



Section Seven

Safety & Suitability of Premises, Environment and Equipment

Premises

- Arrivals and Departures Policy
- Missing Child Policy and Procedure
- Visitor Policy
- Critical Incident Plan Guidance
- Visitor Record



Arrivals and Departure Policy

Pillarwood Farm Pre-school and Children's Woodland Adventures will ensure that all children are greeted warmly and made to feel welcome upon arrival and staff will ensure that they depart safely at the end of every session.

Arrivals

- An accurate record/registration form will be kept of all children who attend the setting.
- No child will be admitted into the nursery until the registration form is complete with all necessary information as identified in the EYFS.
- A register will be kept; arrival and departure times of children will be recorded supplemented by regular head counts throughout the day. The register will be kept on the premises at all times. A copy of the register will be taken on trips and outings.
- A member of staff will immediately record a child's arrival at the setting.
- Familiar staff will greet children and parents.

Departures

- Parents may collect children at any time during the session.
- Children will only be released to their parent/carer or the person on the permission form unless the setting has been informed of changes beforehand and a password given.
- Pillarwood Farm Pre-school and Children's Woodland Adventures reserves the right to refuse to release a child from our care if there is any doubt as to the authenticity of the person collecting the child.
- Children must be signed out by a member of staff.
- Departure times will be recorded by staff and the staff member's initials recorded on the register.

Late collection

- Late collection of children may result in a charge of (*insert amount*) for each additional fifteen minutes, unless prior arrangement has been made with the manager/supervisor.



Escorting procedure

- All regular escorts will be known to the childcare provider and must hold a current CRB check and ISA registration number (when required by the Independent Safeguarding Authority)
- A full risk assessment will be carried out before children are escorted.
- Adult: child normal ratio requirements will be exceeded where necessary.
- Children will walk in pairs.
- Staff will ensure that children walk on the inside of the path.
- When crossing a road, a staff member will be at each end of the group, ensuring they are the first to enter the road and the last to leave the road. Pillarwood Farm Pre-school and Children's Woodland Adventures will incorporate road safety training for the children and staff into their planning.

Non-Collection of Children

- Pillarwood Farm Pre-school and Children's Woodland Adventures will ensure that in the event of a child not being collected at the expected time the following procedure will apply:
- Staff members will remain with the child and give reassurance.
- Two staff members will remain on the premises at all times.
- Attempts will be made to contact the parents/carers.
- In the event that the parents/carers cannot be contacted, attempts will be made to contact those persons named as emergency contacts on the child's registration form.
- If no contact has been made within one hour, the Lincolnshire Safeguarding Children's Board will be informed.

Lincolnshire Safeguarding Children's Partnership Customer Service Centre:

Office Hours: Tel. 01522 782111

Out of Hours: Tel. 01522 782333

This policy has been adopted by Pillarwood Farm Pre-school and Children's Woodland Adventures

Signed on behalf of the setting by:

..... *Manager/Owner*

Reviewed date: March 2024

Reviewed date: March 2025

Review due: March 2026



Missing Child Policy and Procedure

Pillarwood Farm Pre-school and Children's Woodland Adventures take the safety of children very seriously and will take every precaution necessary to ensure that the children in their care do not leave a session unaccompanied. The chances of finding a missing child safe are greatest if the child's absence is soon discovered. Staff will undertake periodic head counts using the key person system in addition to the registration procedure. If, in the event of a member of staff not being able to account for a child's whereabouts, the following action will be taken:

PROCEDURE FOR IF A CHILD LEAVES THE SETTING UNACCOMPANIED:

Search systematically

The setting is responsible for the missing child and all the other children in the setting. We will:

- Gather the remaining children into one large group, with one/two adults, leaving the remaining adults to search.
- Ask the children, without alarming them, if they have seen the child that is missing.
- Ensure all adults are aware of the situation.
- Establish who last saw the missing child, where and when.
- Check all rooms in the building.
- Check the immediate outside area.
- Seek the cooperation of other users in the building.

Parents

The setting will:

- Call the child's parents to warn them that the child may be attempting to get home.
- If they are unavailable the setting will use the emergency contact number.
- Ensure that, if the child lives within walking distance of the setting, one adult will make the journey on foot in order to catch up with or intercept the child if possible.
- Remember, that as soon as parents are informed, they will need advice and support.



Police

- If the above steps do not locate the child, the police will be called.

Informing other people

We will ensure that:

- We make regular checks to ensure that if an incident of this sort does happen, we have all the necessary phone numbers at hand - correct, up to date and kept together.
- If the police are called, then the Lincolnshire Safeguarding Children's Partnership and Ofsted are also informed.
- If the Proprietor/Chairperson/Manager is not on the premises, she/he will be informed as soon as possible.
- We will provide the following information to Ofsted/the Lincolnshire Safeguarding Children's Board:

a) What happened?

b) What systems are in place for preventing such occurrences?

c) What we did, at what time and in what order.

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d) Who we informed and when.

We will cooperate fully in any investigation.

Recording

We will start to build a record as soon as is possible in the incident log, this will include:

- The last definite sighting of the child.
- Any unusual behaviour of the missing child or other children.
- How many children were on the premises?
- How many adults were on the premises and who?
- What steps have been taken and when, by whom.
- Dealing with people's reactions
- We accept that the child's parents will be frightened, distressed and angry. If the setting shares all policies with parents/carers, the situation will be easier for all because there will be an understanding of working within a framework of mutual trust and understanding.



We accept that in such circumstances powerful emotions are involved and people's behaviour can be unpredictable. Those who may seem quite calm about the incident at the time can later become angry, threaten legal action or approach the local press. We will be clear about the circumstances surrounding the incident and will respond sympathetically to questions without implications or admission of responsibility.

Responses could include:

- How sorry you are that the incident has happened.
- That a full investigation is in hand.
- That the LSCB/Ofsted has been informed and will be investigating.

Dealing with the media

Distressed parents may contact the local press, or reporters may hear about the incident if the police are involved. It is sensible for one person, usually the Chair/Owner or Manager, to be the one who speaks for the setting. All adults will be asked to refer all enquiries to the agreed spokesperson.

The spokesperson for the setting is: David Hawes

Informing other parents

We recognise that other parents will need to be given brief, accurate information as rapidly as possible.

We will ensure that this happens by:

- Calling a short meeting when parents/carers collect children, or
- Talking to parents/carers when they arrive at the next session, or
- Sending a note home with each child.

When the child is found

We recognise that during the time a child is missing, however briefly, all involved, parents and others suffer great fear, guilt and distress. It is not always easy to control all these emotions when the child is found. We will accept that it is important to remember:

- That the child also might have been afraid and distressed and might now be in need of comfort.
- Remain calm, reassure the child and acknowledge it is not the child's fault.



- Ensure the child is not hurt.
- That the incident provides a good opportunity to talk to all the children to ensure that they understand that they must not leave the premises, and why.

After the Incident

- We will review our current procedure.
- We will evaluate processes and make necessary adjustments to ensure future effectiveness.

Contacts

- Lincolnshire Police - add telephone number for appropriate area
- Ofsted: Tel. 03001231231
- Lincolnshire Safeguarding Children's Partnership Customer Service Centre: Tel: Office hours 01522 782111.Out of hours: 01522 782333.

This policy has been adopted by Pillarwood Farm Pre-school and Children's Woodland Adventures

Signed on behalf of the setting by:

..... *Manager/Owner*

Reviewed date: March 2024

Reviewed date: March 2025.....

Review due: March 2026



Visitor Policy

Pillarwood Farm Pre-school and Children's Woodland Adventures will ensure that names of all visitors on site are recorded for emergency, insurance and registration purposes.

- All visitors are valued for whatever reason, but the children are our priority and must come first.
- All visitors will be welcomed, and their enquiries dealt with as soon as possible.
- Children and parents are welcome to visit us prior to joining the setting.
- No visitor will be left alone with children or accompany children to the toilet.
- Whenever possible visitors should make an appointment to visit the setting.
- Visitors will be requested to sign in and out of the premises, giving their reason for the visit.
- The fire evacuation procedure and confidentiality policy will be explained to all visitors upon entry to the premises.

If a visitor calls unannounced;

- Ask for identification, who they wish to see and request the purpose of their visit.
- Show them to a comfortable area, where they can wait until someone is free to speak to them.
- Explain that the setting is busy, and they may have to wait until a staff member is free to deal with them. Given the option of waiting or making an appointment• in all cases, ensure that the visitor's book has been signed and procedures explained.

NB: The setting/staff have the right to refuse entry to an individual if they are uncertain as to the purpose of their visit.

This policy has been adopted by Pillarwood Farm Pre-School

Signed on behalf of the setting by:

..... Manager/Owner (delete as appropriate)

Reviewed date: March 2024Reviewed date: March 2025.....

Review due: March 2026



Critical Incident Plan Guidance

Your critical incident plan needs to be written in a similar way to the missing person's policy but needs to reference these points: 'In the event of':

- death or serious injury as a result of violence, accident, self-harm and/or sudden traumatic illness
- major fire
- building collapse
- riot or civil disorder
- natural and/or man-made incidents
- missing person or abduction
- terrorism
- bomb scare
- Pandemic illness

This can be written as one procedure that will cover all these possible incidents. The plan needs to be clear and concise, so bullet points may be easier to read rather than long pieces of text.

You will need to consider:

- Who will receive the alert or discover an incident and what information that person will need to ask for or relay about the incident. Perhaps a typed-up list of questions that the person who takes the call or manages the incident should ask, i.e. what has happened, where, when, how many involved, how it affects the setting and what should you do.
- A contingency plan should be made for roles and responsibilities during the incident i.e. who will call the emergency services if needed and who should ensure the emergency contact details are at hand. You must think about how you will contact the parents.
- Do you need to move the children to another building, if so where will you take them? It would be advisable to identify somewhere off site and agree with the owners of the premises that it can be used prior to any incident.
- How you are going to deal with media attention. (A draft statement may be useful)
- How are you going to provide support after a critical incident and deal with any after effects, shock or trauma suffered by staff/children? What monitoring and observation processes do you



- have in place to alert you to signs of stress? What support agencies can you access to provide counselling? You might like to include a list of these in your critical incident plan along with their contact details.

It is advised that the critical incident evacuation should be practiced, so that the staff are aware of their roles within the plan. (This does not need to be as frequent as your fire drill but should be recorded). It is good practice to display your critical incident evacuation procedure.

During an incident it is common that people become flustered and forget simple information, such as the setting telephone number and address. Therefore, it is good practice that information about the setting is displayed near the phones so that the person ringing the emergency services can give clear and concise details.



Visitor Record

Sheet Number ...

Date	Name (Print)	Address / Organisation	Car reg.	Phone Number	Purpose of visit	Signature	Time In	Time Out	Informed of Confidentiality policy	Informed of Fire Evacuation procedure