

Critical Incident

At **Milnrow pre-school CIC** 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 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 of the pre-school to operate, we will contact parents via phone at the earliest opportunity, e.g. before the start of the pre-school day.

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 pre-school day, the pre-school manager will decide 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 Pre-school follows 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 manager 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:

- Dial 999 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. The staff will notify parents on arrival and give updates when possible.
- The manager or deputy manager will help the police with enquiries, e.g., by identifying items missing, areas of entry etc.
- A manager or deputy 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 pre-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 always vigilant and report any persons lingering on the pre-school property immediately. All doors and gates to the pre-school are locked and cannot 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, or a password must be obtained via parents. Parents are requested to inform the Pre-school of any potential custody battles 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 battle 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 nursery with a copy of these documents should they be in place. We will consult our HR regarding 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 pre-school, we have the following procedures which are followed immediately:

- 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.

Bomb threat/terrorism attack

If a bomb threat 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 as soon as the phone call has ended. The management 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.

Other incidents

All incidents will be managed by the manager or deputy manager and all staff will co-operate with any emergency services on the scene. 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. Pre-school

The Pre-school manager will notify Ofsted in the event of a critical incident.

This policy was adopted on	Signed on behalf of the nursery	Date for review
'Mar 25'	<i>All staff are to read through and sign the policy documents.</i>	Mar 25'