



Critical Incident Policy and Procedure

Bearhugs Nurseries Ltd. takes the safety of children very seriously and will take every precaution necessary to ensure that no critical incidents occur. Staff will remain vigilant at all times to reduce the risk of a critical incident occurring. A critical incident may be:

- Death or seriously injury as a result of violence, accident, self harm and/or sudden traumatic illness.
- Major fire.
- Building collapse.
- Riot or civil disorder.
- Natural and/or man-made incidents.
- Missing person or abduction.
- Terrorism.
- Bomb scare.
- Pandemic illness.

If any of these do occur the following procedure will be followed:

We will:

- Gather the children into one large group, they will be transported to safety, depending upon the situation the large group may be left with one or two adults whilst another adult deals with the emergency if applicable.
- Children will be reassured.
- Ensure all adults involved are aware of the situation.
- Staff must remain calm and the most senior member of staff must assess the situation by finding out:
 - What has happened?
 - Where?
 - When?
 - How many people are involved?
 - How it affects the setting

- What to do next?

This step will largely depend upon the type of situation however the following procedures may apply.

Emergency Services

- Depending on the type of incident the correct emergency department will be called on 999.
- The type of emergency will be stated with the full address- Bearhugs Nurseries Ltd, Phoenix Lodge, South Street, Horncastle, LN9 6DT.
- The type of emergency will be stated with the full address- Bearhugs Nurseries Ltd. 27 Market Place. Tattershall, LN4 4LJ.

Evacuation

In the event of evacuation, if safe to do so children will proceed to the fire safety point, however if this is not safe then children will be escorted to the nearest available point of safety. For both nurseries this may include use of the local primary and secondary schools.

Parents

- Parents will be called at the first available opportunity.
- If they are unavailable the setting will use emergency contact numbers.
- Remember that as soon as parents are informed, they will need advice and support.

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 home, correct, up to date and kept together.
- If the police are called then the Lincolnshire Safeguarding Children's Board and Ofsted are also informed.
- If the owner/manager is not on the premises, she/he will be informed as soon as possible.
- We will provide the following information to Ofsted/Lincolnshire Safeguarding Children's Board:
 - a) What happened?

- b) What systems are in place for preventing such occurrences?
- c) What we did? At what time? And in what order?
- d) Who we informed and when?

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:

- The type of incident.
- What happened and why.
- How many children were on the premises.
- How many adults were on the premises and who.
- What steps have been taken and when, by whom.

Dealing with people's reactions

We accept that the children's parents may be frightened, distressed and angry dependent upon the type of incident, we understand that staff involved in the incident may also be affected by the incident.

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 accept that in such circumstances powerful emotions are involved and people's behaviour can be unpredictable. Those who may seem quite calm about the incident at the time can later become angry, threaten legal action or approach the local press. We will be clear about the circumstances surrounding the incident and will respond sympathetically to question without implications or admissions of responsibility. Staff and children will be monitored and changes in behaviour noted, if applicable we may suggest counselling to deal with the effects of the incidents.

Responses could include

- How sorry you are that the incident has happened.
- That a full investigation is in hand.
- That the LSCB/Ofsted has been informed and will be investigating.

Dealing with the media

Distressed parents may contact the local press, or reporters may hear about the incident if the police are involved. It is sensible for one person, usually the Owner or Manager, to be the one who speaks for the setting. All adults will be asked to refer all enquires to the agreed spokesperson. The spokesperson for the setting is: Sonia Elton.

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 by talking to parents/carers when they arrive at the next session, or a note/email may be sent for each child.

After the incident.

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

Contacts

- Emergency Services- 999
- Ofsted - 0300 123 1231
- Lincolnshire Safeguarding Children's Board Customer Service Centre: Tel: office hours 01522 782111, out of hours: 01522 782333

Signed on behalf of the setting by:

Manager/Owner

Date: 1st May 2020

Review Date: 1st May 2021