

8.10

Maidenbower Pre-School Playgroup

Safety and suitability of premises, environment and equipment: Safety

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

Staff personal safety

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 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 in the building arrive together, and the last two members of staff in the building leave together.
- Visitors are generally only admitted once their identity has been verified.
- Minimal petty cash is kept on the premises.
- Members of staff make a note in the diary of meetings they are attending and who they are meeting with.
- Managers have good liaison 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.
- 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 trying to avoid 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. They will be asked to leave the premises.

- 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.

Guidelines

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the playgroup community;

This is not an exhausted list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the phone
- Inappropriate posting on social networking/media sites
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments

This policy was adopted at a meeting of _____ (name of provider)

Held on _____ (date)

Date to be reviewed _____ (date)

Signed on behalf of the management committee

Name of signatory _____

Role of signatory (e.g. chair/owner) _____