



Critical Incident Plan

April 2020

Review April 2021

Acorn Childcare Centre (the Centre) takes the safety of children very seriously and will take every precaution necessary to ensure that the children in their care remain safe at all times

Critical incidents could include:

- Major fire
- Building collapse
- Civil disorder
- Death or serious injury
- Missing person/abduction
- Bomb scare

Procedures To Be Followed In The Event Of A Critical Incident

In the event of a critical incident the Centre will:

- Ensure that it has all the necessary phone numbers at hand which will be correct, up to date and kept together.
- Ensure that staff members are aware of their roles and responsibilities during such an incident.
- Ensure that children are moved to a designated place of safety.
- Ensure that if the police are called, Lincolnshire Safeguarding Children's Board and Ofsted are informed.
- Ensure that the parents/carers are provided with full details of the incident as soon as practicable.
- Ensure that the directors are informed as soon as possible.
- Cooperate fully with any investigation.

Designated Places of Safety

- The school's Foundation Stage playground
- The Danish Invader Public House (if the children need to be moved offsite)

Person in Charge

The person in overall charge of the incident will be the Centre Manager, assisted by the Deputy Manager.

Recording

The Centre will start to build a record of the incident and its actions as soon as is possible in an incident log.

Dealing With People's Reactions

The Centre accept that children, parents/carers and staff members may be frightened and distressed. This Policy is written and shared with all parties so that there is an understanding of working within a framework of mutual trust and understanding. The Centre accepts that in such circumstances powerful emotions are involved and people's behaviour can be unpredictable. The Centre will be clear about the circumstances surrounding the incident and will respond sympathetically to questions. Information will be provided in as much detail as possible to all parties as soon as reasonably practicable.

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 Centre Manager, to be the one who speaks for the Centre. All adults will be asked to refer all enquiries to the Centre Manager.

Review

Once normal service has resumed, the directors and Centre Manager will review the incident log and make any appropriate changes to Centre policies and procedures to improve the process in the event that another critical incident occurs in the future.