

## Acorn Pre-school and the Mighty Oaks Clubs, Shefford

### Staff Personal Safety including home visits Procedure

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#### 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.

#### **Statement**

Acorn believes that the health and safety of all its staff is of paramount importance and that staff have the right to work in a safe environment. We support safe working both on and off the premises.

#### **Procedures**

##### General

- All the staff coming into the building early in the morning or staying late in the evening, can if required, ensure they are locked in.
- Minimal petty cash is kept on the premises.
- When taking cash to the bank, members of staff are aware of personal safety. A risk assessment has been carried out.
- Staff leave a note in the office of where, when and who are at meetings they need to attend if not on the premises. Anticipated start and finish times are also noted.

##### Home visits

When conducting home visits the following health and safety considerations apply:

- A risk assessment has been carried out.
- Members of staff always do home visits in pairs and always carry a mobile phone.
- Each home visit is recorded, with names, addresses and contact numbers, before the visit takes place and is displayed in the office.
- If for any reason staff feel concerned about entering premises, for example, because a parent appears to be drunk, then they do not have to do so.
- All staff use an emergency words or phrases in a call if they feel threatened or are in danger. Use of the words or phrases will initiate either a prompt recall to Acorn or an immediate 999 call.
- If staff did not return from the home visit when expected, we will attempt to contact them until we receive a reply.
- If no reply is received, within a reasonable time, we will ring the police.

##### Dealing with agitated parents

- If a parent appears to be angry, agitated or possible hostile, two members of staff will lead them away from the children but still be in sight or hearing of other members of staff.
- If the parent is standing, then staff will remain standing.

- Staff will speak in low, even tones, below the level of the parent and will try to empathise and ensure the language they use can be easily understood.
- Staff will make it clear that they want to listen and help.
- If the parent continues to make threats and be angry, staff will make it clear that they are unable to discuss any issues until they stop shouting or being abusive.
- If the threats or abuse continues, staff will emphasise the inappropriateness of such behaviour in front of the children and they will explain that the police will be called unless they stop.
- After the event, all details will be recorded in the children's file, together with details of any actions and any correspondence relating to the incident.

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This procedure gained staff consent on **12<sup>th</sup> April 2016**

Signature .....

Position ..... Date .....

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