

## Critical Incident Policy and Procedure

We understand we need to plan for all eventualities to ensure the health, safety and welfare of all service users including the children and young people utilising our provision. With this in mind we have a critical incident policy in place to ensure we are 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
- 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 on the ability of the setting to operate, we will contact parents via phone/email/text message at the earliest opportunity, e.g. before the start of the activity session.

### 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 gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs on the days we deliver our services, projects, classes, courses and activities including our Children and Young People's provision, our Operational 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 those with disabilities/complex learning needs, children and young people will be kept safe and parents/carers 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 notify all service users that the provision is closed until either it is safe to re-open or another venue can be secured temporarily whilst work is carry out to ensure our setting is safe and fit for purpose.

### Fire

Please refer to the fire safety policy.

### Burglary

The management of the GGCA follow 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 GGCA is closed.

The staff member opening up and/or the operational manager/senior staff member will always check the premises as they arrive in the morning. Should they discover that the building 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 community centre delivering provision for all ages and abilities including children, young people and vulnerable adults some or all of whom could be arriving soon
- Contain the area to ensure no-one enters until the police arrive. The staff will direct parents, children and young people to a separate area as they arrive. If all areas have been disturbed staff will follow police advice
- The manager on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- A management team member 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 delivery of our children and young people's activity sessions.

### 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 vigilant at all times and report any persons lingering on or around the premises immediately.

Children will only be released into the care of a designated adult (unless this is during open access play sessions whereby children can leave at any time). Parents are requested to inform the setting of any potential custody battles or family concerns as soon as they arise so the staff are able to 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 staff will not be able to 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 contact the police / social services 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 we have the following procedure which 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 GGCA, 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 senior staff managers 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 taking into account the effect on the safety, health and welfare of the children, young people and staff in the setting.

If there is an incident outside of the building and it is safer to stay inside, the building will put into place the lockdown procedure. Emergency advice would be taken.

**National outbreaks of infection/Health Pandemics**

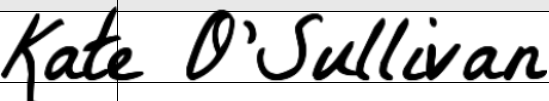

In the event of a national outbreak of a health pandemic we will follow the Government health advice and guidance.

If permitted under the government guidance, the GGCA will remain open (or parts of it depending on government guidance) as long as we have sufficient staff to care for the children and young people. 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 of time to prevent the spread of infection. This decision will be done in consultation with parents, staff and government advice. Each case will be reviewed on an individual basis in line with the current advice provided by the Government.

We will notify CIW and RCT Play in the event of a critical incident.

After the event a post-incident evaluation will be conducted to ensure that each child and staff member was supported fully and the procedure went as planned.







This policy was adopted on 22.05.2025 and will be reviewed on or before 22.05.2026

Name and Position	Signed	Date
Kate O’Sullivan Community Association Manager		19 / 06 / 2025
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