



UCL

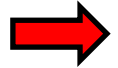
UCL DAY NURSERY EMERGENCY PLAN

This plan is protected. Do not give any contact details or sensitive information to the media, parents / carers or members of the public.

UCL Day Nursery

Background Information		
Name of owner	University College London	
Location	55-59 Gordon Square London WC1 HONT	50-51 Gordon Square London WC1 HOPQ
Type of setting	Private setting	
Age range accommodated	3 months to two years	Two years to five years
Number on roll	28	44
Name of manager	Catherine Burtenshaw	
Number of staff	9	11
Number of volunteer helpers	2	2
Normal working hours	8.30 am -5.20pm	

1 QUICK REFERENCE INFORMATION



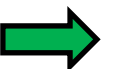
2 EVACUATION PLAN



3 LOCKDOWN PROCEDURES



4 EMERGENCY COMMUNICATIONS PLAN



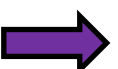
5 EMERGENCY CONTACTS FOR PARENTS



6 BUSINESS CONTINUITY ARRANGEMENTS



7 POST INCIDENT SUPPORT



8 APPENDICES



1 QUICK REFERENCE INFORMATION

EMERGENCY ROLES	Name	Emergency contact (i.e. mobile)	Notes (e.g. First Aider)
Manager	Catherine Burtenshaw	07944698664	First Aider/Designated Safe Guarding Officer. Lead Fire Marshall 1
Site Manager Baby unit	Zehra Bukowski	07946318031	First Aider/Designated Safe Guarding Officer2. Lead Fire Marshall 2, baby unit
Site Manager Toddlers and Pre-School	Anna Simpkins	07970100404	First Aider/Designated Safe Guarding Officer. Lead Fire Marshall 2, Toddlers and Pre-School
Fire Marshall	Louise Johnson	07956407691	First Aider/Designated Safe Guarding Officer3. Lead Fire Marshall 3, SENCO baby unit
Fire Marshall	Lara Tyrell	0782589343	First Aider/Designated Safe Guarding Officer3. Lead Fire Marshall 4, baby unit
Fire Marshall	Robyn Jones	07984763900	First Aider/Designated Safe Guarding Officer. Lead Fire Marshall 3, Toddlers and Pre-School
Fire Marshall	Thushi Ragulan	07702459358	First Aider/Designated Safe Guarding Officer. Lead Fire Marshall 3, Toddlers and Pre-School
Designated Media Spokesperson	Oliver Curran	07415130207	UCL Security

GRAB BAG LOCATION	Baby Unit Office	Toddlers and Pre-School Office
GRAB BAG CONTENTS	Nappies, Baby milk, cups, bottles, Wipes, Ella's Kitchen food, Bottled Water, Mobile phone / charger, Emergency blankets, medication, First aid Kit, Dummies.	Nappies, Baby milk, cups, bottles, Wipes, Ella's Kitchen food, Bottled Water, Mobile phone / charger, Emergency blankets, medication, First aid Kit, Dummies.

OFF-SITE EVACUATION	Notes: Babies go to Toddler and Pre-School Site. 50 Gordon Square unless full area evacuation , Toddlers and Pre-School go to Baby Unit 55 to 59 Gordon square Prayer room at IOE
Place of shelter	Above Unless otherwise directed by UCL Security or Emergency Services then
Distance on foot	
Keyholder + Phone no.	< QR7-enter details >

IMPORTANT CONTACTS	
Lesley May Head of Facilities and Workplace Services UCL Estates - Facilities & Infrastructure	T: 0203 108 8563 (int: 58563) M: 07468 780083
UCL Emergency	Ex 222
UCL Security	Ex 32108
Mark West security manager	07899 681 331
Oliver Curren, Deputy security manager	Ex 41628 / 07415130207
Ian Wright soft services manager	Ex 45983 / 07769725685
Nita Khambatta	Ex
Public health Authority	0207 811 7100
Baby unit	07771872451 / 0207 911 5353
Toddlers and Pre-School	0207 679 7461
Maintenance Contractor	3000

OFSTED	0300 123 1231
Mash Multi agency safeguarding hub	0207 974 3317

SITE PLAN FOR EMERGENCY SERVICES

<QR9 - Insert a site plan showing the location of isolation switches and valves>

2 EVACUATION PLAN

The Evacuation Procedure

The signal to evacuate the building will consist of **Continual Alarm sound** On hearing this signal:

- A. One of the designated **Fire Marshall** (Appendix II) will collect the grab-bag from **Site Office** and proceed to the Evacuation Assembly Point situated **Front of each site**,
- B. The **Manager or site Manager** (Appendix I) will supervise the orderly evacuation of the children and ensure the building is 'swept' to ensure no staff, visitor or child remains behind
- C. The **Manager** will contact UCL Security, who will take appropriate steps and provide a phone number for return calls
- D. The **Manager or Site Manager** will return personal mobile devices in preparation for emergency use
- E. The **Fire Marshall** will check that registers and visitor lists are reconciled.
- F. The **Manager or Delegated staff** will contact parents to report the incident and inform them of the offsite evacuation arrangements designated place of shelter **Manager or Delegated staff** will contact parents to report the incident and request collection of children at the earliest possible opportunity. Children to be collected from **designated place of shelter**
- G. The **Manager or Delegated staff** will identify those children who are unable to be collected immediately and **make suitable arrangements for temporary shelter**
- H. The **Fire Marshalls and all other staff** will supervise the transfer of children to the designated place of shelter

Off Site Evacuation

>In the event of an evacuation where it is not possible to return to the building, the children will be walked to **alternate nursery building across the road/ if both site evacuate then the Green Room in the basement of IOE** where shelter has been arranged

>There are no suitable shelter facilities within walking distance of **either nursery** In the event of an evacuation where it is not possible to return to the building, the emergency contact person for each child will be asked to collect their child immediately

Please refer to detailed Role Cards Appendix I-III

3 LOCKDOWN PROCEDURES

'Lockdown' of premises can either be **full** or **partial** depending upon the nature and severity of the perceived risk. The following scenarios could lead to the initiation of lock down procedures:

- Airborne hazard (e.g. smoke plume, gas cloud) - **partial lockdown**
- An incident in the community that is not of immediate danger but has the potential to develop into a tangible threat.(e.g. civil disturbance) - **partial lockdown**
- A suspicious person in close vicinity of the premises who presents an immediate danger to children and staff (e.g. carrying a firearm) - **full lockdown**

Important Information

Manager	Catherine Burtenshaw	
Signal for partial lockdown	Verbal / following instruction from UCL security or Emergency services	
Signal for full lockdown	Verbal / following instruction from UCL security or Emergency services	
Signal for all-clear	Verbal / following instruction from UCL security or Emergency services	
Designated area for lockdown drill	Baby unit Gym	Focus room in toddlers and Pre-School

Partial Lockdown Procedure

On notification of an incident or suspicious occurrence in the vicinity, the **Manager**, will:

- Sound the signal for partial lockdown. Notification could be received from the Police, or from a vigilant member of the community
- Ensure all staff and children are safely within the building
- Ensure all external windows and doors are safely locked
- Open up a channel of communication with emergency services and act upon their direction
- Open up discreet communication between all staff in case situation quickly escalates

- f. Dependent upon circumstances, communicate a reassuring update to parents but request that children are **not** collected.

On notification that the risk has abated, the **Manager** will sound the 'all clear' signal.

Full Lockdown Procedure

On notification of a suspicious person in close vicinity of the premises, the **Manager**, will:

- a. Sound the signal for a full lockdown. Notification could be received from the UCL Security team , Police, or from a vigilant member of the community
- b. Direct staff to take children to our designated lockdown area and follow lockdown drill
- c. Ensure all external windows and doors are safely locked
- d. Return personal mobile devices in preparation for emergency use (dependent upon the Mobile Phone Policy for the Setting).
- e. Manager to open up a channel of communication with emergency services and act upon their direction
- f. Open up discreet communication between all staff to provide updates and further instructions
- g. Dependent upon circumstances, communicate a reassuring update to parents but request that children are **not** collected. Promise to provide regular updates

Please refer to detailed role cards Appendix I-III

4 EMERGENCY COMMUNICATIONS PLAN

CALL (CONTROL) CENTRE

In the event that usual office arrangements are unavailable, a temporary office will be established

Through the use of Electronic and Mobile devices

PHONE LINES

In the event of an evacuation, it will not be possible to access our regular landline.

The following phones will be available for outgoing calls;

Phone allocated to:	Phone No.
Catherine Burtenshaw	07944698664
Zehra Bukowski	07946318031
Anna Simpkins	07970100404
Louise Johnson	07956407691
Lara Tyrell	0782589343
Robyn Jones	07984763900
Thushi Ragulan	07702459358

The following number, is available for incoming calls only. This number will **not be used by parents** unless there is an emergency taking place in the Nursery.

UCL ESTATES Facilities Services		Security Control Room Emergency Call Out List
Department Name	UCL DAY NURSERY	
Head of Department / Facility	CATHERINE BURTENSCHAW	
First nominated person	Catherine Burtenshaw	
Home telephone number		
Mobile telephone number	07794698664	
Work email address	c.burtenshaw@live.co.uk	
Second nominated person	ROBYN JONES	
Home telephone number		
Mobile telephone number	07493591003	
Work email address		
Third nominated person	ZEHRA BUKOWSKI	
Home telephone number		
Mobile telephone number	07946318031	
Work email address		
Fourth nominated person	LOUISE JOHNSON	
Home telephone number		
Mobile telephone number	07956407691	
Work email address		
Fifth nominated person		
Home telephone number		
Mobile telephone number		
Work email address		

CONTACTING PARENTS

Emergency contact cards will be held by the manager and designated officers.

CONTACTING STAFF

All staff have each other's numbers programmed into their phones in preparation for emergency use.

Discreet communication may be necessary during a full lockdown. In this event staff will **follow directions of the Managers and Fire Marshalls**

DEALING WITH THE MEDIA

For an incident to attract media attention, it is most likely to involve the attendance of the emergency services. It is likely that an emergency services spokesperson will liaise with the media regarding the actual incident.

However, there will doubtless be interest in the underling story, such contextual information is likely to be sought directly from our setting and directed to our **Designated Media Spokesperson: UCL Media Spokesperson.**

6 BUSINESS CONTINUITY ARRANGEMENTS

*In the event that our premises are destroyed or badly damaged by fire, it is vitally important to continue being able to access critical information. The chart below identifies where information is usually stored **and** where/how that information is backed up for access in the recovery period following an emergency*

Type of record	Paper / electronic?	Where stored	Back – up measures
Insurance documentation	UCL	June Campbell	UCL
Inventories	UCL	Estates	
Financial information	UCL	Finance	
Contact information	Nursery Managers	Alternate site offices	Shared drive

In the event that it is not possible to continue using our premises (fire, heating failure, loss of utility etc), we have an arrangement to use an alternative venue

Arrangement for temporary accommodation	
Basic Information	Alternate Nursery site
Contact Name + Phone no.	Zehra Bukowski 0207 911 5353 Anna Simpkins 0207 679 7461

In the event that a number of staff are unable to work on a given day (e.g. travel problems, pandemic etc) the following chart details personnel who are on standby either as short term voluntary cover or additional employees.

Agency contact details:	
Name	Contact Details
Marylebone Agency	0207 960 4980
Per temps Agency	0208 688 0626
Plan Personnel	0208 681 0846
BS Social care	0208 889 5199

7 POST INCIDENT SUPPORT

The long term effects of a death in the Nursery community or of the trauma resulting from a major incident such as a fire, must not be underestimated. The table below provides a list of possible strategies to be used as part of the recovery process following a death or critical incident. The exact sequence of interventions will be dependent upon the nature of the incident, the person affected and the resources available.

Post Incident Support Strategies	Tick / date actioned
Report incident to UCL Estates Management Team (Lesley May, Geoff Prudence) Fill in a UCL Risknet form online. Contact Camden Early Years MASH, and inform Ofsted.	
Monitor children and staff who may be particularly affected by the incident. Ensure that staff are aware of this strategy	
Offer children and staff the opportunity for psychological support and counselling. Ensure staff and parents know that support is available and arrange access to these services as necessary	
Provide opportunities for children to discuss their experiences. Do not discourage children from talking about their experiences	
Arrange for a member of staff to visit those affected (at home or at hospital). Ask for consent from parents / carers before doing this	
Make arrangements to express sympathy to those who have been hurt	
Send a letter to parents / carers with information on; <ul style="list-style-type: none"> • The nature of the incident • Arrangements for support • Who to contact if they would like additional support 	
Maintain regular contact with parents / carers	
Do not make public any sensitive / confidential information about individuals unless consent has been given by parents / carers	
Consider organising an event for parents / carers to discuss any issues or concerns they might have	
Request support from educational professionals trained in psychological debriefing, critical incident stress debriefing, bereavement counselling and trauma management if appropriate	
Plan appropriate support for staff to enable them to cope with any questions or discussions children might have about the incident	
Where there has been a death within UCL Day Nursery community:	
Consult with the family regarding funeral arrangements and action as appropriate (e.g representative attends funeral)	
Consult with the family regarding a suitable memorial (e.g. garden, bench, tree, book of condolence etc.)	

8 APPENDICES

Appendix I Manager's Role Card

Appendix II Fire Marshall's Role Card

Appendix III Support Staff Role Card

Laminated copies of these role cards are also stored in the emergency grab bag

MANAGER'S - ROLECARD

The **MANAGER** is responsible for:

- *Liaising with emergency services*
- *Ensuring all staff, pupils and visitors are safely evacuated*
- *Ensuring all staff are following procedure laid down in the Emergency Plan*

√	EVACUATION
	On hearing the alarm, stay calm and establish the nature of the emergency
	Put on your hi-vis jacket
	Return personal mobile devices in preparation for emergency use (dependent upon the Mobile Phone Policy for the Setting)
	Ensure that all staff have commenced evacuation procedures
	Contact emergency services giving as much information as possible regarding the incident and any issues the emergency services may encounter accessing the site
	Gather folder of Medication Authorisation Forms together with any medications
	Ensure a final sweep of the building has taken place
	Exit the building and liaise with the FIRE MARSHALL at the Evacuation Assembly Point Establish that all children, staff and visitors are accounted for
	Initiate your Communications Plan and ensure parents are updated as appropriate (i.e. ‘..come and collect..’ or ‘...we are walking to < MR1 pre agreed place of shelter > ...’)
	Liaise with emergency services. Provide them with a site plan showing isolation valves and switches. Provide them with any further information on request
	If children are to be collected, identify those children who are unable to be collected immediately and make temporary arrangements for their supervision
	If off-site evacuation arrangements have been followed, proceed to < MR1 pre agreed place of shelter > once emergency services have agreed that you may leave the site

√	LOCK DOWN (PARTIAL)
	On notification of an incident or suspicious occurrence in the near vicinity, prepare to initiate lock down procedures
	Sound the signal for a partial lockdown . <i>Verbal instruction</i>
	Ensure all staff and children are safely within the building
	Return personal mobile devices in preparation for emergency use (dependent upon the Mobile Phone Policy for the setting)
	Ensure all external windows and doors are safely locked
	Open up a channel of communication with emergency services and act upon their direction
	Open up discreet communication between all staff in case situation quickly escalates
	Dependent upon circumstances, communicate a reassuring update to parents but request that children are not collected
	When it is clear that the threat has subsided, sound the all clear)

√	LOCK DOWN (FULL)
	On notification of a suspicious person in close vicinity of the premises, the Incident Controller, will prepare to initiate full lockdown procedures
	Sound the signal for a full lockdown <i>Verbal instruction</i>
	Direct staff to take children to the < MR 5 designated lockdown area > and follow the lockdown drill
	Ensure all external windows and doors are safely locked
	Open up a channel of communication with emergency services and act upon their direction
	Open up discreet communication between all staff in case situation quickly escalates
	Dependent upon circumstances, communicate a reassuring update to parents but request that children are not collected
	When it is clear that the threat has subsided, sound the all clear) <i>Verbal instruction</i>

FIRE MARSHALL - ROLECARD

The **FIRE MARSHALL** is likely to be an experienced member of staff who has been trained in their emergency role. In an evacuation, they will be responsible for:

- Collection of the grab pack
- Leading staff, children and visitors to the Evacuation Assembly Point
- Ensuring that all staff, children and visitors are accounted for

√	EVACUATION
	On hearing the alarm, stay calm and establish the nature of the emergency
	Collect the grab pack from < FMR1 – enter details > and put on your hi-vis jacket
	Hand out laminated role card to the Manager
	Lead staff and children to the Evacuation Assembly Point < FMR2 – enter details > . Be mindful of the needs of the children with regards to keeping warm and dry
	Liaise with Support Staff to ensure all registers are checked against those present. Establish last known whereabouts of any missing children or adults
	Liaise with the Manager to confirm all present or to report missing persons
	Support the Manager in communicating to parents
	If children are to be collected immediately, continue to monitor their welfare and also ensure a signed record is kept of staff to parent handover of children.
	Consider the need to move to a secondary Evacuation Assembly location if it is likely that the collection of children could hamper the access of emergency vehicles.
	If children are to be transferred to < FMR3 -a place of temporary shelter > , make contact with the keyholder < FMR4 – enter details > and warn them of your imminent arrival
	Oversee the group management of children as they walk to < FMR3 -a place of temporary shelter > . Keep the group close together and proceed at a sensible pace

SUPPORT STAFF - ROLECARD

Support Staff are most likely to have direct supervision responsibility for a number of children. In the event of an evacuation or a lock down, they will act upon the direct instruction of either the Incident Controller or the Evacuation Marshall

√	EVACUATION
	On hearing the alarm, stay calm
	Assemble the children under your care and ensure that everyone is accounted for
	Lead children (and any visitors) out of the building via the designated evacuation route to the Evacuation Assembly Point
	Ensure all doors and windows are closed on exit
	At the Evacuation Assembly Point, liaise with the Fire Marshall to ensure all adults and children in your care are accounted for or to establish last known whereabouts of any missing person
	Keep your class group together at the Evacuation Assembly Point, reassure them and monitor their welfare

√	LOCK DOWN (PARTIAL)
	On hearing the alarm for partial lockdown, stay calm
	Ensure that the children in your care are safely in the building and playing within their designated area
	Reassure the children as not to cause any unnecessary alarm
	Close and lock any external doors and windows
	Ensure that a discreet line of communication has been opened with the Manager

√	LOCK DOWN (FULL)
	On hearing the alarm for full lockdown, stay calm
	Ensure that the children in your care are safely in the building
	Reassure the children as not to cause any unnecessary alarm
	Close and lock any external doors and windows
	Take the children in your care to the < SSR1 designated lockdown area >
	Follow < LP6 pre agreed lockdown procedure >
	Lock internal doors
	If circumstances allow, open a discreet line of communication with the Manager