

Parkside Playgroup

Critical Incidences Policy Statement

Early years providers have a responsibility to provide a safe environment for the children and adults in the provision. In the unlikely event of a critical incident, it is important to keep an accurate record of what happens particularly as certain types of critical incidences must be reported to the authorities such as health and safety executive, your local authority, OFSTED, children's social care or your insurance provider

The details regarding these incidences can also help assess the effectiveness of our procedures for preventing and dealing with future critical events

An intruder gaining unauthorised access to the premises

An intruder is anyone that enters the premises without permission, sometimes an intruder may be known, such as a parent or relation of a child trying to gain access to the children when there is a court order preventing them. Alternatively, a stranger may try to get into the premises this could be down to a misunderstanding of the boundaries of the property or with the intention of committing a crime, for example a bogus caller pretending to be from an unknown company in order to steal from the premises

We ensure that we have the sole use of the parts of the building in which we care for children for the hours of our operation to ensure the safety of children

Appointments for visitors will be agreed in advance and everyone on site made aware. Visitors will be asked to sign in with the time that they arrive and leave the premises, and will be supervised at all times. We always check the identification of strangers and confirm the organisations details given on the ID card.

We also have additional measures in place such as security chains to help prevent bogus callers gaining unauthorised access.

Procedures

When faced with an intruder, we calmly inform them in the first instance that they are trespassing and are not allowed on the premises we then ask them to leave.

If the intruder is violent or abusive, or we have a reason to believe that person is dangerous, we will move all children and adults to a safe place and call the police, if any attempt is made by the intruder to remove a child by force, we will inform the police immediately.

Our normal evacuation procedure will cover the evacuation requirements and records in accordance with

1. Fire
2. Flood
3. Gas leak
4. Electrical Failure

Attack on a practitioner or parent on the premises or nearby

An attack on a practitioner or parent can consist of abusive, intimidating, threatening or violent behaviour. It can be perpetrated by someone known to you for example a parent being threatening or abusive to a practitioner or someone unknown for example a parent being attacked by a stranger in the car park or drive. Managing work related violence will be assessed in the same way as a health and safety issue.

A risk assessment can help to identify ways to reduce the risk of violence, insuring large amounts of cash and not kept on the premises and seeking training opportunities for practitioners to know the early signs of aggression and learn ways to avoid or manage it.

Our policies make it clear that threatening behaviour is not tolerated on the premises and provides parents with clear information on how they can raise any grievances about the provision.

Personal safety training can also be an option if practitioners have concerns.

Procedures

Where possible we will try to calm the individual down before the behaviour gets threatening or violent. The first priority during an attack is the safety of the children and adults in the provision, we will try to move everybody to a safe place and call 999.

Incidences of physical violence will always be reported to the police and hospital treatment will be sought when necessary.

Where an incident involves a parent being abusive or frightening to a practitioner, we will ask the parent to arrange for someone else to drop off and pick up the child.

If a practitioner is responsible for an attack at work, we will follow appropriate disciplinary procedures.

Whenever an attack leads to an injury, we will notify our insurance provider.

Any racist incident involving practitioners of family on the premises

A racist incident is anything perceived to be racist by either the victim or witness. This could include an incident such as a dispute leading to a racist comment towards an individual, racist harassment as a family on the way to the premises, persistent harassment or bullying of a practitioner whilst at work, vandalism or damage to a person's property because of their race or the race of someone connected to them (e.g. a partner) or a random violent attack on the grounds of a victim's race.

We have a duty to comply with the Equalities Act and will take steps to prevent radical discrimination, promote equality and value diversity of all of the children, families, practitioners and outside agencies.

Depending on the circumstances, there are different options available to us if a racist incident occurs.

Procedures

We can highlight to a person that that behaviour is discriminatory, explain that this is not acceptable and attempt to resolve the situation with them.

Parents can make a formal complaint to us, or OFSTED, if they feel they have suffered race discrimination by the provision or anyone working or living there.

If employee believes they have been a victim of a racist incident at work, they can raise a formal grievance with the provision

A racist incident which involves assault, criminal damage or harassment will be a criminal offence this will be reported to the police to investigate, we will always report an incident to the police if the Victim asks us to do so

Victims may choose to take the own legal action under the equality act, or other, legislation depending on the nature of the incident

Death of a child or adult

The unexpected or sudden death of a relative is a tragedy for their family. When this occurs in our provision it is extremely distressing for practitioners and children.

It is particularly important for practitioners to be clear of the procedures to follow so that they can take swift action.

In situations of unexpected death, the coroner will be involved to determine the cause. Possible reasons for sudden death of a child or adult in the provision could include an illness or infection, cot death, as a result of an accident, or in some cases, intentional injury or abuse

In the event of a death of a child or adult we will need to report this to the police, OFSTED and the local authority health and safety executive

A terrorist attack, or the threat of one

Terrorism is an ongoing danger in society today. Terrorist planned attacks, are using methods such as suicide bombings and chemical weapons, to cause mass casualties and public intimidation. A terrorist attack can have a major impact on providers that are located or are on outings near the site where a terrorist attack takes place.

It can also be distressing if the families of the children or practitioners are affected by the attacks. The nature of terrorist attacks means that they are unpredictable however, you should prepare for an attack.

Access advice and information to find out what to do in situations where there is a terrorist attack or the threat of one and support families affected by the attack in the aftermath of the incident.

Procedures

As part of a risk assessment for outings we will consider alternative transport routes to take in the event of a terrorist attack or alert during the trip we will be vigilant to any suspicious activity of packages and report any concerns immediately to the police or the counterterrorism hotline on 0800 789 321

In the event of a terrorist attack, where we are at the scene of an incident we will try to stay together and follow advice of the emergency services, who will be working to evacuate the area and treat the wounded or injured.

Once safely evacuated we will carry out a headcount to ensure that all children and adults are accounted for and try to contact the children's parents or next of kin to inform them that they are safe.

If the provision is a safe distance from the scene of an attack, we will stay indoors and listen to the local radio or television for further information and advice on what to do. If advised by the emergency services, we will evacuate following our emergency evacuation procedures

Any injury during an attack to practitioners or children will need to be reported to the health and safety executive

Emergency contacts

- Counter terrorism helpline 0800 789 321
- Electricity supplier 0843 903 2146
- Gas supplier 0800 048 0202
- Environment agency 020 8583 5555
- Flood line 0370 850 6506
- Handy person Fred Mitchell 020 8570 0979
- HSE incident contact centre 0345 300 9923
- Insurance provider 0207069702585
- Landlord contact Mr Charles Cossick 020 8570 4551
- Local ambulance service 020 7783 2000
- Local authority emergency planning department 020 8583 2222.
- Local Fire service 020 8555 1200
- Local health protection unit [020 3326 1658](tel:02033261658)
- Local police 0208 577 1212
- Locksmith 0208 528 3751
- National gas emergency service 0800 111 999
- National Grid emergency number 0800 404 090
- OFSTED 0300 123 1231
- Qualified electrician 0208 248 4602
- Water supplier 0800 980 8800

This policy was adopted at a meeting of

Parkside Road

Held on

Sept 2021

Date to be reviewed

Sept 2022

Signed on behalf of the provider

Name of signatory

Brenda Henrick

Role of signatory (e.g. chair, director or owner)

Chair person