Staff Personal Safety, Including Home Visits Policy

Policy statement

Binfield Preschool 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 families.

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 allowed access with prior appointments and only admitted once their identity has been verified
- No petty cash is kept on the premises
- Members of staff make a note in the diary and/or make other staff aware of meetings they are attending, who they are meeting and when they are expected back
- The manager asks for advice on safe practice where there are issues or concerns

Home visits

Where staff members conduct home visits, they are usually accompanied by the manager or a senior member of staff and the following health and safety considerations apply:

- Staff will always be in pairs, never on their own
- Each home visit is arranged and recorded by the administrator, with the name and address of the family being visited, prior to the visit taking place
- 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
- Members of staff carry a mobile phone when going out on a home visit
- Staff identify an emergency word/phrase, which is made known to all staff in the setting, so that if they feel extremely threatened or in danger on a home visit, they can covertly alert other members of staff to the situation via a telephone call. Use of the agreed word/phrase will initiate an immediate 999 call to be made
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 in the setting**

- If a parent appears to be angry, mentally agitated or possibly hostile, two members of staff usually from the management team 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.
- 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 will 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.

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<th>Binfield Preschool</th>
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<td>Signed on behalf of the provider</td>
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<td>Name of signatory</td>
<td>Adrian Hone</td>
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<td>Role of signatory (e.g. chair, director or owner)</td>
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**Other useful Early Years Alliance publications**

- Safeguarding Children (2013)
- Safeguarding through Effective Supervision (2013)
- Employee Handbook (2016)
- People Management in the Early Years (2016)

*A ‘young person’ is defined as 16 to 19 years old – in our setting they may be a student, worker, volunteer or parent.*