

01 Health and safety procedures

01.11 Staff personal safety

General

- Members of staff 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.
- When taking cash to the bank, members of staff are aware of personal safety. The setting manager carries out a risk assessment and develops an agreed procedure appropriate to the setting, staff, and location.
- Staff make a note in the shared diary of meetings they are attending and when they are expected back.
- The setting manager liaises with local police for advice on any issues or concerns.

Home visits

Home visits are done at the setting manager's discretion under the following health and safety considerations:

- Staff normally do home visits in pairs; usually manager or deputy and key person.
- 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 alert a contact person in the setting when they are leaving to do the home visit 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/carers appears drunk or under the influence of drugs.
- Members of staff must carry a mobile phone when going out on a home visit.
- If staff do not return from the home visit 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/carers/visitors in the setting

- If a parent/carers or visitor appears to be angry, mentally agitated, or possibly hostile, two members of staff will lead them to the foyer area. Staff must not be alone with the person in question at any time. A pre-agreed code word can be used in case of emergency.

- 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 01.12 Threats and abuse towards staff and volunteers is implemented where staff feel threatened or intimidated.
- After the event, 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 01.12 Threats and abuse towards staff and volunteers.

Copies of correspondence regarding the incident will be kept in the relevant child's file.

Lone Working

Ideally, staff should not work alone in Little Thetford Acorns as there are risks involved, such as accident, assault or sudden illness. We evaluate the risks of lone working and where possible, change working patterns. However, we recognise that there may be short times during the working day when staff are on the premises alone.

Under no circumstances should one member of staff be on-site alone with children.

Staff have responsibility to adhere to this guidance and co-operate with all Health and Safety procedures, ensuring equipment is used correctly. If any risk is noted by a member of staff, this must immediately be reported to the Manager and/or Chairperson. Accidents and injuries that happen whilst working alone must also be reported and recorded accordingly.

If a staff member is in the building alone, they should always take the following precautions:

- The setting manager is to be made aware of lone working;
- Do not work at height on a ladder or steps;

- Do not go into any space in which you might become trapped, i.e shed;
- Do not undertake any tasks involving hazardous tools or materials;
- Lock the doors and keep windows closed to prevent intruders;
- Ensure someone knows where you are and your estimated time of arrival home;
- Do not work alone if you feel unwell;
- Be aware of alarm code and closing up procedure 1.23

If there is any indication that the Little Thetford Acorns building has been broken into, you must not enter alone. The Police, a Committee Member or another member of staff should be contacted and the emergency call-out procedure should be followed. See 1.20 and 1.23