



*Childcare Specialists in Nursery, After School and Holiday clubs.*

### Critical Incident policy

There can be no rigid formula for responding to incidents, but broadly speaking, it has been assumed that where damage to premises is the focus, once informed the Local Authority (L.A.) will take the leading role in managing the crisis in collaboration with the school and other agencies. Where the crisis is related to people, such as in the event of a death or serious injury, the assumption is that once informed the school is likely to take the lead, with the support of the L.A. as necessary.

#### GENERAL PLANNING

The unit manager will be the initial "Incident Manager" and will also be identified to take a lead responsibility for liaison with the emergency services and Local Authority in the event of a crisis.

In the event of an emergency, The Company Directors / School Head / Deputy Head will be notified as soon as is practically possible and on arrival will assume control of the incident.

When calling the emergency services it is important that you inform the following

1. That you are calling about a school in Swindon.
2. The name and address of school, including the road.
3. Your phone number .
4. The nature of the incident. (A critical incident will be one involving very serious injury, loss of life, or an event likely to cause the closure of the school.)

#### POSSIBLE MAJOR INCIDENTS

##### FIRE

If there is a fire; the fire and evacuation plan details action to be taken. This can be found in the main Childcare units folder.

##### BOMB ALERT

If there was reason to believe that there might be a bomb in school, the fire evacuation plan would operate.

##### SEVERE WEATHER

If there is a sudden heavy fall of snow/hurricane etc, which results in the closure of the school, The Big Adventure Club will liaise with the school to support the children until collection by parents.



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### SERIOUS INJURY / PUPIL DIES IN SCHOOL

Other pupils will be led from the area concerned whilst first aiders treat or try to save the pupil.

The procedure listed under general planning will take place and the appropriate people contacted. If they witness death or near death staff /pupils will need opportunities to talk about their feelings and counselling.

Parents will be informed in most sensitive way possible in liaison with ourselves the LA and school.

A calm member of staff may have to collect parent of the dead/dying child and take them to hospital or wherever is deemed appropriate.

Their religious leader may need to be informed if they have one.

Be prepared for grief to show in the form of anger.

Refer all questions that are difficult to the company directors.

All press enquiries to be routed through the company directors.

### **Dealing with incidents**

We meet our legal requirements for the safety of our employees by complying with RIDDOR (the Reporting of Injury, Disease and Dangerous Occurrences Regulations). We report to the Health and Safety Executive:

1. Any accident to a member of staff requiring treatment by a general practitioner or hospital.
2. Any dangerous occurrences. This may be an event that causes injury or fatalities or an event that does not cause an accident but could have done, such as a gas leak.
3. Any dangerous occurrence is recorded in our Incident Book. See below.

Information for reporting the incident to Health and Safety Officer is detailed in the Pre-school Learning Alliance's publication, Accident Record.

### **Our Incident Book**

1. We keep an incident book for recording incidents including those that are reportable to the Health and Safety Executive as above.
2. These incidents include:
  1. Break in, burglary, theft of personal or the setting's property.
  2. Fire, flood, gas leak or electrical failure.
  3. Attack on member of staff or parent on the premises or near by
  4. any racist incident involving a staff or family on the centre's premises
  5. Death of a child.
  6. A terrorist attack or threat of one.



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3. In the incident book we record the date and time of the incident, nature of the event, who was affected, what was done about it - or if it was reported to the police, and if so a crime number. Any follow up, or insurance claim made, should also be recorded.
4. In the unlikely even of a terrorist attack we follow the advice of the emergency services with regard to evacuation, medical aid and contacting children's families. Our standard Fire Safety Policy will be followed and staff will take charge of their key children. The incident is recorded when the threat is averted.
5. In the unlikely even of a child dying on the premises, for example, through cot death in the case of a baby, or any other means involving an older child, the emergency services are called, and the advice of these services are followed.
6. The incident book is not for recording issues of concern involving a child. This is recorded in the child's own file.