



# EMERGENCY POLICY AND PROCEDURES

Reviewed on	Approved by
1.07.2021	N. Crump
17.05.2023	S Crump
28.10.23	K Coe
20/3/2025	S Crump

Charters Ancaster, Woodsgate Place, Gunters Lane, Bexhill-on-Sea TN39 4EB  
 T - 01424 216670 E -[office@chartersancaster.com](mailto:office@chartersancaster.com)  
[www.chartersancaster.com](http://www.chartersancaster.com)

Company Registration number: 3174367 Registered Office: Unit 2.02, High Weald House, Glovers End,  
 Bexhill, East Sussex TN39 5ES

## INTRODUCTION

This policy informs practice in the Nursery.

At Charters Ancaster Nursery and Forest School we understand the need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for and the staff we employ. With this in mind we have an 'Emergency policy' in place to ensure our Nursery is able to operate effectively in the case of an emergency. The emergency might arise from the following:

- Severe Weather (for example extreme heat, flooding, storms or snow).
- Public health incidents (infectious disease incidents.)
- Fire risk or hazards.
- Serious injury to a child or staff member.
- Significant damage to building requiring temporary structural supports to building or leading to closure.
- Criminal activity for example burglary or break ins.
- Abduction or threatened abduction of a child.
- Loss of power telecommunications.
- Cyber incident or data breach.
- The impact and lasting effects of a disaster in the local community.
- 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 nursery to operate, we will contact parents either via phone or a notice displayed on the platform Family that we use to effectively communicate with parents at the earliest opportunity e.g. before the start of the Nursery Session.

### Severe Weather

We ensure that as a setting, any weather warnings are risk assessed and systems put in place to prevent any harm.

As a Forest School Nursery, we risk assess the wind levels each morning to ensure the safety of the forest, any weather warnings of high winds we relocate our forest school sessions to a different area away from any risk of fallen branches or may have to cancel the session together.

We see snow as a play opportunity however, any play during snow fall is risk assessed, suitable footwear must be worn and any paths which could become icy are gritted.

Our car park can become very slippery during the icy weather, we aim to keep this as clear as possible and ensure that it is gritted on walkways.

During the hotter weather we follow our safer sun policy to ensure that all children do not play outside unless wearing sunscreen with an appropriate hat with fresh water available.

We aim to provide suitable shade in our outside areas and opportunities for water play to

Charters Ancaster, Woodsgate Place, Gunters Lane, Bexhill-on-Sea TN39 4EB

T - 01424 216670 E -[office@chartersancaster.com](mailto:office@chartersancaster.com)

[www.chartersancaster.com](http://www.chartersancaster.com)

**Company Registration number: 3174367 Registered Office: Unit 2.02, High Weald House, Glovers End, Bexhill, East Sussex TN39 5ES**

encourage the children to keep themselves cooler.

### **Flood**

There is always a danger of flooding from adverse weather conditions or through water/central heating systems. We cannot anticipate adverse weather conditions; however, we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the risk 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 nursery day, the Management Team will make a decision based on the severity 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 nursery be assessed as unsafe through flooding, fire or any other incident we will ask parents to collect their children when it is deemed suitable.

### **Public Health Incidents**

We aim to ensure that any Public health incidents such as a significant infectious disease we would follow any government or area guidelines and follow the correct protocol. As part of our mandatory training we ask practitioners to complete infection control bi-annually.

### **Fire**

In the event of a Fire we refer to the Fire Safety and Fire Evacuation policies. We aim to evacuate both buildings as quickly as possible. The 0-2's have a fire evacuation cot for any babies that are not yet confidently walking this enables the 0-2's to evacuate the building as quick as possible.

### **Serious Injury**

In the event of a serious injury to a child or staff member we follow our First Aid Policy. We ensure that there is always a fully qualified level 3 practitioner at all times as well as a member of the management team and at least one First aid trained staff member. We ensure that any dangers are accessed and immediately removed if safe to do so, any children or staff members not needed at the scene will be taken to a different area to ensure the safety of all.

### **Burglary**

The nursery Manager on site or the maintenance manager follow a lock up procedure which ensures all doors and windows are closed and locked before the premises is vacated, however if this is then reopened by our cleaners and the responsibility fall on them as key

Charters Ancaster, Woodsgate Place, Gunters Lane, Bexhill-on-Sea TN39 4EB

T - 01424 216670 E [office@chartersancaster.com](mailto:office@chartersancaster.com)

[www.chartersancaster.com](http://www.chartersancaster.com)

**Company Registration number: 3174367 Registered Office: Unit 2.02, High Weald House, Glovers End, Bexhill, East Sussex TN39 5ES**

holders to ensure that the building is relocked.

Staff will always check the premises as they arrive in the morning. Should they discover that any of the nursery buildings has been broken into they will follow the procedure below:

- Dial 101 or report online with as many details as possible, ie name and location, details of what has been found and emphasize that the site is a nursery and that children will arrive soon.
- Contain the area to ensure that 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.
- The Manager on duty will help the police with enquiries e.g. by identifying items missing, areas of entry etc
- A member of the management team will be available at all times during this time to speak to parents, reassure children and direct enquiries.
- Management will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the nursery.

### **Structural building damage**

In the event of any significant structural building damage a risk assessment will take place and procedures followed in regards to the safety of the children and staff. If the risk assessment flags up danger to the structure of the building we will follow the fire evacuation policy. If any major building works and maintenance need to take place these are again risk assessed and any temporary changes for the safety of the children and staff will be made.

### **Abduction or Threatened Abduction of a Child**

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 Nursery property immediately. All doors to the Nursery are locked when not in use and cannot be accessed unless staff members allow individuals in. Staff monitor entrances and exits in their classrooms particularly during free-flow activities. Staff are reminded on a regular basis not to allow anyone into the buildings whether they are known to them or not. 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**.

### **Custody Battles Between Parents**

Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the Nursery is able to support the child.

Charters Ancaster, Woodsgate Place, Gunters Lane, Bexhill-on-Sea TN39 4EB  
 T - 01424 216670 E [office@chartersancaster.com](mailto:office@chartersancaster.com)  
[www.chartersancaster.com](http://www.chartersancaster.com)

**Company Registration number: 3174367 Registered Office: Unit 2.02, High Weald House, Glovers End, Bexhill, East Sussex TN39 5ES**

The Nursery 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 Nursery cannot restrict access **unless** a court order is in place. Parents are requested to issue the Nursery with a copy of these documents should they be in place.

### **In the case of an abduction procedures**

If a member of staff witnesses an actual abduction or potential abduction from the Nursery we have the following procedures which are followed immediately;

- The police must be called immediately.
- The staff member will notify the Management Team who 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.

### **Loss of power/ Telecommunications**

In the event of a power cut which can lead to the phone lines and internet not working, the Management team have permission to use a mobile phone to communicate with other professionals and to make any arrangements and adaptations necessary.

In the event of an emergency, a list of emergency contacts for both children and all staff members are kept in the fire evacuation bag.

Parents will be notified of any loss of telecommunications via our Family platform or phone call by the manager.

### **Cyber incident/ Data Leak**

In the event of a Cyber incident and data leak we would follow the protocol of our data protection policy. We would alert the correct authority if necessary.

### **Bomb Threat or Terrorist Attack**

If a bomb threat is received at the Nursery, 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 is ended. The Management Team 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.

In the event of a terrorist attack the Management Team will instigate the Lock down procedure or Fire evacuation procedure as relevant to the situation.

The Nursery Manager will notify Ofsted in the event of a 'critical incident.'

See '**Lockdown and Critical Incident**' policy for further information.

Charters Ancaster, Woodsgate Place, Gunters Lane, Bexhill-on-Sea TN39 4EB

T - 01424 216670 E [office@chartersancaster.com](mailto:office@chartersancaster.com)

[www.chartersancaster.com](http://www.chartersancaster.com)

**Company Registration number: 3174367 Registered Office: Unit 2.02, High Weald House, Glovers End, Bexhill, East Sussex TN39 5ES**

**Other Incidents**

All incidents will be managed by the member of Management on duty and all staff will cooperate with any emergency services on the scene. Any other incident that requires evacuation will follow the Fire Evacuation Procedure. Other incidents e.g. no water supply will be dealt with on an individual basis taking into account the effect on the health, safety and welfare of the children and staff in the Nursery.

Charters Ancaster, Woodsgate Place, Gunters Lane, Bexhill-on-Sea TN39 4EB

T - 01424 216670 E -[office@chartersancaster.com](mailto:office@chartersancaster.com)

[www.chartersancaster.com](http://www.chartersancaster.com)

**Company Registration number: 3174367 Registered Office: Unit 2.02, High Weald House, Glovers End,  
Bexhill, East Sussex TN39 5ES**