

CRITICAL INCIDENT POLICY AND EMERGENCY PROCEDURES HAZELWOOD SCHOOL NURSERY

CONTENT:

PART A – Critical Incident Policy	Page
Decision Making Structure	2
Training and Testing	3
Crisis Leader – Roles and Responsibilities	3
Resolution and De-Brief	3
PART B – Critical Incident Plans and Procedures	
Incident criteria and escalation	5
Incident Manager	5
First Aid / Estates Response Team	5
Off-site Emergency Response Lead	6
Lockdown Procedures	7
Evacuation Procedures	9
Appendix	
A. Incident Assessment Sheet	11
B. Holding Statements	12
C. Emergency Contact Numbers	13
D. Grab Box contents	15
E. Incident Management Team – template meeting agenda	17
F. Critical Incident Procedures Flow Diagram	18

PART A

Critical Incident Policy

The Hazelwood Nursery considers a critical incident to be:

“Any sudden event or emergency involving one of its settings (in or out of hours) where the effectiveness of the nursery response is likely to have a significant impact on the local community and stakeholders”.

The Critical Incident Plan (Part B) is designed to help the Nursery staff manage these incidents when they occur. In the event of a critical incident occurring, the Board of Governors has established the following priorities to be addressed by a Nursery’s incident management team:

- Minimise or eliminate any danger or risks to individuals
- Contain the incident and work effectively with emergency services
- Assist in any investigation and ensure the Nursery acts in a lawful manner
- Look after the emotional wellbeing of the Nursery community and communicate with the wider community, parents, and key stakeholders
- Restore normality as soon as possible

The Board of Governors is aware of the emotional needs, as well as the practical needs, of everyone within the Nursery’s community at a time when a critical incident occurs and will ensure that appropriate support is put in place for as long as it is needed.

Decision Making Structure

To ensure a coherent and co-ordinated response to any critical incident, a decision-making structure that is distinct and separate to the normal management structure will be used.

The Incident Management structure set out on page 5 below and outlines the minimum of roles that are required for **an initial activation**. Additional roles may be required as the incident progresses.

Training and Testing

The Board of Governors are committed to ensuring that all members of the Nursery’s Management Team, and staff who are members of the Critical Incident Management, receive appropriate training and participate in a biennial exercise to rehearse implementing the procedures set out in Part B.

Crisis Leader – Role and Responsibilities

The Head will be responsible for overseeing the Nursery’s response by determining resourcing levels, appointing a person to be the Incident Manager, and undertaking strategic stakeholder engagement.

In the initial stages of an incident, or until notified otherwise, the strategic priorities will be:

1. Preserve Life.
2. Ensure welfare of staff and children.
3. Minimise damage / loss to buildings.
4. Resume designated critical activity.
5. Return academic activity to normal, within allocated resourcing levels.
6. Protect the local reputation and standing of the Nursery.

The Crisis Leader will contact the Chair of Governors as appropriate once there is a clear understanding of the situation and the Nursery's response.

Resolution and De-brief

The response required to return the Nursery to normal activity, in the aftermath of a critical incident, may require activity to extend over a considerable time.

Once the Crisis Leader is satisfied that any on-going action required can best be accomplished through the Nursery's day-to-day managerial structure, the critical incident should be declared finished, and the Incident Management Team stood down.

If appropriate and prior to formal notification of being stood down, the Crisis Team should attend a de-brief session and should be held no later than 3 days after the initial incident.

The Crisis Leader will then organise facilitated debriefing sessions for all staff members and students, to discuss the incident and to give them the opportunity to emotionally process their experiences. This also provides an opportunity to assess whether follow support or counselling is appropriate.

A written report of the lessons learnt from the response to the Critical Incident should be made and any recommendations incorporated into changes to the Critical Incident Plan.

Part B

Critical Incident Procedures

Incident classification and escalation criteria

Any incident or suspected incident should be notified to the Head of a member of the Nursery Management Team as soon as practicable.

The receptionist or member of SMT notified will immediately ascertain and record the following information on the Incident Assessment Sheet (Appendix A):

- Exact location of the incident.
- Time incident occurred.
- Number of children and staff directly impacted.
- Number and extent of injuries / fatalities.
- Presence of emergency services.
- Nature of incident.

An incident should be classified using the following criteria:

Category	Criteria
Critical Incident (Contact any member of the Nursery Management Team)	Fatality
	Serious injury
	Violent trespass / Threat of
	Loss of building
	Loss of access to Nursery
	Data breach
	Community Disturbance
	Bomb threat / Suspicious package
Priority Incident (Contact Head of Operations)	Loss of utility
	Loss of IT
	Disruption to transportation
	Food poisoning
	Minor injury
	Severe weather
Routine	Minor or temporary disruption not expected to exceed 4 hours

During Nursery hours, once a member of the Nursery Management Team has been contacted and briefed on the incident, they in turn **must immediately assume** the role of **Incident Manager** in the event of a **CRITICAL INCIDENT**.

For an out-of-hours incident, the on-call member of the Senior Management Team will assess whether immediate activation of the **Incident Management Team (IMT)** is required. This is mandatory for an incident assessed as **CRITICAL**.

The Incident Manager should only communicate with the members of the Incident Management Team (IMT) through the **IMT WhatsApp group** to ensure consistency of communications.

Incident Management Team

The Incident Management Team (IMT) will comprise the following roles and on activation should meet in the Management Office if safe to do so, join a Nursery-initiated Teams or WhatsApp Call.

FUNCTION	Name	Alternate
1. Crisis Leader	Crisis Leader (remote)	Deputy Head of Wellbeing and EY
2. Incident Manager	Nursery Manager	Deputy Nursery Manager
3. Welfare Lead	Deputy Nursery Manager	Early Years Teacher
4. Estates	Estates Manager (remote)	Facilities Manager (remote)
5. Comms & Media	Receptionist	Director of Marketing, Admissions and Communications (remote)
6. First Aid Response	Deputy Nursery Manager	Early Years Teacher
7. IT	Senior IT Technician (remote)	B C Technologies (remote)
8. Admin	Receptionist	Office Administrator (Finance)
9. Logistics	Deputy Nursery Manager	Head of Operations (remote)

Incident Manager – Role and Responsibilities

The Incident Manager is responsible for developing a plan that will resolve the incident and restore normal activity in accordance with the priorities and resourcing levels set out by the Crisis Leader.

An individual who is a member of the Nursery Management Team will assume the role of Incident Manager upon an initial request by a receptionist or at the request of the Crisis Leader.

Once the Incident Manager is satisfied, they are fully aware of the current situation and on-going activity they should:

1. Convene the Incident Management Team (IMT) and confirm / appoint individuals to be the functional leads specified above.
2. The role of the functional leads in the IMT is to organise the implementation of any tasks allocated to their function, under the plan developed by the Incident Manager. This may require the identification and instruction of others to undertake the task required.
3. Contact the IT Lead to obtain a full list of staff and children on site together with contact details for use by the IMT and the emergency services
4. Ensure a First Aid Response Team has been deployed for any on-site incident.
5. Identify an Emergency Response Lead (ERL) for any off-site incident.
6. Activate the IMT WhatsApp Group for communication purposes

First Aid Response LEAD

The role of the First Aid Response LEAD is to attend the immediate vicinity of an incident occurring within the Nursery site to:

- Assess and confirm the nature of the incident
- Provide first aid to injured parties
- Establish a cordon to prevent further endangering of staff and children
- Initiate emergency action to prevent further injury or damage

Where it is not safe to undertake a physical investigation, a remote investigation by CCTV or other means should be considered.

It is essential that an initial assessment of the incident made and passed to the Incident Manager with a recommendation on whether to invoke a pre-determined **“Evacuation”** or **“Lockdown”** plan is a matter of urgency.

Emergency Response Lead - Off-site

The Emergency Response Lead is the most senior member of staff on a Nursery trip or event away from the Nursery premises.

The role of the Emergency Response Lead is to attend the immediate vicinity of incident to initiate / confirm the attendance of emergency services who can provide first aid to injured parties and to then ensure that all remaining students are located and moved to a nearby place of safety as soon as possible.

Once this has been achieved, they must contact the Incident Manager and give the names of children who have been injured, the nature of their injury and their current location.

LOCKDOWN PROCEDURE

Signal:

The signal for **LOCKDOWN** is:

- Telephone message by the Receptionist or a member of NMT stating “**lockdown activated lockdown activated**” will be announced through the telephones around the site
- Siren sounding at the Elm and back of the reception building
- Radio message by the Receptionist or a member of NMT stating “**lockdown activated lockdown activated**” will be announced to reach Forest School

Activation:

- The telephone announcement can be made from any telephone by dialling “600”.
- The siren can be activated from the short cut button on the reception computers and all computers in the Management Office.
- The radio announcement will be made on Channel 6 which covers Forest School.

The Receptionist or a member of NMT will activate the signal if made aware of an armed or potentially violent intruder in the locality or upon request from an individual acting in the capacity of an Incident Manager under the Critical Incident Plan.

Action on instigation – All staff, children and visitors

On hearing the lockdown signal, all staff and children must either:

1. Make your way immediately to the nearest building or designated refuge (whichever is closer)
2. Go to your classroom.
3. Remain in the classroom until further notice.

Designated Refuge:

- St Marys Church Car Park

Action of Room Leaders and Staff

Please follow the **CLOSE** procedure:

1. **Close** - all doors and windows -draw curtains / blinds if present.
2. **Lock up** - lock classroom doors shut if possible or move furniture to block access
3. **Out of sight** - minimise movement and move to away from doors / windows / hide under tables
4. **Stay** - calm and be as quiet as possible / turn phones to vibrate
5. **Endure**
 - a. Access your Nursery email (Outlook)

- b. Take a rollcall and record the names of all persons present in the room.
- c. Send roll call to the Reception.
- d. Follow the guidance / instruction given via email.

Release:

Normal activity and movement from any classroom or office, may only occur when a notification of **“ALL CLEAR”** has been announced through the telephone system, radios, advised in person by a member of the NMT or has been posted on the Nursery email.

EVACUATION PROCEDURE

Signal: The signal for Evacuation is the sounding of the Fire Bell.

Action on instigation – All staff, children and visitors

On hearing the fire alarm all staff and children must:

1. Make their way immediately to the nearest fire exit (quickest and safest route).
2. Make their way calmly to their designated Assembly Point for registers to be taken
3. If children are attending Forest School at the time of the alarm they remain in the woods, and a member of staff notifies NMT on the Playground that all children are present

Assembly Points:

There is currently two designated muster point as follows:

- Elm, Hazel and Catering evacuate and gather in the area next to the bins in the top car park.
- Willow, Blossom, Maple, Birch, Pine, Acorns and Admin walk to the far end of the tennis courts to line up by the far gate.

Action of Room Leader:

Room Leaders must:

1. Make a visual check on exiting a classroom that no pupil remains in room.
2. Take all children in their class directly to their designated muster point.
3. Take a rollcall of children present from their class / form.
4. Provide the names of any pupil un-accounted for to a Fire Marshall.
5. Remain with the class until released.

Action of Marshalls

Fire Marshalls will be allocated to individual buildings and must:

1. Make a physical check of all classrooms that no pupil remains in room.
2. Make a physical check of communal areas, changing rooms and toilets.
3. Report to SMT on the Middle Court when satisfied specified building is CLEAR.

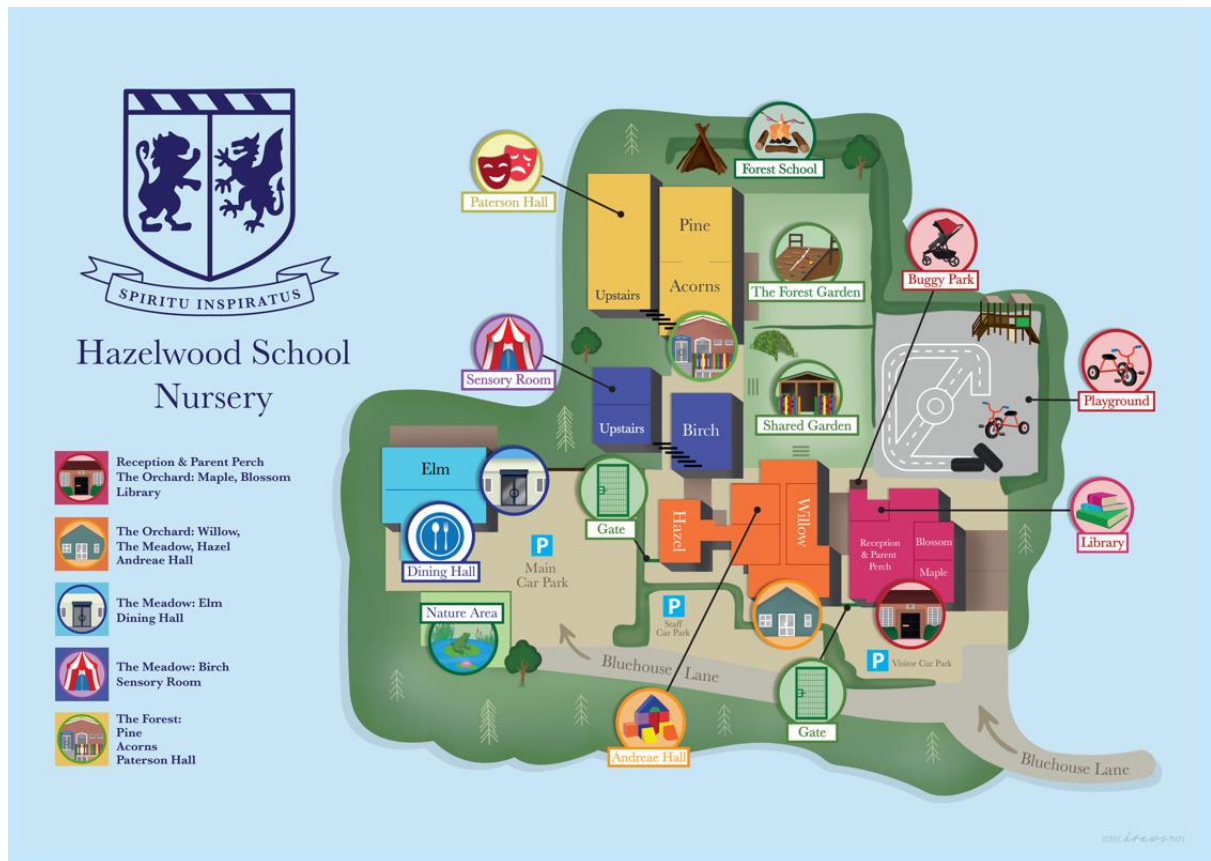
The off-site evacuation point is:

- St Marys Church Car Park

Release:

Normal activity and movement back to any classroom or office, may only occur when a member of the Nursery Management Team declares "All Clear"

Site Plan



Appendices

A. Incident Assessment Sheet

In the event of an incident or suspected incident, the Front Office (during the Nursery day) or member of NMT (out of hours) will obtain the following information:

Exact location of the incident	
Time incident occurred	
Number of children and staff directly impacted	
Number and extent of injuries / fatalities	
Presence of emergency services	
Nature of incident	

Select Category:

Category	Criteria	Select
Critical Incident (Contact any member of the SMT)	Fatality	
	Serious injury	
	Violent trespass / Threat of	
	Loss of building	
	Loss of access to Nursery	
	Data breach	
	Community Disturbance	
	Bomb threat / Suspicious package	
Priority Incident (Contact Head of Operations)	Loss of utility	
	Loss of IT	
	Disruption to transportation	
	Food poisoning	
	Minor injury	
	Severe weather	
Routine	Minor or temporary disruption not expected to exceed 4 hours	

DURING THE NURSERY DAY - IF CRITICAL INCIDENT, REFER IMMEDIATELY TO NMT MEMBER WHO ASSUMES ROLE OF INCIDENT MANAGER

OUT OF HOURS – SMT MEMBER COMPLETES THE ASSESSMENT ABOVE AND ASSESSES WHETHER TO ACTIVATE THE INCIDENT MANAGEMENT TEAM (MANDATORY FOR CRITICAL INCIDENTS)

B. Holding Statements

1.	<p>Generic Incident</p> <p>The Nursery is currently dealing with an on-going incident and has, as a precaution, activated its Incident Management Team.</p> <p>Emergency services have been contacted, and we are currently liaising with them to assess the impact on the Nursery and confirm any immediate action needed.</p> <p>An up-date will be provided in 60 mins via our website / parent portal. Please do not contact the Nursery. We will update you as soon as possible.</p>
2.	<p>Generic Incident – Emergency Services On Site</p> <p>The Nursery is currently dealing with an on-going incident and has, as a precaution, activated its Incident Management Team.</p> <p>Emergency services are in attendance, and we are currently working with them to account for all our children and staff.</p> <p>(Parents of impacted children will be contacted directly)</p> <p>We would ask you do not try to contact or come to the Nursery at this time and an up-date will be provided in 60 mins via our website / parent portal.</p>
3.	<p>Lockdown</p> <p>In response to the report of..... (insert outline) the Nursery has initiated its lockdown procedure and we are currently in the process of accounting / have accounted for all children and staff.</p> <p>While the emergency services deal with this please do not contact or come to the Nursery.</p> <p>Parents of impacted children will be contacted directly.</p> <p>An up-date will be provided in 60 mins via our website / parent portal.</p>
4.	<p>Serious Injury</p> <p>Today's events, which have resulted in the serious / minor injury of a member of the Nursery have been a difficult / traumatic experience for all our children, their parents and our staff.</p> <p>While the emergency services continue to investigate these events, you will understand that we are unable to provide further details at this time.</p> <p>Our focus is on supporting those directly impacted and that we, as a community, support each other in the days ahead, as we seek to return to as normal an academic life as is feasibly possible.</p>

C. Emergency Contacts

Emergency Services

Agency/Person	Role/Responsibility	Contact Number(s)	Notes
Police	Immediate response	999	Non-emergency: 01483 571212
Ambulance	Medical emergencies	999	Non-life-threatening medical advice: 111
Fire & Rescue	Fire, rescue, HAZMAT	999	

Safeguarding / Local Authority

Agency/Person	Role/Responsibility	Contact Number(s)	Notes
Surrey MASH (Children's Single Point of Access – C-SPA)	Child protection referrals (office hours)	0300 470 9100	Mon–Fri 9am–5pm
Emergency Duty Team	Safeguarding/social care emergencies out of hours	01483 517898	Evenings, weekends & bank holidays
LADO (Local Authority Designated Officer)	Allegations against staff/volunteers	0300 123 1650	Email: LADO@surreycc.gov.uk

Adult Safeguarding

Agency/Person	Role/Responsibility	Contact Number(s)	Notes
Adult Social Care / MASH	Safeguarding adults at risk	0300 470 9100	Mon–Fri 9am–5pm
Adult Social Care Contact Centre	General adult social care enquiries	0300 200 1005	Standard office hours

Public Health

Agency/Person	Role/Responsibility	Contact Number(s)	Notes
UKHSA – Surrey & Sussex Health Protection Team	Infectious disease control	0344 225 3861	Out-of-hours via same number

Hospitals

Agency/Person	Role/Responsibility	Contact Number(s)	Notes
East Surrey Hospital	Accident & Emergency (nearest major hospital)	01737 768511	Canada Avenue, Redhill, RH1 5RH
Caterham Dene Hospital	Urgent Care / community hospital	01883 837500	Church Road, Caterham, CR3 5RA

Utilities and Contractors

Agency/Person	Role/Responsibility	Contact Number(s)	Notes
National Gas Emergency	Gas leaks	0800 111 999	
UK Power Networks	Power cuts	105	
SES Water	Burst pipes / supply issue	01737 772000	
Fire Alarm Contractor	Fire safety systems	Churches Fire Security 0370 608 4350	24/7 emergency line
IT / Network Provider	IT continuity	BC Technologies 07764 949736 0330 800100	

Specialist Agencies and Support

Agency/Person	Role/Responsibility	Contact Number(s)	Notes
Nursery Insurance Provider	Crisis Support	Crisis Communication – 0330 102 4201	Marsh Insurance
Legal Adviser	Emergency legal advice	0117 933 0687	Marsh Insurance
Trauma Support / Counselling	Staff & pupil support	0117 933 0687	Marsh Insurance
HSE	Incident Contact Centre	0345 300 9923	Opening hours Monday to Friday 8.30 am to 5 pm

Communications

Agency/Person	Role/Responsibility	Contact Number(s)	Notes
Media Lead (Chair/Head)	External spokesperson	Lindie Louw (Head) 07979 852487	
Marketing/Comms Manager	Parent communications	Kate Whitehead 07554400133	
IT/Web Support	Website / portal	Kate Whitehead 07554400133	

Local

Agency/Person	Role/Responsibility	Contact Number(s)	Notes
St Peters Church - Limpsfield Parish	Community Support	01883 712512	
St Johns Church - Hurst Green Parish	Community Support	01883 712674	
St Marys Church Oxted Parish	Community Support	01883 714263	
Surrey Police Neighbourhood Team Co-Ordinator (Caterham)	Community Support	01483 630220 SNTTandridge@surrey.pnn.police.uk	

Regional/National

Agency/Person	Role/Responsibility	Contact Number(s)	Notes
DfE Incident Helpline	National Nursery incidents	0370 000 2288	Monday to Friday, 9am to 5pm URN: 125386
ISI / Ofsted	Emergency notification	0207 600 0100 0300 123 1231	ISI for independent Nurserys Ofsted
Charity Commission	Serious incident reporting	0300 066 9197	

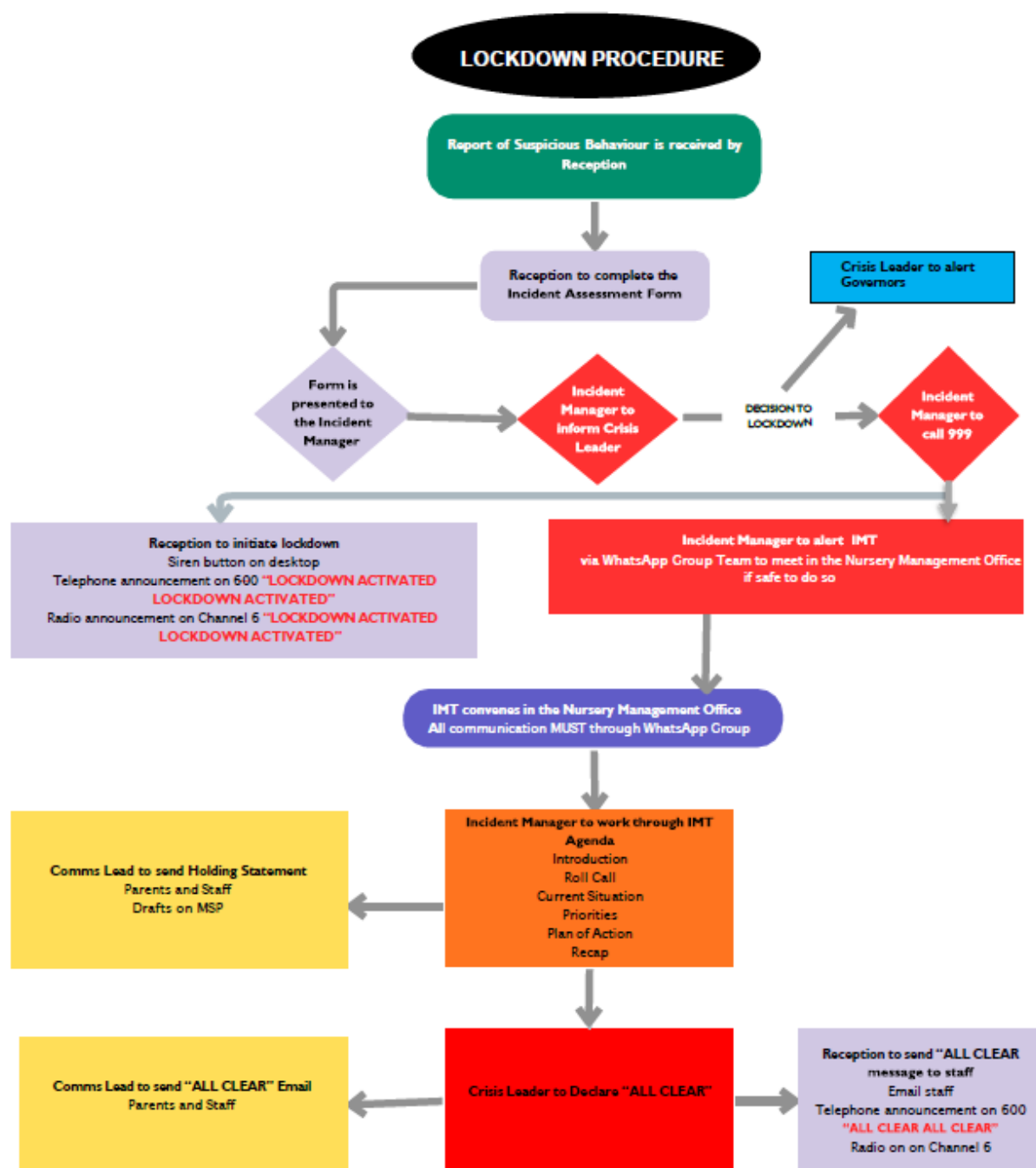
D. Grab Box (suggested contents)

1.	Stationery Pad	x 5
2.	Pens and Pencils	X8 each
3.	Blu Tack	X1 pack
5.	Critical Incident Plan (printed copy)	X1
8.	Wi-Fi Access and Codes	X5
9.	High-Vis Jacket	x 4
10.	Torch	x 3
11.	Barrier Tape	x 1 500m
12.	Blanket (large)	X1
13.	First aid (trauma kit)	X1
14.	Site Plan (included in Critical Incident Plan)	
15.	Do not cross/enter signs	X10
16.	Foil blankets	X18
17.	Zip ties	X2 packs
18.	Chargers and plug	X1
19.	Critical incident notes chronology of events pad	X2

E. Incident Management Team Agenda

IMT Agenda (Template)										
Section 1 – Introduction This is the (<i>name</i>) Nursery's Incident Management Team. I am I will start by taking a roll call by function, then give an outline of incident and then detail the priority actions needed to be taken. Please put your phones to silent and if you are on the conference bridge, please put yourself on mute. At the end of this meeting, I will invite contribution from non-functional leads.										
Section 2 – Roll Call <table><tbody><tr><td>Crisis Leader</td><td>Incident Manager</td></tr><tr><td>Comms and Media</td><td>Logistics</td></tr><tr><td>First Aid/Medical Response</td><td>Welfare Lead</td></tr><tr><td>IT Support</td><td>Estates</td></tr><tr><td>Admin Support</td><td></td></tr></tbody></table>	Crisis Leader	Incident Manager	Comms and Media	Logistics	First Aid/Medical Response	Welfare Lead	IT Support	Estates	Admin Support	
Crisis Leader	Incident Manager									
Comms and Media	Logistics									
First Aid/Medical Response	Welfare Lead									
IT Support	Estates									
Admin Support										
Section 3 – Current Situation Outline / Describe current picture/ assessment of key issues. Question: "Does anyone have different understanding of the issues or a more accurate assessment?"										
Section 4 – Priorities <ul style="list-style-type: none">● Outline strategic goals● Review priority of strategic aims.										
Section 5 – Plan of action <ul style="list-style-type: none">● Outline key features of plan.● Allocate actions / scope of authority to functional leads.● Request up-dates on allocated tasks & actions Admin to record action / owner / timescale										
Section 6 – Recap <ul style="list-style-type: none">● Confirm strategic priorities, key elements of plan and priority actions to be undertaken.● Comments - Invite input from non-functional leads.										
Section 7 – Next Meeting Set date, time and venue for next session.										

F.Critical Incident Procedure Flow Diagram



FUNCTION	Name	Alternate
1. Crisis Leader	Crisis Leader (remote)	Deputy Head of Wellbeing and EY
2. Incident Manager	Nursery Manager	Deputy Nursery Manager
3. Welfare Lead	Deputy Nursery Manager	Early Years Teacher
4. Estates	Estates Manager (remote)	Facilities Manager (remote)
5. Comms & Media	Receptionist	Director of Marketing, Admissions and Communications (remote)
6. First Aid Response	Deputy Nursery Manager	Early Years Teacher
7. IT	Senior IT Technician (remote)	B C Technologies (remote)
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