



CRITICAL INCIDENT POLICY

This Policy relates to the Senior School

At Moorland School we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind we have a critical incident policy in place to ensure our school is 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
- 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 School to operate, we will contact parents via phone/email/text message at the earliest opportunity, e.g. before the start of the School day.

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 during the School day, the SLT 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 children will be kept safe and parents will be notified in the same way as the fire procedure.

Should the School be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide care in another location if it is possible to do so.

Fire

Please refer to the fire safety policy.

Burglary

The management of the School 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 School is closed.

Staff will always check the premises as they arrive in the morning. Should they discover that there has been a break-in 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 school and children will be arriving soon
- Contain the area to ensure no-one enters until the police arrive. The staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice, including following the relocation procedure under flood wherever necessary to ensure the safety of the children
- The SLT and staff will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- A member of staff 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 operation of the School.

Abduction or threatened abduction of a child

At Moorland School we take the safety and welfare of the children in our care extremely seriously. As such 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 School property immediately. All doors to the School are locked and cannot be accessed unless staff members allow individuals in. Visitors and general security are covered in more detail in the supervision of visitors policy.

Children will only be released into the care of a designated adult; see the arrivals and departures policy for more details. Parents are requested to inform the School of any potential custody battles or family concerns as soon as they arise so the School is able to support the child. The School 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 School will not restrict access **unless** a court order is in place. Parents are requested to issue the School with a copy of these documents should they be in place.

If a member of staff witnesses an actual or potential abduction from School the following procedure will be followed:

- 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 School, 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. A bomb threat form (appendix 1) will be completed.

Other incidents

All incidents will be managed by the SLT 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 will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.

The Manager will notify the Independent Schools Inspectorate in the event of a critical incident.

*Policy Created by Lou Harrison, Head of the EYFS/Operations Manager, in conjunction with the staff team,
01.09.2015*

Reviewed by Deborah Frost, 01.09.2020

Next Review Date: 01.09.21 or sooner, should an incident arise.

Bomb threat checklist

This checklist is designed to help staff to deal with a telephoned bomb threat effectively and to record the necessary information.

Actions to be taken on receipt of a bomb threat:

- Switch on recorder/voicemail (if connected)
- Tell the caller which town/district you are answering from
- Record the exact wording of the threat:

Ask the following questions:

- **Where is the bomb right now?** _____
- **When is it going to explode?** _____
- **What does it look like?** _____
- **What kind of bomb is it?** _____
- **What will cause it to explode?** _____
- **Did you place the bomb?** _____
- **Why?** _____
- **What is your name?** _____
- **What is your address?** _____
- **What is your telephone number?** _____

Record time call completed:

- Where automatic number reveal equipment is available, record number shown: _____
- Inform the Security Co-ordinator of name and telephone number of the person informed: _____
- Contact the police on 999. Time informed: _____

The following part should be completed once the caller has hung up and the Security Co-ordinator and the police have been informed.

- **Time and date of call:** _____
- **Length of call:** _____
- **Number at which the call was received (i.e. your extension number):** _____

About the caller

- **Sex of caller:** _____ • **Age:** _____
- **Nationality:** _____

✓ Tick where appropriate

Language

- Well spoken
- Irrational
- Taped message
- Offensive
- Incoherent
- Message read by threat-maker

Caller's voice

- Calm
- Crying
- Clearing throat
- Angry
- Nasal
- Slurred
- Excited
- Stutter
- Disguised
- Slow
- Lisp
- Accent

Type of accent

- Rapid
- Deep
- Hoarse
- Laughter
- Familiar

If so, whose voice did it sound like?

Background sounds

- Street noises
- House noises
- Animal noises
- Crockery
- Motor
- Clear
- Voice
- Static
- PA system
- Booth
- Music
- Factory machinery
- Office machinery
- Other (specify)

Other remarks

Signature: _____

Date: _____

Print name: _____