



Critical incident

At Rising Stars, 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 setting can operate effectively in the case of a critical incident.

These include:

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

If any of these incidents impact on the ability for the nursery to operate, we will contact parents via phone.

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 day, the manager will decide, based on the severity and location of the flooding, whether 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 setting be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide care in another location.

Fire

Please refer to the fire safety policy.

Burglary

The management of the setting 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 setting is closed.

The 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: Dial 999 with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a setting and children will be arriving soon, contain the area to ensure no-one enters until the police arrive. The manager on duty will help the police with the 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 for direct enquiries. If the nursery manager is given permission by the police that the setting is safe then the nursery will then operate as normal. If the situation is more serious and unsafe for parents and children to enter then the setting would be closed until further notice.

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 Rising Stars, 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 within our care, this includes safety from abduction. Staff must always be vigilant and report any persons lingering on nursery property immediately. All doors and gates to the



nursery are locked and unable to 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. 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 setting of any potential custody battles or family concerns as soon as they arise, so the setting can support the child. The setting will not take sides in relation to any custody battle 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 setting with a copy of these documents should they be in place. We will consult with professionals 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
- The parent(s) will be contacted
- All other children will be kept safe and secure and calmed down 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 impact on this abduction.

Bomb threat/terrorism attack

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 police will be contacted immediately after the threat has been made. 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.

Other incidents

All incidents will be managed by the manager 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, taking into account the effect on the safety, health and welfare of the children and staff in the setting.