

Critical Incident

At Aston University Nursery we understand the 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 for the nursery to operate, we will contact parents via phone and email.

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 possibility 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 nursery 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.

Fire

Please refer to the fire safety policy.

Burglary

The management of the nursery follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises. Aston University cleaners are responsible for ensuring the doors and windows are locked and that the alarm is set prior to leaving. Any inability to follow such procedures will be reported immediately to Campus Safety.

The duty manager will always check the premises as they arrive in the morning. In the unlikely event that the nursery has been broken into they will follow the procedure below:

- Inform Aston University Campus Safety
- Call Aston University Campus Safety on 0121 359 2922 (Dial 999 if Campus Safety is unreachable or haven't done so) 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 (as outlined in flood and fire procedures) wherever necessary to ensure the safety of the children.
- The duty manager may find it necessary to delay or prevent the opening of the nursery should it not be deemed safe for the children.
- The manager on duty will help the police with the enquiries, e.g. by identifying items missing, areas of entry etc.
- A duty 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

At Aston University Nursery we take the safety and welfare of the children in our care extremely seriously. As such we have secure safety procedures in place to ensure children are safe whilst within our care, this includes safety from abduction. Staff must be vigilant at all times and report any persons lingering on or in the vicinity of nursery property immediately to Campus Safety. All doors and gates to the nursery are locked and unable to 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.

Only permitted persons will be let into the nursery. The foyer has an additional secure door to the nursery rooms. The main entrance door can be opened via reception or remotely through the intercom. Staff must only open the door remotely if they are certain who the person is. The internal secure door can only be opened at the point of entrance and therefore a member of staff must verify the individual. Visitors must be accompanied by a member of staff at all times with the exception of an Ofsted inspector whose identity has been verified. Children will only be released into the care of a designated adult, as specified in the child's profile. 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 the following procedure will be followed:

- The police must be called immediately
- The staff member will notify management and Campus Safety immediately and the manager will take control
- The parent(s) will be contacted
- All other children will be kept safe and secure and supported as 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.
- Aston University will check the perimeter cameras for any footage that may assist.

Bomb threat / terrorism 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 terminated. 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. Aston University Campus Safety will be notified and will assist.

Intruder on Premises

Please see Security 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 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.

Throughout any of the above situations the nursery will work with Aston University Campus Safety, however, due to Ofsted regulations the manager on duty will at all times prioritise the safety and wellbeing of the children and emphasise this when decisions are being made.

Place of Safety Details

The Sir Doug Ellis Woodcock Sports Centre:

Woodcock Street
Birmingham
B4 7ET


Martin Luther King Multi-Faith Centre:

Aston University,
Main Campus,
Opposite the Library
B4 7ET

On arrival at any of these sites due to an emergency, priority will be given to the nursery children. Anything taking place in these building will be immediately cancelled, if necessary.

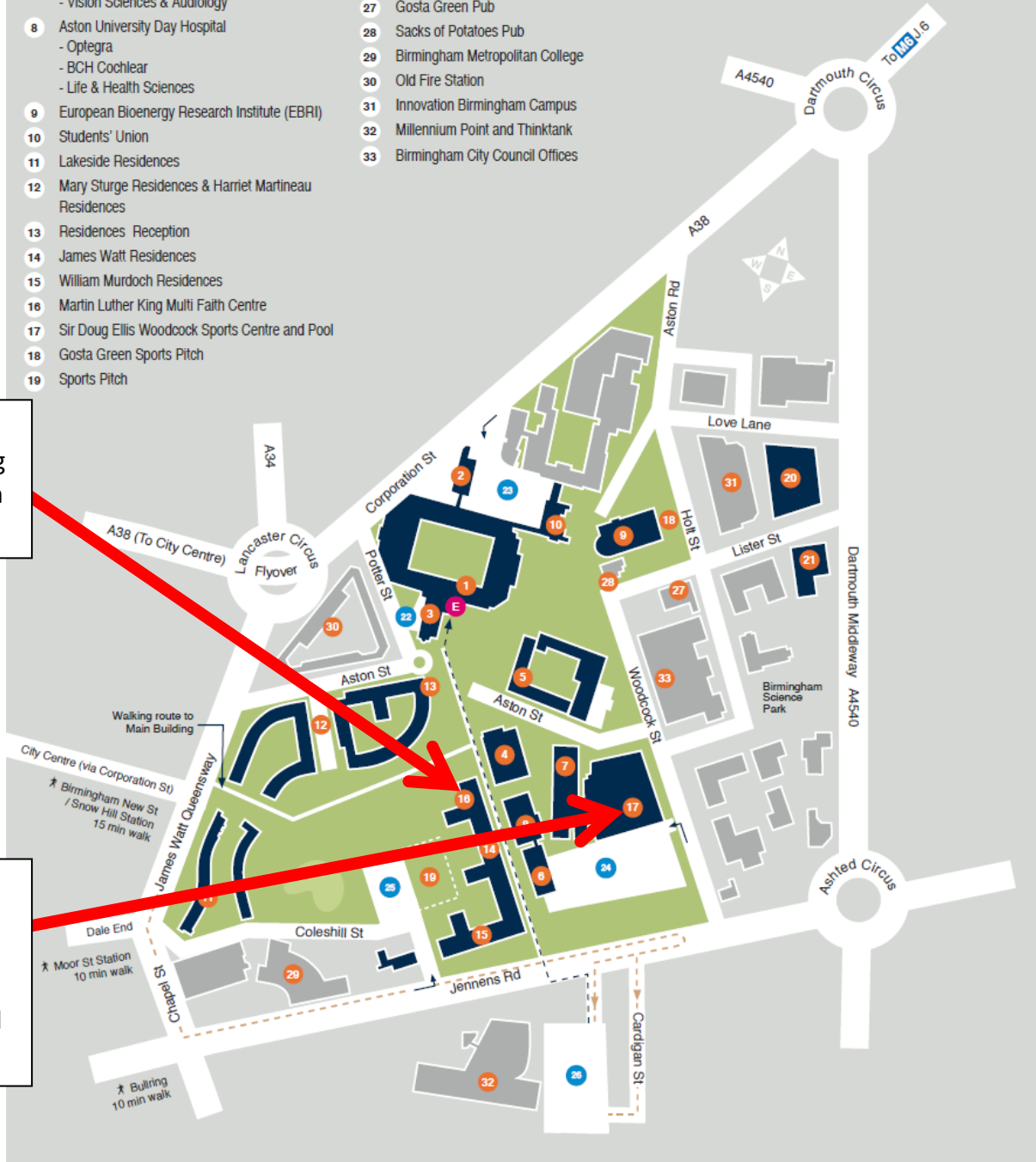
See attached map.

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| 1 Main Building and Reception | 20 Aston University Engineering Academy |
| 2 North Wing | 21 Aston University Nursery & Pre-school |
| 3 South Wing | 22 Car Park 1 |
| 4 Library | 23 Car Park 3 (unloading) |
| 5 Aston Business School & Conference Aston | 24 Car Park 6 (evenings & weekends) |
| 6 Aston Brain Centre | 25 Car Park 12 (inc underground car park) |
| 7 Health Clinics
- Vision Sciences & Audiology | 26 Car Park (Millennium Point pay parking) |
| 8 Aston University Day Hospital
- Optegra
- BCH Cochlear
- Life & Health Sciences | 27 Gosta Green Pub |
| 9 European Bioenergy Research Institute (EBRI) | 28 Sacks of Potatoes Pub |
| 10 Students' Union | 29 Birmingham Metropolitan College |
| 11 Lakeside Residences | 30 Old Fire Station |
| 12 Mary Sturge Residences & Harriet Martineau Residences | 31 Innovation Birmingham Campus |
| 13 Residences Reception | 32 Millennium Point and Thinktank |
| 14 James Watt Residences | 33 Birmingham City Council Offices |
| 15 William Murdoch Residences | |
| 16 Martin Luther King Multi Faith Centre | |
| 17 Sir Doug Ellis Woodcock Sports Centre and Pool | |
| 18 Gosta Green Sports Pitch | |
| 19 Sports Pitch | |

- E Entrance to Main Building & Reception
- Walking Route from Millennium Point Car Park
- Route by Car to Millennium Point
-  For information about accessibility on campus, visit: www.aston.ac.uk/about/directions

Martin Luther King Multi-Faith Centre

Sir Doug Ellis Woodcock Sport Centre and Pool



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