

Emergency, Major Incident, Business Continuity and Emergency Closure Policy

Kingfisher Kindergarten Ltd is committed to ensuring that children, staff, volunteers, visitors and contractors are kept as safe as reasonably practicable during emergencies, major incidents, severe weather, emergency closures and other unexpected disruptions.

We recognise that emergencies can occur with little or no warning and may include:

- * fire;
- * smoke or suspected fire;
- * serious accident or injury;
- * medical emergency;
- * dangerous person or security incident;
- * lockdown or threat to the premises;
- * bomb threat or suspicious item;
- * gas leak or suspected gas leak;
- * chemical or hazardous-substance incident;
- * structural damage;
- * flooding;
- * extreme heat;
- * severe cold, snow or ice;
- * storms or high winds;
- * loss of electricity, heating, water or telecommunications;
- * significant infectious disease incidents;
- * serious transport or road incidents affecting access;
- * nearby environmental or community emergencies;
- * cyber or data incidents;
- * disruption to essential services;
- * staff shortages affecting safe operation;
- * loss of access to the premises; and
- * any other event which could place children or adults at risk or prevent the setting from operating safely.

The overriding priority in any emergency is:

KEEP CHILDREN AND ADULTS SAFE → ACCOUNT FOR EVERYONE → CONTACT EMERGENCY SERVICES/RELEVANT AGENCIES →
COMMUNICATE WITH PARENTS/CARERS → RECOVER AND REVIEW.

The Department for Education's emergency-planning guidance applies to early years providers and expects settings to have emergency plans covering a range of potential incidents.

The aims of this policy are to ensure that:

- * children are protected during emergencies;
- * staff know their responsibilities;
- * emergency procedures are understood and practised;
- * children are accounted for at all times;
- * emergency contact information is readily available;
- * appropriate first aid and medical assistance can be obtained;
- * emergency services can be contacted promptly;
- * parents/carers receive timely and accurate information;
- * safeguarding responsibilities continue during emergencies;
- * the setting can close safely when continued operation is not possible;
- * reasonable consideration is given to children with additional needs;
- * essential records are protected;
- * business continuity arrangements are in place;

- * the setting can reopen safely as soon as reasonably practicable; and
- * every significant incident is reviewed and lessons are incorporated into future planning.

The current EYFS framework requires providers to meet mandatory safeguarding and welfare requirements and ensure children are kept healthy and safe.

Emergency Leadership

The Owner/Manager has overall responsibility for deciding whether the setting can safely remain open, where they are available and able to make that decision. This decision may be influenced and dictated by Maiden Earlegh Chiltern Edge as the overall owner of the site. During an emergency, the person in charge at the setting will take immediate operational responsibility until the Manager/Owner or emergency services assume responsibility.

Staff must not wait for management approval before taking immediate action where delay could place a child or adult at risk.

For example:

- * call **999** where there is an emergency;
- * evacuate where there is a fire or immediate danger;
- * provide first aid within the limits of training;
- * move children away from immediate danger;
- * initiate the appropriate lockdown/shelter procedure;
- * contact parents/carers where necessary; and
- * contact the Manager/Owner as soon as reasonably practicable.

Emergency Contact Information

The setting will maintain an up-to-date emergency contact list containing, where applicable:

- * Owner/Registered Provider;
- * Manager;
- * Deputy/Person in Charge;
- * Designated Safeguarding Leads;
- * Site management;
- * fire alarm/keyholding arrangements;
- * local authority contacts;
- * emergency services;
- * Ofsted;
- * relevant safeguarding contacts;
- * insurance provider;

The emergency contact list will be reviewed regularly.

A current register and emergency contact information for children must be readily accessible during an emergency, while maintaining confidentiality and data protection.

Fire Safety

Kingfisher Kindergarten will maintain the highest reasonably practicable standard of fire safety.

The setting will comply with the requirements of the Regulatory Reform (Fire Safety) Order 2005 and relevant fire safety guidance. Kingfisher operates within premises managed by Maiden Erlegh Trust and we cooperate with the Premises Manager to ensure that our arrangements are consistent with the building's fire risk assessment and emergency procedures. The Government's current fire safety guidance requires the Responsible Person to carry out and regularly review a suitable fire risk assessment, record findings, prepare an emergency plan and provide information and training.

Fire Risk Assessment

A suitable and sufficient fire risk assessment will be maintained.

The assessment will consider:

- * sources of ignition;
- * electrical equipment;
- * electrical sockets and cables;
- * heating equipment;
- * boilers;
- * cooking equipment;

- * combustible materials;
- * flammable substances;
- * cleaning chemicals;
- * storage arrangements;
- * smoking/vaping;
- * arson;
- * contractors;
- * fire detection and warning systems;
- * emergency lighting;
- * fire doors;
- * emergency exits;
- * escape routes;
- * assembly arrangements;
- * firefighting equipment;
- * young children;
- * children or adults with disabilities/additional needs;
- * staff and visitors;
- * contractors;
- * occupancy levels; and
- * any site-specific hazards.

Government fire safety guidance specifically identifies electrical equipment, heating, cooking, housekeeping, contractors and arson as hazards that should be considered. It also requires consideration of young children and disabled people who may need assistance to evacuate.

Fire Safety Precautions

Kingfisher will ensure that:

- * fire exits are clearly identified;
- * escape routes are kept clear;
- * fire doors are not wedged open;
- * doors can be opened from the required side without unnecessary delay;
- * fire alarms are maintained and tested appropriately;
- * emergency lighting is maintained where required;
- * firefighting equipment is appropriately located and maintained;
- * electrical equipment is maintained safely;
- * defective equipment is removed from use;
- * combustible materials are stored safely;
- * flammable materials and chemicals are appropriately controlled;
- * children cannot access fire safety equipment;
- * staff know the evacuation procedure;
- * visitors are informed of relevant arrangements;
- * fire drills are carried out at appropriate intervals;
- * drill records are maintained; and
- * fire safety arrangements are reviewed following significant changes or incidents.

Where the premises are shared, Kingfisher will cooperate with the building's Responsible Person and participate in relevant site-wide testing and drills.

Electrical Safety

Electrical equipment must be used safely and maintained appropriately.

Kingfisher will:

- * remove defective equipment from use;
- * arrange appropriate inspection/testing;
- * avoid overloading sockets;
- * ensure cables do not create trip hazards;
- * ensure electrical equipment is used in accordance with manufacturer instructions;
- * keep electrical equipment away from water unless specifically designed for such use;

* ensure portable electrical equipment is maintained according to the setting's risk assessment and landlord arrangements. The setting will cooperate with any PAT testing or electrical inspection arrangements applicable to the premises.

Fire Evacuation Procedure

If the fire alarm sounds or there is a fire/suspected fire:

- **Constant Bell Ringing** is a FIRE ALARM
- Staff must raise the alarm if it has not already sounded
- All Pupils, Staff and Visitors Exit the building immediately, taking the quickest and safest route
- Report to **Assembly Point** through the **Double Green Gates and congregate in the school grounds by the Sports Hall**
- ONE ADULT to check the building to make sure no one is left in the building and close all doors, if they have time
- ONE ADULT to collect phone, register/attendance information and emergency contact information only if this can be done safely and without delaying evacuation
- Take essential medication or emergency equipment only where this can be done without delaying evacuation and where the risk assessment identifies it as appropriate
- DO NOT take any unnecessary belongings
- Account for every child, staff member and visitor
- Report anyone missing immediately to the fire and rescue service
- DO NOT re-enter the building until instructed and remain at the assembly point
- Call 999

****No member of staff should enter or re-enter the building to search for a missing person.****

If someone is believed to remain inside, this must be communicated immediately to the emergency services.

Staff must not place themselves or children at additional risk by attempting to retrieve belongings.

Assembly Point

Assembly Point through the **Double Green Gates and congregate in the school grounds by the Sports Hall.**

If the normal assembly point is unsafe, staff will move children to the safest alternative location identified by the emergency plan or emergency services.

Fire Drill Records

Fire drills will be undertaken at appropriate intervals and in accordance with the setting's fire risk assessment and any requirements of the host premises.

Records will include:

- * date;
- * time;
- * number of children;
- * number of staff;
- * number of visitors, where relevant;
- * evacuation time;
- * whether all persons were accounted for;
- * any difficulties;
- * children requiring additional assistance;
- * staff actions;

Drills will be varied where appropriate so that staff do not rely on a single predictable evacuation route.

The Government's emergency-planning guidance identifies exercises and tests, including fire drills, as part of effective emergency planning.

Lockdown / Shelter-in-Place

A lockdown or shelter-in-place procedure may be required where remaining inside the building is safer than evacuating.

Examples include:

- * dangerous person nearby;
- * police incident;
- * serious external threat;
- * violent incident;
- * nearby hazardous release;

- * suspicious activity;
- * environmental danger; or
- * other circumstances where evacuation would increase risk.

Kingfisher operates within shared premises, staff will follow the lockdown procedure:-

- Bell with 2 second Gap is for LOCKDOWN
- Staff Member will shout "LOCK DOWN LOCK DOWN"
- Staff to ensure children are led quietly and safely into small play room, onto the carpet area
- All Windows to be shut and blinds pulled down
- Close and Lock all Doors
- Collect Register, Phone and First Aid Bag along with any medication
- All phones need to be put on silent where appropriate while retaining ability to communicate with emergency services and site managers
- Call 999 and notify Maiden Erlegh Chiltern Edge Premises Manager 07833700787
- Complete Headcount/Register
- Ask children and staff to remain quiet and calm and maintain supervision
- Follow instructions from police/site management
- Nobody to leave the room until we are given the all clear. Staff must not leave the safe location simply because they believe the incident may have ended.

Invacuation

We will comply with Maiden Erlegh Chiltern Edge Invacuation Drills and take records of each one. Staff are aware of the difference in Emergency Signals to ensure the appropriate action is taken. For an Invacuation, it is a Double Ring of the Bell followed by a 4 second gap.

The following Steps will be taken in the event of an Invacuation:-

- Repeated **Double Bell with 4 second** Gap
- All Pupils, Staff and Visitors Exit the building immediately, taking the quickest and safest route
- All Pupils, Staff and Visitors to make their way to **Maiden Erlegh Main Hall or Sports Hall**
- ONE ADULT to check the building to make sure no one is left in the building and close all doors, if they have time
- ONE ADULT to collect phone, register and First Aid Bag (Kept in Kitchen), if safe to do so
- DO NOT take any belongings
- DO NOT re-enter the building
- Complete Register
- Remain in Main Hall/Sports Hall until given the all clear

Different Emergency Signals

Where the setting is located within shared premises, Kingfisher staff will be familiar with the host site's emergency signals. Staff must know the difference between:

Fire/evacuation signal – Constant Bell Ringing

Lockdown/shelter-in-place signal – Bell with 2 Second Gap

Invacutaion – Double Bell with 4 Second Gap

Any site-specific signal must be confirmed with the building management and included in staff induction.

There are display posters around the setting to remind staff of the different signals and which processes to follow.

Serious Accident or Medical Emergency

In the event of serious illness or injury:

1. Make the child/adult safe.
2. Provide first aid within the limits of training.
3. Call **999** where required.
4. Contact parents/carers as soon as appropriate.
5. Follow the child's medical information/emergency plan.
6. Ensure supervision of the remaining children.
7. Record the incident.
8. Notify the Manager/Owner.
9. Consider safeguarding implications.

10. Determine whether Ofsted notification is required.

A member of staff with appropriate paediatric first aid training must be available in accordance with EYFS requirements.

Missing Child During an Emergency

In the event of a child missing on the premises, the following immediate action will be taken.

We will sound the tambourine and ask all children to go on the carpet area in the small play room. Staff must not leave other children unsupervised while searching. An additional register will be taken. The daily register will be checked to ensure that the child has not been collected early for whatever reason.

The Manager/Deputy Manager will delegate and co-ordinate the following procedure:-

- One member of staff will check that all doors are secure to establish that the child could not have left the building.
- One member of staff will check all interior rooms including toilets, office, kitchen area and cupboards.
- Another member of staff will check the outdoor garden and play areas.
- The Manager will check by telephone all adults (staff & parents) who have recently left the premises.
- The Manager will notify Maiden Erlegh Chiltern Edge Reception (01189 721500) that we have a child missing in the area.

If the child is still missing once all the above steps have been taken, the police (999) and parents (numbers held on file) will be immediately informed.

In the event of a child missing on an outing, around the premises or in public, the following immediate action will be taken.

We will gather all children to a quiet and safe place. A register will be taken.

The Manager/Deputy Manager will delegate and co-ordinate the following procedure:-

- One member of staff will check the immediate vicinity where the child was last seen.
- The Manager will notify Maiden Erlegh Chiltern Edge Reception (01189 721500), if around the premises on the field, that we have a child missing in the area.
- The Manager will telephone the police (0118 9536000 or 999) to report the incident of a missing child.
- The Manager will telephone the parents of the child.

The rest of the children will be escorted by the rest of the staff, back to our premises and the Manager and one other member of staff to stay where the child was last seen and await instruction from the police.

We acknowledge that Ofsted and LADO will need to be informed of any incident within the setting where a child goes missing and it is the responsibility of the Owner to inform the relevant authorities. The incident will be recorded and statements taken from staff.

Gas Leak or Suspected Gas Leak

If a gas leak is suspected:

- * do not operate electrical switches unnecessarily;
- * do not use naked flames;
- * evacuate the building;
- * call the relevant emergency service/gas emergency number as appropriate;
- * call 999 where there is immediate danger;
- * move to a safe location;
- * do not re-enter until authorised;
- * contact site management.

Loss of Electricity, Heating or Water

If an essential utility fails, the Manager will assess whether the setting can continue to operate safely whilst also taking into consideration the instructions from Maiden Erlegh Trust as sole operator of the site.

Consideration will be given to:

- * temperature;
- * lighting;
- * hot/cold water;
- * toilet facilities;
- * handwashing;
- * food safety;
- * medication;
- * communication;
- * safeguarding;
- * staffing;

- * emergency lighting;
- * children's individual needs.

If safe operation cannot be maintained, the setting will close temporarily. The DfE emergency-planning guidance specifically identifies loss of power or telecommunications and disruption to normal services as events that should be considered in an emergency plan.

Flooding, Storms and Structural Damage

If the premises are affected by:

- * flooding;
- * structural damage;
- * falling trees;
- * storm damage;
- * roof damage;
- * broken windows;
- * dangerous debris;
- * major water leaks; or
- * other physical hazards,

the Owner/Manager and Maiden Erlegh Trust site manager will assess whether the premises remain safe.

Children will be moved away from the affected area.

If necessary:

- * evacuate;
- * contact emergency services;
- * contact the landlord/site management;
- * contact relevant contractors;
- * contact parents/carers;
- * close the setting; and
- * seek advice from the local authority or other relevant agencies.

Severe Weather

Severe weather may include:

- * snow;
- * ice;
- * flooding;
- * storms;
- * high winds;
- * extreme heat;
- * extreme cold;
- * travel disruption;
- * severe weather affecting staff availability; and
- * other Met Office weather warnings.

The setting will monitor appropriate official information, including the Met Office severe weather warning system. DfE guidance states that settings should normally remain open during severe weather where it is safe to do so, but temporary closure may be necessary where the premises are inaccessible or there is a risk of illness/injury. Settings should seek to reopen as soon as reasonably possible. Kingfisher operates on a shared site and the ultimate decision of the site remaining open lies with Maiden Erlegh Trust.

Decision to Close

The Owner/Manager will make the final decision to close where practicable, taking advice and instruction from Maiden Erlegh Trust. We may immediately suspend operations or evacuate where there is an imminent risk to safety.

A closure decision may be necessary where:

- * safe staffing ratios cannot be maintained;
- * the premises are unsafe;
- * access/egress is unsafe;
- * essential utilities are unavailable;
- * heating or temperature cannot be maintained safely;

- * there is significant flooding;
- * emergency services advise closure;
- * the building is damaged;
- * severe weather creates unacceptable risk;
- * a major infectious disease/public-health incident affects safe operation;
- * a serious security incident occurs;
- * the setting cannot safely meet children's needs; or
- * other circumstances make continued operation unsafe.

Closure will be based on risk to children and staff, rather than convenience alone.

Staffing During Severe Weather

The setting recognises that staff may experience difficulty travelling during severe weather.

The Manager will assess:

- * actual staff availability;
- * required EYFS ratios;
- * qualifications;
- * children's individual needs;
- * safe travel arrangements;
- * whether the setting can operate safely.

The setting will not open or continue operating if it cannot meet the required staffing arrangements or safely care for the children. The EYFS framework sets mandatory requirements for staffing and supervision, which remain applicable during emergencies unless a specific lawful exemption applies.

Early Closure

Where the setting needs to close during the day:

- * parents/carers will be contacted;
- * children will remain safely supervised;
- * staff:child ratios will be maintained;
- * children will only be released to authorised persons;
- * identity/password arrangements will be followed;
- * staff will reassure children;
- * a record will be maintained of collection;
- * the Manager will monitor the situation until all children have been collected.

If parents/carers are delayed, staff will remain with children and maintain safe staffing arrangements. Parents/carers may nominate an alternative authorised person to collect their child, subject to the setting's normal collection procedures and any agreed password/identity verification arrangements.

Communication With Parents and Carers

The Manager/Owner will communicate closure or emergency information through appropriate channels, which may include:

- * direct telephone calls;
- * text message;
- * email;
- * the setting's approved parent communication system;
- * the setting's website;
- * approved social media channels where appropriate.

The setting will avoid publishing confidential information about individual children or emergency arrangements.

Where possible, parents/carers will be given:

- * reason for closure;
- * whether the setting is closed or operating reduced provision;
- * expected duration;
- * collection arrangements;
- * information about reopening;
- * any actions required from parents/carers.

Where severe weather is predicted, parents/carers will be informed as early as reasonably practicable.

Emergency Closure Before Opening

If the decision is made to close before the setting opens:

1. The Manager/Owner will make the decision as early as possible.
 2. Staff will be informed.
 3. Parents/carers will be notified through approved communication channels.
 4. The setting's website/social media may be updated.
 5. The premises will be secured where appropriate.
 6. The Manager will monitor official information.
 7. The reopening decision will be communicated as soon as reasonably practicable.
- The setting will not rely on a particular commercial radio station as its primary communication method. Official and direct communication channels will be prioritised.

Emergency Collection

If parents/carers are unable to reach the setting because of severe weather or another emergency:

- * the child remains the responsibility of the setting until safely collected;
- * staff will maintain appropriate ratios;
- * the Manager will assess staffing arrangements;
- * parents/carers will be reassured that the child is safe;
- * an authorised alternative collector may be arranged;
- * normal identity/password checks will apply;
- * no child will be released to an unauthorised person;
- * if the situation becomes prolonged, the Manager will seek appropriate advice.

If staff are unable to remain safely on site, emergency services and/or the local authority will be contacted as appropriate.

Extreme Heat

During periods of extreme heat, the setting will follow current UKHSA guidance for early years settings.

Measures may include:

- * monitoring indoor temperatures;
- * keeping rooms appropriately ventilated;
- * reducing direct sunlight;
- * providing regular access to drinking water;
- * adapting outdoor activities;
- * avoiding strenuous activity during the hottest periods;
- * using shaded areas;
- * monitoring children for signs of heat-related illness;
- * paying particular attention to babies and children under 5;
- * adapting clothing appropriately.

The current UKHSA guidance for early years settings was updated in July 2026 and specifically addresses protecting children under 5 during hot weather.

Extreme Cold, Snow and Ice

During periods of severe cold:

- * the Manager will monitor weather warnings;
- * outdoor areas and access routes will be assessed;
- * ice and snow hazards will be addressed where reasonably practicable;
- * indoor temperatures will be monitored;
- * children will be appropriately clothed;
- * outdoor activities will be adapted where necessary;
- * heating failure will be treated as an emergency where safe temperatures cannot be maintained;
- * staff travel and availability will be considered;
- * closure will occur where the premises cannot be operated safely.

Current UKHSA guidance specifically covers supporting children attending early years settings during cold weather.

Flooding

Where flooding is forecast or occurs:

- * the Manager will monitor official flood warnings;
- * access and egress will be assessed;
- * children will not be taken into floodwater;
- * electrical hazards will be considered;
- * contaminated floodwater will be treated as a health hazard;
- * evacuation will take place if required;
- * emergency services/local authority advice will be followed;
- * parents/carers will be informed;
- * the setting will not reopen until the premises are safe.

Emergency Alerts

The setting recognises the Government's Emergency Alerts system. Staff should take seriously any official emergency alert relating to an immediate danger to life in the local area.

The Manager will assess whether the alert requires:

- * lockdown;
- * evacuation;
- * shelter/invacuation;
- * cancellation of outdoor activities;
- * communication with parents/carers; or
- * another emergency response.

Security-Related Emergencies

Security incidents may include:

- * dangerous persons;
- * violence;
- * criminal activity;
- * suspicious packages;
- * bomb threats;
- * terrorist-related incidents;
- * nearby police incidents;
- * unauthorised persons attempting to enter.

The setting will follow its current Protective Security, Preparedness and Major Incident Policy.

Staff must not:

- * confront a dangerous person;
- * touch or move a suspicious item;
- * investigate a suspected explosive device;
- * put themselves or children at unnecessary risk.

Emergency services and site management will be contacted as appropriate.

Suspicious Package or Bomb Threat

If a suspicious package or bomb threat occurs:

- * do not touch or move the item;
- * keep children and adults away;
- * follow police/site instructions;
- * use the appropriate evacuation or shelter procedure depending on the circumstances;
- * call 999 where appropriate;
- * do not use mobile phones close to a suspected device if emergency guidance advises otherwise;
- * do not re-enter until authorised.

The setting's Protective Security, Preparedness and Major Incident Policy provides further information.

Major Incident

A major incident is an event that has a significant impact on the setting and may require a coordinated response.

Examples include:

- * serious fire;
- * major structural damage;

- * serious transport incident;
- * significant security incident;
- * major flooding;
- * serious public health incident;
- * prolonged loss of essential utilities;
- * death or serious injury;
- * major incident in the local community.

The Manager will:

1. prioritise life safety;
2. contact emergency services;
3. account for children and staff;
4. establish a safe location;
5. contact parents/carers;
6. contact relevant agencies;
7. maintain safeguarding arrangements;
8. protect essential records;
9. document decisions and actions;
10. establish a recovery plan.

The setting's Protective Security, Preparedness and Major Incident Policy provides further information.

Safeguarding During Emergencies

Safeguarding remains a priority during an emergency.

Staff must remain alert to:

- * missing children;
- * unauthorised collection;
- * children separated from their normal carers;
- * unexplained injuries;
- * increased anxiety or distress;
- * inappropriate adult behaviour;
- * changes in family circumstances;
- * children becoming separated from their group;
- * loss of usual safeguarding records;
- * unfamiliar adults gaining access to the setting.

The setting's Safeguarding and Child Protection Policy remains in force during emergencies. The DfE specifically states that safeguarding and promoting children's welfare remains of paramount importance during emergencies.

Children With Additional Needs

Emergency planning will consider children who may require additional support because of:

- * disability;
- * SEND;
- * mobility needs;
- * communication difficulties;
- * sensory needs;
- * medical conditions;
- * anxiety;
- * developmental needs;
- * visual or hearing impairment.

Individual emergency arrangements will be considered where necessary.

Staff must know how to support children who may not respond to an alarm or emergency instruction in the same way as other children.

Visitors, Volunteers and Contractors

Visitors and contractors must follow the setting's emergency instructions.

The setting will ensure that:

- * visitors are accounted for where possible;

- * visitors know where to go during evacuation;
- * contractors are not permitted to compromise emergency routes;
- * contractors undertaking higher-risk work are appropriately controlled;
- * visitor records can be used to account for people during an emergency.

Emergency Supplies

The setting will maintain suitable emergency supplies, which may include:

- * first aid equipment;
- * emergency contact information;
- * registers;
- * torches;
- * spare batteries;
- * drinking water;
- * emergency medication where applicable;
- * essential children's information;
- * communication equipment;
- * blankets;
- * nappies/wipes where applicable;
- * basic emergency cleaning supplies.

Emergency supplies will be checked periodically.

Emergency Registers and Accounting for Children

The setting must be able to account for every child.

Attendance information will be kept current.

During an emergency, staff will:

- * take the current register where safe;
- * conduct a headcount;
- * cross-check names;
- * account for staff;
- * account for visitors;
- * report missing persons immediately;
- * repeat checks following movement to another location.

A headcount must not rely solely on visual estimation.

Business Continuity

Where possible, Kingfisher will identify arrangements that allow essential childcare and safeguarding functions to continue following disruption.

This may include:

- * alternative communication arrangements;
- * alternative staffing arrangements;
- * temporary relocation where legally and operationally appropriate;
- * alternative suppliers;
- * protection of essential records;
- * alternative access to emergency contact information;
- * restoration of utilities;
- * IT/data recovery arrangements;
- * arrangements for notifying parents/carers.

If temporary premises are considered, the Manager will check whether Ofsted registration or notification requirements apply before childcare is provided from the alternative location.

Loss of Telephone or Internet Services

If normal communication systems fail:

- * use alternative approved communication methods;
- * maintain access to emergency services;
- * use a charged mobile telephone where available;

- * maintain emergency contact information offline;
- * ensure parents/carers can still be contacted where reasonably practicable;
- * record significant decisions made during the outage.

Emergency Closure Records

All emergency closures will be recorded.

The record should include:

- * date;
- * time;
- * reason for closure;
- * who made the decision;
- * weather/emergency information considered;
- * number of children affected;
- * staffing position;
- * parents/carers contacted;
- * agencies contacted;
- * time of closure;
- * reopening arrangements;
- * any incidents;
- * lessons learned;
- * actions required.

Ofsted Notifications

The Manager/Owner will consider whether an emergency or incident requires notification to Ofsted under the current EYFS notification requirements.

This may include relevant:

- * serious accidents;
- * serious illness;
- * serious injury;
- * death;
- * allegations of harm;
- * food poisoning affecting two or more children cared for on the premises;
- * significant events affecting the safe operation of the setting; and
- * other events for which the EYFS requires notification.

Notifications will be made as soon as reasonably practicable and within the relevant statutory timescale.

Emergency Services

Depending on the incident, the setting may contact:

Police

- **999** – immediate danger/emergency
- **101** – non-emergency police contact

Fire and Rescue Service

- **999** – fire or immediate fire-related emergency

Ambulance Service

- **999** – serious medical emergency

The setting will also contact relevant local authority, safeguarding, environmental health, health protection, utility or site-management services where appropriate.

Communication With Staff

Staff will be informed about:

- * emergency procedures;
- * fire evacuation arrangements;
- * lockdown/shelter procedures;

- * severe weather arrangements;
- * emergency closure procedures;
- * emergency contacts;
- * safeguarding responsibilities;
- * their responsibilities during drills.

Emergency procedures will be included in staff induction and refreshed regularly.

Emergency Training and Drills

Maiden Erlegh Trust are responsible for the maintenance of the emergency notification equipment and when drills occur. We may or may not be aware of these drills beforehand, but every procedure will be treated with the same urgency.

These may include:

- * fire evacuation drills;
- * lockdown/shelter exercises;
- * emergency communication exercises;
- * first aid scenarios;
- * severe weather contingency discussions;
- * missing-child scenarios;
- * major incident/tabletop exercises.

When known, exercises will be planned sensitively for young children and will not unnecessarily frighten or distress them.

After each drill/exercise, the setting will consider:

- * what worked well;
- * what did not work;
- * whether children were safely accounted for;
- * whether staff understood their roles;
- * whether communication worked;
- * whether equipment was accessible;
- * whether additional training is required.

Recovery and Reopening

The setting will reopen only when the Manager/Owner is satisfied that it is safe and the setting can meet its statutory requirements.

Before reopening, consideration will be given to:

- * building safety;
- * fire safety;
- * staffing;
- * ratios;
- * heating;
- * lighting;
- * water;
- * toilets;
- * food safety;
- * cleaning;
- * infection control;
- * safeguarding;
- * access and egress;
- * equipment;
- * insurance;
- * parental communication;
- * any conditions imposed by emergency services, landlord or relevant authorities.

Where necessary, professional advice will be obtained. The aim will be to reopen as soon as safely practicable following temporary closure.

Confidentiality and Emergency Information

Site-specific security information will be restricted to those who need it.

This includes:

- * alarm codes;
- * access codes;
- * keys;
- * security vulnerabilities;
- * exact lockdown locations;
- * detailed evacuation vulnerabilities;
- * confidential emergency contacts;
- * personal information about children and families.

Public versions of this policy will therefore not contain sensitive security information. Staff will receive the operational information necessary for them to respond safely.

Review of the Emergency Plan

This policy and associated emergency arrangements will be reviewed at least annually, following a significant incident, following an emergency closure, where improvements are identified, following significant building changes, following changes to staffing, following changes to legislation, following changes to EYFS requirements, following relevant local authority advice or following significant changes to severe weather or public-health guidance.

Staff Emergency Quick Reference

IN ANY EMERGENCY:

****1. KEEP CHILDREN SAFE****

Move children away from immediate danger.

****2. RAISE THE ALARM / CALL FOR HELP****

Call ****999**** where required. Maiden Erlegh Premises Manager - 07833700787

****3. ACCOUNT FOR EVERYONE****

Children • Staff • Visitors

****4. FOLLOW THE CORRECT PROCEDURE****

Evacuate / Lockdown / Invacuation / Remain in place as appropriate.

****5. CONTACT MANAGEMENT****

Inform the Manager/Owner as soon as reasonably practicable.

****6. CONTACT PARENTS/CARERS****

Use approved communication arrangements.

****7. DO NOT TAKE UNNECESSARY RISKS****

Do not re-enter unsafe buildings or confront dangerous persons.

****8. RECORD AND REVIEW****

Document what happened and identify lessons learned.

EMERGENCY PRINCIPLE

****CHILDREN FIRST — SAFETY FIRST — ACCOUNT FOR EVERYONE — COMMUNICATE — RECORD — REVIEW****

This policy was reviewed by Kingfisher Kindergarten Ltd

Date to be reviewed	Annually
Signed on behalf of the provider	La-Ryne van der Westhuizen
Role of signatory	Owner