



# Critical incident

February 2024

At Elsworth Pre-School we understand we 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 pre-school can operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Lost child
- Bomb threat/terrorism attack
- Any other incident that may affect the care of the children in the pre-school.

If any of these incidents impact the ability of the pre-school to operate, we will contact parents/carers via phone at the earliest opportunity, e.g. before the start of the pre-school day.

## **Flood**

There is always a danger of flooding from adverse weather conditions or through the water systems. We cannot anticipate adverse weather; however, we can ensure that we take care of all our water systems through regular maintenance and checks to reduce the option of flooding in this way.

If flooding occurs during the pre-school day, the Pre-School Manager will decide, based on the severity and location of the flooding whether 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. Please refer to the Fire Safety Policy.

The management of the pre-school will ensure all doors and windows are closed and locked before vacating the premises.

## **Fire**

Please refer to the Fire Safety Policy.

## **Burglary**

The Pre-School Manager or designated senior staff member always checks the premises as they arrive in the morning. Should they discover that the pre-school 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 pre-school and children will be arriving soon.



- Contain the area to ensure no-one enters until the police arrive. The Pre-School Manager will call parents to inform them of the incident and notify them that the pre-school will be shut until police have carried out an investigation. If all areas have been disturbed staff will follow police advice.
- The manager or most senior member of staff on rota will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- Management will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the pre-school.

### **Abduction or threatened abduction of a child.**

We have safety procedures in place to ensure children are safe while in our care, including safety from abduction. Staff must always be vigilant and report any people lingering on/around pre-school premises immediately.

All doors and gates to the pre-school are locked and cannot be accessed unless staff members allow individuals in or out.

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 their designated adult; see the Arrivals and Departures policy for more details.

Parents are requested to inform the pre-school of any potential custody battles or family concerns as soon as they arise, so the pre-school can support the child. The pre-school will remain impartial in relation to any custody battle.

If an absent parent arrives to collect their child, the pre-school will not restrict access **unless** a court order is in place. Parents are requested to issue the pre-school 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 pre-school, 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 calm.
- 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 be relevant.



**Lost child**

Please refer to Lost Child policy.

**Bomb Threat**

If a bomb threat is received at the pre-school, 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.

**All Critical 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 procedure other incidents e.g. no water supply will be dealt with on an individual basis considering the effect on the safety, health and welfare of the children and staff in the pre-school. The manager will notify Ofsted in the event of a critical incident.

The adjoining school must also be notified of critical incidents that could affect them too.

<b>Adopted on:</b>	20 <sup>th</sup> February 2024
<b>Adopted by:</b>	Sophie Mills, Interim Pre-School Manager Hannah Holland, Chair of Trustees
<b>Next Review Date:</b>	20 <sup>th</sup> February 2025