

Critical Incident Plan

Toy Box takes the safety of children very seriously and we will take every precaution necessary to ensure that the children in our care are protected at all times, even in the event of a serious incident, which could include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Serious weather conditions (combined with heating system failure).
- Burst water pipes.
- Discovery of dangerous structural damage.
- Death of a member of staff.
- Serious assault on a staff member by the public.
- Serious accident or illness.
- A pandemic
- An epidemic
- Any other incident that may affect the care of the children in the nursery.

If any incident affects the nurseries ability to open we will inform the parents by phone or email.

The Manager, or other person in charge at the time will need to ascertain the exact nature of the situation and how it will affect the nursery.

- She/he must ask.
- What exactly has happened?
- When it happened?
- Where the incident is/has taking/taken place?
- Who is involved in it?
- How will it affect our setting and what are we to do about it?
- Is it appropriate to call any of the emergency services?

Allocated roles and responsibilities remain the same as for any other emergency unless it is deemed necessary to change any of those roles i.e. a member of staff involved, or incapacitated.

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If appropriate evacuation of the premises as specified in the evacuation procedure will apply.

If after a headcount a child is missing then a systematic search in all the likely places will take place as specified in the Missing Person Policy'. The setting is responsible for the missing child and all the other children in the nursery.

If the building is evacuated the children will be moved to The Pods as specified in the fire policy.

Parents

The setting will:

- Make contact with the children's parents to advise them of the situation.
- If they are unavailable the setting will use the other emergency contact numbers.
- Remember, that as soon as parents are informed, they will need advice and support.

Police and other services

Depending on the incident the Police or other agency should be called by the Manager or person in charge.

Informing other people

We will ensure that:

We make regular checks to ensure that if an incident of this sort does happen, we have all the necessary phone numbers at hand – correct, up to date and kept together.

If the police are called then the north Lincolnshire Safeguarding Children's Board and Ofsted are also informed.

If the Owner and Manager are not on the premises, they will be informed as soon as possible.

We will provide the following information to Ofsted/the north Lincolnshire Safeguarding Children's Board:

- What has happened.
- What systems are in place for preventing such occurrences happening again.
- What we did, at what time and in what order.
- Who we informed and when.

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- We will cooperate fully in any investigation.

Recording

We will start to build a record as soon as is possible in the incident log, this will include:

- Details of when information regarding the incident occurred
- Which children were on the premises (via the registers)
- Which adults were on the premises
- What steps were/have been taken and when, by whom.

Dealing with people's reactions

We accept that the children's parents will be frightened, worried and distressed. If the setting shares all policies with parents/carers, the situation will be easier for all because there will be an understanding of working within a framework of mutual trust and understanding. We will be clear about the circumstances surrounding the incident and will respond sympathetically to questions without implications or admission of responsibility.

Informing other parents

We recognise that other parents will need to be given brief, accurate information as rapidly as possible. We will ensure that this happens by:

- Calling a short meeting when parents/carers collect children, or
- Talking to parents/carers when they arrive at the next session, or
- Sending a note home with each child.

After the Incident

- We will review our current procedure.
- We will evaluate processes and make necessary adjustments to ensure future effectiveness.

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Contacts

Police – Emergency 999

- a crime is happening
- offenders are nearby
- someone is injured
- someone’s life is being threatened
- immediate action is required

Police non emergency 101

- reporting a crime
- contacting local officers
- getting crime prevention advice
- making us aware of policing issues in your local area
- making an appointment with a police officer
- for any other non-emergency

Ofsted: Tel. 0300 123 1231

North Lincolnshire Safeguarding Children’s Board Customer Service Centre:

Tel: Office hours **01724 296500**

Out of hours: 01724 296555

This policy has been adopted by Toy Box Nursery

Signed on behalf of the setting by

:

..... *Owner*

...../*Manager*

Date:

Review *Date:*