



Critical Incident

At **Mother Hen Nursery** 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 can operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Aggressive parent/carers
- Rioting
- 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 the ability of the Nursery to operate, we will contact parents via phone & text 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 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 decide based on the severity and location of this flooding, and it may be deemed necessary to follow the same procedure as 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 (see Fire Safety Policy).

Should the Nursery be assessed as unsafe through flooding, fire, or any other incident we will follow our operational plan and provide options for childcare facilities in the local area.

Fire

Please refer to the fire safety policy.

Burglary

The management of the Nursery follows 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 manager or most senior member of staff on site 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:

- In an emergency dial 999 or non-emergency dial 101 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.
- Where it is safe to do so, 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. This may include temporary short-term closure and/or following the relocation procedure under the flood section 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 manager will be always available during this time to speak to parents, reassure children, and direct enquires.
- Management will assess the situation following theft and ensure parents are kept up to date with developments relating to the operation of the Nursery.
- Arrangements will be made to ensure the Nursery is made safe and secure again.



Critical Incident

Abduction or threatened abduction of a child.

We have secure safety procedures in place to ensure children are safe while in our care, including taking reasonable steps to ensure that children do not leave the premises unsupervised and to prevent unauthorised persons from entering the premises and at risk of abduction. Staff are always vigilant 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. Parents are escorted in and out of the property, parents **MUST** never leave the nursery without a staff member locking the door behind them. 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. Parents are requested to inform the Nursery of any potential custody proceedings or family concerns as soon as they arise, so the Nursery can support the child. The Nursery will not take sides in relation to any custody arrangements 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.

If a member of staff witnesses an actual or potential abduction from the Nursery, we have the following procedures which are followed immediately:

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- The staff member will notify management immediately and the manager will take control, dialing 999 and requesting the police, instructions from the emergency response team will be followed
- The parent(s) will be contacted
- All other children will be kept safe and secure, reassured, and calmed 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 have impacted on this abduction.
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was abducted, time identified, notification to police, and findings
- In the unlikely event that the child is not found, the Nursery will follow the local authority and police procedure
- Ofsted will be contacted and informed of any incidents
- With incidents of this nature parents, carers, children, and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to reduce the chance of this reoccurring.

Bomb threat

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/contact emergency services as soon as the phone call has ended. The management will follow the fire evacuation procedure and guidance from the emergency services to ensure the safety of all on the premises. The person who took the call will provide as much detail to the emergency services as possible. Ofsted will be notified. With incidents of this nature parents, carers, children, and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary.

Procedure:

- Write down everything that was said on the phone.
- Inform the most senior member of the team onsite.
- Call 99 and share all the information.
- The manager will alert the team with the code **MR BURNS is here**
- move the children to one end of the setting or to the part at the rear of the setting (whichever is safest)
- Call & text all parents to inform them how to collect their children.
- Follow instructions from the police.
- Complete a post-incident risk assessment
- Inform Ofsted.



Critical Incident

National outbreaks of infection/Health Pandemics

In the event of a national outbreak of a health pandemic, we will follow Government health advice and guidance, legal advice, and advice from our insurance provider.

The setting will remain open if 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, to prevent the spread of infection. This decision will be made 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.

Procedure:

- National outbreak announced
- Manager and directors to have a meeting to decide on next steps
- Outbreak plan is shared with parents
- Outbreak plan is followed by the whole setting
- The plan will be reviewed and updated by the government

Rioting

When there is national rioting, the nursery will ensure they follow the news and government guidance for any updates. When local threats of rioting are made the directors will hold an emergency meeting to ensure that a plan is updated and created to prepare for all eventualities. We take all threats very seriously. The setting will remain open under threat and will close upon the advice of the local authority.

Procedure:

- National rioting is reported in the news – Directors record how local to the nursery that any events have occurred.
- Local rioting is threatened in the news or by the local authority – The directors & manager hold a meeting to action plan the threat. The action plan is sent to parents – The nursery prepares to alert parents of any local riots starting.
- Local riots have started. – ALL parents will receive a text from Mother Hen requesting them to collect their child. The manager or owner will call parents to collect the children to ensure the families will return home safely.
- Riots in Immediate area – 999 is called - Children will be moved to the safety of the back of the nursery, and NOBODY will open the front doors, (we have an electronic keyhole and Ring doorbell to monitor what is happening outside) Parents are alerted to collect from the rear of the nursery if it is safe to do so. ALL staff and children will stay away from the front of the building.

Potential Intruder / present intruder

The nursery is kept secure and safe to keep unwanted visitors out of the setting. The outside porch door is always locked from the inside. The inside door is always double locked. Parents are not able to let themselves in or out, but a staff member assists parents in accessing the nursery.

When the doorbell rings we have an internal electronic viewing camera, a staff member will view who is outside through this before opening the inside door. The door is unlocked and closed behind the staff member to keep the children inside from coming back out or anyone being able to push their way in. The outside porch door is unlocked and opened when the staff member has greeted the visitor they will open the internal door, let the visitor through, close, and lock the porch door. If the visitor is unknown to the staff member such as a booked tour/ local authority worker or Ofsted staff member – a photographic ID MUST be shown or entry to the building is denied.

- Intruder at the door – if a staff member suspects an intruder is outside, they will alert the manager by saying **A Mr Burns is outside** the nursery the manager will call 999 immediately while other staff will move all the children to the rear of the nursery. No staff member will open the internal door or attempt to go outside. The Nursery Manager will stay in touch with the police following their lead. A designated member of Mother Hen will alert all parents via text message of the current situation. When safe to do so the children will be taken out of the setting via the back gate and to a safe space. Parents will be told via text where to meet the staff and children to collect their children.



Critical Incident

Aggressive/Intimidating Parents or Carers.

We do not tolerate any intimidating or aggressive behaviour towards anyone at Mother Hen. If any parent or carer is seen to be aggressive or intimidating via email/WhatsApp/ social media/ viewed on Ring doorbell or in person will receive an immediate exclusion from inside the setting, if violence is threatened, they will not be allowed on the premises at all.

Procedure:

- **Intimidation or threat made** – the staff member will report to their line manager. A director will then risk assess the act made and inform the police of the event. The parent/ carer will also receive an email informing them of the exclusion. If the parent continues to be rude or intimidating from outside the nursery holds the right to exclude the whole family and child from the setting. OFSTED and the Local Authority will be informed.

Any other significant incidents

All incidents will be managed by the manager on duty and all staff will co-operate with any emergency services on the scene, where applicable. The fire evacuation procedure will be followed for any other incident that requires an emergency evacuation. Other incidents e.g., no water supply, will be dealt with on an individual basis considering 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.