



## **Critical Incident Policy**

At Stepping Stones Nursery 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 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.

If any of these incidents impact on the ability for the nursery to operate, we will contact parents via telephone or text message.

All critical incidents are to be recorded by the senior staff member on site using the Incident Form. The record should include details of date, time and nature of the event, person affected and how it was dealt with. If it is reported to the police, we make a note of the crime reference number.

### **Flood**

There is always 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 option 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 day, the duty manager will make a decision 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.

### **Fire**

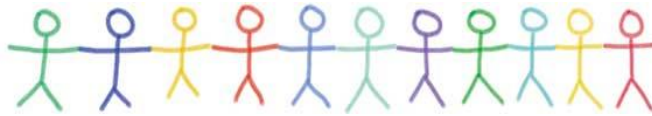
Please refer to the fire safety policy.

### **Burglary**

The management of the nursery 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 is closed.

The duty manager will always check the premises as they arrive in the morning and carry out a risk assessment. Should they discover that the nursery 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 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. 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 under flood wherever necessary to ensure the safety of the children
- The manager on duty will help the police with the enquiries, e.g. by identifying items missing, areas of entry etc.
- A duty manager will be available at all times 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.



### **Abduction or threatened abduction of a child**

At Stepping Stones Nursery we take the safety and welfare of the children in our care extremely seriously. As such we have secure safety procedures in place to ensure children are safe whilst within our care, this includes safety from abduction. Staff must be vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and unable to be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. Visitors and general security are covered in more detail in the supervision of visitor's policy.

Children will only be released into the care of a designated adult, (see the arrivals and departures policy for more details). Parents are requested to inform the nursery of any potential custody proceedings or family concerns as soon as they arise so the nursery is able to support the child. The nursery will remain neutral in such matters. 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 nursery with a copy of these documents should they be in place. We will consult our legal advisors 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 nursery the following procedure will be followed:

- The police must be called immediately
- The staff member will notify management immediately and the manager 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 on this abduction.

### **Other critical incidents**

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

### **Bomb/Terrorist Attack**

Please refer to the our Lockdown Policy

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date to be reviewed</b>
<i>August 2017</i>	<i>Adele Stone</i>	<i>August 2018</i>