

KCP Keystone CIC

Policies and Procedures

Name of Policy:	
Safeguarding Policy	
Policy Owner	KCP Board
Policy Approval Authority	KCP Trustees
Implementation Date	September 2025
Review Frequency	As required
Planned/Most Recent Date of Review	September 2025

This policy should be read in conjunction with other KCP policies described in KCP's schedule of policies.

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Legislation – Statutory Rights, Responsibilities and Local Agreements.

Whilst KCP endeavours to keep all its policies and procedures up to date, it recognises that there may be delays between any changes in legislation and the subsequent changes and or amendments to KCP published policies. To ensure the statutory rights and responsibilities of individuals and organisations are not adversely affected and in the promotion of best practice, KCP acknowledges that any changes in legislation or local agreements, that are not reflected in policies, should, in the interim, take precedence if, in principal, they do not conflict with the wishes of KCP trustees.

There are ten overarching Safeguarding and Welfare Requirements within the EYFS, some of which are broken down into further headings, as follows:

1.1. Child protection

- *Suitable People (also covering Disqualification and Staff Taking Medication/Other Substances)*

The CIC ensures that people looking after children are suitable to fulfil the requirements of their roles.

- *Staff Qualifications, Training, Support and Skills*

The daily experience of children in early year's settings and the overall quality of the provision depends on all practitioners having appropriate qualifications, training, skills and knowledge and a clear understanding of their roles and responsibilities.

- *Key Person*

Each child must be assigned a key person. Their role is to help ensure that every child's care is tailored to meet their individual needs, to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents.

- *Staff: Child Ratios*

Staffing arrangements must meet the needs of children and ensure their safety.

- *Health (also covering Medicines, Food and Drink and Accident or Injury)*

The CIC promotes good health of children attending the setting. They must have a procedure, discussed with parents and/or carers, for responding to children who are ill or infectious, take necessary steps to prevent the spread of infection and take appropriate action if children are ill.

- *Managing Behaviour*

The CIC and its practitioners are responsible for managing children's behaviour in an appropriate way.

- *Safety and Suitability of Premises, Environment and Equipment*

The CIC ensures that their premises, including outdoor spaces, are fit for purpose. The CIC have, and implement a health and safety policy, and procedures, which cover identifying, reporting and dealing with accidents, hazards and faulty equipment.

- *Special educational needs*

The CIC have arrangements in place to support children with SEND (Special Educational Needs and Disabilities). The CIC is funded by the local authority to deliver early education places this has a regard to the Special Educational Needs and Disability Code of Practice.

- *Information and Records*

- The CIC maintain records and obtain and share information (with parents and carers, other professionals working with the child, and the police, social services and Ofsted as appropriate) to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met.

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- *Adopting policies*

- Copies of the policies and procedures to be adopted are available to all parents and staff.
- A meeting to discuss and adopt the policies and procedures are held. This will give everyone the opportunity to discuss and fully understand each policy statement and procedure.

- *Implementing policies*

- Where practicable and reasonable it is expected that all new parents, employees and volunteers should be introduced to the setting's policies and procedures, and know where they are kept; either paper based or in an electronic format.
- It should be explained to parents, employees and volunteers that the policies contain the rules required for running the setting in a way which complies with the requirements of the EYFS and Ofsted registration and must be adhered to.
- All employees and volunteers should be aware of the content of the policies and procedures, and their role and responsibility in implementing them.

- *Reviewing policies*

- Each policy and procedure should be continually monitored by collecting evidence about the results of its implementation.
- The evidence should be used to make any necessary changes to the policy and procedure and/or the way it is implemented.

- All staff and parents should contribute to the evidence collected and share in decisions about any necessary changes.

1.2. Children's rights and entitlements

Policy statement

- The CIC will promote children's right to be strong, resilient and listened to by creating an environment in our setting that encourages children to develop a positive self-image, which includes their heritage arising from their colour and ethnicity, their languages spoken at home, their religious beliefs, cultural traditions and home background.
- The CIC will promote children's right to be strong, resilient and listened to by encouraging children to develop a sense of autonomy and independence.
- The CIC will promote children's right to be strong, resilient and listened to by enabling children to have the self-confidence and the vocabulary to resist inappropriate approaches.
- The CIC will help children to establish and sustain satisfying relationships within their families, with peers, and with other adults.
- The CIC will work with parents to build their understanding of, and commitment to, the principles of safeguarding all our children.

1.3. What it means to promote children's rights and entitlements to be 'strong, resilient and listened to'.

To be strong means to be:

- secure in their foremost attachment relationships, where they are loved and cared for by at least one person who is able to offer consistent, positive and unconditional regard and who can be relied on;
- safe and valued as individuals in their families and in relationships beyond the family, such as day care or school;
- self-assured and form a positive sense of themselves – including all aspects of their identity and heritage;
- included equally and belong in our setting and in community life;
- confident in their own abilities and proud of their achievements;
- progressing optimally in all aspects of their development and learning;

- part of a peer group in which they learn to negotiate, develop social skills and an identity as global citizens, respecting the rights of others in a diverse world; and
- able to represent themselves and participate in aspects of service delivery that affects them, as well as aspects of key decisions that affect their lives.

To be resilient means to:

- be sure of their self-worth and dignity;
- be able to be assertive and state their needs effectively;
- be able to overcome difficulties and problems;
- be positive in their outlook on life;
- be able to cope with challenge and change;
- have a sense of justice towards themselves and others;
- develop a sense of responsibility towards themselves and others; and
- be able to represent themselves and others in key decision making processes.

To be listened to means:

- adults who are close to children recognise their need and right to express and communicate their thoughts, feelings and ideas;
- adults who are close to children are able to tune in to their verbal, sign and body language in order to understand and interpret what is being expressed and communicated;
- adults who are close to children are able to respond appropriately and, when required, act upon their understanding of what children express and communicate; and
- adults respect children's rights and facilitate children's participation and representation in imaginative and child centred ways in all aspects of core services.

1.4. Safeguarding children and child protection

Policy statement

The CIC will work with children, parents and the community to ensure the rights and safety of children and to give them the very best start in life. In addition refer to the separate Safeguarding Policy.

Procedures

The CIC will carry out the following procedures to ensure the CIC will meet three key commitments for Safeguarding Children.

1.5. Key commitment - Safeguarding

We are committed to building a 'culture of safety' in which children are protected from abuse and harm in all areas of our service delivery.

- The CIC has a designated person for each nursery who co-ordinates child protection and safeguarding.
- Designated officers are described in the organisation directory.
- The CIC will ensure all staff are trained to understand our safeguarding policies and procedures and that parents are made aware of them too.
- All staff have an up-to-date knowledge of safeguarding issues, are alert to the signs and symptoms of abuse, and understand their professional duty to ensure safeguarding concerns are reported to the local authority.
- All staff are confident to ask questions in relation to any safeguarding concerns and know not to just take things at face value but can be respectfully sceptical.
- Adequate and appropriate staffing resources are provided to meet the needs of children.
- Applicants for posts within the setting are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
- Enhanced criminal records and barred lists checks and other suitability checks are carried out for staff and volunteers prior to their post being confirmed, to ensure that no disqualified person or unsuitable person works at the setting or has access to the children.
- Where applications are rejected based on information disclosed, applicants have the right to know and to challenge incorrect information.
- Enhanced criminal records and barred lists checks are carried out on anyone living or working on the premises.
- Volunteers do not work unsupervised.
- Information is recorded about staff qualifications, and the identity checks and vetting processes that have been completed including:
 - o the criminal records disclosure reference number;
 - o the date the disclosure was obtained; and
 - o details of who obtained it.
- All staff and volunteers are informed that they are expected to disclose any convictions, cautions, court orders or reprimands and warnings which may affect their

suitability to work with children (whether received before or during their employment with us).

- All staff and volunteers are required to notify us if anyone in their household (including family members, lodgers, partners etc.) has any relevant convictions, court orders, reprimands and warnings or has been barred from, or had registration refused or cancelled in relation to any childcare provision (see above questions), or have had orders made in relation to care of their children.
- The CIC will notify the Disclosure and Barring Service of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of a child protection concern.
- Procedures are in place to record the details of visitors to the setting.
- Security steps are taken to ensure that the CIC will have control over who comes into the setting so that no unauthorised person has unsupervised access to the children.
- Steps are taken to ensure children are not photographed or filmed on video for any other purpose than to record their development or their participation in events organised by the CIC. Parents sign a consent form and have access to records holding visual images of their child.
- Any personal information is held securely and in line with data protection requirements and guidance from the ICO.
- The designated person in the setting has responsibility for ensuring that there is an adequate e-safety policy in place.
- We keep a written record of all complaints and concerns including details of how they were responded to.
- We ensure that robust risk assessments are completed, that they are seen and signed by relevant staff and that they are regularly reviewed and updated, in line with our health and safety policy.
- The designated officer will support the designated person to undertake their role adequately and offer advice, guidance, supervision and support.
- The designated person will inform the designated officer at the first opportunity of every significant safeguarding concern; however this should not delay any referrals being made to the children's social worker services, the LADO, Ofsted or Riddor.

1.6. Key commitment – Responding to Concerns

We are committed to responding promptly and appropriately to all incidents, allegations or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in 'What to do if you're worried a child is being abused' (HMG 2015).

Responding to suspicions of abuse

- The CIC will acknowledge that abuse of children can take different forms - physical, emotional, and sexual, as well as neglect.
- When children are suffering from physical, sexual or emotional abuse, or experiencing neglect, this may be demonstrated through:
 - o significant changes in their behaviour;
 - o deterioration in their general well-being;
 - o their comments which may give cause for concern, or the things they say (direct or indirect disclosure);
 - o changes in their appearance, their behaviour, or their play;
 - o unexplained bruising, marks or signs of possible abuse or neglect; and
 - o any reason to suspect neglect or abuse outside the setting.
- The CIC will consider factors affecting parental capacity and risk, such as social exclusion, domestic violence, parent's drug or alcohol abuse, mental or physical illness or parent's learning disability.
- We are aware of other factors that affect children's vulnerability such as, abuse of disabled children; fabricated or induced illness; child abuse linked to beliefs in spirit possession; sexual exploitation of children, such as through internet abuse; and Female Genital Mutilation and radicalisation; that may affect, or may have affected, children and young people using our provision.
- We will also make ourselves aware that some children and young people are affected by gang activity, by complex, multiple or organised abuse, through forced marriage or honour based violence or may be victims of child trafficking. While this may be less likely to affect young children in our care, the CIC will may become aware of any of these factors affecting older children and young people who the CIC will may come into contact with.
- Where the CIC will believe that a child in our care or that is known to us may be affected by any of these factors the CIC will follow the procedures below for reporting child protection concerns and follow the LSCB procedures.
- Where such evidence is apparent, the member of staff who observed the child makes a dated record of the details of the concern and discusses what to do with the member of staff who is acting as the 'designated person'. The information is stored on the child's personal file.
- In the event that a staff member or volunteer is unhappy with the decision made of the designated person in relation to whether to make a safeguarding referral they must follow appropriate procedures.

- The CIC will refer concerns to the local authority children's social care department and co-operate fully in any subsequent investigation. NB In some cases this may mean the police or another agency identified by the Local Safeguarding Children Board.
- The CIC will take care not to influence the outcome either through the way the CIC will speak to children or by asking questions of children.
- The CIC will take account of the need to protect young people aged 16-19 as defined by the Children Act 1989. This may include students or school children on work placement, young employees or young parents. Where abuse is suspected the CIC will follow the procedure for reporting any other child protection concerns. The views of the young person will always be taken into account, but the setting may override the young person's refusal to consent to share information if it feels that it is necessary to prevent a crime from being committed or intervene where one may have been, or to prevent harm to a child or adult. Sharing confidential information without consent is done only where not sharing it could be worse than the outcome of having shared it.
- We have a whistle blowing policy in place.

1.1.1. Recording suspicions of abuse and disclosures

- Where a child makes comments to a member of staff that give cause for concern (disclosure), or a member of staff observes signs or signals that give cause for concern, such as significant changes in behaviour; deterioration in general well-being; unexplained bruising, marks or signs of possible abuse or neglect; that member of staff:
 - o listens to the child, offers reassurance and gives assurance that she or he will take action;
 - o does not question the child;
 - o makes a written record that forms an objective record of the observation or disclosure that includes: the date and time of the observation or the disclosure; the exact words spoken by the child as far as possible; the name of the person to whom the concern was reported, with the date and time; and the names of any other person present at the time.
- These records are signed and dated and kept in the child's personal file, which is kept securely and confidentially.
- The member of staff acting as the 'designated person' is informed of the issue at the earliest opportunity, and within 1 working day.

- Where the Local Safeguarding Children Board stipulates the process for recording and sharing concerns, the CIC will include those procedures alongside this procedure and follow the steps set down by the Local Safeguarding Children Board.

1.1.2. Making a referral to the local authority children's social care team

- The CIC Safeguarding Children Toolkit contains procedures for making a referral to the local children's social care team, as well as a template form for recording concerns and making a referral.
- The CIC will keep a copy of this document alongside the procedures for recording and reporting set down by our Local Safeguarding Children Board.

1.1.3. Escalation process

- If we feel that a referral made has not been dealt with properly or that concerns are not being addressed or responded to, we will follow the LSCB escalation process.
- We will ensure that staff are aware of how to escalate concerns.

1.1.4. Informing parents

- If we suspect a child is at risk of significant harm we will initially contact Plymouth City Council Social Care.
- If it is felt that the child is not in direct danger; For example: has a historic chronology of neglectful attributes. E.g. unkempt. The Team Leader will have a discussion with the parents, and signpost them to relevant agencies for support. If concerns still arise after signposting we will contact Plymouth Social Care and log our concerns as a referral.
- Parents are informed when the CIC will make a record of concerns in their child's file and that the CIC will also make a note of any discussion the CIC will have with them regarding a concern.

1.1.5. Liaison with other agencies

- The CIC will work within the Local Safeguarding Children Board guidelines.
- The current version of 'What to do if you're worried a child is being abused' available for parents and staff and all staff are familiar with what they need to do if they have concerns.
- The CIC will have procedures for contacting the local authority regarding child protection issues.
- The CIC will notify Ofsted of any incident or accident and any changes in our arrangements, which may affect the well being of children or where an allegation of abuse is made against a member of staff (whether the allegations relate to harm or abuse committed on our premises or elsewhere). Notifications to Ofsted are made as

soon as is reasonably practicable, but at the latest within 14 days of the allegations being made.

- Contact details for the local National Society for the Prevention of Cruelty to Children (NSPCC) are available from the NSPCC website:

www.nspcc.org.uk

1.1.6. Allegations against staff

- The CIC will ensure that all parents know how to complain about the behaviour or actions of staff or volunteers within the setting, or anyone living or working on the premises occupied by the setting, which may include an allegation of abuse.
- The CIC will respond to any inappropriate behaviour displayed by members of staff, volunteer or any other person living or working on the premises, which includes:
 - o inappropriate sexual comments;
 - o excessive one-to-one attention beyond the requirements of their usual role and responsibilities, or inappropriate sharing of images.
- The CIC will follow the guidance of the Local Safeguarding Children Board when responding to any complaint that a member of staff or volunteer within the setting, or anyone living or working on the premises occupied by the setting, has abused a child.
- The CIC will ensure that all staff or volunteers know how to raise concerns about a member of staff or volunteer within the setting. The CIC will respond to any concerns raised by staff and volunteers who know how to escalate their concerns if they are not satisfied with my/our response
- The CIC will respond to any disclosure by children or staff that abuse by a member of staff or volunteer within the setting, or anyone living or working on the premises occupied by the setting, may have taken, or is taking place, by first recording the details of any such alleged incident.
- The CIC will refer any such complaint immediately to the Local Authority Designated Officer (LADO) to investigate:
- The CIC will also report any such alleged incident to Ofsted, as well as what measures the CIC will have taken. We are aware that it is an offence not to do this.
- The CIC will co-operate entirely with any investigation carried out by children's social care in conjunction with the police.
- Where the management team and children's social care agree it is appropriate in the circumstances, the member of staff or volunteer will be suspended for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place, but is to protect the staff, as well as children and families throughout the process.

1.1.7. Disciplinary action

Where a member of staff or volunteer has been dismissed due to engaging in activities that caused concern for the safeguarding of children or vulnerable adults, the CIC will notify the Disclosure and Barring Service of relevant information, so that individuals who pose a threat to children and vulnerable groups can be identified and barred from working with these groups.

1.7. Key commitment – Promoting Safeguarding & Child Protection

We are committed to promoting awareness of child abuse issues throughout our training and learning programmes for our staff. We are also committed to empowering young children, through our early childhood curriculum, promoting their right to be strong, resilient and listened to.

1.1.8. Training

- Training opportunities are sought for all employed staff to ensure that they are able to recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse and neglect and that they are aware of the local authority guidelines for making referrals.
- Designated persons receive training in accordance with that recommended by the Local Safeguarding Children Board.
- The CIC will ensure that all staff know the procedures for reporting and recording any concerns they may have about the provision.

1.1.9. Planning

- The layout of the rooms allows for constant supervision. No child is left alone with staff or volunteers in a one-to-one situation without being visible to others.

1.1.10. Curriculum

- The CIC will introduce key elements of keeping children safe into our programme to promote the personal, social and emotional development of all children, so that they may grow to be strong, resilient and listened to and so that they develop an understanding of why and how to keep safe.
- The CIC will create within the setting a culture of value and respect for individuals, having positive regard for children's heritage arising from their colour, ethnicity, languages spoken at home, cultural and social background.
- The CIC will ensure that this is carried out in a way that is developmentally appropriate for the children.

1.1.11. Confidentiality

- All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Local Safeguarding Children Board.

1.1.12. Support to families

- The CIC will believe in building trusting and supportive relationships with families, staff and volunteers.
- The CIC will make clear to parents our role and responsibilities in relation to child protection, such as for the reporting of concerns, information sharing, monitoring of the child, and liaising at all times with the local children's social care team.
- The CIC will continue to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.
- The CIC will follow the Child Protection Plan as set by the child's social care worker in relation to the setting's designated role and tasks in supporting that child and their family, subsequent to any investigation.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child in accordance with the Confidentiality and Client Access to Records procedure and only if appropriate under the guidance of the Local Safeguarding Children Board.

1.8. Legal framework

Primary legislation

- Children Act (1989 s47)
- Protection of Children Act (1999)
- Data Protection Act (1998)
- The Children Act (Every Child Matters) (2004)
- Safeguarding Vulnerable Groups Act (2006)
- Childcare Act 2006

Secondary legislation

- Sexual Offences Act (2003)
- Criminal Justice and Court Services Act (2000)
- Equalities Act (2010)

- Data Protection Act (1998) Non Statutory Guidance
- Childcare (Disqualification) Regulations 2009
- Children and Families Act 2014
- Serious Crime Act 2015

Further guidance

- Working Together to Safeguard Children (2015)
- What to do if you're Worried a Child is Being Abused (DfE 2015))
- Framework for the Assessment of Children in Need and their Families (DoH 2000)
- The Common Assessment Framework for Children and Young People: A Guide for Practitioners (CWDC 2010)
- Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004 (HMG 2007)
- Information Sharing: Guidance for Practitioners providing Safeguarding Services (DfE 2015)
- Disclosure and Barring Service: www.gov.uk/disclosure-barring-service-check
- Keeping Children Safe in Education (2015)

1.9. Looked after children

Policy statement

The CIC is committed to providing quality provision based on equality of opportunity for all children and their families. All staff in our provision are committed to doing all they can to enable 'looked after' children in our care to achieve and reach their full potential.

Children become 'looked after' if they have either been taken into care by the local authority, or have been accommodated by the local authority (a voluntary care arrangement). Most looked after children will be living in foster homes, but a smaller number may be in a children's home, living with a relative or even placed back home with their natural parent(s).

The CIC will recognise that children who are being looked after have often experienced traumatic situations; physical, emotional or sexual abuse or neglect. However, the CIC will also recognise that not all looked after children have experienced abuse and that there are a range of reasons for children to be taken in to the care of the local authority. Whatever the reason, a child's separation from their home and family signifies a disruption in their lives

that has an impact on their emotional well-being. Most local authorities do not place children under five with foster carers who work outside the home; however, there are instances when this does occur or where the child has been placed with another family member who works. It is not appropriate for a looked after child who is under two years to be placed in a day care setting in addition to a foster placement.

The CIC will place emphasis on promoting children's right to be strong, resilient and listened to. Our policy and practice guidelines for looked after children are based on two important concepts: attachment and resilience. The basis of this is to promote secure attachments in children's lives, as the foundation for resilience. These aspects of well-being underpin the child's responsiveness to learning and enable the development of positive dispositions for learning. For young children to get the most out of educational opportunities they need to be settled enough with their carer to be able to cope with further separation, a new environment and new expectations made upon them.

- *Principles*
- The term 'looked after child' denotes a child's current legal status; this term is never used to categorise a child as standing out from others. The CIC do not refer to such a child using acronyms such as LAC.
- Where a child who normally attends our setting is taken into care and is cared for by a local foster carer, the CIC will continue to offer the placement for the child.

Procedures

- The designated person for looked after children is the designated child protection co-ordinator.
- Every child is allocated a key person before they start and this is no different for a looked after child. The designated person ensures the key person has the information, support and training necessary to meet the looked after child's needs.
- The designated person and the key person liaise with agencies, professionals and practitioners involved with the child and his or her family and ensure that appropriate information is gained and shared.
- The setting recognises the role of the local authority children's social care department as the child's 'corporate parent' and the key agency in determining what takes place with the child. Nothing changes, especially with regard to the birth parent's or foster carer's role in relation to the setting, without prior discussion and agreement with the child's social worker.

- The settling-in process for the child is agreed. It should be the same as for any other child, with the foster carer taking the place of the parent, unless otherwise agreed. It is even more important that the 'proximity' stage is followed until it is visible that the child has formed a sufficient relationship with his or her key person for them to act as a 'secure base' to allow the gradual separation from the foster carer. This process may take longer in some cases, so time needs to be allowed for it to take place without causing further distress or anxiety to the child.
- In the first two weeks after settling-in, the child's well-being is the focus of observation, their sociability and their ability to manage their feelings with or without support.
- Further observations about communication, interests and abilities will be noted to form a picture of the whole child in relation to the Early Years Foundation Stage prime and specific areas of learning and development.
- Concerns about the child will be noted in the child's file and discussed with the foster carer.
- If the concerns are about the foster carer's treatment of the child, or if abuse is suspected, these are recorded in the child's file and reported to the child's social care worker according to the setting's safeguarding children procedure.
- Regular contact should be maintained with the social worker through planned meetings that will include the foster carer.
- The transition to school will be handled sensitively. The designated person and/or the child's key person will liaise with the school, passing on relevant information and documentation with the agreement of the looked after child's birth parents.

Further guidance

- Guidance on the Education of Children and Young People in Public Care (DfEE 2000)
- Who Does What: How Social Workers and Carers can Support the Education of Looked After Children (DfES 2005)
- Supporting Looked After Learners - A Practical Guide for School Governors (DfES 2006)

1.10. Uncollected child

In the event that a child is not collected by an authorised adult by their expected collection time, the CIC will put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible.

The CIC will inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

- Parents are asked to provide the following specific information when their child starts attending our setting, which is recorded on our Registration Form:
 - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
 - Place of work, address and telephone number (if applicable).
 - Mobile telephone number (if applicable).
 - Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
 - Who has parental responsibility for the child.
 - Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform in writing of how they can be contacted.
- On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide with written details of the name, address and telephone number of the person who will be collecting their child. The CIC will agree with parents how to verify the identity of the person who is to collect their child.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. Our contact telephone numbers are:

Little Rainbows: 01752 561602

Little Stars: 01752 223181

Little Squirrels: 01752 500900

- If a child is not collected at their expected collection time, the CIC will follow the procedures below:
 - The child's file is checked for any information about changes to the normal collection routines.
 - If no information is available, parents/carers are contacted at home or at work.

- If this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose telephone numbers are recorded on the Registration Form - are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
- If no-one collects the child within 30 minutes of their expected collection time and there is no-one who can be contacted to collect the child, the CIC will apply the procedures for uncollected children.
- The CIC will contact the local authority children's social care team:
- The child stays at the setting in the care of two of our fully-vetted workers, one of whom will be our manager or deputy manager/for childminding provision; until the child is safely collected either by the parents or by a social care worker.
- Social care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances will the CIC go to look for the parent, nor leave the setting premises with the child.
- The CIC will ensure that the child is not anxious and the CIC will do not discuss our concerns in front of them.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, the CIC will reserve the right to charge parents for the additional hours worked.
- Ofsted may be informed.

1.11. Missing child

Policy statement

Children's safety is our highest priority, both on and off the premises. Every attempt is made, through the implementation of our outings procedure and our exit/entrance procedure, to ensure the security of children is maintained at all times. In the unlikely event of a child going missing, our missing child procedure is followed.

Procedures

Child going missing on the premises

- As soon as it is noticed that a child is missing, the relevant member of staff alerts our setting manager.
- The register is checked to make sure no other child has also gone astray.
- The Manager will carry out a thorough search of the building and garden.
- Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.
- If the child is not found, the Manager calls the police immediately and reports the child as missing. If it is suspected that the child may have been abducted, the police are informed of this.
- The parent(s) are then called and informed.
- A recent photo and a note of what the child is wearing is given to the police.
- The Manager talks to our staff to find out when and where the child was last seen and records this.
- The Manager contacts the COO and reports the incident. The COO comes to the provision immediately to carry out an investigation, with our management team where appropriate.

Child going missing on an outing

What to do when staff have taken a small group on an outing, leaving our manager and/or other staff back in our setting premises. If our manager has accompanied children on the outing, the procedures are adjusted accordingly. What to do when a child goes missing from a whole group outing may be a little different, as parents usually attend and are responsible for their own child.

- As soon as it is noticed that a child is missing, the staff members on the outing ask children to stand with their designated carer and carry out a headcount to ensure that no other child has gone astray.
- One staff member searches the immediate vicinity, but does not search beyond that.
- Our senior staff member on the outing contacts the police and reports that child as missing.
- Our manager is contacted immediately (if not on the outing) and the incident is recorded.
- Our manager contacts the parent(s).
- Our staff take the remaining children back to the setting as soon as possible.

- According to the advice of the police, a senior member of staff, or our manager where applicable, should remain at the site where the child went missing and wait for the police to arrive.
- A recent photo and a description of what the child is wearing is given to the police.
- Our manager contacts our chair, director or owner and reports the incident. The COO comes to our premises immediately to carry out an investigation, with our management team (where appropriate).
- Our staff keep calm and do not let the other children become anxious or worried.

The investigation

- Ofsted are informed as soon as possible and kept up-to-date with the investigation.
- Our chair, director, or owner carries out a full investigation, taking written statements from all our staff and volunteers who were present.
- Our manager, together with our owner speaks with the parent(s) and explains the process of the investigation.
- The parent(s) may also raise a complaint with us or Ofsted.
- Each member of staff present writes an incident report detailing:
 - The date and time of the incident.
 - Where the child went missing from e.g. the setting or an outing venue.
 - Which staff/children were in the premises/on the outing and the name of the staff member who was designated as responsible for the missing child.
 - When the child was last seen in the premises/or on the outing, including the time it is estimated that the child went missing.
 - What has taken place in the premises or on the outing since the child went missing?
 - The report is counter-signed by the senior member of staff and the date and time added.
- A conclusion is drawn as to how the breach of security happened.
- If the incident warrants a police investigation, all our staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff and parents. Children's social care may be involved if it seems likely that there is a child protection issue to address.
- In the event of disciplinary action needing to be taken, Ofsted are advised.

- The insurance provider is informed.

1.1.13. Managing people

- Missing child incidents are very worrying for all concerned. Part of managing the incident is to try to keep everyone as calm as possible.
- Our staff will feel worried about the child, especially the key person or the designated carer responsible for the safety of that child for the outing. They may blame themselves and their feelings of anxiety and distress will rise as the length of time the child is missing increases.
- They may be the understandable target of parental anger and they may be afraid. Our manager ensures that any staff under investigation are not only fairly treated, but receive support while feeling vulnerable.
- The parents will feel angry, and fraught. They may want to blame our staff and may single out one staff member over others; they may direct their anger at our manager. When dealing with a distraught and angry parent, there should always be two members of staff one of whom is our manager and the other should be our COO. No matter how understandable the parent's anger may be, aggression or threats against our staff are not tolerated, and the police should be called.
- The other children are also sensitive to what is going on around them. They too may be worried. Our remaining staff caring for them need to be focused on their needs and must not discuss the incident in front of them. They should answer children's questions honestly, but also reassure them.
- In accordance with the severity of the final outcome, our staff may need counselling and support. If a child is not found, or is injured, or worse, this will be a very difficult time. The COO will use their discretion to decide what action to take.
- Our staff must not discuss any missing child incident with the press without taking advice.

1.12. Use of mobile phones and cameras

Policy statement

The CIC will take steps to ensure that there are effective procedures in place to protect children, young people, and vulnerable adults from the unacceptable use of mobile phones and cameras in the setting.

Procedures

Personal mobile phones

- Personal mobile phones belonging to our staff and volunteers are not used on the premises during working hours.
- At the beginning of each individual's shift, personal mobile phones are stored in lockers and/or a locked drawer.
- In the event of an emergency, personal mobile phones may be used in privacy, where there are no children present, with permission from the manager.
- Our staff and volunteers ensure that the work telephone number is known to immediate family and other people who need to contact them in an emergency.
- If our members of staff or volunteers take their own mobile phones on outings, for use in the case of an emergency, they must not make or receive personal calls as this will distract them.
- Our staff and volunteers will not use their personal mobile phones for taking photographs of children on outings.
- Parents and visitors are requested not to use their mobile phones whilst on the premises. The CIC will make an exception if a visitor's company or organisation operates a lone working policy that requires contact with their office periodically throughout the day. Visitors will be advised of a quiet space where they can use their mobile phone, where there are no children present.

■ *Cameras and videos*

- Our staff and volunteers must not bring their own cameras or video recorders into the setting.
- Photographs and recordings of children are only taken for valid reasons, i.e. to record their learning and development, or for displays within the setting whilst children are present.
- Photographs or recordings of children are only taken on equipment belonging to the setting.
- Camera and video use is monitored by our manager.
- Where parents request permission to photograph or record their own children at special events, permission will first be gained from all parents for their children to be included.
- Photographs and recordings of children are only taken of children if parents provide written permission to do so (found on the individual child's Registration Form).