



**Clapham &
Clapham Park
Montessori**

Registration and Collection of Children Policy

Registration of children

At Clapham & Clapham Park Montessori we ensure that an accurate record is kept of all children physically in our care at any given time.

The full name, home address and date of birth of each child who attends the nursery is recorded on the Application Form and is kept in a file.

The register includes the arrival and departure times of children in the nursery. It is kept in a safe but accessible location on the premises at all times. It can be easily retrieved in the event of a fire or emergency. Arrival and departure times are also noted on Transparent Classroom.

We ensure that all staff clearly understand the process of how they sign children in and out on arrival and departure.

This process is supplemented by regular head counts during the day.

As part of our requirements under the statutory framework we must monitor children's attendance patterns and trends to ensure that they are consistent and no cause for concern, and follow up on absences in a timely manner. We ask parents to inform the nursery prior to their children taking holidays or days off, and all incidents of sickness absence should be reported to the nursery the same day (by calling or texting the nursery's mobile telephone) so that the nursery is able to account for a child's absence.

If a child has not arrived at nursery for their usual session, and we have not been informed that they would be absent, the parents will be called at the earliest possible opportunity to ensure the child is safe and healthy. If the parents are not contactable then the emergency contacts numbers listed will be used to ensure all parties are safe. Where possible, we request two or more emergency contact numbers for each child. Staff will work their way down the emergency contact list until contact is established and we are made aware that all is well with the child and family. It is a parent's responsibility to keep their emergency contact details updated. If contact cannot be established then we would assess if a home visit is required to establish all parties are safe. If contact is still not established, we would assess if it would be appropriate to contact relevant authorities, including the police, in order for them to investigate further. See our Attendance Policy for a more detailed explanation of the procedure to be followed.

We maintain a visitors' book in which all visitors who are entering the classroom when children are present, register their arrival/departure. Visitors are always supervised closely.

The number of children attending on a day-to-day basis is never allowed to exceed the registered number of places.

Collection of children

We and the parents are clear about who can, and who cannot, collect their child from the nursery.

Children are released from our care only to a parent or a designated adult as agreed in advance between the parents and staff. This should always be clearly recorded in writing to avoid any misunderstanding.

We have a written record of who holds parental responsibility for each child.

We obtain written permission from the parents if children are to be collected by someone other than the parents or designated adult(s) stated on the Enrolment Form. On occasions when parents notify us by telephone that someone other than a parent or designated adult will be collecting the child, we will note the full name of that person (and may include an agreed safety password) and will release the child to that person only if they are able to provide their name and a form of photographic identification and/or the safety password that the parents have agreed with staff. Any child who shows distress at being released to a third party will remain with the staff until contact is made with the parents to confirm the situation.

Other than the parent(s) or legal guardian of the child, we do not allow anyone under the age of 18 to collect a child. If anyone under the age of 18 arrives to collect a child, the parent will be contacted.

Children will never be released to a stranger. Any authorised professional sent to collect a child must have appropriate identification, and must have previously notified the nursery of the arrangement.

Failure to collect a child

At the end of every session, all children must be collected by a parent or designated adult in accordance with this policy. If for some reason a child is not collected at the end of a session, the following steps should be taken:

- If a child is not collected at 'home-time', one member of staff stays with the child while another staff member first checks the nursery's mobile telephone for messages and then, in the absence of any message, attempts to contact the child's parents, carers and other emergency contacts by telephone, leaving messages as appropriate. These calls will be logged on an incident record. This will be done without, as far as possible, leaving one adult alone with the child. If it is a 'morning' child who has not been collected, he or she is invited to sit with the children who are having lunch and some food and drink will be offered.
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team.
- The nursery will inform Ofsted as soon as convenient.
- At least two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.
- The child's welfare and needs will be met at all times and, to minimise distress, staff will distract, comfort and reassure the child during the process.

- In the event that the child's care is passed over to social services, the manager must attempt to leave a telephone message for the parents advising them of the child's whereabouts.
- A child will never be taken to the home of a member of staff, or away from the nursery premises while waiting to be collected, unless placed in the care of social services.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked.

Incidents of persistent late collection will be recorded by the manager and discussed with parents at the earliest opportunity with a view to resolving the difficulty, since this is unfair to both the child and the staff.

Contact numbers

Name	Contact No
Lambeth children's social services emergency duty team	020 7926 5555 (24 hours)
Ofsted	0300 123 4666

Policy reviewed:	Signed on behalf of the nursery:	Date for next review:
April 2026	Ros Bowles and Lucía Gómez-Santana	April 2027