



Critical Incident

At **Red Kite Schoolies** 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 setting can 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
- Any other incident that may affect the care of the children in the setting.

If any of these incident's impact on the ability of the setting to operate, we will contact parents via phone/text message at the earliest opportunity, e.g., before the start of the school day.

Flood

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems which is managed by Knaresborough Cricket Club.

If flooding occurs during the day, the manager will decide 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 setting be assessed as unsafe through flooding, fire, or any other incident we will follow our operational plan and provide care in another location.

Fire

Please refer to the fire safety policy.

Burglary

The staff at the setting follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises.

The staff will always check the premises as they arrive in the morning. Should they discover that the setting has been broken into they will follow the procedure below:

- Phone the manager immediately to inform them of their findings so they can make their way into the setting. The manager will also inform the person in charge of the Cricket Club (Neil Holden).
- Dial 999 with as many details as possible, i.e., name and location, details of what you have found and emphasise this is a before and after school club 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 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 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. Staff must be always vigilant and ensure that as it is a community space be aware of strangers in the outside are. All doors and gates to Schoolies are locked and cannot be accessed unless staff members allow individuals in. Parents 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. Parents are requested to inform the setting of any potential custody battles or family concerns as soon as they arise, so the setting can support the child. The setting 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 setting 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 the setting, the following procedures are followed immediately:

- The police must be called immediately
- The staff member will notify management immediately and the manager 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 setting, 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 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 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 considering 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.

In addition, the nursery will continue to follow all government guidelines regarding Covid-19 and keep staff and parents up to date with any changes. This includes following any procedures if the virus spread across the setting and /or the infection rates were to increase again.

This policy was amended on	Signed on behalf of Schoolies	Date for review
<i>August 22'</i>		<i>August 23'</i>