



Manor Twiglets Nursery Ltd

Downsview Crescent, Uckfield, East Sussex, TN22 1UB

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Non Collection Policy

EYFS Themes and Principles

<u>A Unique Child:</u>	<u>Positive Relationships are:</u>	<u>Enabling Environment:</u>
Keep children safe	Warm and loving, and foster a sense of belonging Consistent in setting clear boundaries	Value all people Value learning

There maybe an event where a child is not collected from us at the end of the session/s, this procedure ensures that the child is cared for safely with an experienced staff member that is familiar to the child.

In the event of this happening, we ensure that the child has a high standard of care in order to cause as little stress as possible, for example, using distraction of equipment and toys for the child.

Before the child starts at Manor Twiglets Nursery, Jill Bray or a senior Team member will ensure we have the correct information recorded on our registration form. This is regularly checked with the parents throughout their time at the nursery. All the information on the child is recorded in a Index File, both in the office and in the main nursery room. This information is checked at the settling in session by the child's key person prior to their first day.

The important information that is checked and updated is as follows:

- Address for the child and telephone numbers for the parents, mobile, home, work, or alternative telephone numbers for example neighbour, friends or relative in case of emergency.
- We have names of adults who are authorised to collect the child i.e. grandparents, childminder, friends of the family. Signature of parent/carer is recorded on the registration form.

- Information about any person who does not have legal access to the child is kept on their registration file and pictures of these people (all staff are updated on changes).
- When the parent is unable to collect the child and an authorised person is collecting we agree a password with the parent and description of the authorised person collecting. The password will be told to the Manager or a senior member of the team before the child is released into their care.
- All parents are required to update the staff at Manor Twiglets on our telephone or email so we are informed of any changes to the collections of the children.
- We also inform the parent if the authorised person does not come to collect the child.

In the event of the child not being collected, we follow this procedure:

- The diary/ collection form is checked for any information about changes to normal collection.
- If there is no information, then every effort is made to contact the parents/ carers i.e. work, mobile.
- If this is unsuccessful then we look on the registration form to see the next contacts for example family or friends and they will be contacted.
- The children within our care will not leave the nursery without an authorised person who is stated on the registration form or collection form. Including receiving the correct password.
- If no-one collects the child after 1 hour after their session has ended and we have made every measure to contact the child's parents and contacts on the registration form then we apply the Non collected child policy.
 - We contact our Duty and Assessment Team West (Eastbourne, Lewes and Wealden):

Wealden: 01323 747373
 Out of hours Monday to Thursday 5pm – 8.30am: 01273 335906
 Friday 4.30pm – Monday 8.30am: 01273 335905
 - The child will stay with us at the nursery, with 2 fully DBS checked, qualified staff members until the child is collected by the parents or Childrens services.
 - From then, the Duty and Assessment Team will aim to find the parents or family if they are still unable then the child will be taken into care by the local authority.

- Under no circumstances will the staff go out of Manor Twiglets Nursery to look for the parents, nor take the child home with them.
- A full report will then be written up and recorded in the child's registration file. This will include times that parents and carers were contacted and messages that have been left.
- Depending on the circumstances we reserve the right for the parents to pay for the additional hours worked by our staff. This is at the rate of £5 for every 15 minutes over the allotted session time.
- Ofsted may be informed depending on the outcome (telephone number 0300 123 1231)

This policy was adopted on the 08th October 2018

Date to be reviewed: October 2019

Signed on the behalf of the directors:

Name of signatory: Mrs FJ Bray

Role of signatory: Childcare Manager