Little Disciples Childcare

Emergency Policy and Procedures

"Caring for children, supporting parents and sparking imaginations. Where quality, affordability and excitement meet!"

Document Title:	Emergency Policy & Procedures
Owner:	Little Disciples Childcare
Approval Date:	October 2026
Next Review Date:	October 2027
Distribution List:	Committee, Management Team, Staff & Parents
Responsible Individual Signature:	
Responsible Individual Signature:	

Version	Date	Changes Made	Author	Approved By	Next Review Date
1.0	September 2023	Initial Release for Provider changes	S. Gocher	A. Stephens	Annually – September 2024
2.0	October 2024	Policy Review	S. Gocher	A. Stephens	Annually – October 2025
1.1	January 2025	Minor amendments – Pg numbers and Document Control	S. Gocher	A. Stephens	Annually – October 2025
1.1	October 2025	Policy review, no amendments	S. Gocher	A. Stephens	Annually – October 2026
3.0	October 2026	Comprehensive policy review and revision. Updated emergency procedures for fire evacuation, lockdown, medical emergencies, missing children and utility failures. Strengthened staff responsibilities, safeguarding, emergency communication and reporting arrangements. Updated to reflect the 2026 National Minimum Standards for Regulated Childcare in Wales and current CIW guidance.	S. Gocher	A. Stephens	Annually – October 2027

Policy Statement
At Little Disciples Childcare, we are committed to providing a seamless and cohesive approach to childcare across all our services. This policy and procedure apply equally to both our Nursery Plus provision and our Breakfast, Afterschool and Holiday Club services. This integrated framework ensures consistent standards of care, safety and quality across all aspects of our provision, fostering a supportive and nurturing environment for every child in our care.

1. Policy Statement

At Little Disciples Childcare, the safety, health and wellbeing of children, staff and visitors are our highest priorities.

We recognise that emergencies may arise unexpectedly and that all staff must be prepared to respond quickly, calmly and effectively.

Our aim is to ensure that clear procedures are in place to minimise risks, protect children from harm and provide appropriate support during and following an emergency.

We are committed to:

- Maintaining a safe and secure environment for all children, staff and visitors.
- Ensuring staff understand their roles and responsibilities during an emergency.
- Responding immediately and appropriately to situations that may place children or adults at risk.
- Maintaining effective communication with emergency services, parents, carers, St John's School and relevant authorities.
- Considering the individual needs of children, including those with additional learning needs, disabilities and medical conditions.
- Recording, reporting and reviewing emergencies to improve our practice.
- Working collaboratively with St John's School to ensure emergency arrangements are coordinated.

The safety of children will always take precedence over administrative tasks, the collection of belongings or the continuation of normal activities.

2. Scope

This policy applies to all employees, volunteers, students, contractors and visitors at Little Disciples Childcare.

It covers all childcare services, including:

- Paid and Free Breakfast Club
- Nursery Plus
- Afterschool Club
- Holiday Club

The policy applies during all operating hours, including times when St John's School is closed or school staff are not present.

It also applies, where relevant, to off-site activities, outings and Forest School sessions, alongside their specific risk assessments and emergency plans.

The procedures cover:

1. Fire and emergency evacuation
2. Lockdown and security threats
3. Medical emergencies
4. Missing children
5. Utility failures and emergency closure

3. Roles and Responsibilities

3.1 Management Committee / Responsible Individuals (Mr Gocher & Mrs Stephens)

The Management Committee is responsible for ensuring that:

- Appropriate emergency policies, procedures and risk assessments are in place.
- The setting meets its legal and regulatory responsibilities.
- Staff receive suitable training, information and equipment.
- Emergency arrangements are regularly reviewed.
- Significant incidents are appropriately investigated and any necessary improvements are implemented.

3.2 Manager (Mr Gocher)

The Manager has overall responsibility for implementing and monitoring this policy.

The Manager will:

- Ensure staff are familiar with emergency procedures.
- Coordinate staff training and emergency drills.
- Maintain appropriate emergency equipment and records.
- Liaise with St John's School regarding shared emergency arrangements.
- Ensure that risk assessments are reviewed.
- Oversee communication with parents and relevant organisations.
- Ensure that significant incidents are notified to Care Inspectorate Wales (CIW) and other appropriate authorities, where required.
- Report significant incidents and recommendations to the Management Committee.

3.3 Person in Charge (PIC) Mrs Eccles & Miss Caddell

A designated Person in Charge must be identified for every childcare session.

In the Manager's absence, the Person in Charge assumes responsibility for coordinating emergency procedures.

The Person in Charge will:

- Assess the situation and initiate the appropriate emergency response.
- Delegate responsibilities to available staff.
- Ensure children remain appropriately supervised.
- Contact emergency services when required.
- Coordinate headcounts and attendance checks.
- Maintain communication with the Manager and parents where appropriate.
- Ensure incidents are accurately recorded and reported.

An emergency response must never be delayed because the Manager or Person in Charge is unavailable.

Any practitioner may raise the alarm, begin evacuation, administer first aid within their training or call 999 when immediate action is necessary.

3.4 Childcare and Play Practitioners

All practitioners are responsible for:

- Knowing and following the emergency procedures.
- Remaining calm and reassuring children.
- Taking immediate action to protect children from harm.
- Maintaining supervision and appropriate staffing arrangements.
- Following instructions from emergency services.
- Supporting children with additional or individual needs.
- Providing relevant information for incident reports.
- Participating in emergency training and drills.

Where the Person in Charge is directly involved in an emergency, another suitably experienced practitioner should coordinate the supervision and safety of the remaining children.

3.5 Children

Children will be supported to understand simple emergency expectations in an age-appropriate and reassuring manner.

They will be encouraged to:

- Listen to and follow practitioners' instructions.
- Stay with their designated adult or group.
- Move calmly when directed.
- Avoid returning for belongings.
- Tell an adult if they feel unsafe or need help.

Children will never be expected to take responsibility for the safety of other children.

4. Emergency Preparedness

4.1 Daily arrangements

At the beginning of each session, the Person in Charge must ensure:

- An accurate attendance register is available.
- Staff know which children are present and where they are located.
- Emergency exits and access routes are clear.
- Staff know the designated assembly points and safe areas.
- Emergency contact information is accessible.
- A suitably qualified paediatric first aider is available.
- Children's emergency medication and individual care plans are accessible.
- Staff are aware of children requiring additional support during an emergency.
- All staff know who is acting as Person in Charge.

Attendance records must be updated whenever children arrive, leave or move between sessions.

4.2 Emergency equipment

An emergency grab bag will be available in a clearly identified, accessible location.

It should include or provide appropriate access to:

- Current attendance information.
- Emergency contact details.
- First aid supplies.
- A torch.
- A high-visibility vest.
- Relevant emergency contact numbers.
- Information about children's individual emergency needs.

Appropriate arrangements will be made for essential emergency medication.

The Person in Charge will ensure emergency equipment is checked regularly and that confidential information is stored securely.

Equipment must only be collected when it is safe and must never delay evacuation.

4.3 Individual needs

Children who may require additional assistance during an emergency will have appropriate individual arrangements in place.

These may include:

- Personal emergency evacuation arrangements.
- Additional adult support.
- Visual prompts and communication aids.
- Adapted instructions.
- Support with mobility or sensory needs.
- Access to essential medication or medical equipment.

Parents, carers and relevant professionals will be consulted where appropriate.

4.4 Working with St John's School

Little Disciples Childcare will work in partnership with St John's School to coordinate shared emergency arrangements.

This includes fire alarm systems, evacuation routes, assembly points, lockdown signals, building access and communication between staff.

Little Disciples Childcare will maintain the ability to initiate and manage an emergency independently when the school is closed.

5. Emergency Communication

During an emergency, communication must be clear, accurate and proportionate.

The Person in Charge will coordinate communications wherever possible.

The following principles apply:

- Emergency services must be contacted without unnecessary delay.
- Parents will be informed as soon as it is safe and practicable.
- iPal will be the primary method for group parent messages where appropriate.
- Telephone contact will be used for urgent individual communication.
- Alternative communication arrangements must be available if internet or telephone services fail.
- Confidential information will only be shared with those who have a legitimate need to know.
- Staff must not publish information about an emergency on social media without authorisation.

When necessary, Little Disciples will liaise directly with St John's School to coordinate communications and avoid conflicting instructions.

6. Reporting and Notifications

All emergencies and significant incidents must be documented accurately and promptly.

Records should include:

- Date, time and location.
- Individuals involved.
- Circumstances leading to the incident.
- Immediate actions taken.
- Emergency service involvement.
- Communication with parents and carers.
- Any injuries or medical treatment.
- Safeguarding concerns.
- Outcome and follow-up actions.
- Changes required to prevent a similar incident.

The Manager or Registered Person will ensure that notifications are made to CIW and other relevant organisations where required.

This includes immediate notification of significant events covered by the applicable childcare regulations and National Minimum Standards.

Not every incident requires a CIW notification. The reporting decision must follow the current statutory requirements and CIW guidance.

Reporting through iPal or CPOMS does not replace external statutory notification duties.

Records will be securely retained in accordance with the setting's record management and data protection arrangements.

7. Supporting Children Following an Emergency

Little Disciples recognises that emergencies can be frightening or distressing, particularly for young children.

Staff will:

- Provide a calm, familiar and reassuring environment.
- Offer additional emotional support where needed.
- Encourage children to express feelings in age-appropriate ways.
- Avoid exposing children to unnecessary or distressing details.
- Observe changes in behaviour or wellbeing.
- Liaise with parents and carers about any concerns.
- Seek additional professional support where appropriate.

Children will never be blamed or punished for their responses during an emergency.

8. Staff Training and Emergency Drills

All staff will receive information about emergency procedures during induction.

Training and refresher arrangements will include:

- Fire evacuation.
- Lockdown and site security arrangements.
- Missing child procedures.
- Paediatric first aid.
- Safeguarding responsibilities.
- Emergency communication and reporting.

Fire drills will take place at least every six months, with additional practice to cover different sessions and attendance patterns.

Other emergency scenarios will be discussed or practised periodically, using age-appropriate methods.

The Manager will maintain records of training, drills and identified improvements.

9. Review Following an Emergency

Following a significant incident, the Manager will arrange a review, normally with relevant staff and, where appropriate, representatives of St John's School.

The review will consider:

- Whether staff responded promptly and appropriately.
- Whether children remained appropriately supervised.
- How effectively staff communicated.
- Whether the emergency procedures were followed.
- Whether additional training or equipment is required.
- Any concerns raised by children, parents or staff.
- Changes needed to risk assessments or procedures.

The findings will be used to improve future emergency preparedness.

The Management Committee will be informed of significant incidents, actions taken and any outstanding recommendations.

10. Policy Monitoring and Review

This policy will be reviewed annually or sooner if:

- An emergency or significant incident occurs.
- Guidance or legislation changes.
- The setting's premises or operations change.
- New hazards or risks are identified.
- Concerns are identified through training, drills or inspection.

All staff will be made aware of significant changes to the procedures.

11. Related Policies and Documents

This policy should be read alongside:

- Safeguarding and Child Protection Policy
- Health and Safety Policy
- Fire Risk Assessment and Evacuation Plan
- First Aid Policy
- Medication Policy
- Missing Child Risk Assessment
- Lockdown and Site Security Arrangements
- Accident and Incident Reporting Procedures
- Collection of Children Policy
- Additional Learning Needs and Inclusion Procedures
- Outings and Forest School Risk Assessments
- St John's School Emergency Procedures, where applicable

12. Legislative and Regulatory Framework

This policy has been prepared with reference to:

- Children and Families (Wales) Measure 2010.
- Child Minding and Day Care (Wales) Regulations 2010, as amended.
- Welsh Government National Minimum Standards for Regulated Childcare for Children up to the Age of 12 Years (2026).
- Regulatory Reform (Fire Safety) Order 2005.
- Health and Safety at Work etc. Act 1974.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), where applicable.
- Wales Safeguarding Procedures.
- Current Care Inspectorate Wales guidance on notifications.

Procedure 1: Fire and Emergency Evacuation

1.1 Purpose

To ensure all children, staff and visitors can evacuate quickly and safely in the event of a fire or other emergency requiring evacuation.

Step 1: Raise the alarm

All Staff

- Treat every fire alarm as a genuine emergency.
- Immediately stop activities and begin evacuation.
- If a fire is discovered and the alarm has not activated, raise the alarm using the nearest safe method.
- Do not attempt to investigate the cause before evacuating.
- Do not attempt to fight a fire unless appropriately trained, it is safe and doing so does not delay evacuation.

Step 2: Gather and evacuate children

Childcare and Play Practitioners

- Calmly direct children towards the nearest safe designated emergency exit.
- Use an alternative designated escape route if the usual exit is unsafe.
- Support children requiring additional assistance.
- Ensure that children do not stop to collect belongings.
- Do not delay evacuation to form a line or organise children into pairs.
- Maintain supervision throughout the evacuation.

Children

- Stop playing.
- Follow the practitioner.
- Walk calmly to the exit.
- Stay with the group.

Step 3: Check areas and contact emergency services

Person in Charge / Designated Practitioner

- Ensure the evacuation is progressing safely.
- Arrange for toilets and immediately accessible adjoining areas to be checked only where safe and without delaying evacuation.
- Close doors behind the group when safe to do so, without locking them.
- Take the attendance information and emergency bag only if immediately accessible.
- Ensure 999 is called, providing the setting's location, nature of the emergency and any known information about people at risk.

No member of staff should re-enter or remain inside a dangerous building to search for a missing person.

Step 4: Proceed to the assembly point

All Staff

- Lead children to the agreed assembly point.
- Move to the alternative assembly point if the primary location is unsafe.
- Keep children together and away from buildings, emergency vehicles and other hazards.
- Ensure access routes remain clear for emergency services.

Designated assembly point: To be confirmed with St John's School and recorded on the evacuation plan.

Alternative assembly point: To be confirmed and recorded.

Step 5: Check attendance

Person in Charge

- Complete an immediate register check against children and staff known to be present.
- Confirm the whereabouts of visitors where possible.
- Obtain confirmation from each practitioner that their group is accounted for.
- Immediately inform emergency services if anyone is missing, including their last known location.

- Ensure nobody returns to the building.

Practitioners

- Carry out a headcount and support the register check.
- Keep children together.
- Provide reassurance and emotional support.

Step 6: Await instructions

Person in Charge

- Follow instructions from the Fire and Rescue Service.
- Arrange communication with parents if the building cannot be reoccupied.
- Coordinate safe collection or relocation if required.
- Only authorise re-entry once it has been confirmed safe by the relevant emergency services or authorised responsible person.

Step 7: Record and review

The Manager will:

- Record the incident and actions taken.
- Notify relevant authorities where required.
- Review the evacuation procedure and risk assessment.
- Share learning with staff and the Management Committee.

Fire drills

Fire drills will take place at least every six months, with additional practice arranged to ensure children and staff across different sessions are familiar with evacuation routines.

All drills will be recorded in the fire logbook, including the date, session, participants, observations and any improvements required.

The fire risk assessment will be reviewed at least annually and following significant changes to the premises or children's needs.

Procedure 2: Lockdown and Security Threats

2.1 Purpose

To protect children and staff when an external or internal threat makes normal activities unsafe.

Examples include:

- An intruder or threatening individual.
- A nearby police incident.
- A serious security threat.
- Violence or threatening behaviour on or near the premises.

The safest response may involve securing the building, moving to another safe area or evacuating away from danger.

Step 1: Identify the threat and raise the alert

Person in Charge / Any Staff Member

- Assess the available information and initiate the safest immediate response.
- Activate or communicate the agreed lockdown alert.
- Contact 999 when required and safe to do so.
- Notify other staff without exposing anyone to additional danger.

The school lockdown signal is understood to be a continuously sounding bell. Little Disciples will confirm this arrangement with St John's School and establish an alternative alert method for periods when the school alarm is unavailable.

Step 2: Move children to safety

Practitioners

- Stop activities immediately.
- Calmly move children to the designated safe area if the route is safe.
- If outdoors, assess whether entering the building is safe.
- Where moving indoors would increase danger, move children away from the threat using the safest available route.
- Follow the agreed site-specific lockdown or evacuation plan.
- Maintain close supervision and provide appropriate assistance to children with additional needs.

Children

- Follow practitioners' instructions.
- Stay close to their group.
- Remain quiet when asked.

Step 3: Secure the area

Staff

Where safe and appropriate:

- Lock or secure doors using the agreed locking arrangements.
- Close blinds or curtains.
- Move children away from doors and windows.
- Keep children out of sight of a potential threat.
- Silence mobile phones and other devices where necessary.
- Avoid unnecessary movement.

Staff must not approach a suspected threat or put themselves at risk to secure doors.

Emergency escape routes must remain available in accordance with the agreed safety plan.

Step 4: Account for children and staff

Person in Charge

- Confirm the number and whereabouts of children, staff and visitors as far as safely possible.
- Identify anyone unaccounted for.
- Communicate relevant information to emergency services.
- Maintain communication with other staff using safe, agreed methods.

Practitioners

- Conduct a quiet headcount where possible.
- Keep children reassured.
- Use quiet, comforting activities only where appropriate to the threat.
- Monitor children's physical and emotional needs.

Step 5: Communicate with parents

Manager / Person in Charge

When safe and appropriate:

- Send parents a clear message using iPal or an alternative agreed communication method.
- Explain that an emergency procedure is in place without sharing unnecessary operational details.
- Instruct parents not to attend the premises or attempt collection until advised.
- Provide updates when possible and safe.

Protecting children and responding to emergency services will take priority over sending messages.

Step 6: Await the official all-clear

All Staff

- Remain in the safe location until the Person in Charge communicates a verified all-clear.
- Follow instructions from police or emergency services.
- Do not assume the incident has ended because the school alarm has stopped.
- Do not release children to parents until safe collection arrangements have been confirmed.

Step 7: Recovery and review

Manager

- Confirm that children, staff and visitors are safe.
- Arrange appropriate communication with parents.
- Consider children's emotional wellbeing and any additional support required.
- Record the incident.
- Complete safeguarding and regulatory notifications where required.
- Review the response with staff and St John's School.

Lockdown practice

Staff will receive appropriate instruction in lockdown arrangements.

Practice exercises will be proportionate and age-appropriate, avoiding unnecessary fear or distress among children.

The procedure will be reviewed jointly with St John's School whenever site arrangements change.

Procedure 3: Medical Emergencies

3.1 Purpose

To ensure that children, staff and visitors receive prompt and appropriate assistance in the event of a medical emergency.

Examples include:

- Choking.
- Severe allergic reactions.
- Breathing difficulties.
- Seizures.

- Loss of consciousness.
- Serious bleeding.
- Significant head injuries.
- Suspected fractures.
- Any sudden or serious deterioration in health.

Step 1: Assess and respond immediately

First Practitioner Present

- Assess the immediate safety of the situation.
- Call for assistance from the designated paediatric first aider.
- Begin appropriate first aid within the limits of training and competence.
- Do not move an injured child unnecessarily where a serious injury is suspected, unless required to protect them from immediate danger.
- Follow the child's individual healthcare plan where applicable.

Other Practitioners

- Keep the remaining children safe and appropriately supervised.
- Move other children away from the emergency if appropriate.
- Maintain a calm and reassuring environment.

Step 2: Call emergency services

Any Staff Member

Call 999 immediately for a potentially life-threatening emergency or whenever urgent emergency assistance is required.

Provide:

- The name and location of Little Disciples Childcare.
- The nature of the medical emergency.
- The child's approximate age.
- The child's condition and relevant symptoms.
- Any treatment already provided.
- Information about access to the premises.

Follow the call handler's instructions and remain on the line as directed.

Staff must not delay calling 999 while seeking permission from the Manager or attempting to contact parents.

Step 3: Provide first aid and emergency medication

Paediatric First Aider / Appropriately Trained Staff

- Provide appropriate first aid in accordance with current training.
- Follow emergency service instructions.
- Administer prescribed emergency medication only in accordance with the child's individual healthcare plan, the setting's medication policy and appropriate training or authorisation.
- Continue monitoring the child until emergency services arrive or the situation is resolved.

The child's dignity and privacy should be maintained as far as reasonably possible.

Step 4: Contact parents and arrange handover

Manager / Person in Charge

- Contact the child's parents or carers as soon as practicable without delaying emergency treatment.
- Inform them of the situation and actions taken.
- Ensure paramedics are directed promptly to the child.

- Provide relevant healthcare information and details of any medication administered.
- Where a child is taken to hospital, arrange for an appropriate member of staff to accompany them if necessary, feasible and consistent with maintaining safe supervision of the remaining children.

Step 5: Support other children

Practitioners

- Reassure children who may have witnessed the emergency.
- Avoid unnecessary discussion of personal medical details.
- Provide age-appropriate explanations where needed.
- Monitor children for distress.

Step 6: Record and report

Manager / Person in Charge

- Complete a detailed incident report on iPal.
- Record the time, circumstances, symptoms, first aid, medication, emergency service involvement and communication with parents.
- Obtain relevant witness accounts.
- Notify CIW where the incident meets the applicable notification requirements.
- Consider any safeguarding, RIDDOR or other reporting requirements.
- Review the incident and any individual healthcare or risk assessment arrangements.

Emergency medication and training

Little Disciples will ensure that appropriate staff understand the healthcare needs of children attending the setting.

Individual healthcare plans, essential emergency medication, staff training and first aid arrangements will be reviewed regularly and whenever a child's needs change.

Procedure 4: Missing Child

4.1 Purpose

To provide an immediate, coordinated response when a child cannot be located or their whereabouts cannot be established.

A missing child is treated as a potentially serious safeguarding concern.

There is no fixed waiting period before contacting the police.

Step 1: Raise the alert immediately

Practitioner Identifying the Concern

- Immediately inform the Person in Charge.
- Identify the child's last known location and when they were last seen.
- Alert other staff using an appropriate method.
- Ensure the remaining children continue to be safely supervised.

Staff must not leave other children unsupervised in order to search.

Step 2: Begin an immediate coordinated search

Person in Charge

- Allocate available staff to check nearby areas without compromising the supervision of other children.
- Confirm the attendance register and any sign-in or collection records.
- Check whether the child is with another member of staff or has been legitimately collected.
- Establish the child's last known location, clothing and any relevant vulnerabilities.

Designated Practitioners

- Check appropriate indoor and outdoor areas.
- Check toilets, play spaces and potential hiding places.
- Check exits and the immediate grounds where safe.
- Report findings immediately to the Person in Charge.

The initial check must be rapid and must not delay police contact where the child may be at risk.

Step 3: Contact the police

Person in Charge / Any Available Staff Member

Call 999 immediately if:

- The child is believed to have left the supervised premises without authorisation.
- The child cannot be located promptly and there is concern for their safety.
- The child may be exposed to traffic, water or other significant hazards.
- The child has vulnerabilities that increase the risk of harm.
- There are concerns about possible abduction or another serious incident.

Provide police with:

- The child's name and age.
- A description of the child and their clothing.
- Their last known location and the time they were last seen.
- Relevant medical, communication or additional needs.
- Details of searches already completed.
- The setting's location and contact details.

Staff must follow police instructions.

Step 4: Contact parents or carers

Manager / Person in Charge

- Notify parents or carers as soon as possible.
- Explain the known facts and actions taken.
- Avoid speculation.
- Maintain communication and provide updates where appropriate.

Police contact must not be delayed while attempting to reach parents.

Step 5: Maintain supervision and safeguarding

Practitioners

- Ensure all remaining children are accounted for.
- Maintain appropriate staffing and supervision.
- Keep children calm and reassured.
- Preserve information that may assist the investigation, including relevant attendance records and CCTV arrangements where applicable.

Step 6: When the child is located

Person in Charge

- Confirm the child's identity and immediate safety.
- Assess whether medical attention is required.
- Reassure the child without blame or punishment.
- Notify police and parents, where applicable, that the child has been found.
- Record the circumstances in which the child was located.

The child's emotional wellbeing and any safeguarding concerns must be considered.

Step 7: Record, notify and review

Manager

- Complete a detailed incident report on iPal.
- Record all significant times, actions, communications and outcomes.
- Follow the setting's safeguarding reporting procedures.
- Use CPOMS where appropriate under the agreed information-sharing arrangements with St John's School.
- Submit a CIW notification where the missing child incident meets the current notification criteria.
- Review supervision arrangements, attendance procedures, security measures and risk assessments.
- Report significant findings and improvements to the Management Committee.

Where CIW notification is required, this must be completed through the appropriate current CIW notification process.

Procedure 5: Utility Failure and Emergency Closure

5.1 Purpose

To ensure appropriate action is taken when essential services or facilities become unavailable, creating potential risks to the health, safety or wellbeing of children.

This includes:

- Electricity failure.
- Water supply failure.
- Gas supply issues or suspected leaks.
- Heating failure.
- Sewage or drainage problems.
- Other building faults affecting safe operation.

Step 1: Assess the situation

Person in Charge

- Identify the nature and extent of the failure.
- Assess immediate risks to children, staff and visitors.
- Determine whether childcare can continue safely.
- Seek support from the school premises team or utility provider where appropriate.
- Keep the Manager informed.

Practitioners

- Maintain supervision.
- Keep children away from affected areas.
- Provide reassurance and follow instructions.

Step 2: Respond to the type of emergency

A. Power failure

Person in Charge

- Check whether there is sufficient natural or emergency lighting.
- Assess the effect on fire alarms, communications, heating, food safety and other essential services.
- Contact the appropriate school representative or electricity network operator.
- Arrange closure if safe operation cannot be maintained.

Practitioners

- Keep children together and supervised.
- Use battery-operated lighting where appropriate.
- Avoid unsafe areas or activities.

B. Water supply failure

Person in Charge

- Assess the availability of safe drinking water.
- Check whether toilets, handwashing and hygiene arrangements can remain safe.
- Contact the relevant water provider or school premises representative.
- Arrange alternative safe facilities only where suitable and practicable.
- Suspend or close the provision if hygiene, sanitation or drinking water requirements cannot be maintained.

C. Suspected gas leak

All Staff

- Immediately move children and adults away from the affected area to a safe location.
- Do not operate electrical switches or equipment that could cause ignition.
- Do not use naked flames.
- Avoid using telephones within the suspected hazardous area.
- Do not attempt repairs.

Person in Charge

- Ensure everyone is safely evacuated.
- Contact the National Gas Emergency Service on 0800 111 999 from a safe location.
- Call 999 where there is immediate danger to life or a fire or explosion.
- Follow emergency service instructions.
- Prevent re-entry until authorised.

D. Heating failure

Person in Charge

- Assess indoor temperatures and the welfare of children.
- Consider the needs of younger children and children with medical conditions.
- Arrange safe alternative provision where possible.
- Close the setting if suitable temperatures cannot be maintained.

E. Sewage or drainage failure

Person in Charge

- Restrict access to affected areas.
- Assess the availability of safe toilets, hygiene facilities and clean play spaces.
- Seek appropriate professional assistance.
- Arrange closure where contamination or loss of facilities prevents safe childcare.

Step 3: Decide whether to close

Manager / Person in Charge

The setting will suspend or close provision when it is not reasonably possible to maintain safe childcare.

Factors will include:

- Availability of drinking water and appropriate toilet facilities.
- Safe indoor conditions and temperature.
- Functioning emergency systems.
- Appropriate hygiene arrangements.
- The extent of any structural or environmental hazard.
- The ability to maintain required supervision and staffing arrangements.

Where immediate danger exists, children and staff must evacuate without waiting for a formal closure decision.

Step 4: Inform parents and organise collection

Manager / Person in Charge

- Contact parents using iPal or an agreed alternative.
- Explain the reason for closure and collection arrangements.
- Confirm that children will remain supervised until safely collected or transferred to an agreed safe location.
- Follow the setting's collection and identity-verification procedures.
- Maintain accurate records of children leaving the setting.

Step 5: Record and reopen

Manager

- Record the incident and action taken.
- Liaise with relevant professionals and St John's School.
- Ensure affected facilities have been made safe.
- Review any necessary risk assessments.
- Notify CIW if the event meets the relevant notification requirements.
- Inform parents when the setting is safe to reopen.