



Critical Incident Policy

At Spice Childcare 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 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
- Any other incident that may affect the care of the children in the setting.

If any of these incidents impact on the ability for the setting to operate, we will contact parents via phone, email, website, text message.

Flood

There is always a danger of flooding from adverse weather conditions, or through the water pipes bursting. We cannot anticipate adverse weather; however we can ensure that we take care of all our water systems through regular maintenance and checks to reduce the option of flooding in this way.

If flooding occurs during the day, the manager will make a decision 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 endeavour to provide care using the school facilities until parents can collect their children.

Fire

Please refer to the fire safety policy.

Burglary

The management 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:

- Dial 999 with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a childcare setting 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 the enquiries, e.g. by identifying items missing, areas of entry etc.
- A manager will be available at all times 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 setting.

Abduction or threatened abduction of a child

At Spice Childcare we take the safety and welfare of the children in our care extremely seriously. As such we have secure safety procedures in place to ensure children are safe whilst within our care, this includes safety from abduction. Staff must be vigilant at all times and report any persons lingering on surrounding property immediately. All doors and gates to the setting are locked and unable to 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 a separate 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 is able to support the child. Spice Childcare will not enter into any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the setting 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 legal helpline 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 procedure will be followed:

- 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 is terminated. 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 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 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 setting.

Internal use only

This policy was adopted on	
Signed on behalf of Spice Childcare	
Date for review	