**STAFF PERSONAL SAFETY INCLUDING HOME VISITS POLICY**

**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

* 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 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.

* Members of staff make a note in the diary of meetings they are attending, who they are meeting and when they are expected back.

* Managers have good liaison 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 manager’s discretion and the following health and safety considerations apply:

* Prior to a home visit the manager will assess any risks specific to the visit being undertaken.

* Members of staff will do home visits in pairs. If a staff member is absent the day of the home visit, then the home visit will be rescheduled.

* 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 an agreed contact person 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.

* The manager will carry a mobile phone when going out on a home visit, ensuring it has sufficient charge.

* 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 via a telephone call to the situation. Use of the agreed word/phrase will initiate an immediate 999 call to be made.

* If staff attending the home visit know they are going to be late back to preschool, they must contact the designated person at pre-school.

* If staff feel they are going into a dangerous or volatile environment, they do not enter. They get to a safe space and contact the designated person at preschool. If the danger is immediate, they must contact 999 at the earliest opportunity.

* 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 30 minutes has passed, and there is no reason to suspect lack of signal or low battery, then 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, members of staff will lead the children away from the parent to another secure area, leaving the parent with two members of staff, but will not isolate them by shutting the door.

* If the person is standing, staff will remain standing.

* Members of staff will try to empathise and ensure 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 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.

Date of next review: September 2024

Signed…………………………….. Position ……………………………..

Date……………….

Copies of the original signed document are available upon request.