



# FUNDED HOLIDAY PROVISIONS NO-SHOW POLICY

## SPORTITUDE LTD

This policy was adopted by: Sportitude Ltd	Date: 21/5/24
Next review due	Date: 20/5/25
Signed: <i>AND GRIFFITHS</i>	





## East Sussex Context

Demand for holiday provision, such as that offered by Sportitude, is growing in East Sussex. In particular, take up of places for funded clubs, such as those Sportitude provide through the Holiday Activities and Food programme, has risen annually since the pandemic, with demand locally now exceeding capacity.

As this type of funded place is free to families at the point of delivery, they have come to provide a lifeline for many during the school holidays. It is vital that as many funded places are attended as possible, to maximise the impact of the available funding. Unfortunately, as there is no cost to families for these sessions, there is a developing trend where places are booked in advance but not attended on the day. While we recognise that plans can change, often at the last minute, in a growing number of cases there is no warning or reason given for the non-attendance. Although these funded sessions are free, there is a “cost” to this non-attendance, as it denies the space to another eligible child.

## Rationale

Historically Sportitude Ltd have seen a trend in funded holiday provisions where as many as 25% of the children that have places booked/reserved do not show up on the day. With a large proportion of the children who do not attend, the parents/carers provide no reason for the absence or do not notify Sportitude in advance that their children will not be present for the holiday activity. With increasing demand for Sportitude provision, all our funded Holiday provisions have significant waiting lists. However, when a child who has reserved a space at one of our Camps does not attend, and we have not been notified, we cannot offer this place to another child on the waiting list. This is because we cannot risk inviting another child, as if the child who had originally been booked to attend turns up late, this could lead to a situation where there are too many attendees on site to fit within the Sportitude staffing ratios and insurance cover.

Sportitude Ltd therefore operates a 3-strike policy for all children who are booked into local authority, or 3<sup>rd</sup> party funded holiday provisions.

## Definition of “No-Shows”.

**Children who do not attend the Camp, and whose parents/carers do not notify Sportitude of this, are classified as “no-shows.”**

A “no-show” is defined by Sportitude as any child booked onto a funded Holiday provision, who does not attend and that the parent/carer has not notified Sportitude by telephone call or text message to our emergency line: **07796892627**, at least 30 minutes before the advertised start time. Emails are not considered an acceptable form of reporting absences.

Sportitude recognises that holiday plans may change, even sometimes at the last minute, so the 3 strikes policy will not apply to any absences reported more than 30 minutes before the advertised start time of any Camp day.



### **The 3-Strike System Explained:**

A strike, or warning, will be given when an individual meets the criteria of a no-show as explained above. Where a strike is given, the parent/carer will be notified by both text message and email on the day of the no-show. A no-show will stay on our records for 12 months.

On the first occasion any individual no-shows at a Camp, the parent/carer will be sent notification that they have received a first strike. There will be no further consequences at this stage.

Should any individual receive a second strike within a 12-month period, they will be notified of this, again by text and email, and it will act as a final warning.

If a third strike is given, within 12 months of the first strike, the child in question will not be able to access any funded Sportitude provisions for 1 year from the date of the third strike. The parent/carer will be notified of this by text message, email and by post. This will not preclude anyone from accessing local authority provisions (such as the HAF program) through alternate providers.

At the expiry of a 1 year exclusion period, all records of no-shows will be removed from Sportitude records and the individuals in question will be able to access Sportitude HAF provision again..

Once the year period has passed since any individual's first strike, this will also be removed from their record, regardless of whether they received a second strike within that 12-month period.

### **Record Keeping:**

Sportitude will operate a central database of no-shows. This will be updated and reviewed daily during Holiday provisions. We will record the child's name, associated adult(s), date of no-show and the date of the notification sent to the associated adult.

### **Appeals and Miscommunications:**

Sportitude acknowledges that, very rarely, errors in record keeping could lead to a situation where a parent/carer receives a strike notification in error. In these circumstances, we ask that you contact us if you believe an error has been made. If we discover that a miscommunication has occurred, we will notify you in writing as to the error and amend our records accordingly.

Furthermore, the Directors reserve the right to override the strike system for highly unusual events where Sportitude believes it would have been impossible, or at least extremely difficult, for the parent/carer to notify Sportitude of an absence. Examples of this include, but are not limited to, medical emergencies, bereavement, and any event where it would have been impossible for the associated adult to phone Sportitude.

Finally, if you are dissatisfied with the outcome of any decision made at the discretion of the Directors- you may appeal directly to the funding body or local authority.