



Critical Incident Policy

At Allsorts 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 settings are 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 or terrorism attack
- National outbreaks of infection or health pandemic
- Any other incident that may affect the care of the children in the nursery.

If any of these incidents impact on the ability of any of the Allsorts settings to operate, we will contact parents via phone or message through Family App if we cannot get through via telephone 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 occurrence 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 day, the Directors will make a decision based on the severity and location of this flooding. It may be deemed necessary to follow the same procedure as 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 Emergency Evacuation and Fire safety policy.

Burglary

All staff at Allsorts follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises.

The first member of staff on site will always check the premises as they arrive in the morning.

Should they discover that the nursery has been broken into they will follow the procedure below:

- In an emergency dial 999, or non-emergency dial 101, with as many details as possible, i.e. name and location, details of what has been 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·Contact Directors to let them know what has happened.
- Where it is safe to do so, 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. This may include temporary short-term closure wherever necessary to ensure the safety of the children
- The Directors or senior team member on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- A member of the senior team will be available at all times during this time to speak to parents, reassure children and direct enquires
- Directors 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 and to prevent unauthorised persons entering the premises and at risk of abduction.

Staff are vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to any of the settings 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 Visitors policy.

Children will only be released into the care of a designated adult; see the Child collection 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 that we can support the child. The setting 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 setting will not restrict access unless a court order is in place. Parents are requested to provide the setting with a copy of these documents, should they be in place.

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

- The staff member will notify management immediately and the Directors/Room Leads will take control, dialling 999 and requesting the police, instructions from the emergency response team will be followed
- The parent(s) will be contacted
- All other children will be kept safe and secure, reassured and calmed 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 have impacted on this abduction
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was abducted, time identified, notification to police and findings
- In the unlikely event that the child is not found, Allsorts will follow the local authority and police procedures
- Ofsted will be contacted and informed of the incident
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. HR Manager will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced.

Bomb threat/terrorism attack

If a bomb or terrorist attack threat is received at one of the Allsorts settings, the person taking the call will record all details given over the phone as soon as possible, raising the alarm and contacting 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. The person who took the call will provide as much detail to the emergency services as possible. Ofsted will be notified.

With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Directors and the HR Manager will provide this or seek further support where necessary.

Any other significant incidents

All incidents will be managed by the Directors or senior management team that on duty and all staff will co-operate with any emergency services on the scene, where applicable. The fire evacuation procedure will be followed for any other incident that requires an emergency evacuation. 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 setting.

If there is an incident outside of the settings building and it is safer to stay inside the building, we will follow the Lockdown policy. Emergency services advice will be taken.

National outbreaks of infection and/or health pandemics

In the event of a national outbreak of a health pandemic, we will follow Government health advice and guidance, legal advice and advice from our insurance provider.

The setting will remain open as long as we have sufficient staff to care for the children. Depending on the nature of the pandemic we will follow all advice and implement measures to ensure that risks to vulnerable children and staff are minimised. This may include excluding infected children, staff, parents or family members from the setting for a set period of time, to prevent the spread of infection. This decision will be made in consultation with parents, staff, legal advice and our insurance provider. Each case will be reviewed on an individual basis.

One of the Directors or senior management team will notify Ofsted in the event of a critical incident.