



Yateley Community Pre-School

Registered Charity No. 298231

14.0 Critical Incident Policy and Procedure

Statement

A Critical Incident is a traumatic incident that could result in death or near death of a child or staff member.

Despite effective planning and preparation including Risk Assessments it is still possible for a Critical Incident to occur within the setting.

Procedure for a critical incident in the setting

In the event of a Critical Incident the following procedures will be put into place by the person in charge i.e. supervisor, deputy or SENCO.

- Contact emergency services
- Contact the child's family or staff members partner / emergency contact. Use the preschool mobile as the contact number for the family 07896247220
- Contact Chairperson / Admin Officer
- Manage and reassure the other children
- Contact the NE Hants EECU office for support and advise 01252 814820
- Agree what to say and contact all parents to ensure that they hear about the incident directly from us, so that they hear the correct information. Ask EECU for help and guidance
- Agree what to say with the support of the EECU office before speaking to the press (EECU will seek advice from experienced press officers)

Following the incident the Chairperson and or supervisor, Deputy or SENCO will

- Inform Ofsted 08456-40-40-40
- Inform local children's information services 0845 603 5620
- Inform Insurance Company
- Update EECU office
- Update and debrief staff
- Write a clear report giving specific details
- Review procedures to see if we can learn from the incident
- Consider counselling as necessary, contacting insurance company, local doctor who may be able to provide help in this area. Ask EECU for support also.

Procedure for a critical incident outside of setting

In the sad event of being notified about a child or adults death there can be on-going actions and issues that need to be addressed. e.g. distress for staff, children and parents as well as on-going investigations by social care, Police and high media interest.

There is no need to contact OFSTED or social care however if we feel the incident is a Safeguarding Child issue we will follow our Safeguarding Children Policy.

Procedure following a critical incident outside of setting

- Inform EECU for support
- Offer counselling for staff if needed or requested
- If a statement is required liaise with EECU for advice and guidance. Agree what is to be said with staff so consistency is upheld
- Contact all parents to ensure that they hear about the incident directly from us, so that they hear the correct information. Ask EECU for help and guidance.

A Critical Incident response time line is available in the critical incident booklet (Bottom draw filing cabinet and on the wall by the sink in corner of main room)

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| This policy was adopted at Yateley Community Pre-schools Meeting held on 24 th September 2018 | | |
| Signed on behalf of the management committee | Print name | Date |
| | Andy Garden | 24 th September 2018 |
| Role of signatory (eg Chair...) | Chair | |
| Date to be reviewed | August 2019 unless policies need changing before | |