



6. Contingencies Policy

This policy links to the following Legislation & Key Guidance

- Childcare Act 2006
- Children Act 1989 & 2004
- United Nations Convention on the Rights of the Child 1989
 - Health & Safety at Work Act 1974
 - Public Health (Control of Diseases) Act 1984
- Public Health (Control of Infectious Diseases) Regulations 1988
 - GDPR May 2018
- Statutory Framework for the Early Years Foundation Stage 2023

Unique Child	Positive Relationships	Enabling Environments	Learning & Development
Every child is a unique child who is constantly learning and can be resilient, capable, confident and self-assured.	Children learn to be strong and independent through positive relationships	Children learn and develop well in enabling environments with teaching and support from adults, who respond to their individual interests and needs and help them to build their learning over time. Children benefit from a strong partnership between practitioners and parents and/or carers.	Children develop and learn at different rates. The framework covers the education and care of all children in early years' provision, including children with special educational needs and disabilities.

6: Contingency Arrangements

6.1: Closure of Setting

Policy Statement

Sometimes it may be necessary for the Nursery to close. This could be due to problems with the school building such as gas leak or similar, adverse weather, threats to children's safety and/or issues with the Nursery or School. If Primrose Hill Academy (School) is closed, then the Nursery will also normally be closed as there will be no access onto the school site.

Procedures

Closure before children arrive

- Information is announced over the local radio in the event that the school is closed, and will be published on the www.gloucestershire.gov.uk/closedschools website
- A member of the school staff will contact the Nursery Manager who will let other staff members know.
- If school is closed, then Nursery is closed.
- If the closure is Nursery only then if possible, notices will be put up on the Nursery entrance door by the Manager.
- The Nursery Family app and Facebook page will be updated as soon as possible.
- Nursery Manager will attempt to contact the parents of children attending that day by Family/telephone/email message as soon as they know about the closure.
- Ongoing closure will be notified on the local radio and/ or through notices displayed at the school.

Closure during the day (Fire or similar)

- Staff will follow Fire Drill procedures.
- Children and staff will be removed to a place of safety.
- Staff will contact parent or emergency contact from the mobile phone.
- No child will be left unattended if parents cannot be contacted. (See below)

Closure due to government instructions

Should the Nursery need to close due to instructions from the government e.g. in a pandemic situation:

- Parents will be informed as soon as possible.
- If appropriate, arrangements will be made for emergency provision (e.g. for keyworkers' children).
- Government guidelines and advice will be followed with regard to operating or reopening.

Closure due to short term staff shortages

We will do everything in our power to ensure that children are safe, which includes ensuring safe levels of staffing that continue to meet children's individual care and learning needs.

Should the Nursery need to close due to short term staff shortages e.g. from a viral outbreak, severe weather

or road traffic incidents that would prevent staff from getting to work, we will:

- Identify the numbers of children due in and the number of staff required to maintain legal and safe adult:child ratios.
- Identify the total number of staff available to work with children and their level of qualification.
- Identify the shortfall in staffing.

Once we have a clear understanding of our staffing deficit, we will undertake the following in the order listed below:

- Ensure that any super numerate leaders work directly in ratio during this period.
- Contact trusted supply/bank staff.
- Contact any volunteer staff and/or students that currently work with us and are known to the children.
- Contact trusted early years staffing specialists.
- Risk-assess unqualified members of staff to understand whether 3.31 of the EYFS can be invoked.
- And as a last resort, we will contact parents that indicated they (or an emergency contact such as a grandparent) would be willing and able to collect their child, in the event of a staff shortage.

If we exhaust these avenues and are still unable to maintain statutory ratios, we will prioritise the care of our most vulnerable children by risk assessing the needs of the children and may make a decision to close the nursery in order to keep children safe.

Once this decision has been made, we will contact parents to share our plans and then undertake the following:

We will:

- Contact Ofsted to inform them of our situation and to provide an overview of our plans and the actions taken.
- Contact our local authority to make them aware of the situation and to understand what actions need to be taken if we are unable to offer government funded places.
- Issue refunds to families that were not able to access their normal session or identify specific times in the year where additional sessions will be offered.
- Keep a chronological log of the decisions made and the actions taken in a decisions and actions log.

Important

In the rare circumstances that staffing levels are significantly impacted (for example, a viral outbreak, severe weather or road traffic incidents that prevent staff from getting to work etc.), we may take the decision to close the Nursery to ensure that the safety of the children and our staff are not compromised.

6.2: Uncollected child

Policy Statement

In the event that a child is not collected by an authorised adult at the end of their session or day (or when the Nursery has to close in an emergency) then the following procedures will be put into practice. These are to ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

Procedures

- Parents are asked to provide specific information on the registration form when their child starts including:
 - Home address and telephone no. – if the parent does not have a telephone, then an alternative no. must be given, perhaps a neighbour or close relative.
 - Place of work, address, and telephone no. (if applicable)
 - Mobile telephone no (if applicable)
 - Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from Nursery.
 - Who has parental responsibility for the child
 - Information about any person who does not have legal access to the child.
- If the parents know that they will not be at home or in their usual place of work, they should inform the Nursery in writing of how they can be contacted.
- The Nursery operates an emergency collection procedure if the parents or named contacts are not able to collect the child. A password system is in place for this occurrence.
- Where possible if the parents or named persons cannot collect the child then the parents provide written details of who will be collecting the child and how staff can recognise them.
- Two members of staff will remain with the child and keep trying the contacts for up to one hour after the setting closes at which point the Nursery will apply the safeguarding procedures.
- If a child is not collected, then the following will occur:
 - All contacts on the child's registration form will be contacted.
 - All reasonable attempts are made to contact the child's parents.
 - The child does not leave the premises with anyone other than those named on the registration form.
 - If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- In the unlikely event that no-one can be contacted the Nursery will contact the GSCP and suitable arrangements will be made for the child.
- The child stays in the Nursery under the care of 2 staff members until the child is safely collected either by the parents or a social care worker
- Under no circumstances do staff go to look for the parents.
- A full written report of the incident is recorded in the child's file.
- Depending on the circumstances Nursery reserves the right to charge parents for the additional hours worked by staff.
- Ofsted may be informed.

6.3: Missing Child

Policy Statement

Children's safety is paramount at all times on and off Nursery site. Every attempt is made through carrying out the outings and the exit and entrance procedure to ensure the security of children is maintained at all times.

The risk of this occurring is minimised by ensuring that a staff member is on the outside door of the Nursery at the start and end of each session and the Health and Safety Officer will carry out a risk assessment before any trips and will review the risk assessment before embarking on each specific outing.

Procedures

Child going missing on the premises

- As soon as it is noticed that a child is missing the Playleader is notified.
- In the first instance the area would be secured, doors and gates would be checked to ensure there is no breach of security whereby a child could wander out.
- The Playleader will carry out a thorough search of the building and the outdoor area.
- The register is checked to make sure no other child has gone astray
- If the child is found on-site, the Playleader checks on the welfare of the child and investigates the circumstances of the incident.
- If the child was not found in the Nursery room or outdoor area, the deputy leader would be sent to notify the school so that the whole school building and grounds are checked.
- The Playleader and/or deputy would help search the school buildings and the grounds.
- If the child is not found, the police are called immediately, and the parents are then called and informed.
- The Playleader will talk to the staff to find out when and where the child was last seen and records this.
- The Playleader will contact the Manager and the Chair of Committee and reports the incident.
- The Chairperson, with the management committee, carries out an investigation and may come to the setting immediately.

Child going missing on an outing

- As soon as it is discovered that a child is missing staff ask the children to stand with their designated person and carry out a headcount to ensure that no other child has gone astray. One staff member searches the immediate area but does not search beyond that.
- The Playleader and/or manager are notified, and the incident is reported
- The Playleader contacts the police and reports the child missing.
- The Playleader contacts the parent and arranges to meet with them at the setting or venue depending on where the outing has taken place.
- Staff take the remaining children back to the setting as soon as possible if it is safe to do so.
- In an indoor venue the Playleader contacts the venue staff who will handle the search and contact

the police if the child is not found.

- The Playleader contacts the Manager and Chair of committee and reports the incident. The Chair and the management committee will carry out an investigation and may come to the setting immediately.
- The Playleader may be advised by the police to wait at the venue until they arrive.

The investigation

- Staff keep calm and do not let the other children become anxious or worried.
- The Playleader, Manager and Chair speak with the parents.
- The Chair and Manager carry out a full investigation taking written statements from all the staff present in the setting or who were on the outing.
- The Playleader writes an incident report detailing
 - The date and time of the report
 - What staff/children were in the group and the name of the designated staff member responsible for the missing child
 - When the child was last seen in the group
 - What has taken place in the Nursery/outing since the child went missing
 - The time it was estimated that the child went missing
- A conclusion is drawn about how the breach in security happened.
- If the incidents warrant a police investigation then all staff will co-operate fully. In this case the police will carry out the investigation. Children's Social Care may be involved if it seems likely that there is a child protection issue to address.
- The incident is reported according to RIDDOR.
- In the event of disciplinary action needing to be taken Ofsted is informed.
- The insurance provider is informed.

Managing people

- This situation will be very worrying for all concerned. Part of managing the incident is to try to keep everyone as calm as possible.
- Staff will feel worried about the child especially the key person or designated carer responsible for the child on the outing. They may blame themselves and their stress level will rise the longer the child is missing.
- Staff may be the understandable target of parents' anger and they may be afraid. The Manager needs to ensure that staff under investigation are treated fairly and receive support while feeling vulnerable.
- When dealing with a distraught parent there should always be 2 members of staff, **one of whom should be a manager and the other, if possible, the Chairperson or their representative**. No matter how understandable the parents' anger may be aggression or threats against staff are not tolerated and the police will be called.
- The remaining staff need to care for the other children to reassure them and help them not to be too frightened. Care needs to focus on them and not the incident. Questions should be answered honestly but also reassuringly.
- Depending on the severity of the outcome staff may need counseling and support. The Chair will use

their discretion to decide what action to take.

- Staff must not discuss any missing child incident with the press without taking advice.

6.4: Supervision of children on outings and visits

Policy Statement

Although the Nursery has its own outdoor area the children will be taken on visits around the local area and on trips further afield to promote and enhance their learning and development. Staff and volunteers in the Nursery will be made aware of and follow the procedures to keep children safe when on outings or visits.

Procedures

- Permission to take children around the local area as a part of children's learning experiences is on the registration form that parents sign when their child starts at Nursery
- The H&S Officer carries out a risk assessment for each venue that the Nursery uses and these are reviewed regularly
- Parents are always asked to sign specific consent forms for major outings
- A risk assessment and if possible, a pre-site visit will be carried out before an outing takes place
- The adult:child ratio is usually higher for outings, depending on the age of the children and the type of venue and how it is to be reached, but a minimum of 2 adults will be required.
- Staff take a mobile phone, 1st Aid kit, emergency contact details, any medication required by specific children and tissues as standard. The amount of equipment will vary and be consistent with the venue and the number of children as well as how long they will be out for.
- Where transport is required to take children to venues the Nursery will hire an appropriate vehicle with seatbelts and insurance. Bus/coach drivers must be CRB/DBS checked. Staff or parents transporting children are not permitted unless they have the appropriate insurance.

6.5 Maintaining children's safety and security in Nursery

Policy Statement

We maintain the highest possible security in the Nursery to ensure that each child is safely cared for during their time with us.

Procedures

Children's personal safety

- All staff have been checked with the Criminal Records Bureau with an enhanced disclosure.
- Adults will not supervise children on their own.
- Staff will be deployed in order to meet the needs of all children and ensure their safety.
- Children must usually be within sight and hearing of staff, and always within sight or hearing.
- The H&S Officer carries out risk assessments to ensure children are not made vulnerable within

any part of the Nursery or by any activity

Security

- Systems are in place for the safe arrival and departure of children.
- A member of staff is always present when the Nursery door is opened at any time.
- The identity of a person not known to members of staff is checked before they enter the building.
- Children do not leave with someone the staff do not recognise or who is not on the child's registration form, even if the child recognises them, until staff have checked with the parents that it is okay for the child to leave with this person.
- Staff, volunteers and visitors arrival and departure times are recorded.
- Children are signed in on the register when they arrive and when they leave, and the numbers updated.
- The Nursery doors are locked at all times when children are on the premises and the gates in the outdoor area are padlocked.
- All entrances and exits to the school, except the main gate, are secured between 9.15 am and 2.45 pm approx. The internal security gate is locked at the same time. All drop-offs/collections outside this time will be at the infant door.
- The personal possessions of staff and volunteers are securely stored during sessions, ensuring that no handles, etc., are hanging where they could be reached by children.
- Personal mobile phones and cameras are not allowed to be used during the session or when children are present in the Nursery. This applies to everyone including staff, students, visitors, and parents.

6.6: Action in the Event of a Terrorist threat/attack and lock-down

In the unlikely event of a bomb threat against the Nursery or school, the following procedure should be followed:

- Remain calm and talk to the caller (if by phone)
- Note the caller's number if displayed on your phone
- If you are able, record the call
- Write down the exact wording of the threat
- Note anything you can about the call, language used, accent, gender, background noises, etc.
- If threat is by email or social media, note the address, media used and user id.
- Do not delete or respond.
- Call the Police immediately and follow their advice on whether to close or evacuate.
- Follow Contingency Procedures for Closure of Nursery as shown above.

In the event of finding a suspicious package or item:

- Note as many details as possible, size, shape, any writing, position.
- Evacuate Nursery (see Contingency procedures for Closure of Nursery above)
- Inform the school
- Phone the Police and give them as many details as possible.
- Wait for help to arrive.

Most procedures for handling an emergency are focused on an event happening in the building. However, in some situations you will be advised to stay put (lock-down) rather than evacuate. 'Lock-down' of a building/group of buildings is intended to secure and protect occupants in the proximity of an immediate threat. By controlling movement in an area, emergency services can contain and handle the situation more effectively.

Lock-down procedures

If an incident happens the setting manager acts quickly to assess the likelihood of immediate danger. In most cases the assumption will be that it is safer to stay put and place the setting into 'lockdown' until the emergency services arrive. As soon as the emergency services arrive at the scene staff comply with their instructions.

During 'lock-down'

- Staff and children stay in their designated areas if it is safe to do so.
- Doors and windows are secured until further instruction is received.
- Staff and children stay away from windows and doors.
- Children are encouraged to stay low and keep calm.
- Staff tune into a local TV or radio station for more information.
- Staff do NOT make non-essential calls on mobile phones or landlines.
- If the fire alarm is activated, staff and children remain in their designated area and await further instructions from emergency services, unless the fire is in their area. In which case, they will move to the next room/area, following usual fire procedures.
- A text/phone message is issued to parents when lockdown is confirmed.

Suggested wording for parent message

Due to an incident we have been advised by the emergency services to secure the premises and stay put until we are given the 'all clear'. Please do not attempt to collect your child until it is safe to do so. We will let you know as soon as we are able to when that is likely to be. In the meantime we need to keep our telephone lines clear and would appreciate your cooperation in not calling unless it is vital that you speak to us.

The door will not be opened once it has been secured until the manager is officially advised "all clear" or is certain it is emergency services at the door.

During lockdown staff do NOT:

- travel down long corridors
- assemble in large open areas
- call 999 again unless there is immediate concern for their safety, the safety of others, or they feel they have critical information that must be passed on.

Following lockdown:

- Staff will cooperate with emergency services to assist in an orderly evacuation.
- Staff will ensure that they have the register and children's details.
- Staff or children who have witnessed an incident will need to tell the police what they saw. The police may require other individuals to remain available for questioning.
- In the event of an incident, it is inevitable that parents will want to come to the setting and collect their children immediately. They will be discouraged from doing so, until the emergency services give the 'all clear'. Staff will be always acting on the advice of the emergency services.
- A record of the event is completed as soon as possible after the event.

Further guidance

Members of the public should always remain alert to the danger of terrorism and report any suspicious activity to the police on 999 or the anti-terrorist hotline: 0800 789 321.

For non-emergency, call the police on 101.