



Critical Incident Policy and Procedures

Introduction

At Putnoe Woods Preschool 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 nursery 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 nursery to operate, we will contact parents via phone, email or text message at the earliest opportunity, e.g. before the start of the nursery 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.

If flooding occurs during the preschool day, the Preschool Manager 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 preschool be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide care in another location which is our place of safety:

Mark Rutherford Upper School



Fire

Please refer to the fire safety policy.

Burglary

The management of the preschool 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 preschool is closed.

The preschool manager will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into 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 nursery 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 manager on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- A manager 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 nursery.

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 and gates to the nursery are locked and cannot be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. Visitors and general security are covered in more detail in the supervision of visitor's 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 nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. 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 will not 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. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

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

- 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

Please refer to Bomb Threat / Terrorism Attack Policy, Lockdown Policy

Other incidents

All incidents will be managed by the manager on duty 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 e.g. no water supply 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 nursery manager will notify Ofsted in the event of a critical incident

**This policy is in compliance with GDPR (General Data Protection Regulations)
May 2018**

Putnoe Woods is committed to safeguarding and promoting the welfare of children and young people, employees, students, volunteers, trustees and parents and expects all staff and volunteers to share this commitment.

Date of Policy: September 2015	Created By: Jo Skelton	
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Putnoe Woods Preschool



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Review Date	Reviewer	Amendments
May 2018	Jo Skelton	GDPR statement added Reference to Lockdown Policy

Review Date	Reviewer	Amendments	Policy signed off on behalf of the Board of Trustees
January 2019			



Putnoe Woods Complaints Record

Date of complaint:			
A: Source of complaint			
Parent (in writing, including email) ⁵	<input type="checkbox"/>	Staff member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>	Ofsted (include complaint number if known)	<input type="checkbox"/>
		Other (please state)	<input type="checkbox"/>
B: Nature of complaint			
(please tick all boxes that the complaint relates to)			
EY Register		Organisation	<input type="checkbox"/>
Safeguarding and promoting children's welfare	<input type="checkbox"/>	Documentation	<input type="checkbox"/>
		Learning and Development	<input type="checkbox"/>
Suitable people	<input type="checkbox"/>		
Suitable premises, environment and equipment	<input type="checkbox"/>	Compulsory Register	<input type="checkbox"/>

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	Voluntary Register	
Please give details of the complaint:		

⁵ Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.

C: How it was dealt with		
Internal investigation	<input type="checkbox"/>	
Investigation by Ofsted	<input type="checkbox"/>	
Investigation by other agencies	<input type="checkbox"/>	
(please state)		
Please give details of any internal investigation or attach any outcome letter from Ofsted:		

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D: Actions and outcomes		
Internal actions Actions agreed with Ofsted Changes to conditions of registration Other action taken by Ofsted No action Actions imposed or agreed with other agencies	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Please give details:		
Has a copy of this record been shared with parents?		Yes / No
Name of recorder:	Outcome notified to parent: Yes (within 28 days for EY Register) ⁶ (within 20 days for Voluntary/Compulsory Register) ⁷ Date:	
Position: Name: Signature:	Date Completed:	



⁶ Regulations require providers to give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days of the date of the complaint for the Early Years Register and ⁷ within 20 days of the date of the complaint for the Voluntary and Compulsory Childcare Register.

How to complete the complaints record

You are not required to use this complaints record. If you wish to use a different form it must include all of the information held in this record. Ofsted will check your complaints record at all inspections from October 2005.

When completing the record you should bear in mind it must be shared with any parent who asks to see it as well as with Ofsted. It is important to maintain appropriate confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adults and children) that relate to the complaint.

Source of complaint

You need to record here who made the complaint. Where people complain to Ofsted, we will normally refer all such complainants to you in the first instance. Where Ofsted carries out an investigation into your continued suitability to provide childcare following a complaint, we will tell you of the outcome of our investigation. Where we do this, you should enter Ofsted as the source and the Ofsted complaint number, if known.

Nature of complaint

The record is intended only for complaints relating to the Early Years Foundation Stage. You must record here one or more of the welfare requirements to which the complaint refers. If you are unsure, you should refer to your EYFS pack. You must record all details associated with the complaint, taking care not to name individuals. For example, use 'child A', staff member B'.

How it was dealt with



You must provide information on how you investigated the complaint. You will need to record:

- The process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records
- who was involved in the investigation without identifying any individuals names in the complaint, including staff or any child
- any referrals you made to an external agency, for example local authority environmental health departments or social services.

Actions and outcomes

You must provide details about the outcome of your investigation. You will need to record:

- Any action(s) identified by you
- Any actions set or taken by Ofsted
- Any action taken by another external agency, where you have their permission to do so
- The outcome of your investigation, identifying any areas where you feel you could make improvement to your provision
- If you dismissed any members of staff following the investigation and if so, under what circumstances. If you have dismissed a member of staff for misconduct, because they placed a child at risk of significant harm, you may need to refer the individual for inclusion onto the Protection of Children Act (POCA) list. You can find out how to do this by ringing Ofsted on 08456 404040.

You must share an account of the findings of your investigation and the actions, if any, that you took or you intend to take as a result of your investigations with the parents who made the complaint, and at the request of any parent of a child in your care at the setting. You must do this within 20 or 28 days from the date the complaint was made, dependent upon under which register the child sits. You can do this by sharing this record. If they ask you to do so, or if you think it is appropriate, you should send a separate letter to the parent who made the complaint, giving more detail.

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What to Include In A Chronology

Parents and Family

- Family history - including marriages, births, deaths, serious illness, and changes in the makeup of the household including new partners and separation
- Serious stress factors, unemployment, bereavement, accidents, prison, deaths
- Parental history and diagnosis especially care history, mental health and psychological, crime, substance abuse, domestic violence issue and history of relapse
- Police logs detailing relevant incidents at the family home or in relation to family members, such as reported crimes of domestic violence, drunken behaviour of carers



- House moves with dates and full addresses
- Emigration details as appropriate
- Take up / non take up of services offered to the family
- Criminal and civil proceedings and outcomes
- Recorded positive events or strengths showing family capacity to work in partnership and engage with professionals
- Specialist assessments and their outcomes

The Child

- When child seen and if alone
- Allocation of social workers and transfer / closure of case
- Child changes of school/address, school attendance and exclusions
- Change of carer
- Changes in GP
- Child Protection Conferences, Child Protection Plan registration dates for the child and sibling
- Key Network / Planning / Professionals meetings and assessments for the child and siblings
- Relevant medical examinations and attendance and admissions to hospital for the child and siblings
- Critical incidents (police / CP investigations) giving rise to concern including injury and neglected events for child and siblings
- Referrals about the child / family concerning information from agencies or individuals e.g. allegations
- Positive information about the child

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Individual Chronology Report

Childs Name	Gender	Ethnic Origin and First Language	DOB	School

Key Person	
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Siblings	Gender	Ethnic Origin and First Language	DOB	School

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Parent / Carers Name	DOB	Ethnic Origin and First Language

Address of family / child

GP and Address

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Childs Health and Development

Name

Childs Health and Development

Name

Parenting Capacity

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Family and Environmental Factors

Risk Factors
Strengths / Resilience Factors
Analysis

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Parent / Carer Views

Name	Designation	Date	Signed	Contact

Date	Event	Source

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Example Chronology

Date	Event	Source
05.06.11	X starts preschool	Preschool admission
Sept 11	Relationship breakdown between Fred Smith and Emily Jones - Emily confides Fred has threatened to stab her	X Key person
Sept 11	X starts wetting self at preschool Emily says dry at home	X Key person

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	Emily looks tired and has lost weight	
08.12. 11	X tired and unclean Emily looks tired and gaunt Emily confides Fred threatening behaviour at home, X witness to this	X Key person