



Staff personal safety

General

- Members of staff at Skylarks Community Preschool who are in the building early in the morning or late in the evening, ensure that doors and windows are locked.
- Where possible, the last two members of staff in the building leave together after dark and arrange to arrive together in the morning.
- Visitors are allowed access only with prior appointments and once identifications are verified.
- The setting managers liaises with local police for advice on any issues or concerns.

Dealing with agitated parents/carers or other 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 to an area less open but will not shut the door behind them.
- If the person is standing, staff will remain standing.
- Staff 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 and emphasise the inappropriateness of such behaviour in front of the children.
- Procedure threats and abuse towards staff and volunteers is implemented where staff feel threatened or intimidated.
- If the event involves a child's parents or carers, it is recorded in the child's file together with any decisions made with the parents/carers to rectify the situation.
- Any situation involving threats to members of staff are reported to the line manager, following procedure threats and abuse towards staff and volunteers.
- Copies of correspondence regarding the incident will be kept in the relevant child's file.

This procedure was adopted by Skylarks Community Preschool (name of provider)

On 1st August 2022 (date)

Date to be reviewed 1st August 2023 (date)

Signed on behalf of the provider 

Name of signatory Kathleen Thomson

Role of signatory (e.g. chair, director or owner) Manager/Trustee

Date Reviewed	Changes	Signature
7 th August 2025	N/A	
14 th August 2024	N/A	
15 th August 2025	N/A	
1 st August 2026	Incident involved with parents	