

HEADTEACHER: EMMA WOHL

RUBENS HOUSE  
184 BALLARDS LANE, LONDON N3 2NB  
T: 020 8445 6807  
EMAIL: kindergarten@frs.org.uk



## Critical Incident Policy

At FRS Kindergarten 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
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- National outbreaks of infection/health pandemics
- Any other incident that may affect the care of the children in the nursery.

If any of these incidents impact on the ability of the nursery to operate, we will contact parents via email or phone 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 headteacher will make a decision together with the FRS Operations Manager, 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 parents will be notified in the same way as the fire procedure.

Should the Kindergarten be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan with the aim of providing care in another location or offering parents with alternative arrangements in 'linked' settings in the local area if closure for more than two weeks is deemed necessary.

## **Fire**

Please refer to the fire safety policy.

## **Burglary**

There is 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 building is vacant.

The security guards 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 parents 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 staff team will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- The Headteacher will be available at all times during this time to speak to parents, reassure children and direct enquires
- The Kindergarten leadership team 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**

We have secure safety procedures in place to ensure children are safe while in our care, including safety from abduction. There is at least one security guard present at all times during kindergarten opening hours. Security guard are briefed regarding possible visitors or changes to drop-off or collection arrangements for children. Staff must be vigilant at all times and report any persons lingering on nursery property immediately.

Children will only be released into the care of a designated adult. Parents 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 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. 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 the Headteacher immediately and she 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 has ended. The staff team 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 Headteacher or Deputy Headteachers 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.

If there is an incident outside of the nursery building and it is safer to stay inside the building will put into place the lockdown procedure. Emergency advice would be taken.

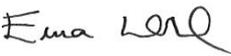
### **National outbreaks of infection/Health Pandemics**

In the event of a national outbreak of a health pandemic we will follow the 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 done 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.

This policy was adopted by	FRS Kindergarten	<i>(name of provider)</i>
On	<u>26<sup>th</sup> February 2021</u>	<i>(date)</i>
Date to be reviewed	<u>25<sup>th</sup> February 2022</u>	<i>(date)</i>
Signed on behalf of the provider		
Name of signatory	<u>Emma Wohl</u>	
Role of signatory (e.g. chair, director or owner)	<u>Headteacher</u>	