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| Pavilion Pirates Preschool  Baden-Powell Lodge,  Pavilion Road,  Off Woodhouse Lane,  Botley,  SO30 2EZ  Contact During Session:  07769177701 | ***Registered Charity:1185950***  **2001-2021**  **20 Years**  ***Registered with Ofsted***  ***Supported By***  ***small for partnership publications*** |

**8.10 Staff Personal Safety Including Home Visits**

**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*

* 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 allowed access with prior appointments and only admitted once their identity has been verified.
* Minimal petty cash is kept on the premises.
* When taking cash to the bank, members of staff are aware of personal safety.
* Members of staff make a note in the diary of meetings they are attending, who they are meeting and when they are expected back.
* The Lead Practitioner and Trustees will consult with local police and ask for advice on safe practice where there are issues or concerns.

*Home visits*

Where staff members conduct home visits, this is done at the Lead Practitioner’s discretion and the following health and safety considerations apply:

* Members of staff normally do home visits in pairs
* Each home visit is recorded in the diary with the name and address of the family being visited, prior to the visit taking place.
* Staff inform other staff in the setting when they are leaving to do the home visit and advise on their expected time of return.
* If there is any reason for staff to feel concerned about entering premises, they do not do so, for example, if a parent appears drunk, or under the influence of drugs.
* Members of staff carry a mobile phone when going out on a home visit.
* If staff do not return from the home visit at the designated 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/visitor in the setting*

* If a parent/visitor 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 or visitor
* 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.

**8.10 Staff Personal Safety including Home Visits**

**This policy was adopted by Pavilion Pirates Preschool CIO**

**On 21.07.2021**

**Date reviewed Every two years or as required**

**Signed on behalf of the provider**

**Name and Role of Signatory Linda Noble (Trustee/NI)**

**Signed on behalf of the provider**

**Name and Role of Signatory Helen Travers (Trustee)**

**REVIEW DATE 21.07.2027**