



STAFF PERSONAL SAFETY POLICY

SMARTIES PRE SCHOOL & OUT OF SCHOOL CLUB

POLICY STATEMENT

This setting believes that the health and safety of all staff is of paramount importance and that all staff have the right to work in a safe environment. We support safe working both on and off the premises, acknowledging the needs and diversity of children and their family.

Procedures

General

- All staff working in the building early in the morning, or late in the evening, ensure doors and windows are locked. Where possible, at least the first two members of staff to arrive at the building arrive together, and the last two members of staff in the building leave together.
- Visitors are generally only allowed access with prior appointments and only admitted once their identity has been verified.
- We do not keep cash on the premises.
- We do not like accepting cash payments at Smarties but if a member of staff does need to take cash to the bank, members of staff are aware of personal safety. Managers carry out a risk assessment and develop an agreed procedure appropriate to the setting, staff and location.
- Members of staff make a note in the diary of meetings they are attending, who they are meeting and when they are expected back.
- Managers have good liaison with local police and ask for advice on safe practice where there are issues or concerns with regard to anyone.

Home visits

We do not permit our staff to carry out home visits.

Dealing with Agitated Parents in the Setting

If a parent appears to be angry, mentally agitated or possibly hostile, two members of staff will lead the parent away from the children to a less open area, but will not shut the door behind them.

If the person is standing, staff will remain standing.

Members of staff will try to empathise and ensure that the language they use can be easily understood. Staff will speak in low, even tones, below the voice level of the parent.

Members of staff will make it clear that they want to listen 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, while avoiding potentially inflammatory expressions such as 'calm down' or 'be reasonable'.

If threats or abuse continues, members of staff will explain that the police will be called and emphasise the inappropriateness of such behaviour in front of children.

After the event, details are recorded in the child's personal file together with any decisions made with the parents to rectify the situation and any correspondence regarding the incident.

Our complaints procedure will be followed if the parent/carer wishes to escalate the matter further.

If we have more than one incidence of anger/hostility/agitation towards staff, the parent or carer will be requested not to pick up children from the setting as this can cause upset and distress to the children.



STAFF PERSONAL SAFETY (INCLUDING HOME VISITS) POLICY

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This policy was adopted on: 07/06/2023
Date to be reviewed: 07/06/2025
Name of signatory: Victoria Hutter
Role of signatory: Chairman of the Committee
Signed: 06/07/2023