

The Enchanted Wood Day Nursery Ltd: Intruder / Lock Down Policy

Intruder/ Lock down Policy

Policy statement

At The Enchanted Wood Day Nursery Limited we are committed to providing the highest quality of safety for all our children and their families, as well as our staff and any visitors whilst they are within our provision. The aim of this policy is to ensure that everyone is aware of the procedures that will take place in the event of an intruder being identified on The Enchanted Wood Day Nursery premises.

An intruder is a person who has not followed the correct visitor or collection procedures and who may be a hazard towards the setting, the children or the staff.

All exterior doors are locked at all times, with the exception of the double doors leading to the garden, however keys to lock these doors are within each room within accessible reach for every member of staff.

Any member of staff who identifies a person within or approaching the nursery who appears suspicious should

- Ask the person for their purpose of visit (Only if safe to do so.)
- Seek a manager for assistance. **Elly Parsons, Julia Jones or Karen Batcheler.**

Ensuring children's safety:

- We ensure that all staff, students and any volunteers have up-to-date DBS checks.
- All children are supervised within legal ratios at all times by qualified early years practitioners.
- At least two members of staff are on site at all times with the children.
- Risk assessments are carried out daily to ensure that all children and staff within the premises are kept safe at all times.
- Staff are not permitted to have mobile phones whilst in group with the children. All phones are kept within the staff room, however each room has their own land line should they need to contact the main office or any external contacts. Each room has instructions on how to contact emergency services next to their phones.

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Safety and Security:

- Daily registers are kept to log the children's and staff's arrival's and departure's.
- Visitor's book is completed to log any visitors on the premises.
- Every child has a personal password on their account for collection.
- Children are only allowed to leave the nursery with the named person on their registration form, unless prior notification is given by the parents. In this case identification and password must be given by the person collecting.
- If staff do not recognise a person collecting a child, then the child's parents will be contacted before the child is allowed to leave the premises.
- Photographs of all staff are displayed in reception.
- All visitors are asked for identification before entering the building.
- The garden gates are kept locked at all times.
- Keys to the doors that open onto the garden are kept within the base rooms at all times, to ensure the doors can be locked if necessary.

Procedures for visitor with legitimate business but no identification:

- No person should be allowed to enter the building past the locked door in the lobby without showing identification. If any member of staff answers the intercom or is at reception to greet the visitor with no identification then they must seek a member of management. The Visitor will be told to leave the premises and return with identification.

Procedure for intruder who may pose a safety hazard:

- Ensure all children are safe and out of sight of the unknown visitor.
- Greet the intruder politely, identify yourself and ask for purpose of their visit.
- Ask another member of staff to witness your approach to the intruder.
- Depending on the circumstances and the demeanour of the intruder, then the manager will make every effort to contact the police to report the incident, however if they are in the situation where they need to endeavour to keep the intruder calm then another member of staff will be asked to make the call to the police.
- ***All staff have been made aware what to do in the case of calling the police (999) and not being able to talk.
When you call 999, an operator asks which service you require. If you remain silent and its an emergency, you will be asked to cough or make any other audible noise.
If you are unable to do so, the next step is to dial "55" into the keypad. The correct procedure is called "**SILENT SOLOUTIONS**" ***
- All staff within the nursery will be alerted by a member of management by either calling out or telephoning each base room and using the code phrase. Room leaders will ensure all exterior

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doors and windows are locked to ensure all children are kept safe and inside each of their base rooms. No distress to the children should be made. Children would be asked to gather for a circle time story in a safe and secure place. Squirrels children and staff would be gathered into the Main kitchen and the door would be locked.

- If the intruder refuses to leave the premises prior to the police arrival, by no circumstances should the intruder be allowed through the locked main door in reception into the nursery. It is vital that no physical contact is made to attempt to restrain the intruder. Similarly, if the intruder does attempt to leave the premises before the police arrive then no effort should be made to detain them within the premises.
- If the intruder is still on the premises when the police arrive then the manager must inform the officers what has happened in detail so that they can determine probable cause for arrest for trespassing.
- Review security immediately.
- Inform all rooms that the premises are clear of intruders and normal routines can resume.
- Log the incident in the incident book.

Procedure for an intruder who is armed or causing a safety hazard:

- All staff within the nursery will be alerted by a member of management by either calling out or telephoning each base room and using the code phrase. Room leaders will ensure all exterior doors and windows are locked to ensure all children are kept safe and inside each of their base rooms. No distress to the children should be made. Squirrels children and staff would be gathered into the Main kitchen and the door would be locked.
- Police will be contacted immediately. 999. Stay on the line to the operator until told otherwise.
- ***All staff have been made aware what to do in the case of calling the police (999) and not being able to talk.
When you call 999, an operator asks which service you require. If you remain silent and its an emergency, you will be asked to cough or make any other audible noise.
If you are unable to do so, the next step is to dial "55" into the keypad. The correct procedure is called "**SILENT SOLOUTIONS**" ***
- Everyone should remain calm at all times.
- Management will, if safe to do so, remain calm and use calm and casual body language and conversation to encourage the intruder to step out of the main reception area and out of the building. No physical contact should be made. If the intruder displays a weapon, remain calm and do not attempt to disarm them.
- Management should have another staff member with them at all times when confronting intruder.

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- When safe to break away contact from intruder, management will then lock themselves in office area until the police arrive.
- Once the police arrive, make them aware of the situation – including all details, description of intruder, description of weapon/s and location of intruder.
- Staff and children will remain in their locked base rooms until advised otherwise.
- Once the incident is over and the premises are made completely safe then management will contact all parents to inform them of the incident with due regard to confidentiality and data protection policies.
- In any event then a thorough investigation will be carried out.
- Inform Ofsted of the incident, with due regard to data protection and confidentiality policies.