

EMERGENCY POLICY AND ALL SAFETY RESPONSE PROCEDURES



POLICY STATEMENT

Children's safety is always maintained as the highest priority, both on and off premises.

This policy aims to ensure that children are always safe and comfortable, and that parents feel confident in this regard, even if they are unable to contact BEST during the initial stages of some emergencies. We inform parents and carers of our emergency procedures by outlining them in the "**Parent Handbook**".

We treat the following as emergencies of different levels of response and reaction (1= instant/automatic reaction to 3= immediate response), and we aim to raise awareness among staff and parents about how the school responds in each case of identified risk:

Level 1:

1. School fire
2. Earthquake
3. Terrorist threats, air attack on Bucharest or bomb threat

Level 2:

1. Allegations or actual incidents of abuse against staff-whistleblowing
2. Intruder on the premises.

Level 3:

1. Uncollected child
2. Missing child during school hours, on the premises and in an educational visit.

The following document is also BEST Preschool's plan of action and evacuation, lockdown and shelter procedures in several types of incidents, when the above-identified risks appear, due to assessing the current exposure of BEST Preschool and also Romania to the surrounding hazards, conflicts close to its borders. Having robust procedures in place in case of emergencies will minimize the consequences as much as possible.

For each of the above, the following procedures are detailed below. There is an Intervention Team that activates on necessity, formed by the Head of School, Educational Coordinator and Office Manager.

LEVEL 1: SCHOOL FIRE - EVACUATION PROCEDURE

In the event of a fire:

1. The alarm will be raised immediately by whoever discovers the fire, and emergency services will be contacted.

2. Evacuation procedures will begin immediately following the evacuation routes displayed in the evacuation plans from each room and common areas in the building.
3. Evacuation routes are signalised by emergency lights, arrows and visual EXIT props.
4. Evacuation signs indicate the quickest route out of the building, which needs to be followed: the main entrance, the back exit, classroom outdoor access.
5. Fire extinguishers are signed by type, in a visible, signalized place and may be used by staff only, and only then if staff are trained in how to operate them and are confident, they can use them without putting themselves or others at risk.
6. One teacher is always in front of the line-up, covering mouth and nose with one hand and encouraging children to do the same, and another teacher at the end of the line-up, ensuring toilets are clear, no children left behind, windows are closed, and doors are closed before leaving with children.
7. The line leading teachers take attendance registers of children, which will then be checked against the site attendance of that day.
8. The line ender teachers check the bathrooms to be clear, with no children left behind, closing windows and doors from their areas.
9. Once out of the building, teachers and children must line up in the assembly points, check the attendance list and await further instructions; teachers hold up the green side of their reflective stick to communicate that all children are present and the red side of the stick to communicate children are missing.
10. Staff and children will remain outside the building until the emergency services say it is safe to re-enter.
11. The Office Manager will take a register of all staff, which will then be checked against the site attendance of that day.
12. All staff, children, contractors, and visitors are required to evacuate the building on the sounding of the fire alarm or follow any other instructions announced [e.g. a gas leak].
13. Brief instructions are given to all visitors on what to do on hearing the smoke detector alarm or when the whistle is blown three times (during drills). On evacuation, a member of staff should accompany them.
14. Club teachers follow the order of evacuation mentioned above, considering the room they are using at the moment when the fire alarm starts.
15. In BEST Preschool, the nurse, teachers, and Office Manager always keep a drop-in attendance at all times.
16. **Special case scenario:** If a fire alarm starts during **nap-time, 12.30-14.30 in nursery groups:**
 - a. Ancillary staff (Office Manager, nurse, administrative staff) are coming up to the nursery classrooms to help teachers evacuate sleeping children.

- b. One person from ancillary staff **takes the blankets (just in case of bad weather)**, evacuates through the main door and meets with nursery children and teachers outside, at the gathering point.

LEVEL 1: EARTHQUAKE- SHELTER PROCEDURE

If earthquake tremors are felt, the children and staff should:

- Ensure all pupils are inside the school building if not outdoor activities.
- **Cease what they are doing and SHELTER against the yellow rhombus signal in the classroom/school.**
- Pick up the whistle and torch.
- Staff will shelter with children until the tremors have stopped.
- Reassure pupils and keep them engaged in an activity or game.
- Remain inside until the '**ALL CLEAR**' signal is heard, given by one of the members of the intervention team: Head of School, Office Manager, Educational Coordinator, unless told to evacuate by the emergency services.
- Staff and/or children should line up in the designated area of their classrooms, waiting for the next instructions to evacuate.
- Evacuation follows the same evacuation routes as in the fire alarm case.
- Check for missing/injured pupils, staff and visitors.
- Depending on the size of the earthquake, it may not be safe to return to the building.
- The designated person in charge of checking the safety of the building from the intervention team will make this decision, and parents will be informed, if appropriate.
- Notify parents/carers of the situation.
- When simulating an earthquake, staff will receive an email/text message from the Office Manager in the morning of the scheduled day for the drill to inform them of the time when the drill will start. Staff will follow exactly the steps above at the specified time.

LEVEL 1: TERRORIST THREATS, AIR ATTACK OR BOMB THREAT

NOTIFICATION OF A SEVERE THREAT INCIDENT:

Information about a may come from various sources (e.g. member of staff, pupil, parent/carer, member of the public, the emergency services, the local authority). Whoever receives the alert should request and record as much information as possible:

1. Maintain a written record of actions using a logbook. Record any new contact details.
2. Offer reassurance and support. Be aware that all those involved in the incident (both directly

and indirectly) may be suffering from shock or may panic.

3. Find out what has happened. Obtain as clear a picture as you can.
4. Discuss with the informant what action needs to be taken and by whom.

IN CASE OF AN AIR ATTACK, on hearing reports of an incident, the school will immediately apply these steps:

Step 1: LOCKDOWN - Where will your school regroup?

- All staff ensure that any children who are outdoors are brought back inside.
- Keep the doors closed and admit only identifiable people using our video system surveillance.
- Lock/secure entrance points (e.g. doors, windows) to prevent any intruder from entering the building.
- Take action to increase protection from attacks:
 - Block access points (e.g. move furniture to obstruct doorways)
 - Sit on the floor, under tables or against a wall
 - Keep out of sight
 - Draw curtains/blinds
 - Turn off the lights
 - Stay away from windows and doors

Step 2: ACTIVATION: - How will parents be notified?

The Head of Preschool or Office Manager notifies parents through any communication channel available that our Policy is in operation. We will email further updates if appropriate. We will try to keep our Office mobile (+40 751 967 967) open, but this may be engaged for prolonged periods.

STEP 3: SHELTER - Where will children be relocated?

- Staff start evacuating the building towards the basement, which is also a civil shelter against air attacks.
- Staff and personnel supply the children with food and drinks.
- Staff calmly continue normal preschool activities so as not to alarm the children in the shelter.

STEP 4: How will you relocate children if an emergency occurs during normal operating hours?

Staff will continue doing all this for as long as it takes for the danger to pass, for any restrictions on travel to be eased, and subsequently for all parents to reach us. No other relocation will be done unless the Local Authority considers it necessary.

IN CASE OF A BOMB THREAT, the school will immediately apply these steps:

STEP 1: NOTICE AND COLLECTING INFORMATION

If we receive a telephone call from someone who claims to have information about a bomb, record as much information as possible: time of call, telephone number we were contacted on, and exact wording of the threat.

Stay calm. Being cautious and without provoking the caller, try to ask the questions below:

1. Where is the bomb right now?
2. When will it explode?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb? If so, why?
7. What is your name?
8. What is your telephone number?
9. What is your address?

STEP 2: ACTIVATION

Dial **112** for the emergency services and provide them with an overview of the situation.

Signal for bomb evacuation – Fire alarm signal turned on by the health and safety officer.

STEP 3: EVACUATION

Bomb evacuation assembly point - Outside the front entrance, if the school has been evacuated and pupils are not able to return to school (or go home). It may be possible to relocate temporarily to another building in Stejarii Residence.

STEP 4: COMMUNICATION

The Head of Preschool or Office Manager notifies parents through any communication channel available that our Policy is in operation. We will email further updates if appropriate. We will try to keep our Office mobile (+40 751 967 967) open, but this may be engaged for prolonged periods.

RESPONSIBILITIES:

The Head of Preschool is responsible for:

- take preventive measures (a prevention plan) in consultation with the local authority and the external provider of safety and civil protection.

- develop a comprehensive action plan to implement the procedure.
- allocate specific roles to different personnel and teachers as per the procedure.
- brief the staff about the action to be taken by them in any exigency, bringing it to the notice of all the staff and the teachers of the preschool.
- organize training of staff, including first responders, in consultation with the local authority and the external provider of safety and civil protection.
- communicate a clear procedure to parents about what they should and should not do in case of any news of such incidents.
- keep the security personnel of the preschool on alert.

Staff is responsible for:

- reading the procedure carefully and applying it in accordance.
- follow the guidelines imposed by the local authority in these circumstances in conjunction with the guidelines received from the Emergency Responsible - Head of School.

What Parents Should Do:

- Feel reassured – even if they cannot communicate with us - that we will be doing everything necessary to keep the children safe and comfortable to the extent possible.
- Not expose themselves and their children to unnecessary risk by coming to BEST to collect them while there is still a danger of continuing incidents. (*Traffic, public transport, and even pedestrian movement may be seriously disrupted.*)
- Be aware that if they do nonetheless come while there is still apparent danger, we will arrange for them to be able to collect their children as far as it is possible safe for the other children we safeguard. However, we will discreetly do this so that children whose parents have not come do not feel distressed.
- If any children are on other premises (e.g. on an outing or at Swimming / Ice-skating lessons), the teachers in charge will keep them at those premises until the danger is over. If they are in transit, the teachers in charge will decide whether to return immediately to BEST or to escort the children to the nearest place of safety, shelter of civil protection. If possible, information on what has happened in such circumstances will be included in the status report on our website and emails to parents.

LEVEL 2: ALLEGATIONS OR INCIDENTS OF ABUSE AGAINST STAFF – WHISTLEBLOWING PROCEDURE

BEST Preschool also wishes to encourage employees to feel confident in raising serious concerns and to question and act upon concerns and practice, with regards to poor or unsafe practice and potential failures in the school's safeguarding regime, provision for mediation and dispute resolution.

This policy is intended to cover serious concerns that fall outside the scope of other procedures and may relate to something which:

- Is against Financial Regulations and policies.
- Falls below established standards concerning poor or unsafe practice and potential failures in the school's safeguarding regime (including allegation of child abuse against another member of staff), provision for mediation and dispute resolution.
- Amounts to improper conduct, including something that is believed to be:
 - ✓ Against the law
 - ✓ A Health & Safety risk
 - ✓ Damaging the environment
 - ✓ A misuse of money
 - ✓ Corruption or unethical conduct
 - ✓ Abuse of clients or service users

RAISING A CONCERN

Who should you contact?

You should contact in order of availability on site, one of the following people in confidence:

1. Educational Coordinator (**DSL**),
2. Head of Preschool (**DDSL**),
3. Office Manager (**SDSL**)

Concerns should be raised in writing and include:

- reference to the fact that it is a whistle-blowing disclosure
- the background and history of the concerns
- names, dates and places (where possible)
- the reasons why the individual is concerned about the situation.

Staff who feel unable to put concerns in writing can telephone or meet with either the Educational Coordinator (DSL), the Head of Preschool (DDSL) or the Office Manager (SDSL).

Who can an employee raise a concern with?

The employee should first raise their concerns with the Educational Coordinator (DSL), then the Head of Preschool (DDSL), and then the Office Manager (SDSL).

However, if they do not feel able to do this or if a child abuse allegation is made against another member of staff, then they should approach the Head of Preschool, in their dual role of Deputy Designated Safeguarding Lead and a member of the school management.

How does an employee raise a concern?

The concern should be put in writing by the completion of an **Incident Report form**. The employee needs to make sure the person they are talking to is aware that they are following the **Whistle Blowing Procedure**.

How will the concern be dealt with?

The person who receives the initial concern will make initial enquiries to determine whether the concern raised needs further investigation. Such initial enquiries should be dealt with promptly, thoroughly, impartially, and confidentially, following the Procedure.

The management team will acknowledge the concern in writing, within 10 days, and give an indication of how the concern will/or has been dealt with. If it has not been dealt with, then an indication of how long the procedure will take needs to be included.

Initial Enquiries

As part of the initial enquiries, the member of the management team may meet with the employee to gather further information or clarify certain details. Employees are expected to cooperate fully with the investigation and disclose all relevant information. The member of the management team will record, in written format, all meetings on an Incident Report form.

If other employees are able/willing to substantiate the concern, they should also meet with the member of the management team dealing with the concern. If the management team believes other employees are aware but do not feel able to come forward, then the management team should approach them and try to persuade them to share their concerns.

Outcome of initial enquiries

Depending on the nature of the concern and the evidence found, outcomes include:

- Unable to investigate due to anonymous report and not enough information to proceed.
- If the concern were shared but was inaccurate, no further investigation would be carried out.
- Where there is believed to be grounds for concern, then further investigation will be carried out.

Care needs to be taken when carrying out the investigation to:

- Protect the employee(s) concerned.

- Avoid alerting anyone about whom a concern has been raised.
- Avoid alerting other employees who may then warn the subject of the concern.
- Record the information, as the record may be used in a formal hearing, if it is a serious complaint.
- Keep all records secure and confidential.

Untrue allegations

If an employee raises a concern in good faith, but it is subsequently confirmed by the investigation to be untrue, no action will be taken against the employee. However, if the allegation is found to have been frivolous, malicious or for personal gain, disciplinary action may be taken against the employee.

Key Considerations:

- **Child's Safety First:** The safety and well-being of the child is always the priority.
- **Fairness and Consistency:** Allegations will be dealt fairly, consistently, and quickly.
- **Professional Support:** Staff involved in investigations should receive appropriate training and support.
- **Parent/Guardian Involvement:** Parents or guardians should be kept informed of any allegations and the progress of investigations.

Prevention:

- **Clear Boundaries:** Staff will maintain clear boundaries with pupils, avoiding one-on-one situations and being open to feedback.
- **Code of Conduct:** Staff will follow the school's code of conduct and understand the expectations for behavior.
- **Effective Supervision:** Best Preschool will ensure that there is effective supervision of staff and that staff are aware of their responsibilities.
- **Open Communication:** Staff will be encouraged to report any concerns about staff or pupil behaviour.

LEVEL 2: INTRUDER ON THE PREMISES - LOCKDOWN

In a lockdown triggered by an intruder, the focus is on securing the building and protecting individuals. The primary steps involve securing the immediate area, directing people to a safe space, and remaining out of sight until it is determined safe to exit. All children, staff and any visitors must be directed to the nearest secure room without delay. Outdoor lessons must not go back inside the building. Instead, move them to their designated safe space. Lock all classroom doors.

Lockdown signal: 3 rounds of 2 whistles- a short and a long one

All clear signal: 3 rounds of long whistles

If a suspicious unauthorised person is noticed around the nursery or preschool premises/grounds, the following should be adhered to:

- call security guards on Stejarii Residence to check the outdoor premises and question the unauthorised person's presence; the school goes immediately into lockdown.

Key Steps in Lockdown with Intruder

IMMEDIATE RESPONSE:

- A designated staff member (Office Manager) should announce "lockdown with intruder" and repeat the announcement.
- All children, staff, and visitors must be directed to the nearest secure room without delay (basement).
- Classes outside the building should not enter and should be moved to a designated safe space.
- Lock all classroom doors, but DO NOT lock exterior doors, unless the intruder is outside the building in the playground.
- Lock/secure entrance points (e.g. doors, windows) to prevent the intruder from entering the building.
- Dial 112. Dial once for each emergency service that you require.

SECURING THE AREA:

- Move everyone away from windows and doors.
- Ensure children remain sitting on the floor, under tables or against a wall.
- Turn off lights, draw curtains/blinds and maintain silence.
- Keep silent, put any mobile devices to silent (consider writing/displaying instructions on whiteboards / TVs, etc, as long as it can't be seen by the intruder).
- Teachers should take a register of children in their classroom, noting missing or extra children.
- Keep the register with you until directed to leave.
- **DO NOT:** respond to anyone at the door until the "all clear" announcement.
- **Keep out of sight**

REMAINING IN LOCKDOWN:

- Ignore any fire alarms, as the school will not be evacuated using that method.
- Ensure that pupils, staff and visitors are aware of an exit point in case the intruder does manage to gain access.
- Assist children in moving quickly and quietly when or if they are moved out of the room.
- The Head of School will announce "all clear" when the threat is over.

ADDITIONAL CONSIDERATIONS:

- If the lockdown is initiated before school starts, all children in the hallways should be gathered into classrooms.
- Teachers should gather children and report attendance.
- Ancillary staff should ensure the hallways and exterior are empty.
- A person should be posted at the drop-off location to alert parents and children.
- If someone is taken hostage on the premises, the school should seek to evacuate the rest of the site.
- It is important to remember that it is very much the exception to evacuate a building in the event of a hostile intruder. Unless the location of the intruders is known, a "blind" evacuation may be putting people in more danger (e.g. from an intruder or device at one of the entrances/exits) than if they had remained within the building.
- It is important to make sure that items that could be used as weapons (kitchen implements, sports equipment, tools, cleaning products) are securely locked away when not in use.
- If the intruder makes their escape before the police arrive, details and a full description should be made to assist the police.
- If a person attempts to convince staff that they are family/friends of any of the children so as to pick up a child unauthorised, the collection procedure should be followed. **No person is allowed to take a child without the correct permission.**
- If a child is 'snatched' from the nursery or preschool grounds, the police must be informed immediately, and staff made aware. The missing child procedure must then be followed without putting the remaining children at any further risk.
- No attempt should be made by staff to restrain or go after the intruder.
- Following any of the above, an incident report should be completed and submitted to the relevant authorities as required.

LEVEL 3: UNCOLLECTED CHILD

If a child is not collected by an authorized adult at the end of their session, we put into practice agreed-upon procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. The child will receive a high standard of care to cause as little distress as possible.

Best Preschool ensures that all members of the school community are aware of the correct procedures for the end of the preschool day. This procedure highlights the importance of maintaining clear lines of communication and up-to-date contact details.

PRINCIPLES:

Parents of children starting at the setting are asked to provide the following specific information, which is recorded on our **Registration Form**:

- ✓ Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, a neighbour or close relative.
- ✓ Place of work, address, and telephone number (if applicable).
- ✓ Mobile telephone number (if applicable).
- ✓ Names, addresses, telephone numbers, and signatures of adults who are authorised by the parents to collect their child from the setting, for example, a childminder or grandparent.
- ✓ Who has parental responsibility for the child?
- ✓ Information about any person who does not have legal access to the child.

On occasions when parents are aware that they will not be found at home or in their usual place of work, they inform us in writing, using the Office Manager's contact details, of how they can be contacted.

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with written details of the name and telephone number of the person who will be collecting their child. The name of the person collecting is written in the “**Child Pick up authorisations**”, which is in our Office Manager’s special file.

We will verify the identity of this person who is to collect the child by showing us the identity card and offering their ‘Code Word’.

Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.

We inform parents that we apply our child protection procedures if their children are not collected from the setting by an authorised adult within one hour after the setting has closed, and the staff can no longer supervise the child on our premises.

A child who is not collected should remain with their teacher for 15 minutes. A message should be sent to the Head of Preschool, and the Office Manager will attempt to contact parents/carers or any other adult authorised to collect the child. To help prevent this situation from arising, when children are registered, we obtain as much information as possible from the parent/carer. We do require at least two contact numbers, including a parent and other relatives (grandparents, aunts, uncles) who can be contacted in emergencies.

A child will not be released to anyone other than a parent without their prior consent and suitable means of identification or recognition. It is required that a parent must inform the Head of Preschool or Office Manager if their child is to be collected by someone unknown to them, and provide relevant details (passwords).

Staff will record any late or non-collection of children. If the problem is consistent, staff will work in partnership with parents/carers to address the issue. If parents/carers are unwilling to work with staff on this issue, management will be informed, and a cost may be incurred.

If a child is not collected at the end of the session, we follow the following procedures:

The **Child Pick up authorisations** file is checked for any information about changes to the normal collection routines, and also the WhatsApp class info group. If no information is available, parents/carers are contacted at home or at work.

1. If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting, and whose telephone numbers are recorded on the Registration Form (*Emergency Contact*), are contacted.
2. All reasonable attempts are made to contact the parents or nominated carers.
3. The child does not leave the premises with anyone other than those named on the **Child Pick up authorisations** in their file.
4. If no one collects the child after the setting has closed and no one can be contacted to collect the child, we apply the procedures for uncollected children.
5. The child stays at the setting in the care of two fully vetted workers until the child is safely collected either by the parents or by another authorised person.
6. **Under no circumstances will staff go to look for the parent, nor do they take the child home with them.**
7. A full written report of the incident is recorded in the child's file.
8. Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff. The Office Manager will inform the Financial Department to raise an invoice for the parents for the overtime incurred.

LEVEL 3: MISSING CHILD DURING SCHOOL HOURS, ON THE PREMISES AND IN AN EDUCATIONAL VISIT.

In the unlikely event of a child going missing, our missing child procedure is followed.

CHILD GOING MISSING ON THE PREMISES

- As soon as it is noticed that a child is missing, the key person/staff member alerts either the Head of School or the Office Manager.
- The senior member of staff present arranges for the other children to be satisfactorily supervised.
- The senior member calls the security, fully checks the building and outdoor area, and, if

necessary, calls the police and reports the child as missing and then calls the parent.

- The senior member will carry out a secondary thorough search of the building, outside space and Stejarii Residential Area.
- The register is checked to make sure no other child has also gone astray.
- Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.
- The senior member talks to the staff to find out when and where the child was last seen and records this.

CHILD GOING MISSING ON AN OUTING

This describes what to do when staff have taken a small group on an outing, leaving the Head of School/or Office Manager and/or other staff back in the setting. If the Head of School and/or Office Manager have accompanied children on the outing, the procedures are adjusted accordingly.

- All children on an outing wear ID wristbands with a telephone number on them to notify an automated service, which immediately contacts the preschool via telephone, text, and email.
- All children need to have a picture in the school's folder to be used in case of need for visual identification by others when missing the group.
- As soon as it is noticed that a child is missing, staff on the outing ask children to stand with their designated key person and carry out a headcount to ensure that no other child has gone astray.
- One staff member searches the immediate vicinity ***for about 20 minutes at least, but does*** not search beyond that. If the child is not found, the Head of School and Office Manager are contacted immediately (if not on the outing). The incident is recorded immediately as far as it is possible at that moment.
- The setting Manager/Office Manager contacts the police (112) and reports the child as missing.
- The setting Manager/Office Manager contacts the parent, informs about the incident and advises accordingly:
 - ✓ pick up the child at the regular hours from school and be aware of the incident (if the child was found and re-joined their classmates and has a normal attitude during the day).
 - ✓ make their way to the setting and pick up the child as soon as they can if the found child is distressed due to the incident.
 - ✓ go straight to the police department handling the search, in the event of child is not found.
- Staff take the remaining children back to the setting.
- In an indoor venue, the staff contact the venue's security, who will handle the search, lockdown the premises while searching to prevent escape routes from being used by the confused child, so to complicate the search and contact the police if the child is not found.
- The setting Manager/Office Manager or a member of staff may be advised by the police to stay at the venue until they arrive.

THE INVESTIGATION

- Staff keep calm and do not let the other children become anxious or worried.
- The Head of School or Office Manager speaks with the parent(s).
- The Head of School or Office Manager carries out a full investigation, taking written statements from all the staff in the room or who were on the outing, no matter if the child has been found or not. It is recommended to happen as close to the time of the incident as possible so raw information can be collected.
- The key person/staff member writes an incident report detailing:
 - ✓ The date and time of the report.
 - ✓ Which staff/children were in the group/outing, and the name of the staff member designated responsible for the missing child?
 - ✓ When the child was last seen in the group/outing.
 - ✓ What has taken place in the group or outing since the child went missing?
 - ✓ It is estimated that the child went missing.
- A conclusion is drawn as to how the breach of security happened.
- If the incident warrants a police investigation, all staff cooperate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff. Children's social care may be involved if it seems likely that there is a child protection issue to address.
- The incident is reported under RIDDOR arrangements (see the Reporting of Accidents and Incidents policy); the local authority Health and Safety Officer may want to investigate and will decide if there is a prosecution case.

MANAGING PEOPLE

- Missing child incidents are very worrying for all concerned. Part of managing the incident is to try to keep everyone as calm as possible.
- The staff will feel worried about the child, especially the key person or the designated carer responsible for the safety of that child for the outing. They may blame themselves, and their feelings of anxiety and distress will rise as the length of time the child is missing increases.
- Staff may be the understandable target of parental anger, and they may be afraid. The Head of Preschool or Educational Manager needs to ensure that staff under investigation are not only fairly treated but also receive support while feeling vulnerable.
- The parents will feel angry and fraught. They may want to blame staff and may single out one staff member over others; they may direct their anger at the setting leader. When dealing with a distraught and angry parent, there should always be two members of staff, one of whom is the Head of School and the other is the Educational Manager. No matter how understandable the parents' anger may be, aggression or threats against staff are not tolerated, and the police should be called.
- The other children are also sensitive to what is going on around them. They, too, may be worried. The remaining staff caring for them need to be focused on their needs and must not discuss the incident in front of them. They should answer children's questions honestly, but

also, reassure them.

- Following the severity of the outcome, staff may need counselling and support. If a child is not found, or is injured, or worse, this will be an exceedingly difficult time. The Head of School will use their discretion to decide what action to take.
- Staff **must not** discuss any missing child incident with the press.

Last review: April 2025

Name of signatory: DAN NICULAIE-FARANGA

Role of signatory: permanent representative of the governor ITH MANAGEMENT OFFICE SRL

Name of signatory: ANCA ILIE

Role of signatory: Head of Preschool