested by professionals in the best interests of the child

- Address and contact details of the JAG club
- Child details including name, home address, date of birth
- Presentation of child, hair, clothing, distinguishable features
- Child parent/guardian details
- The circumstances



Missing child



Late Bookings

No child is to attend a JAG club without being booked in and on the register for the respective session. Bookings can be made via the applicable system by the parent/guardian in advance of the required session spaces permitting up until 30 minutes before the start of the session. After the session booking cut-off time bookings can be made via the JAG Customer Experience team.

If a child is brought to a JAG club by a parent/guardian or other person without a booking for the respective session JAG leaders must not permit the child to be left in their care without a booking being made first. The parent/guardian must login to their account and make the booking. If the JAG club is at maximum capacity the session will not be available for booking. It is then at the discretion of the General Manager as to whether the booking can be authorised.

If a child arrives at a JAG club for a Stay and Play session without a booking JAG leaders must not permit the child into their care. In this instance the child must be returned to the school, the child remains the responsibility of the school until registered for the respective session with JAG.

If the most senior JAG leader in the club at the time makes contact with the parent/guardian to confirm the child is to attend the session they can then contact the JAG Customer Experience team who will make a late booking on the account holders' behalf. Late bookings can only be made following confirmation from the account holder.

JAG leaders in the club are not to make bookings on the account holders' behalf.

Exceptional circumstances

JAG recognises there may be times, exceptional circumstance when there may be scope for a child to attend without a booking such as family intervention, in this case the most senior leader in the club at the time must contact a JAG Lead DSL* for authorisation. In this circumstance the JAG DSL will consider the following:

- Any background and history know of the child/family
- Information of reasons shared by professional partner i.e. school, social worker
- Emergency contact details and medical information obtained from the professional partner
- Confirmation from the professional partner of collection arrangements for the child

Late collection and uncollected child

JAG recognises that on occasions parents/guardians may be delayed due to unavoidable unforeseen circumstances in collecting their child from a JAG club. JAG request that parents/guardians inform the JAG club directly in these events and provide an estimated time of arrival. In these events JAG will request an alternative authorised collector be available to collect the child. If the parent/guardian does not inform the JAG club the uncollected child procedure will be followed. A minimum of two JAG leaders must always remain with the child until they are collected. JAG leaders will keep the child safe and provide them with reassurance during this period. Children will be provided with water and a light snack whilst they are waiting for collection. On collection the child must be signed out following the usual departures procedures, accurately recording the time of departure and who the child was released to.

All events of late collection must be recorded as an incident on the applicable system

Fees for Late collection of Child/ren

We understand that parents and guardians may occasionally run behind schedule, and we will always do our best to support families where possible. However, late collections can impact our teams and operations. Therefore, the following charges apply:

- **Full Session Late Collection:**
A fee of **£10 per 15 minutes** will be applied for late collection beyond the scheduled session end time.
- **Part Session Late Collection:**
A fee of **£5** will apply for pickups delayed by **15 minutes or more** beyond the scheduled part-session end time.



If you anticipate being late, you must **notify your child's setting immediately** so that the site team can be informed in advance. You can find the settings mobile numbers [here](#).

The JAG team in the club will need to inform by email the Customer Experience team of the late collection and time of collection.

Uncollected child

If a child is not collected by the end of the booked session time and the parent/guardian has not informed the JAG club the child will be considered as an uncollected child. In this event the following steps will be taken;

- The most senior leader in a JAG club at the time will attempt to contact the parents/guardians using the contact details as provided on the child enrolment form. This would include telephone calls to all available numbers, leaving voice messages if calls go unanswered, text messages will be sent to all available numbers and emails sent to all available email addresses available. This will continue for 30 minutes past the end of the session time
- If contact is not made through the above step the most senior JAG leader in the club at the time will attempt to contact those listed as emergency contacts on the child enrolment form – again attempting all avenues as stated above. This will continue for 30 minutes past the end of the session time.

A minimum of two JAG leaders must always remain with the child until they are collected. JAG leaders will keep the child safe and provide them with reassurance during this period. Children will be provided with water and a light snack whilst they are waiting for collection. The JAG leaders must inform the General Manager and a JAG Lead DSL* of the uncollected child within 15 minutes of the end of the session time.

Uncollected child – 30 minutes



If the child is collected within 30 minutes of the end of the booked session time the child will be signed out in the usual way. The collector will be informed by the most senior leader in a JAG club at the time that they must collect the child by the end of the session and that the stated late fee has been applied to the account. The JAG team in the club will need to inform by email the Customer Experience team of the late collection and time of collection.

All events of late collection must be recorded as an incident on the applicable system.

Uncollected child – over 30 minutes

If the child remains uncollected over 30 minutes from the end of the booked session time the JAG leaders must update the General Manager and a JAG Lead DSL* of the uncollected child. At this stage it will be agreed as to who, either the most senior JAG leader in the club at the time, the General Manager or a JAG Lead DSL* will contact the local authority Children's Social Care/Multi Agency Safeguarding Hub team – this action will be taken immediately and the child reported as uncollected.

The child will remain in the care of the JAG team on the club premises, if possible, until collected by an authorised collector or until placed into the care of Children's social Care. If it is not possible to remain on the premises for any given reason an alternative safe location must be identified by the JAG most senior leader in the club at the time in consultation with Children's Social Care, the General Manager and a JAG Lead DSL* must be informed of the location. A note will be placed at the main entrance of the JAG club with contact details of Children's Social Care to be contacted by any person arriving to collect the child. The most senior leader in a JAG club at the time will text and email this information and an update of events to the account holder/parents/guardians using the contact details as provided on the child enrolment form.

JAG reserves the right when deemed to be in the best interests of a child to inform the local authority Children's Social Care/Multi Agency Safeguarding Hub team and the police that the child is uncollected.

** When contacting any external agencies regarding children the following information will be requested, JAG will share this information as requested by professionals in the best interests of the child

- Address and contact details of the JAG club
- Child details including name, home address, date of birth
- Presentation of child, hair, clothing, distinguishable features
- Child parent/guardian details
- The circumstances

Uncollected child – over 60 minutes

If a child remains uncollected for 60 minutes + following the end of the booked session time the child could be placed into the care of Children's Social Care via police intervention.

** When contacting any external agencies regarding children the following information will be requested, JAG will share this information as requested by professionals in the best interests of the child

- Address and contact details of the JAG club
- Child details including name, home address, date of birth
- Presentation of child, hair, clothing, distinguishable features
- Child parent/guardian details
- The circumstances

All events of an uncollected child must be recorded as an incident on the applicable system.

Uncollected child

UNCOLLECTED CHILD

The most senior JAG leader in club at the time will attempt to call the parent/ gradian

This would include telephone calls to all available numbers, leaving voice messages if calls go unanswered, text messages will be sent to all available numbers and emails sent to all available email addresses available. This will continue for 30 minutes past the end of the session time

If contact is not made through the above step the most senior JAG leader in the club at the time will attempt to contact those listed as an emergency contact on the Childs enrollment form

Again attempting all avenues as stated above. This will continue for 30 minutes past the end of the session time.

A minimum of two JAG leaders must stay with the child at all times until they are collected

JAG leaders will keep the child safe and provide them with reassurance during this period. Children will be provided with water and a light snack whilst they are waiting collection.

The JAG leaders must inform the Regional Operations Manager and a JAG Lead DSL of the uncollected child.

Lost child

In the event of a lost child the lost child flow must be followed

