**22. critical incident policy**

At Chestnuts 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 nursery is able to operate effectively in the case of a critical incident. These include:

* Flood
* Fire
* Burglary
* Gas leak
* 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 incident’s impact on the ability of the nursery to operate, we will contact Parent/Guardian/Carers via email message at the earliest opportunity, e.g., before the start of the nursery day.

**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 nursery day, the nursery manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe, and Parent/Guardian/Carers will be notified in the same way as the fire procedure.

Should the nursery be assessed as unsafe through flooding, fire, or any other incident we will follow our operational plan and provide care in another location or support Parent/Guardian/Carers with alternative arrangements in sister nurseries.

**Fire**

Please refer to the fire safety policy.

**Burglary**

The management of the nursery 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.

The duty 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 nursery and children will be arriving soon
* Contain the area to ensure no-one enters until the police arrive. The staff will direct Parent/Guardian/Carers and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice, including following the relocation procedure under flood wherever necessary to ensure the safety of the children
* The manager on duty will help the police with enquiries, e.g., by identifying items missing, areas of entry etc.
* A duty manager will be available at all times during this time to speak to Parent/Guardian/Carers, reassure children and direct enquires
* Management will assess the situation following a theft and ensure Parent/Guardian/Carers are kept up to date with developments relating to the operation of the nursery.

**Gas Leak**

If a gas leak is detected during the session the emergency evacuation procedure will be followed. Please refer to fire safety policy

**Abduction or threatened abduction of a child**

We have secure safety procedures in place to ensure children are safe while in our care, including safety from abduction. Staff must be vigilant at all times 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. Parent/Guardian/Carers 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. Parent/Guardian/Carers are requested to inform the nursery of any potential custody battles 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 battle and will remain neutral for the child. If an absent Parent/Guardian/Carer arrives to collect their child, the nursery will not restrict access **unless** a court order is in place. Parent/Guardian/Carers are requested to issue the nursery 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 nursery, 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/Guardian/Carer(s) will be contacted
* All other children will be kept safe, 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.

**Terrorist attack**

If a terrorist 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 has ended. The management will follow the emergency procedure to ensure the safety of all on the premises, including locking down the nursery and pre-school if advised to do so by the emergency services.

**Other 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 plan. Other incidents e.g., no water supply 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 nursery.

The nursery manager will notify Ofsted in the event of a critical incident.

| **This policy was adopted on** | **Updated**  | **Date for review** |
| --- | --- | --- |
| *September 2014* | *June 2023* | *June 2024* |