



STAFF PERSONAL SAFETY

Long Bennington Pre-School
Registered Charity: 1157300

Safeguarding and Welfare Requirement: Safety

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

Long Bennington Pre-school 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

- Where possible, at least the first two members of staff to arrive in the building arrive together, and the last two members of staff in the building leave together.
- Members of staff who are in the building alone early in the morning or late in the evening, ensure that doors and windows are locked.
- Visitors are only allowed access with prior appointments and once their identity has been verified.
- Minimal petty cash is kept on the premises.
- Members of staff make a note in the iPad planner of meetings they are attending, who they are meeting and when they are expected back.
- Managers liaise with local police and ask for advice on safe practice where there are issues or concerns.

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.
- 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 speak in low, even tones, below the voice level of the parent.
- 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, while avoiding potentially inflammatory expressions such as 'calm down' or 'be reasonable'.
- If threats or abuse continues, staff will explain that the police will be called and emphasise the inappropriateness of such behaviour in front of children.
- Procedure *Threats and abuse towards staff and volunteers* is implemented where staff feel threatened or intimidated.

- After the event, details are recorded in the child's file together with any decisions made with the parents to rectify the situation and any correspondence regarding the incident.
- Any situation involving threats to members of staff are reported to the line manager and to committee, following *Threats and abuse towards staff and volunteers* procedure.