



## Critical Incident Policy

### Policy Statement

At Denmead Day Care LTD we understand we need to plan for all eventualities to ensure the health, safety, and welfare of all children we care. We have a critical incident procedure in place to ensure our settings 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 setting to operate, we will contact parents via telephone.

### Fire

Please refer to the Fire Safety / Evacuation procedure.

### Flood

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate the weather; however, we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the possibility of flooding in this way. Our central heating systems are checked and serviced annually by a registered gas engineer, and they confirm to all appropriate guidelines and legislation.

If flooding occurs during the day, the setting manager will decide based on the severity and location of this flooding and it 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.

### Burglary

The management of the nursery follow a lock up procedure which ensures all doors, windows and gates are closed and locked before vacating the premises. Alarm systems are used in operation during all hours the nursery is closed. The duty manger will always the check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedures below:

- Dial 999 with as many details as possible, i.e. name and location, details of what you have found and emphasis this is a childcare setting 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 of a separate area as they arrive. If all areas have been disturbed staff will follow police advice, including following the relocation under flooding wherever necessary to ensure the safety of the children.
- The manager on duty will help the police with the enquires identifying items missing, areas of entry etc.
- The 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 operation of the nursery.

### Abduction or threatened abduction of a child

At Denmead Day Care Ltd, 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 and whilst within our care,

this included safety from abduction. Staff must always be vigilant and report any persons lingering on nursery property immediately. All doors and gates to the setting 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.

If a member of staff witnesses an actual or potential abduction from the setting 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 parents 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 is 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 setting, the person taking the call will record all the details given over the phone as soon as possible and will raise the alarm as soon as the phone call is terminated. The manager 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 on duty and all staff will cooperate with any emergency services on the scene. Any other incidents that require execution will follow the fire plan. Other incidents will be dealt with on an individual basis taking in account the safety, health and welfare of the children and staff in the nursery.

### **Incident requiring Emergency Services**

Any incident requiring emergency services – whether the services are called to the setting, or a parent is called to take their child to hospital (in the event of lengthy ambulance waits, for example), must be recorded and reported to RIDDOR, Ofsted or HCC, depending on the accident or incident.

Created 20th October 2017

Reviewed 29th October 2018

Reviewed 02 September 2019

Reviewed 17/03/2020

Reviewed 18<sup>th</sup> August 2021

Reviewed 10<sup>th</sup> January 2022

Reviewed 13<sup>th</sup> June 2022

Reviewed 27<sup>th</sup> April 2023

Reviewed 7<sup>th</sup> December 2023

Reviewed 13<sup>th</sup> January 2025

Reviewed 6<sup>th</sup> January 2026