



Lavenham Pre-School
Lavenham Village Hall
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Lavenham
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Critical Incident/Emergency Closure

In the event of a Critical Incident/Emergency affecting Lavenham Pre-School the following will apply:

Critical Incident

Critical incident may include: Serious accident while travelling to Pre-School/on Pre-School outing, death of a child, abduction of a child, a fire, flood, bomb or terrorist threat in Pre-School.

Major Incident

A major incident (e.g. major traffic accident) may have a profound impact upon all who access Lavenham Pre-School, not just those directly affected, and the impact could last for a considerable time.

Emergency Closure

Any decision to close Lavenham Pre-School will be made on Health and Safety or Statutory Regulation grounds, by the Manager.

Lavenham Pre-School will:

Hold a list of all children's next of kin, keep it updated and will ensure that this information relating to the children present, is taken on any outing.

Establish and record essential details of any incident – what has happened, to whom, when, where, details of any injuries, witnesses at the scene, immediate support available for the rest of the group. The facts will be clarified as quickly as possible, to ensure that accurate information is given to parents.

Follow all procedures required by Ofsted and notify the relevant authorities – Police, and Early Years. Regular checks are made to ensure all necessary phone numbers are at hand, correct and up to date.

Not Release or confirm any information regarding the identity of those involved in an incident to the media until the Authorities have confirmed identity and the parents have been informed. Media contact will be dealt with by the Preschool Manager or the Chair of Trustees.

Contact children's parents to inform them of the situation as outlined below.

Aim to offer support to all who use Lavenham Pre-School and will enlist guidance from the Local Authority regarding counselling/support systems that are available.

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 this way. Our central heating

system is the responsibility of Lavenham Village Hall, located next door. They are to organise the annual service checks by a registered professional and they are to conform to all appropriate guidelines and legislation.

If flooding occurs during the pre-school session, the pre-school manager or deputy in charge will make a decision based on the severity and location of the 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 the pre-school be assessed as unsafe through flooding, parents will be notified by phone and/or email as early as possible.

Fire

Please refer to the fire safety policy

Burglary

The pre-school follows a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises. On arrival in the morning the staff will always check the premises as they arrive. Should they discover that the pre-school has been broken into they will follow the procedure below:

Dial 999, with as many details as possible, i.e. Name and location, details of what you have found.

The manager or deputy manager would make a decision whether to open or not dependant on Health and Safety and security of the building.

Contain the area to ensure no-one enters until the police arrive. Staff will re-direct parents as advised from the police. The pre-school staff will be available at all times to speak to parents, reassure children and direct enquiries where required.

The parent will maintain responsibility for their child while the staff deal with this incident.

The Preschool Manager or Deputy will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the pre-school.

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 pre-school property immediately. All doors and gates to the pre-school 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.

Children will only be released into the Care of a designated adult known by the pre-school staff or for any other adults must be aware of the child's password. The Preschool must be notified of who is collecting the child.

Parents are requested to inform the pre-school of any issues relating to custody of the child and relationship breakdown's as soon as they arise so we can support the family and child. The pre-school will not take sides in relation to any custody battle and will remain neutral. If an absent parent arrives unexpectedly to collect the child the pre-school will not restrict access unless a court order is in place. Parents are requested to issue the pre-school with a copy of these documents should they be in place.

All staff have the right to be free from physical, verbal or aggressive behaviour from others. This will be reported to the police!

If a member of staff witnesses an actual or potential abduction from pre-school we have the following procedures,

The police must be called immediately – giving as much detail as possible

All staff members will be informed

The parents will be contacted

All other children will be kept safe and secure and reassured where necessary.

Bomb threat/ Terrorism

If a bomb threat is received at the pre-school, ring the police and give as much details as possible and staff will make a decision of the best course of action to ensure the safety of all.

Other incidents

All incidents will be managed by the Preschool Manager or Deputy and all staff will co-operate with any emergency services on the scene. Other incidents (e.g. no water supply, power cut) 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 Preschool.

The Preschool Manager will notify the Committee and Ofsted in the event of a critical incident.

Evacuation

If it is necessary and safe to do so, to evacuate the building, we will do so following the Fire Action Plan, displayed on all exits of the Pre-School.

The grounds of Lavenham Village Hall will be used as an Assembly Point. If the grounds are unsafe to use as an Assembly Point, staff will walk the children to the adjacent car park.

Parent/Carer notification

We will notify parents by phone (Critical/Major Incident) or email, as sensitively as possible, as soon as we are aware of an event that will result in the Pre-School being closed, giving as much notice as possible. We will give an indication of when the Pre-School is likely to re-open, if we are able to do so.

Collection of Children

If Lavenham Pre-School is closed because of a Critical Incident/Emergency, parents/carers will be contacted by a member of staff requesting them to collect their child/children immediately. In the event that the building has been evacuated, we will contact parents as soon as it is safe for us to do so.

Safe location

In case of the evacuation the staff will take children to one of the safe locations and keep children there while awaiting collection. Those safe places are: Lavenham Village Hall, Lavenham Surgery or The Cock Horse Inn pub. Member of staff will advise parents in which safe location we will be.

Closure due to bad weather

Follow the Adverse Weather policy.

This policy was adopted by Lavenham Preschool *(name of provider)*

On February 2026 *(date)*

Date to be reviewed February 2027 *(date)*

Signed on behalf of the provider



Name of signatory

Roy Mawford

Role of signatory (e.g. chair, director or owner)

Chair of Trustees
