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 (See fire drill evacuation policy and fire safety policy)
* Burglary
* Abduction or threatened abduction of a child
* Bomb threat/terrorism attack
* National outbreaks of infection/health pandemics
* 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 nursery to operate, we will contact parents via phone/email/text message at the earliest opportunity, e.g. before the start of the nursery 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 nursery day, the nursery 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.

Should the nursery be assessed as unsafe through flooding, fire (see fire drill evacuation and fire safety policies) or any other incident we will inform parents as soon as possible via, phone/ text/ email.

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.

The manager 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:

* 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 enquiries, e.g. by identifying items missing, areas of entry etc.
* A 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

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 property immediately. All doors and gates to the nursery 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; see the arrivals and departures policy for more details. Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery 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 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 nursery 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.
* 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, the nursery will follow the local authority and police procedure
* 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. Management 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 threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm/ contact 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. Management will provide this or seek further support where necessary.

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. Where applicable the fire evacuation procedure will be followed, for any other incident that may require 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 nursery.

If there is an incident outside of the nursery building and it is safer to stay inside the building will put into place the lockdown procedure. Emergency advice would be taken.

**National outbreaks of infection/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 done in consultation with parents, staff, legal advice and our insurance provider. Each case will be reviewed on an individual basis.

The nursery manager will notify Ofsted in the event of a critical incident.

**Evacuation and Lockdown Procedure**

**Purpose of the Plan**

The purpose of this plan is to ensure that all members of staff know what to do in the event of lockdown or an evacuation, and to ensure that the premises can be safely evacuated if needed.

Emergency evacuation procedures will be used in case of

-Fire

-A chemical or hazardous materials accidents inside of nursery

-A suspected natural gas leak

-Bomb threat

-Threatening behaviour inside the building

-A chemical accident in the area of the nursery

- A health related emergency such as a utility failure or sewage back up

The Management Team will generally be responsible for ongoing compliance with fire safety legislation and for fire safety management in the premises, but this plan will also serve to help identify additional and specific responsibilities of other staff members in the event of a fire or other emergency situation requiring evacuation of the premises.

**Fire Risk Assessment**

A Fire Risk Assessment, as required by law, has already been carried out on our premises. The results of this assessment and any remedial action taken as a consequence, have been fully considered in drawing up this plan. It is vital that staff become familiar with this plan and the procedures contained therein, in order that in the event of a fire occurring, we can ensure as far as humanly possible the safety and wellbeing of all people that are likely to enter the building, including staff, children, members of the public and contractors. The most significant points raised in the Fire Risk Assessment are as follows:

**General housekeeping:**

The two areas of particular concern were the loft space and the external storage compound, but all areas should be kept free from unnecessary clutter, particularly of paper and other flammable materials, which should be stored neatly in the areas provided, away from heat sources. This has been successfully completed which has lowered the risk.

**If A Fire Is Discovered or any other reason for needing to evacuate the premises**

The premises are fitted with automatic fire detectors, which upon detecting smoke will activate all the sounders in the premises. If you discover or suspect a fire, and it has not yet activated one of the automatic detectors, or for any other reason that needs an immediate evacuation, you should operate the detectors by holding down the button, which will warn others in the vicinity that there is a fire, and allow evacuation to commence from the area most at risk. Members of staff will be fully aware of what the fire alarm sounds like, but visitors to the premises may not know what it means. It is therefore the responsibility of all staff members to ensure that they and the children and visitors to the premises are aware of the significance of the fire alarm sounding.

**Evacuation of Premises**

In the event of a fire or other life-threatening incident, staff will evacuate themselves and the children, and any visitors to the nursery, via the nearest safe exit door. Particular attention must be given to the safe evacuation of anyone with disabilities or specific needs, and who may require varying degrees of assistance. Any children who attend the nursery with any of these individual needs will have their own individual evacuation plans as part of their care plan package. It should be borne in mind that the simple act of closing doors and windows upon leaving would greatly reduce the devastating impact of fire and products of combustion. The closing of windows will also reduce the threat from opportunist thieves whilst the premises are unattended. Kitchen staff will turn off all appliances and close dining room doors before leaving. A member of the management team will take a mobile, children’s contacts details and ensure the evacuation box has be taken out to the ‘fire safety point’ with them.

Evacuation should take place in a calm and orderly fashion, our priority being to prevent any harm coming to the children and also not to cause them undue anxiety.

It will be the responsibility of the senior staff member present to ensure that the premises are checked as thoroughly as possible to ensure that no-one is left inside the building, special attention being given to toilets, the dining room and quiet room. Please see fire drill for more details. Senior staff must ensure that evacuation box, along with emergency contact folder, staff log and mobile phone are taken on the evacuation.

Kitchen staff and those from the Sun Room will assemble in the front garden, groups in the Moon & Star rooms will assemble in the back garden.

If the assembly points are too close to the building, then assembly should take place on the path in front of next doors cottage and to the rear of the main nursery on Skinyard Lane.

It is essential to establish as soon as possible that everyone has been accounted for. Resources from the evacuation box should be shared round to ensure that all children are comfortable and warm.

Evacuation drills will be practiced with all staff and children every 4-6 weeks, this then supports everyone’s understanding and makes the drills become a normal procedure.

**Calling and Liaising with the Fire Service**

Upon hearing the fire alarm, the person in charge *or a pre-nominated* *deputy*, will be responsible for alerting the Fire Service by dialling 999. If it is not safe to do so within the premises, this will be done outside by mobile phone. Upon arrival of the Fire Service, the senior staff member will be responsible for meeting the officer in charge and relaying as much information about the incident as possible, including whether or not everyone has been accounted for.

*Remember that the senior fire officer will be the person who decides whether or when it is safe for staff and visitors to re-enter the building.*

# Evacuating the building

In the circumstance that the nursery cannot be re-entered, the infant school will be used as a base while the senior team contacts all parents /carers to collect their child. In the case of an evacuation after 3.00pm or school holidays the Baptist church behind the nursery will be used as the emergency base.

**Instructions for parents in the event of an Evacuation**

Do not contact the setting during an evacuation as this could block telephone lines that are needed for contacting emergency services.

Parents should not come to the setting during an evacuation as this may place themselves and others in danger.

Parents must wait for the setting to contact them about when it is safe to collect their child and where to collect their child from. Once emergency’s services have agreed it is safe to do so text/email/phone calls to all parents will be made to collect children.

**Fire Fighting**

If a fire is discovered in its early stages, it may be appropriate for a trained member of staff to tackle it with the nearest suitable fire extinguisher, *only if it is considered safe to do so and only after the alarm has been raised.*  Regardless of whether the fire is successfully extinguished, the Fire Service must still be called, and people must not be allowed to re-enter the building until the senior fire officer has deemed it safe to do so.

**Staff Training**

All members of staff will undergo, upon induction and thence periodically, instruction and training, which will fully cover the items listed in Section 4.3 on page 22 of the Fire Risk Assessment. In addition to this, fire drills will be carried out at least once every 4-6 weeks in order to ensure that staff are familiar and confident with procedures to be followed should a fire occur. All such training will be recorded in the Fire Log Book, which is kept in the main office.

**Lockdown**

A lockdown procedure is a standard health and safety procedure, like a fire drill.

This would be an event when there is a threat to the safety of the children or staff and when it is safer for everyone to remain in the nursery building rather than evacuating. Such events would include threats from dangerous persons, animals, air pollution or chemicals in the local area or any other event which could pose a threat.

In the event of a local incident, mangers or the senior person in charge will assess the likelihood of immediate danger. In the case where remaining in the setting is the safest option, the setting must be put into ‘lockdown’ until emergency services arrive.

In the same way that children currently learn to evacuate the building during a fire drill, children will learn how to play games quietly or take part in quiet activities in a designated area in the room. At no stage of the process will the children feel alarmed or fearful as the procedure will be a game playing exercise for the children. Staff will receive training on how to keep the children engaged in quiet activities. Staff will learn and prepare various activities for this procedure.

**Our procedure when putting the setting in Lockdown**

All staff will be made aware that the nursery is in lockdown by a team member calling out in each room ‘LOCKDOWN’ in a firm but calm voice.

Staff will calmly direct children to the designated safe area in each of the rooms.

All windows and doors will be closed and locked.

Suns- book corner in main suns room, kitchen staff to join Suns, staff in staff to join in Suns

Moons- book corner in moons main room

Pre-school and Galaxy club- computer corner in Pre-School main room

Managers will assess when and if the sun group ,Moons and Pre-School group need to join together whilst the current Covid procedures are in place.

All blinds and curtains will be drawn, and any other windows/doors covered where possible.

Each room will have a lockdown box with resources in they may need during the lock down situation

If staff or children do have to move through the building staff and children will keep low.

Staff and children will stay away from windows and external doors where possible.

Registers will be taken every 15 minutes.

Staff will turn on local radio to keep abreast of events happening.

Staff and managers will not make any non-essential calls.

Senior staff member will have to ensure they have the emergency folder, landline phone and mobile phone with them.

**During Lockdown**

Children will be occupied through quiet games and interactions where possible.

Staff will not open any doors once the setting has been secured until we have been given an ‘official’ all clear or we are certain it is the emergency services at the door. Managers will assess the severity of the incident and make a judgment whether to call emergency services or not. If there is an immediate concern for safety then 999 will be called, for non emergency 101 will be called.

In the absence of the managers the owners or managers must be notified as soon as possible about the threat

**After Lockdown**

The managers will check the premises inside and out for any immediate danger to the children. Once the ‘All clear’ has been given staff and children can resume their day. An email would be sent out to all parents letting them know of the incident and that their child is safe and there is no threat of danger. If a further risk persists, then parents/carers will be asked to collect children. Co-operate with emergency services will be given at all times, if advised to evacuate premises, evacuation procedure will apply.

**Instructions for parents in the event of a lockdown**

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

Do not contact the setting during lockdown as this could block telephone lines that are needed for contacting emergency services.

Parents should not come to the setting during lockdown as this may place themselves and others in danger.

Parents must wait for the setting to contact them about when it is safe to collect their child

In the event of any immediate danger, staff will contact the emergency services.

Prior to any drills here, the staff will be shown the correct way to lockdown the building and during this time all children will be made to feel safe and comfortable. All the children will be reassured that everything is ok just like a fire drill however this one is to keep us safe inside the building