Attendance, Arrival, Collection and Departure Policy

Policy Statement
Rooftops Montessori Nursery is committed to safeguarding and promoting the welfare, safety and wellbeing of all children attending the nursery.

The nursery recognises that effective attendance monitoring, arrival procedures and collection arrangements are essential safeguarding measures that help protect children from harm and ensure children always remain safe.

The nursery will maintain robust procedures for:

- Recording attendance
- Monitoring absences
- Safe arrival procedures
- Safe collection procedures
- Authorised collection arrangements
- Late collection arrangements
- Emergency collection arrangements
- Managing concerns relating to attendance

The safety and welfare of children will always remain the nursery's highest priority.

Legislative Framework
This policy operates in accordance with:

- Children Act 1989
- Children Act 2004
- Working Together to Safeguard Children
- Early Years Foundation Stage (EYFS) Statutory Framework
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Human Rights Act 1998
- Equality Act 2010
- Relevant safeguarding legislation and guidance

Scope
This policy applies to:

- All children attending the nursery
- Parents and carers
- Employees
- Students
- Volunteers
- Agency staff

The policy applies from the point a child arrives at nursery until they are safely collected by an authorised person.

Responsibilities
The Registered Provider and Management Team Will:

- Maintain accurate attendance records
- Monitor attendance patterns
- Ensure safe collection procedures are followed
- Investigate unexplained absences
- Implement safeguarding procedures where concerns arise
- Support staff in implementing this policy
- Maintain appropriate records

Staff Will:

- Follow attendance procedures

- Record arrivals and departures accurately
- Verify collection arrangements
- Escalate safeguarding concerns promptly
- Maintain confidentiality
- Always follow safeguarding procedures

Parents and Carers Will:
- Inform the nursery of absences promptly
- Provide accurate emergency contact details
- Notify the nursery of authorised collectors
- Inform the nursery of any changes to collection arrangements
- Arrive promptly for collection

Attendance Monitoring
The nursery will maintain accurate daily attendance records for all children.
Records will include:
- Child's full name
- Arrival time
- Departure time
- Person collecting where required
- Attendance patterns
- Absence information

Attendance records will be retained in accordance with nursery record retention procedures.

Arrival Procedures
Upon arrival:
- Children must be handed directly to a member of staff
- Staff will acknowledge the child's arrival
- Attendance records will be completed
- Relevant information will be exchanged where necessary
- Parents must ensure staff are aware that responsibility for the child has been transferred

Children must never be left unattended at nursery entrances, car parks or external areas.
Responsibility for the child remains with the parent/carer until formally handed over to nursery staff.

Registration Procedures
The nursery will maintain an accurate register throughout the day.
Registers will be:
- Completed promptly
- Updated following arrivals and departures
- Available during emergencies
- Used for safeguarding and fire safety purposes
- Checked regularly for accuracy

Registers form an essential part of emergency evacuation procedures.

Notification of Absence
Parents/carers must notify the nursery as soon as reasonably practicable if a child will be absent.
Notification should include:
- Child's name
- Reason for absence
- Expected return date where known

The nursery may contact parents where:
- No explanation has been provided
- Attendance patterns raise concern

- Welfare concerns exist
- Safeguarding concerns arise

Monitoring Attendance Patterns
The nursery recognises that attendance patterns may provide important safeguarding information.
Management may review:
- Frequent absences
- Persistent lateness
- Repeated unexplained absences
- Sudden changes in attendance
- Extended absences

Concerns may be discussed with parents/carers and, where necessary, managed in accordance with safeguarding procedures.

Collection Arrangements
Children will only be released to:
- Parents with parental responsibility
- Individuals authorised by the parent/carer
- Persons identified through agreed nursery procedures

Staff must be satisfied that collection arrangements are appropriate before releasing a child.

Authorised Collectors
Parents/carers must provide details of authorised collectors.
Information may include:
- Full name
- Relationship to child
- Contact details
- Emergency collection authority

Authorised collection lists must be kept up to date.
The nursery reserves the right to request identification where necessary.

Password System
Where an unfamiliar authorised person is collecting a child, the nursery may implement a password system.
Staff may:
- Request the agreed password
- Verify collection details with the parent/carer
- Request photographic identification

Children will not be released where collection arrangements cannot be satisfactorily verified.

Changes to Collection Arrangements
Parents/carers must notify the nursery as soon as possible if collection arrangements change.
Changes should include:
- Name of authorised collector
- Expected collection time
- Contact information where necessary

The nursery may verify changes before releasing a child.

Collection by Unknown Individuals
Where an individual attends to collect a child and is unknown to staff:
- Identification may be requested
- The password procedure may be used
- Parents/carers may be contacted
- Management may become involved

The child will not be released until staff are satisfied that collection arrangements are legitimate and safe.

Persons Under the Influence
The nursery has a duty to safeguard children.
Where staff reasonably believe that a person collecting a child may be:

- Under the influence of alcohol
- Under the influence of drugs
- Behaviourally impaired
- Unable to provide safe care

Staff will:

- Seek support from management immediately
- Attempt to identify an alternative authorised collector
- Prioritise the child's welfare
- Seek advice from relevant agencies where necessary

The nursery reserves the right to refuse collection where a child's safety may be compromised.
Appropriate safeguarding procedures will be followed.

Court Orders and Parental Disputes
The nursery will comply with:

- Court orders
- Child arrangements orders
- Prohibited steps orders
- Other legal restrictions

Relevant documentation must be provided to the nursery.

The nursery cannot become involved in parental disputes and will act in accordance with legal documentation and safeguarding requirements.

Late Collection
Parents/carers are expected to collect children promptly at the agreed time.
Where collection is delayed:
Staff Will:

- Attempt to contact parents/carers
- Contact authorised emergency contacts where necessary
- Reassure and supervise the child
- Maintain appropriate records

Persistent late collection may result in additional charges in accordance with nursery procedures.

Uncollected Children
Where a child remains uncollected and contact attempts are unsuccessful:

- Emergency contacts will be contacted
- Management will be informed
- Safeguarding procedures will be followed
- Children's Social Care may be contacted where necessary

The nursery's Missing Child and Uncollected Child Policy will be implemented.

Emergency Collection Arrangements
Parents/carers should provide emergency contact details for individuals able to collect children if necessary.
Emergency collectors must:

- Be known to the parent/carer
- Be authorised appropriately
- Comply with nursery collection procedures

Safeguarding Concerns
The nursery recognises that attendance and collection arrangements may provide indicators of safeguarding concerns.
Staff will remain alert to:

- Frequent unexplained absences
- Repeated late collections
- Distress during collection
- Unauthorised collection attempts
- Concerning behaviour from adults
- Welfare concerns affecting the child

Concerns will be managed in accordance with the Safeguarding Children Policy.

Confidentiality and Data Protection
Attendance and collection records contain personal information and will be managed in accordance with:

- Data Protection Act 2018
- UK GDPR
- Nursery confidentiality procedures

Information will only be shared where necessary and lawful.

Training and Awareness
Staff will receive information and instruction relating to:

- Attendance procedures
- Collection procedures
- Safeguarding responsibilities
- Password systems
- Record keeping requirements
- Managing concerns appropriately

Training needs will be reviewed regularly.

Monitoring and Review
Management will monitor compliance through:

- Attendance record reviews
- Safeguarding audits
- Staff supervision
- Parent feedback
- Incident reviews
- Internal inspections

Corrective actions will be implemented where improvements are identified.

Policy Monitoring and Review
This policy will be reviewed annually or sooner following:

- Legislative changes
- Safeguarding updates
- Significant incidents
- Lessons learned from investigations
- Operational changes

Rooftops Montessori Nursery is committed to ensuring that all children arrive safely, attend regularly and are collected safely through robust attendance management and safeguarding procedures.

Rooftops Montessori Nursery works with external advisors and internal leads to ensure safety standards are upheld.

Health and Safety Advisor:
Supply ME Ltd
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This policy will be monitored and reviewed annually to ensure staff, children and visitor health, safety and welfare is continually promoted in the organisation.

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Policy created on: 1st August 2026
Next policy review due: August 2027