



40. Critical Incident

***This policy must be read in conjunction with the attached Critical Incident Plan.**

At **Sunshine Children's Centre** 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
- 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 nursery to operate, we will contact parents via *phone/*email/Parenthub 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.

Fire

Please refer to the fire safety policy.

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. 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 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.
- The manager or deputy 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.

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 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 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 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.

The nursery 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
7/6/21		7/6/22



Critical Incident Plan

Immediate closure of building due to fire, serious flood, gas leak etc.

Who?	System.
Room Supervisors or next in charge in absence of Supervisor	Collecting room registers and ensuring all the children, and staff have evacuated the building via their nearest fire door to designated Assembly Point Move children to Village Hall, Jackson's Lane, Burgh-Le-Marsh <ul style="list-style-type: none"> • Key kept in Office
Manager /Deputy Manager/	Pick up Fire Action Plan, visitors book, mobile phone, if Office is accessible.
Nursery Nurses/Pre-school Assistants/Playworkers	At all times support and distract children
Manager/Person who finds fire/flood/gas leak	Telephone 999 for fire services and ambulance if needed. Address of nursery is Sunshine Children's Centre High Street Burgh-le-Marsh PE245JS
Deputy Manager	Using mobile will call parents /carers of children
Manager	Liaise and support fire officers, emergency services etc...
Deputy Manager	Liaise with parents /carers when collecting their children
Manager	Contact Chairperson
Manager	In the event of media attention, the manager will make 'no comment' but will deal with media in a professional manner.
Committee	To contact insurance company, Ofsted, Children's Links, Contractors
Manager/Deputy	To run a 'skeleton staff' system while building is closed to man phones (if safe and able to do so)
Manager/Deputy	Decide when Centre will reopen and inform parents by either telephone, text service, notice on door or verbally

Critical Incident Plan

In the event of Death or Serious Injury

Who?	System.
Manager/Deputy Manager	Designate to Room Supervisors to take the children away from the ill/ injured person, and scene of incident. Rather into another room in the nursery or outside. If required will move children to Village Hall, Jackson's Lane, Burgh-Le-Marsh by Key kept in Office
Main designated first aider	Help the patient, to perform first aid.
Manager/Who finds casualty	To call emergency services. By calling 999 .
Manager/Deputy Manager	To call parent or named contact of injured person
Nursery Nurses/Pre-school Assistants/Playworkers	To support the children settle them and distract them by creating new play opportunities...
Deputy Manager	To call for parents /carers for them to collect children.
Manager/ first aider	To liaise with emergency services
Manager and Deputy	To support carers /parents and children by answering queries.
Manager	To contact Chairperson
Committee	To contact Ofsted, RIDDOR, Birth to Five service
Manager	In the event of media attention, the manager will make 'no comment' but will deal with media in a professional manner.

After Care- Parents/ carers, children or staff who are traumatised by the incident can call:

- CRUSE Bereavement Care-0870 1671677 www.crusebereavementcare.org.uk or email: info@crusebereavementcare.org.uk
- Lincoln Centre for Counselling- (01522) 535555.
- Childline- National Helpline for children who are distressed or would like someone to listen. Tel:- 0800 1111 or www.childline.org.uk
- For adults- **The Samaritans**- 085457 90 90 90 or www.samaritans.org.uk

Critical Incident Plan

Intruder or situation in building

Who.	System
Member of staff who has discovered or in involved in situation	Alert another staff member/Manager/Deputy using code sentence " Have the red bus children been collected? " (for situations where immediate police assistance is required) " Have the green bus children beencollected? " (for situations where senior staff assistance is required) If a LOCKDOWN is required use the word BRIAN in the sentence i.e. "Has BRIAN's red bus been found?"
Person who has received code word	Inform another member of staff about the situation then: If police assistance is required Telephone 999 ask for police. Address of nursery is Sunshine Children's Centre High Street Burgh-le-Marsh PE245JS OR If a senior staff member is required inform one of them to report to where situation is occurring.
Member of staff informed of situation	Inform all other staff
Room Supervisors	When hearing the BRIAN code all rooms go into lockdown until further instructions are received. Lockdown - staff, children and any visitors to remain in playrooms. Any groups outside to come inside immediately. Doors and windows to be closed and children to be away from windows. If a bus code (without the Brian part) has been given to you. Keep the children together, inform your staff, check your register and wait for further instructions. Check assistance has been given or the Police have been contacted.
Nursery Nurses/Pre-school Assistants/Playworkers	At all times support and distract children
Deputy Manager	Using mobile will call parents /carers of children.
Manager	Liaise and support police officers, emergency services etc...
Deputy Manager	Liaise with parents /carers when collecting their children.
Manager	Contact Chairperson
Manager	In the event of media attention, the manager will make 'no comment' but will deal with media in a professional manner.
Committee	To contact insurance company, Ofsted

Critical Incident Plan

Accident while in transport.

Who	System
Nominated person in charge	Check to see who is okay and to what extent of the injuries are.
Nominated person in charge	Phone for emergency services.
Designated first aider	Tend to the worst wounded.
Adults/Nursery Nurses who are not to injured	Calm the children to the best of their ability. If safe, escort children to safe location out of the vehicle.
Deputy or Senior Nursery Nurse	Contact parents and carers and inform them of incident.
Designated first aider	Liaise with emergency services.
Aftermath Manager	Manager refer details below if children or staff are traumatised.
Manager	Contact Chairperson, Ofsted

After Care- Parents/ carers, children or staff who are traumatised by the incident can call:

- Children's Links on (01507) 528300, for general advise.
- Lincoln Centre for Counselling- (01522) 535555.
- Childline- National Helpline for children who are distressed or would like someone to listen. Tel:- 0800 1111. **Web site**-www.childline.org.uk
- For adults- **The Samaritans**- 085457 90 90 90 or www.samaritans.org.uk

Critical Incident Plan

Closure of building during opening hours due to adverse weather, illness etc.

Who?	System.
Manager/Deputy	To decide a time to close building and then to inform Room Supervisors of closure and delegate responsibilities to staff i.e. merging rooms, contacting parents via Parent Hub, Teachers to Parents, Facebook page and telephoning them. Contact staff via Messenger. *If closure due to snow contact Radio Lincolnshire Snow Line
Room Supervisors	To ensure room staff carry on with duties as required
Nursery Nurses/Pre-school Assistants/Play workers	At all times support and distract children
Manager/Deputy Manager	Using land line/mobile will call parents /carers of children.
Deputy Manager/Room Supervisors	Liaise with parents /carers when collecting their children.
Manager	Contact Chairperson, Ofsted, Complex Committee as required
Manager/Committee	To contact insurance company, contractors
Manager/Deputy	To run a 'skeleton staff' system while building is closed to man phones (if safe and able to do so)
Manager/Deputy	Decide when Centre will reopen and inform parents by either telephone, text service, notice on door or verbally

***In the absence of the Manager/Deputy Manager the nominated 'Person in charge' will take on their immediate duties and make efforts to contact the Manager/Deputy Manager**

This plan will be reviewed annually with all Sunshine Children's Centre staff.

Date of policy: 07 June 2021

Date for review: 07 June 2022

Signed



on behalf of the Management Committee.