



## **Critical Incident Policy**

At Puss 'n' Boots Day Nursery we need to plan for all eventualities to ensure the health, safety and welfare of all children we look after. This policy covers our plans in the event of:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Public Health incidents

If any of these event's impact on the nurseries ability to operate, we will contact the parents/carers via telephone or email at the earliest opportunity.

### **Flood**

Flooding may occur at the nursery due to extreme weather or through the water/central heating systems. We cannot control the weather unfortunately but we do ensure that our water and central heating systems have regular maintenance to reduce the flooding risk. Our central system is serviced on a yearly basis by a registered gas engineer.

If flooding does happen during the nursery day the manager/proprietor will make a decision based on the severity and where the flooding is taking place. It may be appropriate to follow the fire procedure which will keep the children safe, and parents would be notified.

If we require additional support, we will contact the incident team who would be able to assist with getting us re-open as soon as possible. There e-mail is: [incident.alert@education.gov.uk](mailto:incident.alert@education.gov.uk)

If we do have to move to temporary premises, we should check to see if we need to register with Ofsted at the new premises.

### **Fire**

In the case of a fire in the nursery please refer to the fire procedure or health and safety policy

### **Burglary**

The nursery is locked at the end of the day via windows and doors which is followed by all members of the team.

All members of the team carry out a risk assessment of the nursery before it opens in the morning; if it is discovered that the nursery has been broken into they will follow this procedure:

- Dial 999 with as many details as possible – location, name, what you have found.
- Contain the area until the police arrive. The parents and children will be advised to another part of the nursery. If this cannot happen then please take the advice of the police.
- The senior team will help police with enquires
- A member of the senior team will be on hand to talk to parents, reassure children and enquires
- Management will assess the situation and ensure parents are kept up to date with any developments in regards to how the nursery is operating

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

At Puss 'n' Boots Day nursery we have secure safety procedures to ensure the children are kept safe at all times. Staff must be vigilant and report any persons lingering on nursery property immediately. All gates and doors to the nursery are locked and cannot be accessed from the outside unless staff members allow the individual in. Parents are reminded not to let any individual in even if they know them. Visitors who may come to the nursery are known they are attending and will provide an ID card to allow them access to the nursery.

Children will only be allowed to leave with any authorised or emergency contact on their individual records. Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they may arise so the nursery can always support the child. If absent parents arrive the nursery will not restrict access unless a court order is in place or the parent is not listed on the child's birth certificate. Nursery must a copy of both of these documents.

If a member of the team witnesses an actual/potential abduction from the nursery they will follow these procedures:

- The police must be called
- The staff will notify senior team immediately
- The parent/parents will be contacted
- All other children at the nursery will be kept safe and offered comfort if needed
- Police will be given as much details as possible – the child, abductor, car, time etc

### **Bomb threat/terrorism attack**

If a bomb threat is received, details will be recorded given over the phone as soon as they can and raise the alarm with the senior team. The senior team will follow the fire evacuation procedure to ensure the safety of all on the nursery premises and will provide as much detail to the emergency services.

### **Significant public health incidents**

A single suspected outbreak or incident of infectious disease will not normally constitute an emergency. Most infectious diseases in nursery settings can be managed by following the UK health security Agency's guidance (UKHSA).

If there was a significant public health incident, we would consider seeking specialist advice from UKHSA health protection team.

In large scale public health incidents where decisions about actions to take in education, childcare and social care settings are made at a national level, we will follow and work with government, local authorities, UKHSA, public health and any government departments necessary.

### **Staff Shortages during an incident**

If we are experiencing staff shortages due to an incident, in the first instance we will follow our contingency plan.

Then we will work with the local authority to identify how appropriate provision can be put in place while keeping staffing arrangements as consistent as possible.

In some cases, we may choose to respond to staff and child absences by temporarily mixing age groups of children. Ratio's should be guided by all relevant requirements and by the individuals children within the group.

We will still remain responsible for the quality of care, safety, and security of the children in the setting.

In exceptional circumstances, if high levels of workforce absence mean we will need to temporarily prioritise places in your setting, we would give it to vulnerable children and 3-4 year olds, in particular those transition to reception followed by younger age groups.

### **Free school meals**

In any instance where an eligible child is at home due to an emergency situation at their setting, those children who qualify for benefits-related free meals should receive this support as normal (where possible)

### **Vulnerable children**

In all circumstances, vulnerable children should be prioritised for continued face to face childcare.

We will continue to keep in contact with vulnerable children if they are not attending, particularly if they have a social worker.

In determining who is vulnerable, you may find the definition of vulnerable and young people in place during the covid-19 pandemic useful to keep in mind. This can be found in Annex A under the Emergency and response for education, childcare, and children's social care settings.

## **Safeguarding Leads**

We will continue to have a Designated safeguarding Lead on site. There may be operational challenges during an incident/emergency that mean a trained DSL from the setting can be available to be contacted via phone or online video.

## **SEND**

In an emergency, where possible, specialists, therapists and other health professionals who support children and young people with SEND should provide interventions as usual.

Where children and young people with EHC plans are not attending their education setting because they are following public health advice, multi-agency professionals should agree how to meet their duties to deliver provision set out in EHC plan.

We will use resources to support any changes in the child's routine that emergency measures may involve.

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