



Attendance Policy

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Approved by:

Rob Grays – Chief Executive Officer

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Definitions

- **Adult at Risk** – any person aged 18 years and over, who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.
- **Child** - any person under the age of 18.
- **Client** – an organisation, which engages with Prospero Group to purchase Work-Finding Services. This includes, amongst others: Schools, Local Authorities, Care Homes, Universities, Parents/Carers and Private Sector organisations.
- **Prospero Group** – is comprised of three entities: Prospero Teaching, Prospero Health & Social and Prospero Integrated.
- **Service User** – is defined to mean **Child, Children** or **Adult at Risk**.
- **Temporary Worker** – an individual receiving Work-Finding Services, delivered by Prospero Group. This includes, amongst others: Teachers, Tutors, Teaching Assistants, Care Assistants, Support Workers and Nurses.
- **Work-Finding Services** – taken to mean recruitment activity, advertising of roles and provision of work-related training, provided by Prospero CES.

Purpose and Scope

Prospero Group is committed to the safety and welfare of Children, of Adults at Risk, and of our Temporary Workers.

This policy outlines Prospero Group's expectations have Temporary Workers and Service Users attendance. Our goal is to ensure consistent learning, support and progress whilst acknowledging the unique circumstances of every individual.

This policy statement applies to all Temporary Workers, working on behalf of Prospero Group.

Temporary Workers are expected to treat this policy as an addition, and subordinate, to the Client's Attendance Policy.

Role and Responsibilities

Prospero Group will:

- Ensure Temporary Workers and Service Users understand their responsibilities for attendance.
- Ensure all stakeholders receive regular reports on attendance.
- Identify Service Users with irregular attendance at an early stage and to work with all stakeholders to address any barriers that may prevent regular and consistent attendance.
- Keep accurate and up to date attendance data.
- Ensure all Temporary Workers understand how to properly create a safe environment where service users feel comfortable attending.
- Ensure all Temporary Workers understand their Safeguarding responsibilities.
- Implement a clear scheduling system for the delivery of services that accommodates the individual needs of the Service User.
- Communicate clearly with the Client regarding attendance expectations outlined in this policy.
- Provide support to Temporary Workers in managing attendance concerns.

Temporary Workers must:

- Track the attendance of Service Users using the procedures outlined by Prospero Group.
- Communicate any absences to Prospero Group as soon as possible.
- Maintain clear communication with Prospero Group regarding upcoming service delivery and any concerns about attendance patterns.
- Offer alternative options for pre-arranged absences where appropriate and/or possible.
- If a Service User absconds during the delivery of services, Prospero Group's 'Children Who Abscond' Policy must be followed.
- Service Users must:
 - Attend all scheduled sessions for service delivery, unless prior notice is given.
 - Arrive on time and prepared.
 - Make a reasonable effort to participate fully and engage.
 - Inform the Temporary Worker during a session of planned absences.

Where applicable, Parents/Carers/Guardians must:

- Notify Prospero Group and the Temporary Worker as soon as possible of non-attendance, providing a valid reason for absence and/or the Service User is going to be late and the reasons for their lateness.
- Arrange Service User medical or dental appointments out of service delivery hours, where possible.
- Inform Prospero Group in advance of any known absences – minimum of 24 hours' notice.
- Ensure the Service User arrives on time and is prepared.
- Discuss any concerns regarding attendance with Prospero Group.
- Work with Prospero Group, the Temporary Worker, and the Client, and/or other relevant stakeholders to address any issues of irregular attendance.

Unauthorised Absence

Unauthorised absence is defined as missing a scheduled session for the delivery of services without providing prior notice / a reason to Prospero Group and the Temporary Worker.

In the event of unauthorised absence:

- Prospero Group will contact the parent/carer of the Service User (where applicable) to understand the reason for absence.
- If a Service User is absent without an established the reason for absence, where applicable, Prospero Group will use the safeguarding code 'N' (No reason yet provided for absence). Prospero Group will contact relevant stakeholders (e.g. the Client) to inform them of this type of absence as soon as possible.
- Depending on the frequency of unauthorised absences, Prospero Group may discuss alternative arrangements for the delivery of services.
- Absences are all recorded and reported on a live basis.
- Prospero Group will send a summary of attendance on a Monday for the week prior to relevant stakeholders (e.g. the Client) and raise any attendance concerns.

Exceptional Circumstances

We understand that unforeseen circumstances may arise that prevent attendance. In such cases, Prospero Group will work collaboratively with the Service Users, Parents/Carers/Guardians (where applicable) and the Client, to find appropriate solutions.

Safeguarding Procedures

Prospero Group will follow established safeguarding procedures in accordance with local and national guidance. This may involve contacting the police, social services, or other relevant authorities depending on the circumstances.

Consequences

Failure to adhere to this policy may result in termination of the Temporary Worker's Work-Finding Services and referral to the Disclosure and Barring Service / relevant professional body, if applicable.

Data Protection

Prospero Group will treat all Temporary Workers' data confidentially and in accordance with the requirements of the Data Protection Act 2018 and the General Data Protection Regulations 2018.

Enforcement

This policy will be enforced by Prospero Group's CEO, Managing Director, Operations Directors, Head of Compliance & Safeguarding, Head of HR and Data Protection Officer.

Failure to adhere to this policy may result in suspension / termination of the Temporary Worker's Work-Finding Services and referral to the Disclosure and Barring Service / relevant professional body, if applicable.

Review

This policy will be reviewed annually and may be updated in line with government guidance.