

CRITICAL INCIDENT POLICY

At Hopes and Dreams 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 School is able to operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Any other incident that may affect the care of the children in the Nursery School

If any of these incidents impact the operation of the Nursery School, we will contact parents via email at the earliest opportunity, e.g. before the start of the Nursery School day.

Flood

There could be a danger of flooding from adverse weather conditions or through the water/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 possibility of flooding in this way. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs during the Nursery School day, the Nursery Manager will make a decision based on the severity and location of this flooding. It may be deemed necessary to follow the fire evacuation procedure. In this instance, children will be kept safe and parents will be notified by e-mail.

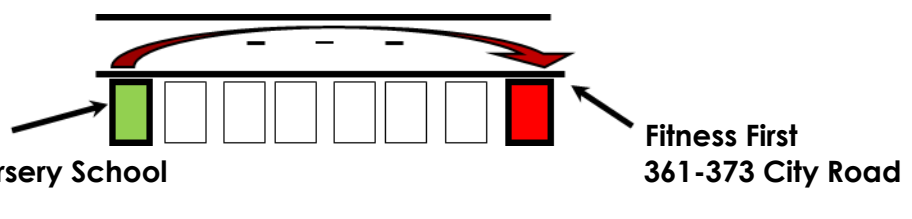
In the event of an evacuation to alternative accommodation, the following actions will be taken:

Relevant emergency services will be contacted to assist with the incident and provide safe evacuation of children and staff.

If the situation develops slowly, every effort will be made to contact the parents/carers of the children in our care, with the request that they collect their children from the Nursery School.

In the event that such contact cannot be made, or those contacted cannot collect their children, then all staff and children will be moved to:

Fitness First, 361-373 City Road, London, EC1V 1LR



Once children and staff have settled into their new surroundings, attempts will be made to contact those parents/carers that have previously not been contacted.

If required, efforts will be made to allocate children, at the following settings, to continue the care of the children whilst waiting for collection by parents:

The Gower School
18 North Road
London
N7 9EY
020 7700 2445

The Gower School
10 Cynthia Street
London
N1 9JF
020 7700 2445

The Lyceum Preparatory
65 Worship Street
London
EC2A 2DU
020 7247 1588

Children will be allocated to the above, dependent upon available room, with priority given to the youngest children. Staff will be allocated to accompany relocated children to maintain the requisite ratios of staff/children at each setting and ensure their wellbeing.

Once all children have been collected, the company will make all reasonable efforts to facilitate staff with return travel to their homes. Any staff affected by the events of the evacuation will be able to access support through the company's Employee Assistance Programme.

Fire

Please refer to the fire evacuation procedures

Burglary

The Management Team of the Nursery School follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises. Alarm systems are used and in operation during all hours the Nursery School is closed.

The Management Team will always check the premises as they arrive in the morning. Should they discover that the Nursery School has been broken into they will follow the procedure below:

- Dial 999 with as many details as possible, i.e. name and location, details of what has been found and emphasis on the fact that this is a Nursery School and children will be arriving soon
- Contain the area to ensure no-one enters until the police arrive. The staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice, including following the relocation procedure (described under the flood section) wherever necessary to ensure the safety of the children
- The Nursery Manager on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- A member of the Management Team will be 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 School.

Abduction or threatened abduction of a child

We have secure safety procedures in place to ensure children are safe while in our care, including safety from abduction. Staff must be vigilant at all times and report any persons lingering on Nursery School property immediately. A finger print system is in place that only allows registered parents and staff into the building. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not.

Children will only be released into the care of a designated adult; Parents are requested to inform the Nursery School of any potential custody battles or family concerns as soon as they arise so the Nursery School is able to support the child. The Nursery School will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child,

the Nursery School will not restrict access **unless** a court order is in place. Parents are requested to issue the Nursery School with a copy of these documents should they be in place. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

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

- The police must be called immediately
- The staff member will notify the Management Team immediately and the Nursery Manager on duty will take control
- 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 the abduction.

Bomb threat/terrorism attack

If a bomb threat is received at the Nursery School, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call has ended. The Management Team will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

Lock down procedure

We will use the lock down procedure when the safety of the children and staff is at risk and we will be better placed inside the current building, with doors and windows locked and blinds/curtains drawn.

We will activate this emergency procedure in response to a number of situations, but some of the more typical might be:

- A report incident or disturbance in the local community (with potential to pose a risk to staff and children in the Nursery School)
- An intruder on the Nursery School site (with potential to pose a risk to staff and children in nursery)
- A warning being received regarding a risk of air pollution in the local area (smoke fumes, gas cloud etc.)
- A major fire or explosion in the vicinity of the Nursery School – as long as it is safer staying in the premises than leaving.

In this case the staff will be notified by the following action:

All rooms will be called and the instruction 'LOCK DOWN' will be given

All individuals (including children) will remain in the area they are in, if safe to do so. If the children are outside, staff are to promptly and calmly direct children into the building, as long as this doesn't endanger them. Staff will make efforts to close and lock doors wherever safe to do so.

All individuals will keep away from the windows and doors and children will be occupied in the centre of the room so they are not placed at risk or are able to see any situation developing outside. If necessary Sunshine, Snowdrops and Rainbow children and staff will move to the Starlight and Shooting Stars area, which is located on the lower ground floor level.

The Nursery Manager will ensure all children, staff and visitors are accounted for and safe before returning to the office area to keep up to date with the current situation via updates.

The Nursery Manager on duty will manage the situation dependant on the situation and the information available. If the Nursery School is in immediate danger of an intruder, the police will be called as a matter of urgency. In other cases where the situation has been called through by the police or local area authority, the Nursery School will await further instructions.

Once the all clear has been given externally, the Nursery Manager will issue the all clear internally. After this time the staff will try to return practice to normal to enable the children not to be disrupted or upset by the events.

Any children showing worries or concerns will have one to one time with their Key Person to talk about the issues.

Parents will be informed about the situation at the earliest safest opportunity and will be kept updated when the information changes via e-mail.

After the event, a post-incident evaluation will be conducted to ensure that each child and staff member was supported fully and the procedure went as planned.

Other incidents

All incidents will be managed by the Nursery Manager on duty and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire evacuation 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 School.

The Nursery Manager will notify Ofsted in the event of a critical incident.

Introduced on: June 2020 (contacted and confirmed with listed nurseries on the policy)

Signed on behalf of the Nursery School: *Mikki Parkes*

Managing Director: *SRP*

Next review date: June 2021 (to contact and confirm with listed nurseries on the policy)