



Major Incident Procedure Policy

In the event of an emergency our primary concern will be to ensure that both children and staff are kept safe. If you are involved or caught up in an incident please follow the below procedure.

An incident within proximity to your Hub location

- All children and staff to assemble within the Hub's main area. Those outside must move quickly to the inside, Staff to ensure walkie talkie system is in place.
- Head count and register of all children and staff to be carried out.
- All doors must be closed and lie low, encourage the children to lay under the tables, away from windows.
- A member of staff must call the police 999 immediately for further advice, which should be followed (explain you are calling from an after-school club within your public location and tell them how many children and staff are currently present)
- If caretakers or school staff are on site work together to lock down the site, your priority is the children in your care.
- If phone networks are available try to contact the school and parents to reassure them, parents are not advised to come to the setting, unless asked to by staff after being given the go ahead by emergency services.
- Children should be protected from information or images that may alarm or distress them. Ensure children are constantly reassured.

An incident within your club's region

- Ensure children are registered and safe within the club indoor facilities.
- Staff to call parents/carers to reassure and advise collection of their children.
- Staff to keep in mind parents/carers may work in the affected area and may not be able to get to the club to pick up on time. In this case please call the main school's office for further advise. Two staff must stay with the children.
- When possible keep in touch with parents with updates. **In the event of an intruder on site**
- Staff member to call the Police 999 immediately (explain you are calling from a club within your school location and tell them how many children and staff are present).
- Lockdown the club and assemble children and staff together in a safe area and lock/barricade the doors if possible.
- Register and headcount the children and staff.
- Encourage the children to lay under tables and keep low, away from windows.
- Comfort and reassure the children.
- In case of doubt, there should be no movement and wait for the police to arrive to contain and manage the situation.



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Procedure for parents

The care of your child is paramount, if we are caught up or involved in an incident, the Hub will comply fully with the instructions from the emergency services and constantly reassure the children in our care. Please do not attempt to come to the setting, unless asked to collect your child, as this may put you or your child at greater risk. We will continue to care for your child until you are able to return or a person from the pickup list can collect them. We will try our best to keep in contact via landline, mobile or e-mail.