

Major Incident Policy

At the nursery we understand we need to plan for all eventualities, to ensure the health, safety, and welfare of all the children we care for. We have a major incident policy in place to ensure our nursery is able to operate effectively in the case of a critical incident. These may include:

- Food
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/ terrorism attack/ chemical weapons
- Failure of fundamental services such as electricity, water, heating ect
- Any other incident that may affect the care of the children in the nursery

If any of these incidents impact on the ability of the nursery to operate, we will contact parents/ carers via:

- Phone
- Email
- Text

In the event of an emergency closure

Flood

There is always a danger of flooding from adverse weather conditions or through the water/ central heating 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 oil engineer, and they conform to all appropriate guidelines and legislation.

If flooding occurs during the nursery day, the nursery 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/ carers will be notified in the same way as the fire procedure.

Should the nursery be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and ask parents/ carers to collect their children. Then in conjunction with Ofsted, we may be able to offer emergency care elsewhere.

Fire

Please refer to the fire safety policy and procedure.

Burglary

The management of the nursery follows a lock-up procedure that 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 management/ senior team 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.

- Dial 999 with as many details as possible e.g. 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. The staff will direct parents/ carers and children to a separate area as they arrive. If all areas have been disturbed, staff will follow police advice, including following the relocation/ children going home procedure under **flood** wherever necessary to ensure the safety of the children.
- The nursery owner will be contacted.
- The management/ senior team will help the police with enquires e.g. by identifying items missing, areas of entry ect.
- The management/ senior team will be available at all times during this time to speak to parents/ carers, reassure children and direct enquires.
- The management will assess the situation following theft and ensure parents/ carers are kept up to date with developments relating to the operation of the nursery.

Abduction Or Threatened Abduction Of A Child

At Springboard 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 nursery property immediately. All doors and gates to the nursery are locked and unable to be accessed unless staff members allow individuals in or at pick up and collection times gates are opened but access doors to the building are locked.

Parents/ carers are reminded on a regular basis not to allow anyone into the building whether they are known to them or not.

Children will only be released into the care of a designated adult, see the arrivals and departures policy for more details. Parent/ carers are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child and take note of the parental responsibility policy. If an absent parent/ carer arrives to collect their child, the nursery will not restrict access unless a court order is in place. **Parent/ carers are requested to issue the nursery 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 information back to the parties involved.

If a member of staff witnesses an actual or potential abduction from the nursery the following procedure will be followed:

- Dial 999
 - The police must be called immediately.
- The staff member will notify management immediately and the manager will take control.
- The parent/ carers will be contacted.
- 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.
- All other children will be kept safe and secure and calmed down where necessary.

Springboard Nursery, Policies and Procedures



Bomb Threat/ Terrorism Attack/ Chemical Weapons

In the unlikely event that 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 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.

This policy was implemented by Springboard Management Team: please note all policies and procedures will be reviewed on a yearly basis, unless there is a need to implement changes prior. Please note any updates and changes will be forwarded by email.

Date: 01.09.2023