Emergency Management and Business Continuity Plan

1.Introduction

The aim of this policy is to provide a flexible response to an emergency or disruptive incident so that Home from Home Nursery can:

- minimise the impact of an emergency or major incident.
- ensure that the emergency incident is communicated quickly and clearly to supporting agencies and partners, enabling support arrangements to be rapidly activated.
- maintain high standards of welfare and duty of care arrangements for children, employees, parents, volunteers and contractors.
- ensure that decision making and actions during the emergency situation are properly recorded.
- to minimise educational and administrative disruption within the nursery school.
- to facilitate the return to normal working arrangements at the earliest time.

This plan is designed to allow Home from Home to cope in a wide range of emergencies, including those occurring:

- within the nursery during the nursery day,
- to the nursery outside of nursery hours,
- on nursery trips and journeys,
- to children on the way to or from nursery,
- from events immediately outside the nursery,
- from events that adversely affect an area wider that the nursery itself.

(This list is not exhaustive)

This plan will document how it addresses the following issues: premises/some of premises not available, staff shortages, IT failure etc.

2. Contents

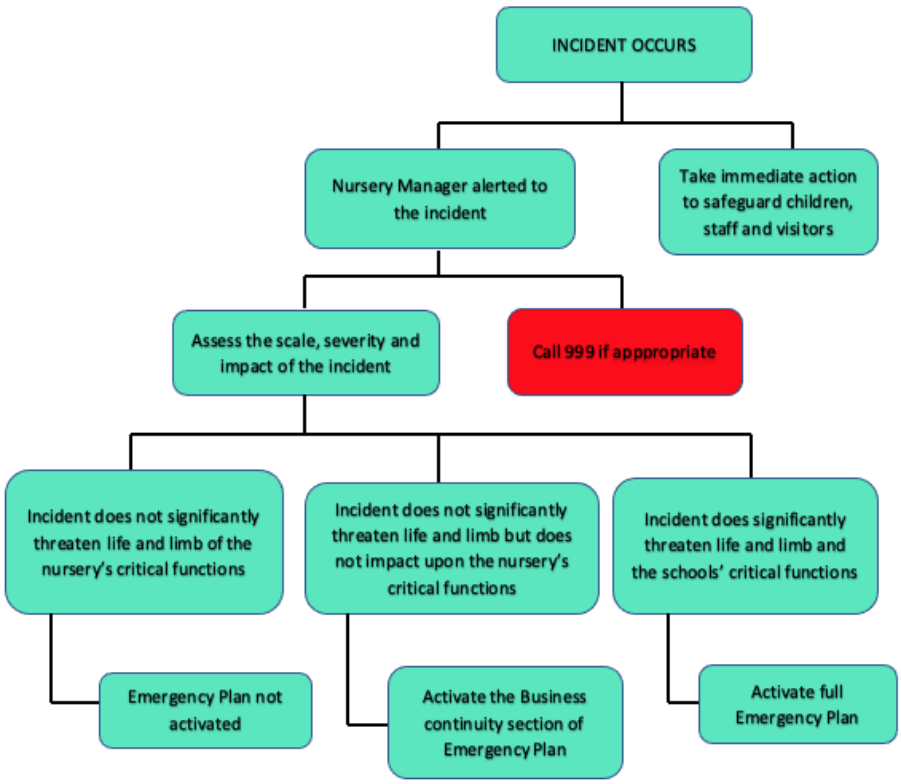
The following sections are included in this policy document

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Appendix 1 – Sample log sheet

Appendix 2 – Site information

3. Activation triggers and initial action



4. Contact Details

Nursery Emergency Management Team		
Name & Titles	24-hour Telephone Contact	Email Addresses
Julia Pattenden - Director	07721620292	julia@worthingnurseryschool.co.uk
Nicola Law - Director	07769652784	nicola@worthingnurseryschool.co.uk
Sophie Eade – Nursery Manager	07702010068 / Managers phone: 07483373324	manager@worthingnurseryschool.co.uk
Patsy Alleyne-Wake – Admin	07725000028	nursery@worthingnurseryschool.co.uk
Marcus Tidey – Over 3's Manager	07972756038	N/A
Danielle Fletcher Under 3's Manager	07432298508	N/A
Baby Room Direct line	07399319957	N/A
Toddler Room Direct line	07399320349	N/A
Pre-school Room Direct line	07399320052	N/A
Office Land line	01903 248115	N/A

External Useful Contacts		
Name & Titles	24-hour Telephone Contact	Email Addresses
WSCC Family information service	01243 777807	Family.info.service@westsussex.gov.uk

National gas emergency service	0800 111 999	
UK Power network - Electricity	0800 3163105 or 105	
Southern Water	0330 303 0368	https://www.southernwater.co.uk/contact-us/

5. Roles and Responsibilities

Director

- Contact insurance company
- Contact Ofsted and WSCC family information service if nursery has to close or operation is impacted.

Nursery Manager

- Call Director to inform on the situation
- Activate the nursery emergency plan
- Commence a log of all actions and decisions taken (see appendix 1)
- Ensure welfare of children and all adults on site
- Decide whether it is safe for children to stay on site or consider evacuation
- Ensure the emergency bag has been collected (Ensure that emergency contacts of employees and children are in the bag)
- Liaise with emergency services if needed
- Keep employees informed of the situation
- Prepare information and advice to parents
- Consider business continuity arrangements to assist the nursery in delivering service level and making a speedy return to normal functions
- Ensure the visitor book and employee registers are available.
- Where possible cancel any planned visitors to the nursery

Team manager or Team leader/deputy team leader in their absence.

- Obtain as much information as possible from the manager about the situation
- Lead arrangements to ensure safety of children and all adults on site
- Lead and direct employees to support decisions made by the manager
- If directed – make arrangements for evacuation to designated evacuation points.
- Keep staff informed of the situation
- Ensure that children medical records and registers are available.

6. Plan Activation

This Plan will be activated to manage the response to any incident causing significant disruption to normal service delivery, particularly the delivery of key/time critical activities. Plan activation triggers may include:

-Loss of key people or skills e.g., above normal levels of absenteeism due to illness/injury or other scenarios such as severe weather, changes in service structures, major transport disruption, emergency response duties, or people leaving the organisation.

-Loss of critical systems e.g., ICT network disruption, telephony outage, power outage, utilities disruption or third-party supplier disruption.

-Denial of access, or damage to, facilities e.g., loss of a building through fire or flood, an external emergency where emergency service cordon would prevent access for a period of time, utilities failure. You may also require the activation of continuity arrangements in the event of an office move.

-Loss of a key resource such as an external supplier or partner vital to the delivery of a key service or activity.

7. Potential emergency situations

Severe Weather or Natural disaster

High wind – Stay inside the building and away from windows as much as possible.

Snow/low temperatures – Nursery manager to assess whether it is safe for employees and children to attend the nursery, evaluate the risk throughout the day. (Follow Adverse Weather Policy and Adverse Weather Communication Policy)

Floods – Evacuate children and employees to higher levels of the building. Team managers to ensure supply of food & drink taken up with them. (Follow Adverse Weather Policy and Adverse Weather Communication Policy)

Heat wave – Keep children inside in a cool environment with access to plenty of water (Refer to Sun/UV Protection Policy)

Bomb Threat

This could be a suspicious package, a direct threat aimed at the nursery or a threat received elsewhere and passed on by the police.

To report an imminent threat call 999 or ring the Anti-Terrorist Hotline on 0800 789 321.

The Nursery manager should obtain as much information as possible, decide on the risk to children and employees. A general rule of thumb is to find out if the device is external or internal to your premises. If it is within the building, you may consider evacuation, but if the device is outside the building it may be safer to stay inside

Suspicious Packages Any employees who believes they have detected a suspicious package or a package with suspicious contents should:

- Leave it alone- do not handle to investigate it further
- Clear and secure the immediate area
- Dial 999 and report the matter they may also advise the person reporting the incident on further actions to take.
- Advise the nursery manager as soon as possible.

Taking details from telephoned Bomb Threat/ Terrorist Attack

- Immediately alert someone else to the problem by note or signal but DO NOT put down the handset or cut off the conversation
- Try to keep the caller talking (apologise for a bad line, ask him/her to speak up etc.) 3. Complete this form as you go along, asking questions in sequence if necessary. Message (exact words):
- - Where is it?
- - What time will it go off?
- - What does it look like?
- - What kind of bomb is it?
- - What type of explosive?
- - Why are you doing this?
- - Who are you?
- Time of call:

Mark the details below that apply at the time of the call if possible Details of caller:

- - Man/Woman/Child/Old/Young
- - Speech: Intoxicated/Rational/Rambling/Speech impediment/Laughing/Serious
- - Accent (foreign/Local/ Message read out/ Spontaneous
- - Distractions: any noise on the line/ Operator/ Call Phone/ Pay tone/ coins inserted/ mobile phone noises/ interruptions/ persons in background Other Noises: Traffic/ Talk/ Typing/ Machinery/ Aircraft/ Music/ Children/ Other

<u>Chemical spill</u>

- Less hazardous chemicals used wherever possible
- Material safety Data sheet for substances obtained from supplier and guidance followed. (These are kept in the main office)
- COSHH Assessment completed for all hazardous chemicals and control measures implemented.
- Appropriate Personal Protective Equipment (e.g., gloves, googles etc.) provided and worn where identified in COSHH assessment.
- Chemicals stored appropriately and access restricted when in use. Activities undertaken outside of nursery hours where possible.
- Immediate cleaning up of any spillage
- All containers clearly labelled

- Always read the labels before using Harmful Substances.

Fire

Refer to Fire management plan

Intruders

Refer to Lockdown policy

Gas, Water & Electricity Outage

- Electricity – Check the meter is moving to show the supply is coming into the building (See Appendix 2 for locations of Meters)
- Water - Check the meter is moving to show the supply is coming into the building (See Appendix 2 for locations of Meters)
- Gas – Check the boiler pressure.
- Call relevant company to have them attend and fix.

Phone/Internet Outage

- Check within the setting to assess for any local issue.
- Call relevant company to have them attend and fix.

Sickness

When employees and children are sick, this is logged on the children's register and employee overtime sheets, to ensure we are monitoring Illness. If there is an outbreak of an illness in the nursery, the manager will consult PHE (Public Health England). We may decide to exclude children in an effort to contain further spread of infection, even where this is not listed as an exclusion. Parents should always seek advice from their GP or Accident and Emergency department regarding the specific symptoms of their child.

Follow the Managing Children Who Are Sick, Infectious or With Allergies Policy (including reporting notifiable diseases and serious accident or injury) Policy.

If there is an outbreak and this effects employee to child legal ratios, parents may be asked to keep their children at home. In severe outbreaks the room may need to be closed down for a deep clean. Children with parents who are key workers may still be able to attend if there are enough employees for ratio but may be placed in a different age cohort.

There are some agencies Home from Home works with that can be contacted to arrange for agency staff:

Agency Contact details:

- Tinies Childcare Agency: 01273 557671
- Hays Recruitment: 01273 207641

Structure Damage to building

The Nursery Manager initially will assess how bad the damage is and whether it is safe for the children and employees to be in the vicinity. Children and employees may be placed in another area of the nursery if necessary. Specialists will be approached if required to assess the damage. Please refer to the Contract and supplies contact list to find the appropriate contractor.

8. Incident Management

The purpose of the Incident management phase is to:

- Protect the safety and welfare of employees, visitors and the children.
- Protect vital assets e.g., equipment, data, reputation
- Ensure urgent and necessary communication takes place
- Support the Business Continuity phase
- Support the Recovery and Resumption phase

Requirement	Action	By Who?
Make a *quick* initial assessment: -Survey the scene/situation -Assess the impact on children and employees -Assess (i.e., scale/severity, duration & impact) -Disseminate information (to others) -Call the Emergency Services if needed -Evacuate the nursery building if necessary	Gather and share information to facilitate decision-making and enhance the response	Nursery Manager or senior manager in their absence.
Nominate individuals to carry out Incident Management roles, as appropriate.		Nursery Manager or senior manager in their absence.
Ensure a log of key decisions and actions is started and maintained throughout the incident		Nursery Manager or senior manager in their absence.
Where appropriate, record names and details of any employees or children that may have been injured or affected by the incident as part of your incident record keeping.	This information should be held securely as it may be required by Emergency Services or other agencies during or following the incident.	Team Managers or team leader/deputy team leader in their absence
Log details of all items lost by children, employees, visitors etc as a result of the incident, if appropriate		Team Managers or team leader/deputy team leader in their absence
Assess the key priorities for the remainder of the working day and take relevant action	Consider actions to ensure the health, safety and well-being of children and employees at all times. Consider your business continuity	Nursery Manager or senior manager in their absence.

	strategies, i.e., alternative ways of working, re-location to your recovery site etc to ensure the impact of the disruption is minimised.	
Log all expenditure incurred as a result of the incident and seek advice / inform your Insurance Company.	Record all costs incurred as a result of responding to the incident.	Nursery Manager or senior manager in their absence.
Consider your communications strategy to ensure employees and parents are kept informed about what is required of them. If the incident is taking place outside of normal working hours, employees may need to be contacted to advise of any alterations to normal working arrangements for the next day.	All employee's emergency contact details should be held securely electronically as well as in a hard copy as part of your plan. Ensure parents/carers contact details are also available.	Nursery Manager or senior manager in their absence.
Ensure recording processes are in place for employees/children leaving the site	Ensure the safety of employees and children before they leave the site and identify suitable risk control measures as required.	Nursery Manager or senior manager in their absence.

9. Business Continuity

The purpose of the Business continuity plan is to:

- To ensure that 'critical activities' are resumed as quickly as possible and/or continue to be delivered during the disruption
- To activate one or more of your business continuity strategies to enable alternative ways of working
- To make best use of potentially limited resources by suspending 'non critical' activities

Requirement	Action	By Who?
Take time to understand and evaluate the impact of the incident on 'business as usual' activities by communicating with key stakeholders to gather information.	Depending on the incident, you may need additional/specific input in order to drive the recovery of critical activities. This may require the involvement of external partners.	Nursery Manager or senior manager in their absence with consultation with Directors.
Plan how critical activities will be maintained, utilising pre-	Consider: • Immediate and ongoing priorities	Nursery Manager or senior manager in their absence with consultation with Directors.

identified or new business continuity strategies	• Communication strategies • Resource availability • Deployment of resources • Roles and responsibilities • Finance • Monitoring the situation • Reporting • Any welfare issues • Planning the recovery of non-critical activities	
Identify any other stakeholders who may be required in the business continuity response	Depending on the incident, you may need additional/specific input in order to drive the recovery of critical activities; this may require the involvement of external partners.	Nursery Manager or senior manager in their absence.
Log all decisions and actions, including what you decide not to do and include your decision-making rationale.		Nursery Manager or senior manager in their absence.
Log all financial expenditure incurred as a result of the incident.		Nursery Manager or senior manager in their absence.
Deliver appropriate communication actions as required	Ensure methods of communication and messages are developed as appropriate to the needs of your key stakeholders e.g., parents, employees, children.	Nursery Manager or senior manager in their absence.

Business Continuity Strategies

- Identification of alternative locations designated as the agreed 'work area recovery site'. You will need to consider transport requirements and accessibility for these identified premises.

You may need to have multiple places agreed for your work area recovery if you have large premises and these different options will need to be documented.

- Creating an emergency 'grab bag' that contains essential information and equipment needed for both incident management and business continuity, and should be stored in a secure place on and off site. The contents of the bag should be the responsibility of a named person and should be regularly checked and updated
- Localising the incident, e.g., isolating the problem and utilising different sites or areas within the school premises portfolio
- Ensure that anyone who requires ICT to undertake critical activities has the ability to work at home where possible and appropriate. Ensure that critical equipment is taken home where practical and possible and consider procuring mobile equipment for these users.
- Use of temporary staff
- Using different ways of working to allow for a reduced workforce.

10. Recovery and Resumption

The purpose of the recovery and resumption phase is to:

- To return to 'business as usual' as quickly as possible
- To ensure any non-critical activities suspended as part of your business continuity response are recovered within appropriate timescales
- Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g., from a different building on a longer-term basis.

Requirement	Action	Who By?
Agree and plan the actions required to enable recovery and resumption of normal working practises.	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.	Nursery Manager or senior manager in their absence with consultation with Directors.
Continue to record all expenditure incurred as a result of the incident.		Nursery Manager or senior manager in their absence.
Respond to any ongoing and long-term support needs of employees and children.	Depending on the nature of the incident, the nursery Incident Management Team may need to consider the use of health services, for example counselling.	Team Managers or team leader/deputy team leader in their absence
Once recovery and resumption actions are complete,	Ensure all employees are aware that the Business	Nursery Manager or senior manager in their absence

communicate the return to 'business as usual'.	Continuity Plan is no longer in effect.	
Carry out a 'debrief' of the incident with employees and Suppliers/Partners if appropriate. Complete a post incident report to document opportunities for improvement and any lessons identified.	The incident de-brief report should be reviewed by all members of the nursery Incident Management Team to ensure that key actions resulting from the incident are implemented within designated timescales.	Nursery Manager or senior manager in their absence
Review this Business Continuity Plan in light of lessons learned from the incident and the consequent response to it	Implement recommendations for improvement and update this Plan.	Nursery Manager or senior manager in their absence

11.Media Policy

If the nursery is contacted by the media, employees are not to supply any information or make any comment on any situation or employees or children linked to the setting/company. The nursery manager can supply them with the directors Julia Pattenden or Nicola Laws contact number along with 'no comment'.

12. ICT

- All Technology data is stored in the cloud as part of am ICT system maintenance strategy.
- Dropbox is used to store all operational information and is accessible remotely.
- Data that is designated as critical or sensitive is held in a restricted access area and/or is password protected.
- Famly is used to store children's attendance and fee information and is accessible remotely.
- Our email system is cloud based and is accessible remotely.

13. Review of Policy and Procedure

This policy will be reviewed annually and/or in line with any statutory guidance or internal change in process or policy

14.Version Control

Version	Date	Status	Comments	By
1	Dec 2024	Draft		Sophie Eade

2	Feb 2025	Draft version 2 - finalised	Updated with Julia's Notes	Sophie Eade
3	May 2026	Reviewed		Sophie Eade

APPENDIX 1. SAMPLE LOG SHEET

Date	Time	Action	Initials

APPENDIX 2 - SITE INFORMATION

Utility Supplies	Location	Notes/instructions
Gas – Crown Gas & Power	Main Building – Basement Coach House – Under the stairs	Basement is accessed via door under the fire exit stairs.
Gas Heating	Main Building – Boiler in the loft Coach House – Boiler in the cupboard in the children's toilets downstairs.	

Water – Southern Water	Main building Supply 1 – Meter on mill road Main Building Supply 2 – Meter on grand avenue outside main gate Coach House Supply 3 – Meter on Grand Avenue outside Coach House gates	
Electricity – Smartest Energy	Main Building Supply 1 – Meter in the cupboard in the main entrance hallway behind front door. Main Building Supply 2 – Meter in cupboard to the left of fireplace in Toddler room sensory room. Coach House Supply 3 – Meter in the cupboard under the stairs	
Heating	Main Building – Boiler in the loft Coach House – Boiler in the cupboard in the upstairs hallway	

Internal Hazards	**Location**	**Notes/instructions**
Asbestos	Main Building – external drain to the downpipe to the left of the front door -external drain to the buggy store.	Asbestos survey last completed March 2023
Chemical Store (s)	Main Building – Under the stairs Coach house – Cupboard under the sink Staff Room – Cleaning Cupboard	

Appendix 3 – Map to show Water meters

Appendix 4- Fixed Asset Register – Work in Progress