



2.1 Alarm Callout procedure

This policy was adopted at the meeting of Little Thetford Acorns Pre-school and Children's Club. Staff failure to comply with this policy may be considered serious enough to result in the induction of disciplinary procedures.

Date of adoption	November 2017
Reviewed	November 2019
Signed (on behalf of the management committee)	
Name of signatory	Kate Hilton
Role of signatory	Chair
This policy will be reviewed	Annually
Date of next review	November 2020

2.1 Alarm Callout procedure

Safeguarding and Welfare Requirement: Safety and Suitability of Premises, Environment and Equipment

Providers must take reasonable steps to ensure the safety of the children, staff and others on the premises.

Policy Statement

We maintain the highest possible security of our premises to ensure that each adult and child is safely cared for during their time with us.

Staff and members of the Management Committee for our setting ensure that there are procedures to keep everyone safe to the best of their ability; all Committee, Staff and Volunteers are aware of and follow the procedures below.

Procedures

DO NOT attend an alarm call-out on your own – always attend with a partner, buddy or one of the other Directors/Committee members or Staff members of Little Thetford Acorns to accompany you. If there is clear evidence of a break-in, do not attempt to enter the building. Call the Police immediately and await their arrival before entering the building.

- On arrival at the building, enter using your front door key. Silence the alarm by keying the 4 digit alarm code. If dark, turn on as many lights as possible. Stay with whoever has accompanied you - do not split up to search different rooms.
- Check to see if there are any obvious reasons as to why the alarm has been triggered.
- If it is apparent there has been a forced entry (smashed window, broken lock) call the Police on 999 and ask for attendance at the building. An intruder could still be in the building or grounds, so move out of the building as quickly as possible and await the arrival of the Police.
- If there is no obvious reason why the alarm has gone off and the building is secure, reset the alarm, lock up the building and leave.
- If you hold a master key, this key will open all locks, including the cleaner's cupboard and plant room at the rear of the building. If you do not hold a master key, you need to obtain each individual key from the key cabinet within the office. Keyholders are all aware of the key code for the office door.

GLAZING

If a window is smashed, please contact **N&C Glass on 01353 667964**. They are available 24 hours a day. If called out at night they will secure the window by boarding it up and replacement glass will be arranged in working hours.

LOCKS

If the locks have been forced and no longer working please contact **Clive Brown on 07917 786754**.

ELECTRIC

If there is a power cut, please call **EDF Energy on 0800 783 8838** to ascertain if the failure is due to external issues and if so, obtain an estimate of when the power should be working again.

If the power cut looks due to an internal fault, determine whether or not it is an emergency or can be dealt with during working hours. Call **S.E. Electrical on 07905 759957**. If the power is likely to be off until business hours please call the Chairperson of the Committee and the Manager.

How to shut down the electric – The mains electricity board is found in the plant room which is accessed at the rear of the building. The fuse board for the whole building is situated in the office.

WATER

In the event of a water leak, please contact **Anglia Water on 0845 714 5145**. If the leak is due to an internal issue, determine whether or not this can be dealt with in working hours. If not please call **Paul at PS Plumbing Services, on 07984 017213**. They are open 24 hours.

How to shut down the water – Within the boxing inside the cleaner's cupboard to the left hand side of the sink is the stopcock for the water (remove access panel first). This can be turned on and off to isolate the supply of water to the rest of the property.

HEATING

To isolate the heating supply, turn the two red handles situated underneath the boiler in the plant room, which is accessed at the rear of the building. To isolate just the hot water supply to the property run the gate valve clockwise which is found on the hot water cylinder.

In the event of ANY alarm call out attendance, even if there is no evidence of damage or intrusion, an incident report should be written. The date, time, who attended and what was discovered and any action taken should be recorded. This should then be submitted to the Committee Chairperson.

Details of key holders, their callout contact details and alarm code is held on file in the office. A copy is held by each keyholder.

SUMMARY OF MAIN CONTACT NUMBERS

TDT Enterprises	01206 853599
Anglia Water	0845 714 5145
EDF Energy	0800 783 8838
Plumber (Paul Sycamore)	07984 017213
N&C Glass	01353 667964
S.E. Electrical	07905 759957
Clive Brown (Locksmith)	07917 786754