

# Twilight Hours After School Club

## Critical Incident Policy including Lockdown Procedure

### 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 policies in place to ensure our settings are able to operate effectively in the case of a critical incident.

These include:

- Health and Safety Policy
- Emergency Evacuation Policy
- Missing Child Procedure
- Lone Worker Policy

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

### Floods

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 and parents/carers will be contacted.

### 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. Doors or gates (depending on the setting) are kept 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 take legal advice if necessary.

**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

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- 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.

### Missing Child Procedure

At [Twilight Hours Out of School Club](#) our staff are always alert to the possibility that children can go missing for various reasons.

At the beginning of an After School session a register is taken as the children arrive, this is then re checked and absences are noticed immediately, and the steps below followed.

During sessions staff will carry out periodic head counts, particularly when transporting children between locations (e.g. walking from the school to the Club) or playing outside. If a child cannot be located, the following steps will be taken:

- All Twilight staff will be informed that the child is missing.
- School Staff will be spoken to starting with the child's Teacher.
- Staff will conduct a thorough search of the premises and surrounding area, whilst a manager attempts to contact parents, messages will be left if no response.
- If parents cannot be contacted, we will attempt to contact the emergency carers, again leaving messages if no response.
- If there has been no response from the phone calls and the child has still not been found, then the police will be informed. The manager will then resume attempting to contact parents/carers.
- Staff will continue to search for the child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at the Club.
- The manager will liaise with the police and the child's parent or carer.

Afterwards, the incident will be recorded in the **Incident Record**. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary.

If the police or Social Care were involved in the incident, we will also inform Ofsted.

### Useful numbers

Police: 999  
Social Care: 01629 533190  
Ofsted: 0300 123 1231

A copy of the Missing Child Procedure is kept in the Emergency Contact Folder in the Grab Bag at each setting.

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### Lock Down

Lockdown may take place where there is a perceived risk of threat to Twilight, its staff, children, visitors or property from an external incident. These may be a number of situations and typically include: -

- A bomb threat is received, or terrorist attack suspected
- There is an intruder on the site or in the local area
- There is a local environmental risk such as a gas cloud
- A dangerous animal is in close proximity

Children who are attending other on-site activities (such as dance or a music lesson) before coming to Twilight would be expected to be the responsibility of the person running that activity.

During lockdown parents/carers should:-

- Avoid ringing the setting as the phone line needs to be clear for the emergency services.
- Keep away from the vicinity of the setting as this could place themselves and others at risk.
- Wait until they are contacted to come to fetch their child.

### Lockdown Procedures

- The alarm should be sounded by the staff member who is alerted to the issue. This should either be 3 long blasts on a whistle (if available) or the shout 'Lockdown, Lockdown, Lockdown'.
- The staff member closest to the grab bag should pick up the bag.
- The children should be brought inside if playing out.
- A Register should be done to check all children are present.
- The person in charge should ring 999
- Meanwhile, remaining staff should gather all the children together into our 'Safe Place'

[Redacted content]

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- Mobile phones should be turned to silent if appropriate.
- In event of an environmental issue, staff should attempt to block gaps around doors and turn off vents/air conditioning.
- Once we are sure that all of the children and staff members are accounted for, we will await assistance from the relevant authorities.

### 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.
- All parents and carers will be advised of the incident by email on our Newsletter.

## Emergency Evacuation

In certain circumstances, it may be necessary to evacuate the children from the setting. Reasons for this could include: -

- Fire
- Burst water pipes
- Gas leak

Each setting has a site-specific Emergency Evacuation Plan. A copy will be kept in the Emergency Contact Folder in each Grab Bag. Please refer to these.

## Emergency Closure

Occasionally, due to events beyond our control, it may be necessary to ask that you collect your child immediately from Twilight. This could be for the following reasons: -

- Serious weather conditions such as snow or floods.
- Failure of the heating system.
- Death or serious injury of a child or staff member

In this situation, we will use the child's contact form to get in touch with the people shown in the order they are listed until we get an answer. All children will be supervised until they are collected. The Register would be used to check that all children have been collected before we close up the building.

Please ensure that you have a local contact available who can collect your child quickly.

## Pandemic Flu Outbreak

During a Pandemic Flu outbreak, this policy will be overruled by specific procedures in line with Government Guidelines and the needs of the schools. This will be communicated to parents/carers by individual site.

Please also refer to our Pandemic Flu Policy and the associated Risk Assessments.

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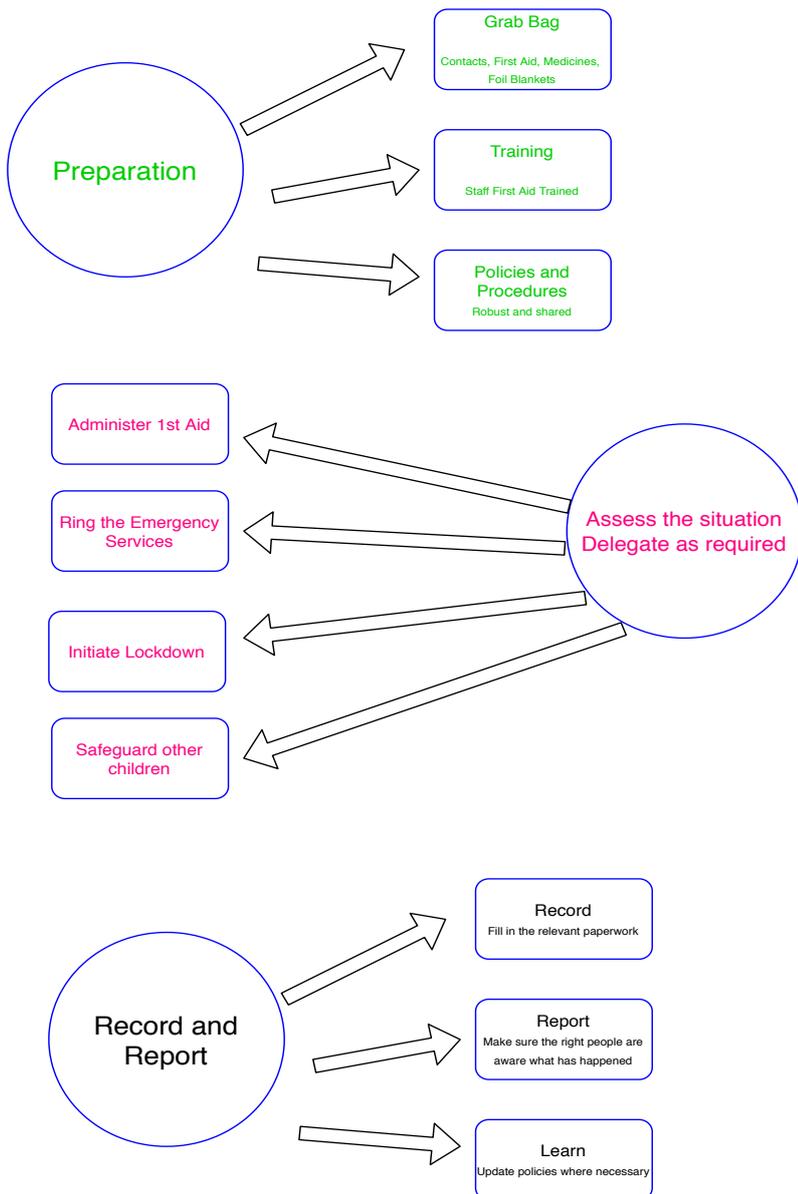
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### Other Incidents

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.

### Incident Management



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