



Emergency Closure or Service Interruption Policy

Responsible Officer	Vera Matthews
Author	Vera Matthews
Date Effective From	29 th October 2018
Date Last Amended	11 th May 2021
Review Date	11 th May 2023

Purpose

This policy seeks to outline our approach to the handling of emergency situations that may from time to time arise and impact our ability to maintain our usual service offering.

Factors that are out of our control and that may influence our ability to offer usual service include but are not limited to:

- Adverse weather conditions
- The failure of essential services (e.g. heating or water systems)
- Building Damage
- Fire outbreak
- Voting or strike action
- An illness epidemic/ pandemic

Responsibilities:

The organisation will operate from a premise of doing everything possible to operate a safe quality service. We will never willingly close services unless it is deemed absolutely necessary, following investigation of all suitable alternatives.

If an emergency situation such as those described above arises and there is concern about the ability to offer a full, safe quality service;

- the Manager of the service in collaboration with the CEO will assess the nature of the emergency and decisions will be taken based on the advice of the appropriate authority i.e. Met Office, Police Scotland, Fire Safety Officer, Local Authorities etc.
- Where the closure of services is out with our control, we will seek to offer an alternative solution. This could be in the form of shorter days or alternative accommodation if appropriate. Our priority as always will be the safety of our children, families and staff.
- Where a partial service is on offer which means reducing the number of places available, Managers will adhere to relative documents and guidance, in order to prioritise places, if demand is greater than we are able to offer.
- Children and families who are registered to use the particular day or days will always take priority over adhoc places or families requesting additional places.
- There may however be instances where complete closure is inevitable.

As a social Enterprise and registered Charity, we aim to keep our childcare costs as affordable as possible. Our charges are considerably lower than other independent providers; for that reason, in emergency closure situations beyond our control as described above, the payment of childcare fees is expected. A change to these terms and conditions to allow for refunding of fees in these circumstances would require an increase in fees to incorporate a contingency fund for such eventualities. If it becomes necessary to increase fees to create a contingency fund, i.e. the number of closures that you have to pay for is more than we would consider to be manageable for families, you will be given 28 days' notice in writing of this effect.

Roles:

The role of the Chief Executive Officer

- To ensure everything possible has been done to avoid closure
- Where in collaboration with Managers the CEO is satisfied that there is no alternative other than to close, to confirm closure details with Managers at earliest possible opportunity and approve all external communication to that end.

The role of the Director of Corporate Services

- Monitor feedback from Service users
- Monitor the number of closures annually
- Assess if there is the need for a contingency fund to cover the cost of closures

The role of the Manager

- is to keep you updated regarding emergency situations via social media platforms and text messaging with as much notice as is realistically possible.

The role of the parent

- To keep us updated of any changes to contact numbers throughout the year and check our social media platforms for any updates in emergency situations.
- To respond accurately and swiftly to any communications that require a response in response to alternative services.

Version	Date	Author	Replaces	Comment
1				
2	May 21	Steph Grant	1	Added pandemic