

Emergency Plan

Little Learners, Ambleside

This Emergency Plan was reviewed/updated on 12th August 2024

Next review date is August 2025

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1. Quick Reference Information

Background Information

Name CEO	Nathan Singleton		
Nursery address	1 Ambleside, Elm Park, Essex, RM12 5ES		
Type of setting	Day Nursery		
Age range accommodated	3 months to 5 years		
Number on roll	59		
Name of manager	Terri Stanley		
Number of staff	12 full time staff		
Number of volunteer helpers	0		
Normal working hours	07:00 to 18.00		
Emergency Roles	Name	Emergency contact (i.e. mobile)	Notes (e.g. First Aider)
Senior nursery manager	Terri Noone	M: 07542 576 785	Paediatric First Aid Fire Warden
Manager	Terri Stanley	T: 01708 579449 M: 07591 064 854	Paediatric First Aid Fire Warden
Deputy Manager	Shelby-Rose Clarke	T: 01708 579449 M: 07860 244 621	Paediatric First Aid Fire Warden
Designated Media Spokesperson	Nathan Singleton	T: 02085972900 M: 07813 315 385	
Grab Bag Location	Buggy park (situated at the side on the property)		
Grab Bag contents	Role cards Emergency contact information (Emergency Plan) Site plan for emergency services Emergency mobile phone and charger and external emergency battery charger pack aid kit A whistle A loudhailer Hi vis jackets Thermal blankets or warm clothes Nappies and Wipes		

Off Site Evacuation Location	<p>Assembly point is: on the pavement, several houses down the road to the nursery- Ambleside Avenue</p> 
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Place of shelter	Greenery in front of Elm Park Baptist Community Hall
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Distance on foot	10 Metres
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Keyholder and phone number	Terri Noone: T: 01708 579449 / M: 07542 576785 Terri Stanley: T: 01708 579449 / M: 07591064854
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Important Contacts	
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CEO (Emergency Response)	Nathan Singleton	07813 315 385
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Water Supplier	Essex Suffolk and Water	Emergency number 0345 717 1100
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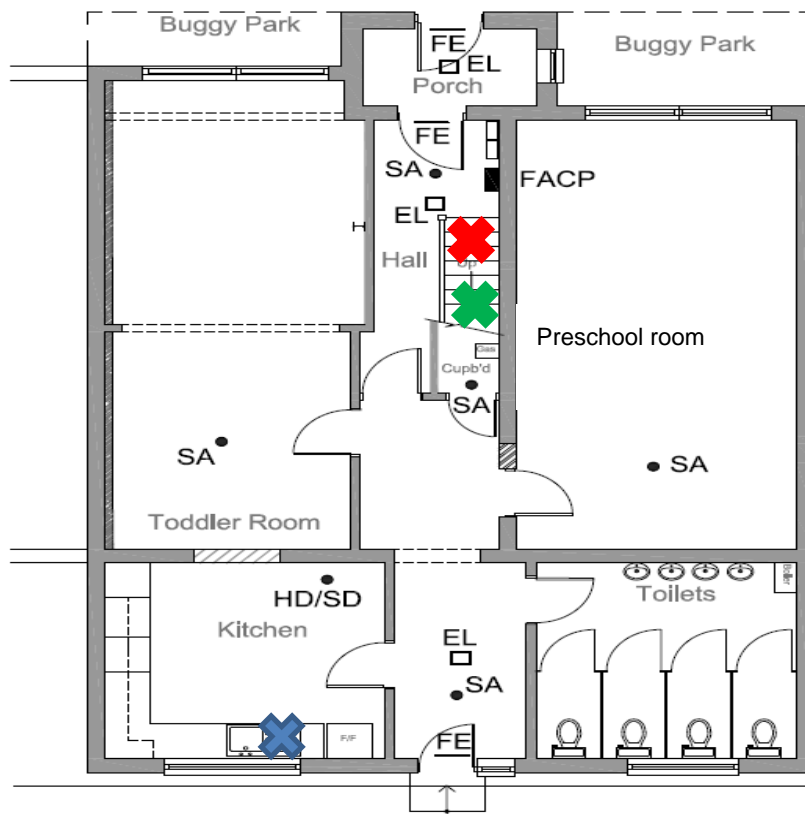
Gas Supplier	British Gas	0800 111 999
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Electricity Supplier	British Gas	Emergency number - Power cut call - 150 0800 111 999
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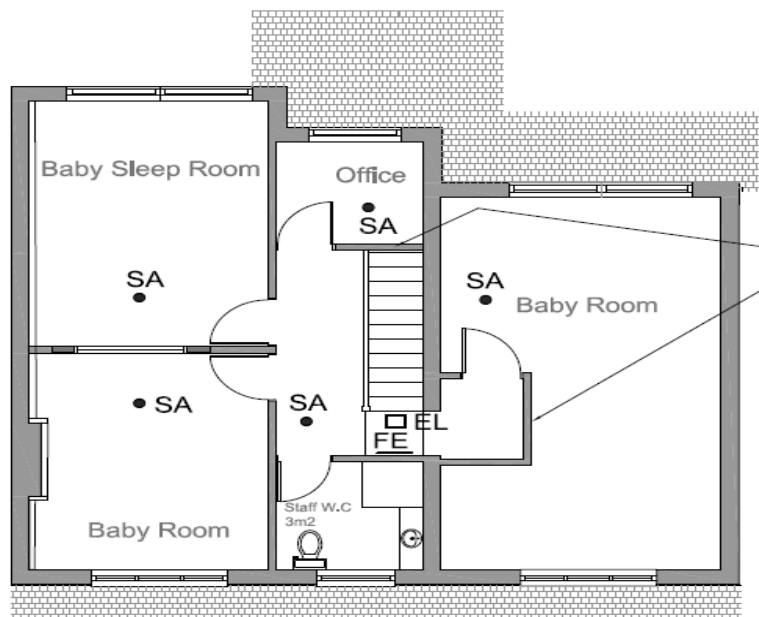
Broadband Supplier	Your Comms Guys	020 3301 1460
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Telephone Supplier	Your Comms Guys	020 3301 1460
Maintenance	In-house	Contact Samantha Hayden on 020 8597 2900

Site Plan for Emergency Services



Ground floor plan



First floor plan

X – Gas shut off (under the stairs)

X – Water cut off (on street)

X – Electricity cut off (under the stairs)

Designated Safe Room

**Children situated downstairs: Children
toilets & Kitchen**

Children Situated upstairs: Staff Toilet

2. Little Learners Elm Park Evacuation Plan

The Evacuation Procedure

The signal to evacuate the building will consist of a **smoke detector audio alarm** or **three whistle blasts**. In the event of a fire, **FIRE FIRE FIRE** will be called. On hearing the evacuation signal:

The site evacuation will be commenced and a nominated Fire Warden will collect the grab bag from the hall and proceed to the Evacuation Assembly Point situated **on the greenery, in front of the Elm Park Baptism Church**.

- a. Children are evacuated from each room calmly between staff members (one leading and one at the end of the line); this enables staff to confirm the room is empty when they leave. Staff will head count on the way. Children are encouraged to hold hands whilst walking along the road.
- b. Staff must not stop to collect personal belongings.

Children and staff will make their way to the nearest fire exit and then move to Evacuation Assembly Point situated **on the greenery, in front of the Elm Park Baptism Church**.

- c. The Manager will supervise the orderly evacuation of the children and ensure the building's rooms are being 'swept' to be certain no staff, visitor or child remains behind.
- d. In the event of a fire, and staff and children not being able to safely exit the building, staff must find a room as far from the fire as possible and shut all doors and windows where possible and await the fire services.
- e. The **Lead Fire Warden** will check that registers and visitor signing-in records are reconciled.
- f. Confirmation of full evacuation will be communicated to the **Lead Fire Warden** at the assembly point. This can then be communicated to the emergency services on their arrival.
- g. The Manager or designated member of staff will contact the emergency services and provide a phone number for return calls.
- h. If the site evacuation is not a planned drill and the emergency services attend the site, the Manager, at an appropriate time, will allow personal calls to be made by staff to their next of kin.
- i. The Manager or delegated member of staff at Life Line house will contact parents to report the incident and inform them of the offsite evacuation arrangements and collection of the children at the earliest possible opportunity. The Manager will advise parents of where to collect their children.
- j. The Manager will identify those children who are unable to be collected immediately due to the parents having travel problems/restrictions.
- k. In consultation with the emergency services, the Manager or delegated member of staff will supervise the transfer of children to the designated place of shelter. The Manager will advise parents of where to collect their children.

3. Lockdown Procedures

'Lockdown' of premises can either be **full** or **partial** depending upon the nature and severity of the perceived risk. The following scenarios could lead to the initiation of lockdown procedures:

- Airborne hazard (e.g. smoke plume, gas cloud) - **partial lockdown**
- An incident in the community that is not of immediate danger but has the potential to develop into a tangible threat (e.g. loose dog, civil disturbance) - **partial lockdown**
- A suspicious person in close vicinity of the premises who presents an immediate danger to children and staff (e.g. carrying a firearm) - **full lockdown**

Important Information

Manager	Terri Stanley
Signal for partial lockdown	Face to Face conversation
Signal for full lockdown	Face to Face conversation
Signal for all-clear	Face to face communication from manager or person in charge on the day
Designated area for lockdown drill	Children situated downstairs: Children toilets & Kitchen Children Situated upstairs: Staff Toilet

Partial Lockdown Procedure

On notification of an incident or suspicious occurrence in the vicinity:

- The manager will communicate the partial lockdown activation to each room. Notification to trigger a partial lockdown could be received from the Police, or from a vigilant member of the community (e.g. a local resident informing the Nursery of a major fire in the vicinity).
- All staff and children will be kept safely within the building. The kitchen offers the safest environment in the event of an emergency, however, this will depend of the circumstances of the emergency.
- Ensure all external windows and doors are safely locked.
- Open up a channel of communication with emergency services and act on their instructions.
- Open up discreet communication between all staff in case the situation quickly escalates.
- Dependent upon circumstances, phone calls will be made to parents to provide a reassuring update. A request that children are **not** collected will be communicated.
- On notification that the risk has abated, the **Manager** will communicate the 'all clear.

Full Lockdown Procedure

On notification of a suspicious person in close vicinity of the premises the **Manager**, will:

- a. The manager will alert all staff immediately verbally. Notification could be received from the Police, or from a vigilant member of the community.
- b. Direct staff to take children to our designated lockdown area and follow the lockdown drill.
- c. Ensure all external windows and doors are safely locked.
- d. Manager to open up a channel of communication with emergency services and act on their instructions.
- e. At a time that is convenient, the manager is to allow staff to contact their next of kin to reassure them the incident is under control and they are fine.
- f. Open up discreet communication between all staff to provide updates and further instructions
- g. In liaison with the Communications Manager, and depending on circumstances, communicate a reassuring update to parents but request that children are **not** collected. Promise to provide regular updates.

Local Emergency Services

Service	Location	Telephone
Police	Emergencies All stations	999 101 national non-emergency number
Ambulance	Emergencies	999
Fire	Emergencies Borough Commander Havering	999 020 8555 1200 x 35721
Floodline	Environmental agency	0345 988 1188
NHS Hospital (Queen's)	Romford	0330 400 4333

4. Emergency Communication Plan

Call (Control Centre)

In the event that usual office arrangements are unavailable, a temporary office will be established at **LifeLine House 0208 597 2900**.

Staff at LifeLine House will print out a copy of the active parent's contact details from KinderSoft.

Nursery Managers are responsible for ensuring the list is up to date, with correct emergency contact details and correct children attendance information.

Phone Lines

In the event of an evacuation, it will not be possible to access our regular landline. The following phones will be available for outgoing calls:

Phone allocated to:	Phone No.
Terri Noone	M: 07542 576785
Terri Stanley	M: 07591064854

NOTE: Emergency company mobiles are to be kept charged and ready for use, chargers and emergency battery packs are to be included in the grab bag.

Contacting Parents

In the event that partial or full lockdown procedures are implemented, the manager will decide if the parents are to be contacted by phone or text.

Where parents are to be contacted, an allocated member of staff will make the calls. In order to complete the calls as quickly as possible, staff at LifeLine House can assist in making calls.

See appendix 1 for recommended script.

Contacting Staff

The emergency company mobiles are to have all current staff numbers and their emergency contact numbers stored securely on the device or the numbers must be accessible from an on-line location.

In the case of a full lockdown due to a suspected terrorist incident, a local disaster or civil unrest, staff are to be contacted and advised not to risk travelling to the nursery.

Dealing with the Media

Some incidents may attract media attention. Where emergency services are involved it is likely that an emergency services spokesperson will liaise with the media regarding the actual incident.

Little Learners staff **are not** permitted to speak directly to the media and any enquiries by the media must be directed to the **Nathan Singleton, who is the Designated Media Spokesperson**.

Nathan can be contacted on **0208 597 2900 (office)** or **07813 315 385 (mobile)**.

5. Parents/Carers Emergency Contract Details

	Emergency Contact 1			Emergency Contact 2		
Child's Name	Name	Phone No.	Relationship	Name	Phone No.	Relationship
		Contact details can be accessed on Kindersoft				

6. Business Continuity Arrangements

In the event that our premises are destroyed or badly damaged by fire, it is vitally important to continue being able to access critical information. The table below identifies where information is usually stored and where/how that information is backed up for access in the recovery period following an emergency.

Type of record	Paper / electronic?	Where stored	Back – up measures
Insurance documentation	Both	Paper records are held securely at LLH.	S:\Corporate Services\Insurance
Financial information	Both	LifeLine House LCP Server	Sage 50 stores records of all financial transactions. All data on this system is backed up to an external secure server daily.
Medical information	Paper	Found in children's files that are stored in a lockable filing cabinet in the staff office	
Contact information	Paper	iConnect Kindersoft LCP Server	iConnect Kindersoft LCP Server
LCP Server	Electronic	A mirror server system is in place, this creates a shadow copy of all server data every 4 hours	As a failsafe, LifeLine Projects has a backup tape system this retains a copy of server data overnight which is held off site

In the event that it is not possible to continue using our premises (fire, heating failure, loss of utility etc) we will arrange to use an alternative venue.

Arrangement for temporary accommodation

Basic Information (organisation, address etc)

Contact Name + Phone no.

Other details

In the event that a number of staff are unable to work on a given day (e.g. travel problems, pandemic etc) the following chart details personnel who are on standby either as short-term voluntary cover or additional employees.

Staff on standby:

Name	Contact Details
Nathan Singleton	07813 315 385
Julia Ward	07843 156 288
Terri Noone	01708 579449 M: 07542 576785

7. Post Incident Support

The long-term effects of a death in the pre-school community or of the trauma resulting from a major incident such as a fire, must not be underestimated. The tables below provide a list of possible strategies to be used as part of the recovery process following a death or critical incident. The exact sequence of interventions will be dependent upon the nature of the incident, the person affected and the resources available.

Post Incident Support Strategies	Tick / date actioned
Monitor children and staff who may be particularly affected by the incident. Ensure that staff are aware of this strategy.	
Offer children and staff the opportunity for psychological support and counselling. Ensure staff and parents know that support is available and arrange access to these services as necessary.	
Provide opportunities for children to discuss their experiences. Do not discourage children from talking about their experiences.	
Arrange for a member of staff to visit those affected (at home or at hospital). NB: Ask for consent from parents / carers before doing this.	
Make arrangements to express sympathy to those who have been hurt.	
Send a letter to parents / carers with information on: <ul style="list-style-type: none"> • The nature of the incident • Arrangements for support • Who to contact if they would like additional support. 	
Maintain regular contact with parents / carers if a child has been injured.	
Do not make public any sensitive / confidential information about individuals unless consent has been given by parents / carers. Refer all media requests to the Communications Manager.	
Consider organising an event for parents / carers to discuss any issues or concerns they might have.	
Request support from educational professionals trained in psychological debriefing, critical incident stress debriefing, bereavement counselling and trauma management if appropriate.	
Plan appropriate support for staff to enable them to cope with any questions or discussions children might have about the incident.	

7.1 Post Incident Support (Death of Child)

Post Incident Support Strategies	Tick / date actioned
Monitor children and staff who may be particularly affected by the death. Ensure that staff are aware of this strategy.	
Offer children and staff the opportunity for psychological support and counselling. Ensure staff and parents know that support is available and arrange access to these services as necessary.	
Provide opportunities for children to discuss their experiences. Do not discourage children from talking about their experiences.	
If a child is observed as being affected by the loss, consider sending a letter to parents / carers with information on: <ul style="list-style-type: none"> • The nature of the incident • Arrangements for support • Who to contact if they would like additional support 	
Maintain regular contact with parents / carers.	
Request support from educational professionals trained in psychological debriefing, critical incident stress debriefing, bereavement counselling and trauma management if appropriate.	
Plan appropriate support for staff to enable them to cope with any questions or discussions children might have about the incident.	
Consult with the family regarding funeral arrangements and action as appropriate (e.g. representative attends funeral)	
Consult with the family regarding a suitable memorial (e.g. garden, bench, tree, book of condolence etc.)	

8. Rolecards

8.1 Manager's Rolecard

The **MANAGER** is responsible for:

- **Liaising with emergency services.**
- **Ensuring all staff, children and visitors are safely evacuated.**
- **Ensuring all staff are following procedures laid down in the Emergency Plan.**

√	Evacuation
	On hearing the alarm, stay calm and establish the nature of the emergency.
	Put on your hi-vis jacket and make sure that all staff have commenced evacuation procedures.
	Contact emergency services giving as much information as possible regarding the incident and any issues the emergency services may encounter accessing the site.
	Ensure a final sweep of the building has taken place.
	Collect the daily register and signing-in book and take them to the evacuation meeting point.
	Exit the building and liaise with the Fire Warden at the Evacuation Assembly Point. Establish that all children, staff and visitors are accounted for.
	If not a drill, initiate your Emergency Plan and ensure parents are updated as appropriate (i.e. if the site has been evacuated arrange for parents to collect their child as soon as possible from the shelter point.
	Liaise with emergency services. Provide them with a site plan showing isolation valves and switches. Provide them with any further information on request.
	If children are to be collected, identify those children who are unable to be collected immediately and make temporary arrangements for their supervision.
	If it is necessary to evacuate the immediate vicinity due to an ongoing threat or a danger (e.g. gas leak) the emergency services will arrange for a place of safety for the children. This location must be communicated to parents and arrangements made for the collection of their children.

√	Lockdown (partial)
	On notification of an incident or suspicious occurrence in the near vicinity, prepare to initiate lock down procedures.
	Communicate the signal for a partial lockdown .
	Ensure all staff and children are safely within the building.
	Ensure all external windows and doors are safely locked.
	Open up a channel of communication with emergency services and act on their instructions.
	Open up discreet communication between all staff in case situation quickly escalates.
	The manager will decide if the situation warrants parents to be contacted to reassure them the situation is under control and there is no need to collect their children. Provide reassuring updates to parents if required.
	When it is clear that the threat has subsided, the manager will communicate the all clear.

√	Lockdown (full)
	On notification of a suspicious person in close vicinity of the premises, the Manager will prepare to initiate full lockdown procedures.
	The full lockdown will be communicated by the manager face to face with each room leader.
	Ensure all external windows and doors to be safely locked.
	Open up a channel of communication with emergency services and act on their instructions.
	Open up discreet communication between all staff in case situation quickly escalates.
	The manager will decide if the situation warrants parents to be contacted to reassure them the situation is under control and there is no need to collect their children. Provide reassuring updates to parents if required.
	When it is clear that the threat has subsided, the manager will commutate the all clear.

8.2 Key Person /Practitioners Rolecard

Key persons are responsible for named children. In the event of an evacuation or a lockdown (full or partial), they will act upon the direct instruction of either the Nursery Manager or the Lead Fire Warden.

√	Evacuation
	On hearing the alarm, stay calm.
	Assemble the children under your care and ensure that everyone is accounted for.
	Lead children (and any visitors) out of the building via the designated evacuation route to the Evacuation Assembly Point.
	Ensure all doors and windows are closed on exit.
	At the Evacuation Assembly Point, liaise with the Fire Warden to ensure all adults and children in your care are accounted for or to establish last known whereabouts of any missing person.
	Keep your key children/room children together at the Evacuation Assembly Point, reassure them and monitor their welfare.

√	Lockdown (partial)
	On hearing the alarm for partial lockdown, stay calm.
	Ensure that the children in your care are safely in the building and playing within their designated area.
	Reassure the children so as not to cause any unnecessary alarm.
	Close and lock any external doors and windows.
	Ensure that a discreet line of communication has been opened with the Manager.

√	Lockdown (full)
	On hearing the alarm for full lockdown, stay calm.
	Ensure that the children in your care are safely in the building.
	Reassure the children so as not to cause any unnecessary alarm.
	Close and lock any external doors and windows.
	Lock internal doors.
	Ensure that a discreet line of communication has been opened with the Manager.

8.3 Lead Fire Warden Rolecard

The **Lead Fire Warden** is likely to be an experienced member of staff who has been trained in their emergency role. In an evacuation, they will be responsible for:

- Collection of the grab pack.
- Leading staff, children and visitors to the Evacuation Assembly Point.
- Ensuring that all staff, children and visitors are accounted for.
- Reporting condition of building to emergency services.

√	Evacuation
	On hearing the alarm, stay calm and establish the nature of the emergency.
	Collect the grab pack from the hall and put on your hi-vis jacket.
	Hand out laminated role card to the Manager (see Manager's rolecard on pages 14 and 15).
	Lead staff and children to the Evacuation Assembly Point on the corner of Woodcote Avenue . Be mindful of the physical needs of young children e.g. keeping warm and dry.
	Liaise with other Fire Wardens to confirm sweep was completed, and all registers are checked against those present. Confirmation that the building is empty can then be communicated to the fire / emergency services.
	Liaise with the Manager to confirm all present or to report missing persons.
	Support the Manager to arrange for the communication to parents to commence.
	If children are to be collected immediately, continue to monitor their welfare. Ensure a signed record is kept by staff of parents who have collected their children.
	Where it is not possible to return to the building, move the children to the emergency place of shelter (location to be confirmed).
	Oversee the group management of children as they walk to emergency place of shelter, keeping the group close together and proceeding at a sensible pace.

This policy meets the requirements of the Statutory Framework for the EYFS 8th December 2023.

Date policy last reviewed/updated	12 th August 2024	Reviewed by	Terri Noone, Senior Nursery Manager Terri Stanley, Acting Trainee Nursery Manager
Date of next review/update	August 2025		

Appendix 1

Recommended Scripts when Contacting Parents

1. If an incident occurs and a child needs to be collected

“ Hello is this ****’s parent?

My name is ****

I am calling on behalf of Little Learners Nursery. First, I want to assure your child is fine, safe and well.

I am calling to let you know that we have had to evacuate the nursery for safety reasons and we are unable to return to the building at this time (you will need to provide details of what has happened).

I need you collect **** as soon as it can be arranged.

If you are unable to collect **** yourself, can you arrange for him/her to be collected by a friend or relative?

For security purposes the person collecting **** will need to provide the password so we can release **** to him/her.

Name of person collecting child, relationship and what would you like the password to be?

Thank you for your time.....Goodbye.

2. If an incident occurs and a child need to remain inside/cannot be collected

“ Hello is this ****’s parent?

My name is ****

I am calling on behalf of Little Learners nursery. First, I want to assure your child is fine, safe and well.

I have called to let you know there is a major incident (*fire, accident, flood etc*) in the vicinity of the nursery and for reason of safety the emergency services are requiring all persons to stay inside and only to travel if absolutely necessary.

For this reason I am calling to reassure you that **** is safe and well and in no danger.

As the emergency services are restricting travel and access to this area it will not be possible for you to collect **** at this time but we will call you again as soon as we received updates from the emergency services.

Thank you for your time. Goodbye.