

## **Midstream (West Lincs) Ltd**

### **Attendance, Punctuality and Absence Policy**

Midstream provides services 52 weeks of the year, every weekday, for clients whose places are funded privately, through Health & Social Care budgets or by Direct Payments. However, Midstream does not provide services on statutory and public holidays and in between Christmas and New Year.

#### **Days of Attendance**

Midstream provides services every day from Monday – Friday. Services are tailored to meet the requirements of each individual client between one and up to five days per week. Each client will be issued with a Service Level Agreement which will include details of their agreed weekly attendance pattern e.g. Monday, Wednesday and Friday (3 days / week). Midstream will provide the agreed level of support on a clients planned days of attendance in accordance with their Service Level Agreement. Please note that charges will apply during periods of non attendance ( both planned and unplanned) to ensure a place is retained.

#### **Hours of attendance**

The normal hours of attendance are 9.00am to 4.30pm. Transport should be arranged to ensure clients are ready to start work & training activities at 9.00am prompt and are able to complete sessions through to 4.30pm each day (unless otherwise agreed with the Training & Operations Manager). Midstream will not take responsibility for clients arriving before 8.45am and for clients who are still on the premises after close of business at 4.45pm unless prior arrangements have been made with the Training & Operations Manager.

#### **Midstream Register Check**

Midstream's Registers will be completed by the Instructor in each work area by 9.30am each morning and by 1.30pm each afternoon.

#### **Taking Holidays and informing Midstream about other planned absence e.g. medical/dental appointments etc.**

Clients are required to inform Midstream about forthcoming holiday leave or other planned absences using a 'Client Application For Leave or Absence Form'. These are available from Midstream's General Office or can be downloaded from our website [www.midstream.org.uk](http://www.midstream.org.uk)

Completed forms must be signed by a parent/guardian and should be returned by e mail to [admin@midstream.org.uk](mailto:admin@midstream.org.uk) or handed in to Midstream's General Office Administration Team.

#### **Notifying Midstream about unplanned absence e.g. sickness**

Unplanned absence e.g. sickness should be notified by telephone to Midstream's General Office Administration Team by 9.00am on the morning of absence.

#### **Record of Absence Log**

Details of all absences, planned or unplanned will be recorded on a 'Client Record of Absence Log'.

**Notifications to a client's Local Authority**

Midstream may be contractually obliged to inform a client's Local Authority if a client does not attend. If a client's place is funded from Direct Payments / Personal Budgets the client may also be contractually obliged to notify their Local Authority if they are unable to attend. Obligations vary between Local Authorities and clients are advised to check with their own Local Authority.

**Procedures in the event of a client needing to be sent home once at Midstream**

Parents/guardians or carers should keep clients at home if they are acutely unwell or infectious, otherwise they will be sent home.

If a client is at Midstream and is acutely unwell or infectious, or there is an incident which leads Midstream to consider that a client needs to be sent home, we will contact the person/s whose details have been provided by their parent/guardian on the Admissions Application Form 'Emergency Contact Details'. The person/s detailed here must be available to collect the client at short notice.

An alternative emergency contact will be accepted if this is commuted to Midstream by the parent or guardian on any given day, preferably in writing.

Please ensure your emergency contact details are kept up to date by notifying the General Office Administration Team of any changes in writing.

If Midstream is unable to establish contact with an authorised emergency contact or the parent/guardian, Midstream will liaise with the client's Local Authority Social Services to ensure the client is collected and taken to a place of safety. The parent or guardian will be informed as soon as possible.