

Critical Incident

At Coin Street Nursery 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
- Unauthorised drone use over the premises
- Abduction or threatened abduction of a child
- Bomb threat or terrorism attack
- National outbreaks of infection or 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 or 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 decide 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 or any other incident, we will follow our operational plan and provide care in another location if possible or support parents to find alternative options for childcare facilities in the local area. Parents will be kept informed of closure, relocation, reopening and any temporary arrangements as soon as practicable.

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 premises/security team will always check the premises as they arrive in the morning. Should they discover that the neighbourhood centre 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 there is a nursery on site 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 always be available during this time to speak to parents, reassure children and direct enquiries
- 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.

Drone use over the premises

If a drone is used over the nursery premises without prior agreement, children who are inside will remain indoors. Children who are outside will be brought inside promptly and will remain there until the drone is no longer in use. Staff must not attempt to interfere with or retrieve the drone.

If there is reason to believe children have been filmed, the manager will report the matter to the police on 101, or 999 where there is an immediate risk, and will consider whether notification to Ofsted and any other relevant authority is required as a significant event or potential privacy breach.

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 prevent children leaving the premises unsupervised, unauthorised persons entering and any risk of abduction. Staff must always be vigilant and report any persons lingering on Coin Street property immediately, particularly near the nursery on the first floor. All doors and gates to the nursery are locked and cannot be accessed unless staff members allow individuals in. Parents are reminded regularly not to allow anyone into the building whether they are known to them or not. Visual reminders reinforce the need to close doors behind them and prevent tailgating. Visitors and general security are covered in more detail in the Supervision of Visitors 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 can support the child. The nursery will remain neutral in relation to custody arrangements. If an

absent parent arrives to collect their child, the nursery will not restrict access unless a court order is in place. Parents must provide the nursery with a copy of any relevant order. We will seek legal advice where necessary and share relevant information with 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 staff member will notify management immediately; the manager will take control, call 999 and follow instructions from the emergency services.
- The parent(s) will be contacted.
- All other children will be kept safe and secure, reassured and supported where necessary.
- The police will be given as many details as possible, including details of the child, a description of the abductor, vehicle registration if used, time and direction of travel, and any relevant family circumstances.
- The incident will be recorded in writing as soon as practicable, including the outcome, the child involved, the time it was identified, notifications made and subsequent findings.
- If the child is not found, the nursery will continue to follow police and local authority procedures.
- Ofsted will be notified, and any other safeguarding notifications will be made as required.
- Appropriate support and reassurance will be offered to children, parents, carers and staff following the incident.
- Staff must not speak to media representatives; all enquiries will be directed to the authorised Coin Street spokesperson.
- A post-incident review and risk assessment will be completed to reduce the likelihood of recurrence.

Bomb threat/terrorism attack

If a bomb or terrorist attack threat is received at the nursery, the person taking the call will record all details given as soon as possible, raise the alarm and contact the emergency services as soon as the call has ended. The nursery will follow police or emergency-service instructions, which may require evacuation, lockdown or another protective action rather than automatically using the fire evacuation route. The person who received the threat will provide as much information as possible. Ofsted will be notified where required. Appropriate support and reassurance will be offered to children, parents, carers and staff following the incident.

Any other significant incidents

All incidents will be managed by the manager on duty and all staff will co-operate with emergency services, where applicable. The fire evacuation procedure will be followed for any incident requiring emergency evacuation. Other incidents, such as loss of the water supply, will be managed individually, taking account of their effect on the safety, health and welfare of children and staff. The manager will record key decisions, actions, communications and outcomes and will complete a post-incident review where appropriate.

If there is an incident outside the nursery building and it is safer to remain inside, we will follow the Lockdown Policy and take advice from the emergency services.

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, 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 on	Signed on behalf of the nursery	Date for review
<i>October 2021</i>	<i>Jane Christofi</i>	<i>September 2027</i>