



Emergency Closure Policy

Our priority at all times is to ensure the safety and well-being of all children, parents/carers, visitors and staff in our preschool.

In order to operate we must meet the following criteria:

- The Safeguarding and Welfare Requirements of the EYFS.
- The requirements of our insurance policy.
- The number of qualified staff required.
- Appropriate staff: child ratios.
- The risk assessment of the physical environment of our setting.
- Our ability to safeguard the children in our care in the event of a critical incident

An emergency closure should only happen under exceptional circumstances, when we cannot meet the above criteria, there is no means of having enough staff to run the preschool effectively or when the children and staff's safety cannot be guaranteed for another reason such as:

- Failure of essential services (heating / water)
- Building damage
- Flooding
- Extreme weather – snow/ice/heatwave
- Outbreak of sickness amongst staff or children
- An epidemic / Pandemic
- If the premises is unsafe for any reason
- Bereavement

Planning for these situations is a central part of our Health and Safety and Risk Management, and it is important that all staff, parents/carers and families are aware of the actions that will be taken should it become necessary to close unexpectedly, either during session times or outside of normal hours. We will always make every effort to remain open where possible.

Emergency Closure before a session

1. Management team would seek advice from the relevant bodies and make a decision based on official guidance if applicable.
2. We would contact relevant bodies to inform them of the decision. This could include Ofsted, Surrey County Council, Public Health England. Early Years Free Entitlement team.
3. Staff would be contacted.
4. An email would be sent to all parents to explain the reasons for the closure
5. A text message would be sent to all parents to inform them of the closure and to direct them to see the email for full details.
6. If possible to access the building, a notice would be displayed outside the preschool
7. Parents would be informed of when the preschool is expected to reopen.

An emergency closure would be caused by events beyond our control, therefore unfortunately we cannot refund parents for any sessions missed. In the case of an extended closure the refund policy would be re-evaluated by the management team and we would keep parents informed of our decision.

Emergency Closure during a session

Preschool Manager or designated person will decide if the setting needs to be closed unexpectedly (for example, due to deteriorating weather conditions). If the preschool needs to be evacuated in an emergency, our evacuation procedure will be followed.

1. Staff will make every effort to contact parents/carers (or authorised persons nominated by the parent/carer) of the children that are in our care.
2. If parents/carers have to be called to collect their children, children will be looked after safely by staff until they can be contacted. Depending on the emergency, this may be in the hall, in another place of safety, or it may be outside.
3. If parents/carers cannot be contacted, we will then attempt to contact the designated emergency contact.
4. All appropriate staff should carry mobile phones to enable parents/carers

- to be contacted should it be unsafe to remain in the building.
5. A telephone message, outlining the procedures that are being taken, should be left on the preschool's answerphone where possible to advise anyone trying to contact the setting of what has happened.