

Closure Policy

In the event that the decision has been made to close the nursery the procedures within this policy will apply. Throughout the process, unless it is deemed more dangerous to do so ratios must be maintained and the children must be kept in a safe and secure location with their basic needs being met. Staff must reassure children and offer comfort where needed.

During Operating Hours

- The manager on duty will access emergency contact records via the online operational system or the paper files.
- The manager on duty will identify staff from the nursery, or other departments as required to assist with contacting parents.
- The manager on duty will distribute contact lists to the identified staff
- All staff will be informed of what information to give to parents by the manager on duty
- Due to the requirements of the under 2 age group, these parents will be contacted first
- The nursery administrator or allocated member of staff will also issue an 'Urgent' message via the Family system if accessible
- Staff will continue to call emergency contacts until all parents have been reached, or until they are needed to work directly with the children
- Staff will record parent's estimated time of arrival
- Staff will remain with the children until all have been collected.
- Collection procedures will apply throughout this process.
- Parents will be advised upon collection that further information will be distributed via email and a recorded message will be available on the emergency mobile and on the work phones of the Nursery Business Manager, Deputy Manager and Nursery Administrator where possible
- The Nursery Business manager will inform Ofsted and Birmingham City Council Early Years team

Out of Operational Hours

- Nursery Business Manager or deputy Manager will be contacted as soon as possible and advised of the situation.
- If the decision to close has been finalised the manager will access the Family system or paper files to gain emergency contact lists.
- The Manager will enlist the support of other nursery staff should it be required.
- If needed, staff will be contacted using the emergency structure (see appendix)
- Parents will be contacted via email and phone
- Records will be kept of all contacts made

- Messages will be recorded on nursery emergency mobile and on the phones of the Nursery Business Manager, Deputy Manager and Nursery Administrator to advise of closure and to provide updates.
- IT will be asked to divert all calls to the nursery to main building reception.
- The Nursery Business Manager will inform Ofsted and Birmingham Early Years Team.
- Parents will be kept update regularly throughout any period of closure and the nursery will aim to reopen at the earliest opportunity.
- The nursery will work with the relevant authorities to ensure vulnerable children and their families are supported throughout this time.

Internal use only

This policy was adopted on	May 22
Signed on behalf of the nursery	
Date disseminated to staff	
Date for review	May 23