



Health and safety procedures: Staff personal safety

General

- Members of staff who are in the building early in the morning or late in the evening, ensure that doors and windows are locked.
- Where possible, the last two members of staff in the building leave together after dark and arrange to arrive together in the morning.
- Visitors are allowed access only with prior appointments and once identifications are verified.
- The setting managers conducts a risk assessment and develops an agreed procedure appropriate to the setting, staff, and location.
- The setting managers consults with the Director of Compliance and Health and Safety as well as local police for advice on any issues or concerns.

Dealing with agitated parents/visitors in the setting

- If a parent or visitor is angry, mentally agitated, or hostile, two members of staff will lead them away from the children to an area less open but will not shut the door behind them.
- If the person is standing, staff will remain standing.
- Staff will try to empathise, for example: 'I can see that you are feeling angry at this time.'
- Staff offer to discuss the issue of concern and show they recognise the concern.
- Staff will ensure that the language they use can be easily understood.
- Staff will make it clear that they want to hear issues and seek solutions.
- If the person makes threats and continues to be angry, members of staff make it clear that they will be unable to discuss the issue until the person stops shouting or being abusive, avoiding expressions like 'calm down' or 'be reasonable.'
- If threats continue, members of staff will explain that the police will be called and emphasise the inappropriateness of such behaviour in front of the children.
- After the event, it is recorded in the child's file together with any decisions made with the parents to rectify the situation.

Policy author: Allison Skipper

Date: 01/12/2021

Review date: Michaelmas 2025

Reviewed by: Meganne Smith and Kym Carey Michaelmas 2023

- Any situation involving threats to members of staff are reported to the line manager, following procedure for Threats and abuse towards staff and volunteers.

Copies of correspondence regarding the incident will be kept in the relevant child's file.

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