

Critical Incident Policy

November 2023

At Domino 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 nursery is able to operate effectively in the case of a critical incident.

These include:

- Flood
- Heavy Snowfall
- Heat Wave
- Heating and or Power Cut
- Fire
- Burglary and emergency closure
- Significant and unprecedented health risks (such as pandemics and outbreaks)
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Any other incident that may affect the care of the children in the pre-school (including invacuation procedures)

If any of these incidents impact on the ability for the pre-school to operate, we will contact parent/carer(s) via phone/email/text message.

Flood and adverse weather

There is always a danger of flooding from adverse weather conditions; we cannot anticipate adverse weather; however, the water system is maintained and we on a daily basis check to reduce the likely hood of a water leak. If there is a water leak during the pre-school day, the manager will make a decision based on the location and severity of the leak. If it deemed unsafe then the pre-school will follow the fire evacuation procedure.

High snowfall

If a high snowfall is threatened during a pre-school day, then the manager will take the decision as to whether to close the pre-school. This decision will take into account the safety of the children, their parent/carer(s) and the staff team.

In the event of a planned closure during the pre-school day, we will contact all parent/carer(s) to arrange for collection of their child. In the event of staff shortages due to snow, we will contact all available bank staff.

If we are unable to maintain statutory ratio requirements after all avenues are explored we will contact OFSTED to inform them of this issue, recording all details in our incident file. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the pre-school.

Heat wave

Please refer to our sun care policy.

Heating and/or Power Cuts

The setting has a gas heater, which is turned on by an electric switch, and this is checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation. If during the settings opening times the heater stops working and /or we have a power cut, the heating will fail to work and the temperature may drop. If this occurs, management will carefully monitor and if the temperature falls below 18 degrees the management will contact all parents and carers so that the children can be sent home.

Fire

Please refer to our Fire Safety and Emergency Evacuation policy.

Burglary and emergency closure

If before the opening of the setting that it is noticed that there has been a break in the hall or church the police and the church will be notified and any instructions given will be adhered to and if this affects the daily running of the setting all parents will be notified of the closure by phone and email. In an event of a major emergency, the church maybe called upon and used to support the local authorities and if such an event occurs, the church and the hall would be closed for any other use including the pre-school. In such an event, all our parents and carer's will be informed by phone and email.

Significant and unprecedented health risks (such as pandemics and outbreaks)

The committee and staff will endeavour to keep the Pre-school open and available for all children that attend each day for as long as is possible whilst following local and governmental advice and keeping in safeguarding ratio.

In the unfortunate event of an emergency closure the pre-school manager and other members of staff will endeavour to contact parents and carers directly by phone before

the start of the pre-school session using the contact numbers held on the individual files or contact cards.

If the staff have been unable to contact all parents, a member of staff will be at the pre-school to advise parents of the closure as they arrive. For child protection purposes the Designated child protection officer (Pre-school Manager) will be contactable via email.

If staffing levels start to drop, then the manager and committee will refer to the Emergency Ration Plan for guidance about which staff and numbers of staff are required for each day and if numbers of children need to be reduced. We will seek advice from the Local authority and Government departments about staffing ratios. Children and staff who are identified as being at a higher risk of illness will be asked to stay away from the setting for the advised about of time. The under 3s will be the first children to be reduced due to the increased staff ratio necessary for their care.

Abduction or threatened abduction of a child

At pre-school, we take the safety and welfare of the children in our care extremely seriously. As 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 pre-school property immediately.

All doors are locked and unable to be accessed unless staff members allow individuals in. Parent/carer(s) are reminded on a regular basis not to allow anyone into the building whether they know them or not. Signs are in place to ensure that all visitors to the setting report to the main pre-school door.

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.

Parent/carer(s) are requested to inform the pre-school of any potential custody battles or family concerns as soon as they arise so the pre-school is able to 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 who is named on the child birth certificate arrives to collect their child, the pre-school will not restrict access unless a court order is in place. Parent/carer(s) are requested to issue the pre-school with a copy of these documents should they be in place. We may seek advice about 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 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 affect this abduction.

Bomb threat/terrorism attack

If a bomb threat is received at the pre-school, the person taking the call will record as much information as possible by using a bomb checklist and then will raise the alarm as soon as the phone call is terminated. We will then call the emergency services and will provide as much details as possible about the incoming threat.

We will seek and follow advice given to us by the emergency services and if allowed to evacuate we will walk to the Townley Memorial and then contact parents if required.

Other incidents

All incidents will be managed by the 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 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 pre-school. When opening the main door, the safety chain will always be left on the main door until the visitor has made themselves known and ID shown.

Invacuation

If there is a threat at the door, a whistle will be blown with three sharp blows which will let the setting know of a threat to setting is present and that the police should be called straight away. The staff will ensure that the children are kept safe by locking all the external doors and the main internal door will be bolted and barricaded. The closest staff member will get the invacuation kit. Staff will usher children into the church hall to sit in the centre of the hall. The curtains will be drawn and the church doors will be barricaded.

In all cases of incident or emergency the United Reform Church representative needs to be contacted at the first available opportunity.

Version	Changes made	Author	Date	Review Date
1.0	Baseline version	H Clarke	20 th September 2020	September 2021
1.1	Review – no changes	H Clarke	20 th September 2021	September 2021
1.2	New Logo	H Clarke	9 th November 2022	September 2023
1.3	Amended to include more detail about the invacuation procedures.	H Clarke	4 th October 2023	September 2023