

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 Pre-School 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 pre-school.

If any of these incident's impact on the ability of the Pre-School to operate, we will contact parents via telephone, email, or via tapestry at the earliest opportunity, e.g. before the start of the 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 day, the Pre-School manager and CEO of Vita Multi Academy Trust 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 aim to provide care in a different building or close the setting.

Fire

Please refer to the fire safety, evacuation and emergency closure 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 Steve Jones Line Manager (CEO of Vita Multi Academy Trust) 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 pre-school 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 pre-school.
- 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 to management or to the Estate Team. 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 pre-school 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 CEO of Vita Multi Academy Trust 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 to prevent the spread of the infection. This decision will be made in consultation with the:

- Pre-School Manager – Michelle Osman
- Line Manager – Steve Jones (CEO of Vita Multi Academy Trust)
- Chief Operation Officer – Clive Surry
- Health and Safety Manager – James Topping
- Vita Multi Academy 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 considering the effect on the safety, health and welfare of the children and staff in the nursery.

The Pre-School manager or CEO of Vita Multi Academy Trust will notify Ofsted in the event of a critical incident.

This policy was adopted on

10th April 2026

Date to be reviewed

10th April 2027

Signed on behalf of the provider

Michelle Osman

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

Pre-School Manager
