

| This policy was amended on | Signed on behalf of BASK | Date for next review |
|----------------------------|--------------------------|----------------------|
| 13 July 2021 | Andy McEwing | July 2025 |

BASK Critical Incident Policy

At **BASK** 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 BASK 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
- Dealing with an aggressive parent or visitor
- Any other incident that may affect the care of the children in BASK.

If any of these incidents impact on the ability of BASK to operate, we will contact parents at the earliest opportunity.

The manager will notify the Care Inspectorate in the event of any critical incident.

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 through the school janitorial and maintenance team.

If flooding occurs during BASK sessions, the 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 BASK be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide **care in another location until parents/carers can collect the children. We will inform parents/carers by phone call/text or email - if we are unable to contact parents/carers then we will contact emergency contacts on registration documents.**

Fire

Please refer to the fire safety policy.

Burglary

The school's janitorial and maintenance staff follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises

after BASK staff have left the building. Alarm systems are used and in operation during all hours the school/service is closed.

The staff on duty will always check the premises as they arrive in the morning. Should they discover that the school/service has been broken into they will follow the procedure below:

- Contact the manager of the service immediately.
- Dial 999 with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a childcare service 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/staff on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry, etc.
- The 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 service.

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 school/BASK property immediately. All doors and gates to the service 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 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 BASK of any potential custody battles or family concerns as soon as they arise so that BASK is able to support the child. BASK 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, BASK will not restrict access **unless** a court order is in place. Parents are requested to issue BASK with a copy of these documents should they be in place. We will consult 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 BASK 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

If a bomb threat is received at BASK, the person taking the call will record all details given over the phone as soon as possible and raise the alarm with the Manager and with senior staff in School, 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.

Conflict Resolution with Parents Who May Be Challenging Policy

At **BASK** we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising

In the unlikely event that a parent starts to act in an aggressive or abusive way at BASK, our policy is to:

- Direct the parent away from the children and into a private area
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour
- Contact the police if the behaviour escalates
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately
- An incident form will be completed detailing the time, reason and action taken
- Management will provide any support and reassurance that staff may need following the experience, and seek further support where necessary
- Management will also signpost parents to further support where applicable
- Staff will protect the privacy of the children in our care and ensure that information regarding the incident is kept confidentially.

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 BASK.