

## 56. Emergency incident



At Ridgemount Cottage Nursery School we understand that 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 (Separate procedure Lockdown policy)
- 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 a Family newsfeed message at the earliest opportunity, e.g. before the start of the nursery day. Following this other forms of contact will be tried. The Brockworth community centre (at the top of Court Road) has agreed to be our holding/safe space in the event of an emergency where we need to evacuate children for any sustained period.

Telephone number 01452 863123

### 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 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 (see Fire Safety Policy).

If the nursery is assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide temporary care in another location and request collection at the earliest opportunity.

## Fire

Please refer to the fire safety policy.

## Burglary

The management of the nursery follow a lock up procedure that 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 or most senior member of staff on site will always check the premises as they arrive in the morning. If 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 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.
- 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 and/or following the relocation procedure under the flood section 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
- Arrangements will be made to ensure the nursery 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 a risk of abduction. Staff are 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. We also have visual reminders about closing the door behind them to prevent tailgating (another person accessing entry behind them). 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 proceedings 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 arrangements 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 procedures that are followed immediately:

- The staff member will notify management immediately and the manager 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, the nursery will follow the local authority and police procedure
- Ofsted will be contacted and informed of any incidents
- 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.

## **Terrorism and bomb threat**

### **Bomb threats and summary procedures for handling bomb threats**

Most bomb threats are made over the phone and the overwhelming majority are hoaxes, often the work of malicious jokers, although terrorists do make hoax calls with the intent of causing alarm and disruption. Any hoax is a crime and, no matter how ridiculous or unconvincing, must be reported to the police.

Calls may be of two kinds:

Hoax threats designed to disrupt, test reactions or divert attention

Threats warning of a genuine device – These may be attempts to avoid casualties or enable the terrorist to blame others if there are casualties. However genuine threats can provide inaccurate information about where and when a device might explode –

See more at: <http://www.cpni.gov.uk/security-planning/business-continuity-plan/bomb-threats/#sthash.sRT4yjz9.dpuf>

## Procedure on receiving bomb threat phone call

- Stay calm and listen.
- Obtain as much information as possible – try to get the caller to be precise about the location and timing of the alleged bomb and whom they represent.
- If possible, keep the caller talking.
- Ensure that any recording facility is switched on.
- When the caller rings off, dial 1471 (if that facility operates and you have no automatic number display) to see if you can get their number.
- Immediately report the incident to the relevant manager or security team to decide on the best course of action and notify the police. (999)
- If you cannot get hold of anyone, and even if you think the call is a hoax, inform the police directly.
- Give your impressions of the caller and an exact account of what was said.
- If you have not been able to record the call, make notes for the security staff or police.
- Do not leave your post – unless ordered to evacuate – until the police or security arrive.
- Our evacuation point will be given to us by the police.

## Seven key instructions for handling suspicious items

1. **Do not touch** suspicious items
2. **Move away** to a safe distance

3. **Prevent** others from approaching
4. **Communicate** safely to staff, visitors and the public
5. **Use** hand-held radios or mobile phones away from the immediate vicinity of a suspect item, remaining out of line of sight and behind hard cover
6. **Notify** the police
7. **Ensure** that whoever found the item or witnessed the incident remains on hand to brief the police

See more at: <http://www.cpni.gov.uk/Security-Planning/Business-continuity-plan/Creating-a-security-plan/#sthash.VlxoenQe.dpuf>

## 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.

*This policy was adopted by*

*Ridgemount Cottage Nursery Ltd*

*On*

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*June 2023*

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*Date to be reviewed*

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*June 2024*

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*Signed on behalf of the provider*

*Stewart Hendry*

*Name of signatory*

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*STEWART HENDRY*

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*Role of signatory (e.g. chair, director or  
owner)*

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*Owner*

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