



GROW LEARN PLAY PROJECT CIC **CRITICAL INCIDENT POLICY**

Critical incident can be defined as a number of different events, mainly;

Fire
Bomb
Intruder
Flood/Snow or other Severe Weather Event
Burglary
Actual or Attempted Abduction
National Outbreaks of Infection/Pandemic

Each incident may be treated in a different way. The actions to be taken in each incident are noted on posters in each room and will be regularly reviewed and tested.

Fire/Bomb Found

In case of Fire or Bomb the procedure should be the same. The primary objective is to evacuate the building as quickly and as safely as possible through your nearest safe exit. The main difference is that for a bomb, this may be through the building rather than the garden depending on where the device has been found.

The actions will be;

Raise the alarm
Evacuate to the assembly point for further instructions
Roll call will be taken
Call emergency services

When you evacuate, someone should be made responsible for bringing the register and emergency contacts folder and the evacuation bag.

Bomb Threat

Most bomb threats are made over the phone and the overwhelming majority are hoaxes, made with the intention of causing alarm and disruption.

If a bomb threat is received, the call recipient should:

Stay calm and listen carefully

- **If practical, keep the caller talking and alert a colleague to dial 999**
- **Once off the phone, dial 1471 to obtain the number or note it from the call history.**
- **If the threat is recorded message, write down as much detail as possible**
- **Follow police advice**
- **Alert the Management and confirm that the police have been notified**
- **Close all windows**

- **Close all blinds**

The management will assess the threat and seek further advice from the emergency services where appropriate. If the threat is deemed plausible then the management will order the activation of the fire alarm and evacuation of the building.

Intruder/Lockdown

We will use the lock down procedure when the safety of the children and staff is at risk and we will be better placed inside the current building, with doors and windows locked and blinds/curtains drawn.

We will activate this emergency procedure in response to a number of situations, but some of the more typical might be:

- A report incident or disturbance in the local community (with potential to pose a risk to staff and children in the nursery)
- An intruder on the nursery site (with potential to pose a risk to staff and children in nursery)
- A warning being received regarding a risk locally, of air pollution (smoke plumes, gas cloud etc.)
- A major fire or explosion in the vicinity of the nursery – as long as it is safer staying in the premises than leaving.

The actions will be;

- 1) **Raise the alarm- First person to identify the danger will make the nearest Senior aware, they will use the company mobile phones, group call “GLPP All” for East Street and “Little Explorers” at Ludlow Drive using WhatsApp through to each room. State RED alert. Room leaders will call back to their room immediately if they have left the space with their mobile.**
- 2) **The first available Senior to be notified will also call Emergency services, stating the threat, the location of the threat and our location (postcode & What 3 words)**

All risks will be actioned in the same way.

RED alert by the following steps:

1. Remain calm, move slowly, obey instructions and **DO NOT ATTEMPT TO ENGAGE THE INTRUDER YOURSELF.**
2. Room leaders to ensure you keep a mobile with you in hiding.
3. All staff and children, whether inside or outside when the threat is identified, are to retreat into the **NEAREST** room. Each room has a designated “safe space/procedure, noted on the room posters. Retreat to your usual room via the internal hallway only if safe to do so.
4. Staff in any of the staff spaces, offices or calm room should return to their rooms if possible or secure themselves inside by activating the locks and turning off all lights. Alternatively, they may join the nearest classroom if they can safely reach without detection.
5. Once contained, lock all external doors, windows and doors to hallway.
6. All blinds are to be closed, where possible.
7. Conduct a headcount of staff and children
8. Staff are to keep the children calm and quiet as much as possible. Each room has a lockdown kit containing water, first aid and activities.
9. No one should have any contact with the outside world. This is to avoid panic and/or drawing attention to the incident. **DO NOT USE SOCIAL MEDIA.**
10. The staff are to remain in hiding until they receive further instruction from management or emergency services.

Parents will be informed about the situation at the earliest safest opportunity and will be kept updated when the information changes. This will be done by management/emergency services. During the incident no contact is to be made to parents to avoid panic and escalation of the situation.

Flood, Snow or other severe weather events

If an incident occurs during the course of the nursery day, either from failure of service or extreme weather conditions the Directors will make a decision based on the prevailing conditions.

Should an emergency situation arise the procedure adopted will be the same as for fire.

Should the building become dangerous to return to or more catastrophic damage the disaster recovery plan will be put into action by the Directors and staff will be informed of any necessary longer term arrangements.

Burglary

The last person to leave the premises each evening should 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. This will usually be the cleaning contractor.

The Directors or most senior member of staff opening up 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:

- 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 or entrance as they arrive. If all areas have been disturbed staff will follow police advice. This may include temporary short-term closure.
- The Director on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- A Director or senior member of the team will be available at all times during this time to speak to parents, reassure children and direct enquiries.
- Directors 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 before children are returned to the building.

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 at risk of abduction.

Staff are always vigilant 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.

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 Directors/Senior on site immediately and the Directors/Senior on site will take control, dialling 999 and requesting the police, instructions from the emergency response team will be followed.
- The parent(s) and a Director if not present, 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 the incident.
- With incidents of this nature parents, carers, children, and staff may require support and reassurance following the traumatic experience. Directors 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.

National outbreaks of infection and/or 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 made 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.

We take all reasonable steps to ensure the safety of children, staff, and others on the premises, communicating policies clearly to staff on induction and through training. Parents are informed about the policies and procedures through the handbook, website, social media and reminders through newsletters on Eyworks or Eyengage.

This policy was adopted on	Signed on behalf of the Nursery	Date for review
<i>August 2026</i>	The Directors	<i>August 2027</i>