

**Category:** Health and Safety

### **Emergency Closure Procedure**

We will make every effort to keep Time Childcare open, but in exceptional circumstances, we may need to close at short notice. The following are possible reasons for emergency closure:

- Serious weather conditions, that for example affect public transport running
- Heating system failure
- Burst water pipes
- Extended power cuts
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness
- We can't meet safe adult/child ratios (Key workers and Vulnerable families will be prioritised a child space to attend, if numbers have to be limited)

**In the event of an emergency our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the setting, the [Fire Emergency Evacuation Plan](#) steps will be taken.**

**The decision to close the setting will be made by the Manager and Lead Practitioners and staff will be notified as soon as possible in the morning, via text/WhatsApp.**

**If it is necessary to close the setting, the following steps will be taken:**

- Parents/Carers will be informed of the closure before arrival at the setting, where possible ( e.g in the event of a severe weather closure )
- This will be via direct text message or phone calls as necessary and appropriate (by the Lead Practitioners LB/LM).
- We will also alert parents/carers via our Facebook pages (by the Manager SJP), our website, a message on Tapestry, email (By the Administrator -LL).
- Ofsted and Norfolk County Council will be informed as required (Administrator/Manager).

**In an emergency event; should there be a failure to our mobile phone phones or landline and you need to contact us, please use our emergency landline numbers who will endeavour to get a message to us:**

- **Heathgate Surgery: 01508 494343**
- **Poringland Primary School: 01508 492530**

**See:** [Fire Safety:Site Plan](#); [Fire Emergency Evacuation Plan](#); [Fire Safety Policy](#) and [Severe Weather Closure Policy](#)

**Review Date:** 31st Jan 2027