**Introduction**

At Twilight Hours we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children within our care. With this in mind we have a critical incident policy in place to ensure our setting is able to operate effectively in the case of a critical incident.

These include:

* Fire – see Health and Safety Policy and Procedure and Emergency Evacuation Policy and Procedure
* Flood
* Abduction or threatened abduction of a child
* Burglary
* Bomb threat/terrorism attack
* Any other incident that may affect the care of the children in setting.

If any of these incidents impact on the ability for the Twilight Hours to operate, we will contact parents or carers via phone.

**Flood Policy**

There is always a danger of flooding from adverse weather conditions or through the water systems.

If flooding occurs during the day, the manager and/or the supervisor will make a decision based on the severity and location of this flooding, if the school decide that they need to close then Twilight will also be closed.

**Abduction or Threatened Abduction of a Child**

At Twilight Hours 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 around school’s grounds immediately. All doors and gates to the setting are locked and unable to be accessed unless staff members allow individuals in. Staff 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, see the arrivals and departures policy for more details. Parents and carers are requested to inform Twilight of any potential custody battles or family concerns as soon as they arise, so we are able to support the child(ren). Twilight will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent or carer arrives to collect their child, Twilight will not restrict access **unless** a court order is in place. Parents and carers are requested to issue Twilight 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 Twilight the following procedure will be followed:**

* The police must be called immediately
* The staff member will notify management immediately and the manager will take control
* The parents or carers will be contacted
* All other children will be kept safe and secure and calmed down where 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.

**Bomb Threat/Terrorism Attack**

If a bomb threat or terrorist attack is received at Twilight, the person taking the call will recall all details given over the phone and raise the alarm immediately. The staff will follow the fire alarm procedure or the Lock down procedure depending on the circumstances.

**Lock Down Policy**

Twilight Out of School Club recognises the potentially serious risks to children, staff and visitors in emergency or harmful situations. A lockdown may take place where there is a perceived risk of threat to Twilight, its staff, children, visitors or property.

A lockdown will be initiated by a member of staff gathering all of the children together and take them inside the building as quickly as possible. The Person in Charge will immediately call 999.

**Procedures**

In the event on an unauthorised person or persons trying to enter Twilight without permission then we will immediately instigate our Lock Down Procedures.

Upon raising the alarm

‘Your Attention, Please. We are in Lockdown and Hide emergency and you must lockdown and hide immediately’

* The Person in Charge will immediately call **999** and collect the grab bag.
* The remaining members of staff will gather all the children together into our ‘Safe Place’
* At All Saints’ Junior School, this is the Nuture Suite (Magic Room if numbers permit),
* At Churchtown School, this will be in the classroom which runs along the corridor and has no front facing windows.
* At All Saints Infant School, this is the Staff Room. Lockdown doors are fitted and lock from the These are located under the door handles on all internal doors. Turn the locks to the right to activate. These can then only be opened with a key from the outside.
* The Person in Charge will ensure that all curtains in the room will be drawn and lights are turned off.
* One member of staff will count the children in the group whilst the Person in Chargequickly checks the premises for any other children.
* Once we are sure that all of the children and staff members are accounted for, we will await Police assistance.

**After the danger has passed and it is safe for us to leave our safe place, we will**

* Gather the children back into the hall/main rooms whilst the Person in Charge calls parents/carers to inform them what has happened.
* **Ofsted and Early Years** will be informed of the incident within 24hrs of it happening.

**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 setting.