

1.2 Critical Incident policy

Policy statement

At Perins Pre-school, we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind, we have a critical incident policy in place to ensure our nursery can operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child.
- Bomb threat or terrorism attack
- National outbreaks of infection/health pandemics
- Any other incident that may affect the care of the children in the nursery.

If any of these incident's impact on the ability of the nursery to operate, we will contact parents via telephone or via constant contact message at the earliest opportunity, e.g. before the start of the nursery day.

Flood

There is always a danger of flooding from adverse weather conditions or through the water and central heating systems. We cannot anticipate adverse weather; however, we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way.

If flooding occurs during the nursery day, the Pre-School manager and assistant head teacher will plan based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe, and parents will be notified in the same way as the fire procedure.

Should the Pre-School be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide care in within our top nursery or pre-school setting.

Fire

Please refer to the fire safety policy.

Burglary

The management of the Pre-School ensures all doors and windows are closed and locked before vacating the premises.

The management team will always check the premises as they arrive in the morning. Should they discover that the Pre-School has been broken into they will follow the procedure below:

- Contact Amy Craig Line Manager (Assistant Head Teacher) and Estate team and detail what has happened.
- Dial 999 in case of an emergency and 101 in a non-emergency with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a nursery and children will be arriving soon
- Contain the area to ensure no-one enters until the police arrive. If all areas have been disturbed staff will follow police advice, including following the relocation procedure under flood wherever necessary to ensure the safety of the children. This may include temporary closure.
- The manager on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- A manager will be always available during this time to speak to parents, reassure children and direct enquires.

- Management will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the nursery.
- Arrangements will be made to ensure the setting is made safe and secure again.

Abduction or threatened abduction of a child

We have secure safety procedures in place to ensure children are safe while in our care, including taking reasonable steps to ensure that children do not leave the premises unsupervised. Staff must be always vigilant and report any persons lingering on Pre-School property immediately. All doors cannot be accessed unless staff members allow individuals in.

Children will only be released into the care of a designated adult. Parents are requested to inform the Pre-School of any potential custody proceedings or family concerns as soon as they arise, so the Pre-School can support the child. The Pre-School will not take sides in relation to any custody arrangements and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access unless a court order is in place. Parents are requested to issue the Pre-School with a copy of these documents should they be in place.

If a member of staff witnesses an actual or potential abduction from Pre-School, we have the following procedures which are followed immediately:

- The staff member will notify management immediately and the manager or line manager will take control and then call the police.
- The parent(s) will be contacted.
- All other children will be kept safe and secure and calmed down where necessary.
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.

Any incidents must be recorded in writing as soon as practicably possible.

- In the event that the child has not been found, we will follow the Local Authority and police procedures.
- Ofsted will be contacted.
- Management will provide support following the traumatic experience.
- Staff will not speak to any media.
- A post-incident risk assessment will be conducted.

Bomb threat or terrorism attack

If a bomb threat or terrorist attack is received at the Pre-School, the person taking the call will record all details given over the phone as soon as possible and raise the alarm and contact the emergency services as soon as the phone call has ended. The management will follow the fire evacuation procedure and guidance from the emergency services to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

Management will provide support following the traumatic experience and Ofsted will be contacted.

National outbreaks of infection/health pandemics

In the event of a national outbreak of an infection/health pandemic, we will follow the Government's health advice and guidance and legal advice.

Perins Pre-School will remain open if we have sufficient staff to care for the children. We will follow all advice, depending on the nature of the pandemic. We will implement measures to ensure that the risks to vulnerable children, staff, students, and volunteers are minimised. This may include excluding children, staff, students, and volunteers from the setting for a period of time to prevent the spread of the infection. This decision will be made in consultation with the:

- Nursery Manager – Michelle Osman
- Line Manager – Amy Craig (Assistant Head Teacher)
- Chief Operation Officer – Clive Surry
- Health and Safety Manager – James Topping
- Head Teacher – Steve Jones
- Perins MAT trustees

Any Other Significant incidents

All incidents will be managed by the manager on duty and all staff will co-operate with any emergency services on the scene where applicable. Any other incident that requires evacuation will follow the fire plan. Other incidents e.g. no water supply will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.

The Pre-School manager or Perins Head Teacher will notify Ofsted in the event of a critical incident.

This policy was adopted by

Perins Pre-School

On

24th April 2023

Date to be reviewed

24th April 2024

Signed on behalf of the provider

Michelle Osman

Name of signatory

Michelle Osman

Role of signatory (e.g. chair, director or owner)

Pre-School Manager