



Critical Incident Policy

At Loversall Farm Day Nursery we understand the need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. We have a critical incident policy in place to ensure our nursery can operate effectively in the case of a critical incident. These include, but not limited to:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Attacks or threats to staff members
- Bomb threat/terrorism attack
- War
- Riots and unrest
- Any other incident that may affect the care of the children in the nursery.

If any of these incident's impact on the ability for the nursery to operate, we will contact parents via telephone.

Loversall Farm Day Nursery's Safe Place

During or following an incident where we are unable to remain at the nursery, the staff will escort all children to **St. Katherines Church, off Bubup Hill, Loversall, DN11 9DD..** This is where we will remain until it is advised that we can safely return to the nursery. Should we need to evacuate the nursery we will inform parents as soon as possible, this may be via a telephone call or an email, whichever is deemed the quickest and the safest option.

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 likelihood 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 owner/manager will decide, based on the severity and location of this flooding, if it is 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 our safe place until parents are able to come and collect their children.

Fire

Please refer to the fire safety policy.

Burglary

The management of the nursery follow a lock down 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. CCTV is also in place.

The duty 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:

- The duty manager will contact the nursery owner to inform them of the situation.
- 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 or contacting parents to delay their arrival time.
- The manager on duty will help the police with their enquiries, e.g. by identifying items missing, areas of entry etc.
- A duty manager will always be available 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

At Loversall Farm Day Nursery we take the safety and welfare of the children in our care extremely seriously. As such we have secure safety procedures in place to ensure children are safe whilst in our care, this includes safety from abduction. Staff must always be vigilant and report any persons lingering on nursery property or nearby areas immediately. All doors to the nursery are coded and unable to be accessed unless staff members allow entry. 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 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 battles or family concerns as soon as they arise so the nursery can 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 who has parental responsibility, 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 available. 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 the following procedure will be followed:

- The police must be called immediately
- The staff member will notify management immediately and the manager will take control of the situation
- The parent(s) will be contacted
- All children will be kept safe and secure and reassured 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 known, time and direction of travel if seen and any family situations that may impact on this abduction.

Bomb threat

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 is terminated. The management will follow the fire evacuation procedure to ensure the safe evacuation of all individuals on the premises and will provide as much detail to the emergency services as possible.

Lock Down Procedures (LDP)

A lockdown should be initiated when a situation arises that requires the isolation (as opposed to evacuation) of staff, children, parents and visitors from an identified threat. Threats may include, but not limited to:

- A terrorist incident
- A chemical or environmental incident
- Aggressive and/or violent intruder
- A siege or hostage situation
- An armed incident
- Rioting and unrest
- Dangerous animal incident

Where there is an incident, the whole nursery will be involved in the LDP. The type of LDP will depend on the threat in hand. Where possible children should be moved to a secure place away from the windows, if however, moving the children increases the risk, it is advised that the children and staff remain in the room currently occupied. Staff should encourage and support children to sit on the floor away from the doors and windows. A designated member of staff must close all windows, secure the doors, where appropriate turn out the lights and draw the blinds. If it is safe to do so, all children will move to the second floor baby room, the following procedure will be followed:

- The security whistle will be blown to indicate that a lock down is taking place
- The babies in the baby room will be taken into the sleep room with their staff. Staff will put two babies into each cot and the rest of the babies will sit on the sleep room floor. Staff will always offer reassurance
- The children and staff in the two-year-old room will make their way up the stairs and into the baby room. They will formulate a circle in the divided area. The staff will remain with their children always offering reassurance. The staff in the 2-3 room will take with them their register, telephone and any emergency medication if time allows
- The children and staff in the three-year-old room will follow closely behind the two year olds. Once in the baby room they will create a circle on the main carpet area and again staff will offer continual reassurance. The staff in the 3–5-year room will take with them their register, telephone and any emergency medication if time allows
- The management team and cook will support the lock down procedures by helping escort the children safely upstairs. One member of management (if safe to do so) will ensure all windows and doors are secure and if time allows will draw all blinds
- A member of management will contact the emergency services to inform them of the situation and follow their instructions, guidance and advice.

- If appropriate the manager will contact parents to inform them of the situation and ask them not to attend nursery until they are informed that it is safe to do so
- If the manager is unable to contact the parents she will contact the nursery owner and ask that she contacts the parents on her behalf
- Children and staff will remain in a lock down until the emergency services inform us that it is safe to return to our normal activities
- Following an incident staff and children may need extra support, this will be arranged by the management team. This may include internal and external support
- All incidents will be logged and evaluated following such an event and improvements or amendments made where necessary

However difficult, children and staff should remain as quiet as possible with adults providing reassurance to the children. Phones should only be used when necessary. Contingency plans will be followed for children who may require medication administration during a lock down. Fire doors will remain accessible throughout a lock down procedure as these can only be operated from the inside. The designated lead will liaise with the emergency services during the lock down procedure, providing them with as much detail as possible. To ensure effective communication, it is important not to block any phone lines as the police will need to be in contact with the setting. The nursery will take advice from the emergency services during the incident and parents will be informed of any incident as soon as it is safe to do so.

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 will be dealt with on an individual basis considering 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 as soon as reasonably practicable but within 14 days of the incident taking place.

This policy was adopted on	12 February 2018
Signed on behalf of the nursery	
Date of next review	September 2026

This incident has been reviewed following the recent riots and unrest throughout the country and as part of our Prevent Duty.