

Safeguarding and Welfare Requirement: State here which EYFS Safeguarding and Welfare Requirement this document relates to.

Insert here the wording from the Safeguarding and Welfare Requirements which this documents relates to.

1.8 Emergency Contact Procedure

Policy statement

This procedure will be followed in the event of a child(ren) being absent from Preschool and the Parent/Carer has failed to inform us.

This is following 3 cases which have come to the attention of the Calderdale Safeguarding Children Board (CSCB) and highlighted the need for a more robust emergency contact procedure.

Procedures

- *We complete a register which is completed with the arrival time and departure time, and we have signing in and out sheets for parents/carers to sign which show the name of the person dropping off and collecting each child. In the event that a child has not arrived by 9:15am the member of staff who is on the door will speak to the setting Administrator Tracy Wilkins or Manager Joanne Whiteley to see if they have heard from the Parent or Carer about the absence.*
- The answer machine will be checked for messages
- The Preschool emails will be checked to see if contact has been made.
- The diary will be checked for notes of holidays or other reasons for absence.
- If all the above checks have been made and the child has still not arrived we try to call the Main Contact on the registration form, and follow the steps below:

First Day Calling Procedure Checklist

1. **Call Main Contact** within 30 minutes of the expected arrival time. Leave voicemail if appropriate.
2. **Call Second Contact** if no reply from Main Contact within 20mins (if voicemail has been left, give 10mins to respond before calling again)
3. **Call Other Contacts** listed on the registration form until a reply is received, within 45 minutes of start time. Wherever possible someone from outside the family home has been contacted.
4. **The setting manager and Designated Safeguarding Lead (DSL) will be notified** that the child(ren) is absent and no contact has been made within an hour of their expected arrival time.
5. **Contact other agencies** to ascertain if they have any information which may be helpful, or know the whereabouts of the child. Contact MAST to see if there have been any incidents they are aware of.
6. **A Risk Assessment** should then be completed

No Apparent Risk – There is no apparent risk of danger to the child. This may be appropriate for children who you have reason to believe are absent from the provision but not at harm due to previous shift patterns of behaviour or information from other people e.g. a child who often goes on holiday at this time of year and parents always fail to inform you. You should continue to make enquiries but it would not be proportionate to contact police at this stage.

Low or Medium Risk – The risk of harm to the child is assessed as a possible but minimal risk OR the risk of harm to the child is assessed as likely but not serious. This may be relevant for those children where there are no additional vulnerabilities, however, you may have minimal contact information and making parental contact is always difficult.

High Risk – The risk of serious harm to the child is assessed as very likely. This would be relevant for children already considered as vulnerable. This may be due to risk of neglect or physical, emotional or sexual abuse. You should also consider child sexual exploitation and Prevent, in addition to protected characteristics; mental health, forced marriage, honour based violence, trafficking and female genital mutation. This may also be relevant for those children where the absence and lack of ability to make parental contact is highly unusual.

7. If this is assessed as 'No Apparent Risk' we will continue to make enquiries but not contact the police. We will record these events on the child's chronologies.
8. If this is assessed as 'Low/Medium Risk' we will contact the police on 101 and complete the referral checklist
9. If this is assessed as 'High Risk' and there is a need for immediate response we will contact the police on 999.
10. We will continue to make enquiries and any further information will be shared with the police.
11. We will use our chronologies to record our concerns, actions and decisions.

Key Information

(Relevant when contacting the Police – this is for all aged children so we will ensure that the relevant information is gathered for the child in our care)

When contacting the police on either 101 or 999 this is the key information that they will need to know in order to respond appropriately:

- Name/Gender of the Child and any aliases with correct spellings
- Child's date of birth
- Description of child
- Home addresses (and any other addresses that may be relevant)
- When they were last seen
- Has this behaviour happened before/have they been missing before?
- Does the child/parent/carer have any illnesses?

- Does the child/parent/carer take any medication? If so, to your knowledge when was it last taken and when is it due again?
- Are there any issues with alcohol or drug misuse within the household?
- Does the child or the parent/carer have a mobile phone number (has it been tried and what was the response)
- Does the parent/carer use Social Media? (has anyone checked for activity)
- Any known locations of where they might be? Any known associates or any contacts that you have concerns about?

For more information see <http://www.calderdale-scb.org.uk/>

Forms:

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| This policy was adopted by | Sowood Preschool | <i>(name of provider)</i> |
| On | <hr/> May 2019 | <i>(date)</i> |
| Date to be reviewed | <hr/> May 2020 | <i>(date)</i> |
| Signed on behalf of the provider | <hr/> | |
| Name of signatory | <hr/> Joy Crowther | |
| Role of signatory (e.g. chair, director or owner) | <hr/> Trustee | |
| | <hr/> | |