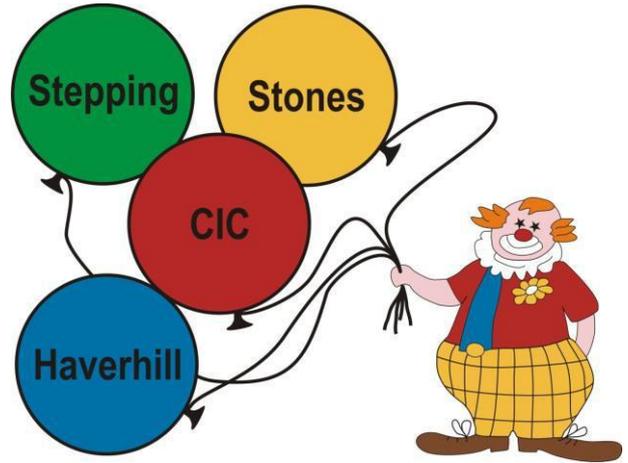


General Welfare Requirement: Suitable premises, environment and equipment Outdoor and indoor spaces, furniture and toys must be safe and suitable for their purpose.



Health and safety

45. Critical Incident Procedure

Policy statement

A Critical incident is a traumatic incident that could result in death, or near death of a child, or staff member. At Stepping Stones Childcare & Education CIC, to ensure the health, safety and welfare of the children in our care, we plan for all eventualities.

EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.3 Keeping safe 1.4 Health and well-being	2.2 Parents as partners 2.4 Key person	3.4 The wider context	

Procedures

The critical incident policy and procedure is in place to ensure that we operate effectively in the case of a critical incident. These include:

- Adverse weather conditions such as a flood or snow.
- Heating system failure
- Burst water pipes
- Fire, bomb threat, explosion, terrorist attack
- Burglary
- Abduction or threatened abduction of a child
- Death of a member of staff or a child
- Assault on a member of staff or a child
- Serious accident or illness
- Any other incident that may affect the care of the children at the pre-school.

We will make every effort to keep the pre-school open, but in exceptional circumstances, we may need to close at short notice. We will contact parents via telephone/e-mail. In the event of an emergency, our primary concern will be to ensure that both the children and the staff are kept safe. If it is necessary to evacuate the pre-school, the following steps will be taken:-

- If appropriate the Supervisor in charge will contact the emergency services.
- All children will be escorted from the building and taken to the assembly point in the playground of the School.
- No attempts will be made to collect personal belongings, or to re-enter the building after evacuation.
- The Supervisor in charge, or if appropriate, another nominated individual will check the premises providing that this does not put anyone at risk.
- Before leaving the building the Supervisor in charge will close all accessible windows and doors
- The register will be taken and all children and adults will be accounted for.
- If any person is missing from the register, the emergency services will be informed immediately.
- The Supervisor or nominated person will contact parents to collect their children.
- All children will be supervised until safely collected. If after every attempt, the parent or carer cannot be contacted, the setting will follow its Uncollected Child procedure.
- If the registration is affected, we will inform Ofsted of its closure, and the SCC office for advice.

Flood

There is always a danger of flooding from adverse weather conditions, which we cannot anticipate. If flooding occurs during the pre-school day, the Supervisors will make a decision depending on the severity and location of the flooding, and it may be necessary to follow the evacuation procedure.

Snow

If heavy snow fall is threatened during pre-school hours, the Supervisors will take into account the safety of the children, their parents and the staff when deciding whether or not to close the pre-school. Parents will be contacted for collection of their child. In the event of staff shortages due to snow, if we are unable to maintain statutory ratio requirements, Ofsted will be informed and advice sought. If the safety, health or welfare of the children is compromised, the Supervisors will take the decision to close the pre-school.

Burst Water Pipes

Regular checks and maintenance is carried out by the staff; however, if flooding occurs as a result of this during pre-school hours, the Supervisors will make a decision based on the severity and location of the flooding, and it may be necessary to follow the evacuation procedures.

Fire

In the event of a fire, our normal fire procedures will apply and the building will be evacuated as above.

Burglary

All doors and windows are closed and locked before the premises are vacated. Alarm systems are installed and are in operation during the hours that the pre-school is closed. The Supervisor checks the premises as they arrive in the morning. Should they discover that the pre-school has been broken into, they will:- · Dial 999 Police with as many details

as possible – i.e. name and location, details of what they have found, and emphasize that this is a pre-school and children will be arriving soon. Contain the area so that no-one enters until the police arrive. If all areas have been affected, the Supervisors will follow police advice and may then follow the emergency closure procedure. · The Supervisors will help the police identify items missing, area of entry etc. · The Supervisors will be available to speak to and reassure parents. · The Supervisors will assess the situation following a theft and ensure parents are kept up-to-date with developments relating to the operation of the pre-school.

Abduction or threatened abduction of a child

We take the safety and welfare of the children in our care extremely seriously and have secure safety procedures in place to ensure children are safe whilst within our care. This includes safety from abduction. Staff are vigilant at all times and report any persons lingering around the property to the Supervisors. All doors and gates to the pre-school are locked and unable to be accessed unless staff members allow individuals in. Children will only be released into the care of a designated adult – see collection of children policy. Parents are requested to inform the pre-school of any potential custody battles or family concerns as soon as they arise so that the staff are able to support the child/ren. If an absent parent arrives to collect their child, the pre-school will not restrict access unless a court order is in place. Parents are requested to issue the pre-school with a copy of these documents should they be in place. We will seek legal advice with regards to any concerns over custody and relay any information back to all parties involved.

If a member of staff witnesses an actual or potential abduction from pre-school, the following procedures will be followed:-

- The police must be called immediately
- The Staff member will notify the Supervisors immediately
- 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 if used, time and direction of travel if seen, and any family situations that might impact on this abduction.

Bomb Threat / Terror Attack

If a bomb threat is received at pre-school, the person taking the call will record all the details given over the phone as soon as possible and raise the alarm as soon as the telephone call is terminated. The Supervisors will follow the fire evacuation procedure to ensure the safety of all on the premises, and will provide as much details to the emergency services as available.

The pre-school will move to the School playground as soon as possible, and advice would then be sought from the police as to further steps required.

Pandemic / Epidemic

In the event of a pandemic/epidemic situation the pre-school will take advice from the local authority on closing. If necessary, parents will be contacted by phone / email and informed of any closures.

Death or serious injury of a member of staff or child

In this incidence, the Supervisors would need to take charge of the situation. Priority would be to get emergency assistance ringing 999 giving full details of the person, location, incident, and medical situation.

- A parent or next of kin should be contacted immediately

- The local SCC should be contacted for support in contacting all the necessary agencies that need to be informed of the incident, including Ofsted, and Social Care. They will also provide support for the pre-school itself.
- Staff team must be updated and debriefed.
- Children must be managed and reassured.
- Insurance company must be informed.
- Management must agree what will be told to the other parents to ensure they are all given the same information.
- With legal advice, management must decide what will be said to media if necessary to ensure consistency. Advice can also be obtained from SCC.
- A factual report must be written, using clear, specific language giving the facts about what happened.
- There must be a review of the procedures in the pre-school, to see if lessons can be learned from the incident, and an assessment made on the ongoing risk of this happening again.
- Consider counselling as necessary, contacting insurance company, local doctor who may be able to provide help in this area

Procedure for a critical incident outside of setting

In the sad event that the pre-school is notified of a child's death outside of the setting, there may well be ongoing actions and issues that need to be addressed. These can include distress for staff, children, and parents, as well as Social Care and Police investigations, and possible media interest. There is no duty for us to ring Ofsted or Social care. However, if we felt that this incident was a safeguarding children issue, we would follow the normal Safeguarding Children Policy and Procedures.

Procedure following a critical incident outside of setting

Inform SCC / Ofsted for support. Offer counselling for staff if needed or requested. If a statement is required liaise with SCC for advice and guidance. Agree what is to be said with staff so consistency is upheld. Contact all parents to ensure that they hear about the incident directly from us, so that they hear the correct information. Ask SCC / Ofsted for help and guidance.

Other Incidents

All incidents will be managed by the Supervisors, and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire procedures. 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 at the pre-school.

Further Guidance

Lock down policy

Please note that all staff should read and be aware of the MASH & LADO posters within the setting.

This policy was adopted by	Stepping Stones Childcare & Education CIC
on	28.02.2017
Date to be reviewed	September 2020
Signed on behalf of the management	
Name of signatory	ELAINE MCMANUS
Role of signatory	MANAGER
Name of signatory	ANNE JESSOP
Role of signatory	DEPUTY

Review:

This policy is reviewed every year or whenever deemed necessary by the manager in the light of events and changes in the law.

This policy was given to staff to read on 17/08/2019 and acknowledged by staff electronically.