



Staff personal safety

General

- Members of staff who are in the building early in the morning or late in the evening, ensure that doors, entryways and windows are locked.
- Where possible, the last two members of staff in the building leave together after dark.
- Visitors are allowed access only with prior appointments and once identifications are verified.
- Staff make a note in the daily diary of off-site meetings/training events they are attending and when they are expected back.

Home visits/Welfare Checks

Home visits are only carried out where there are Safeguarding concerns and are carried out at the setting manager's discretion under the following health and safety considerations:

- Staff only carry out home visits or welfare checks in pairs and only if ratios of the setting allow. One of the persons attending will be the setting manager or Designated Safeguarding Lead (DSL).
- Each home visit/welfare check is recorded in the diary with the name and address of the family being visited, prior to the visit taking place.
- Staff alert a contact person, with a position of management or DSL, in the setting when they are leaving to do the home visit or welfare check and what time they are expected to return
- If there is reason for staff to feel concerned about entering premises on a visit, they do not do so, for example, if a parent appears drunk or under the influence of drugs.
- Members of staff carry a personal mobile phone when going out on a home visit or welfare check.
- If staff do not return from the home visit or the welfare check at the expected time the contact person attempts to phone them and continues to do so until they make contact. If no contact is made after a reasonable amount of time has passed, the contact person rings the police.

Dealing with agitated parents/visitors in the setting

- If a parent/carer or visitor appears to be angry, mentally agitated, or possibly hostile, two members of staff will lead them away from the children if staff ratios allow.

- The staff member/s 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.
- Procedure Threats and abuse towards staff and volunteers is implemented where staff feel threatened or intimidated.
- After the event, a Complaint form (and Safeguarding Incident form if required) is completed and filed, together with any decisions made with the parents to rectify the situation.
- Any situation involving threats to members of staff are reported to the setting manager, following procedure Threats and abuse towards staff and volunteers.

Copies of correspondence regarding the incident will be securely stored in the relevant file.

This policy was adopted by Acorn Playgroup and Pre-school on 01 September 2023