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Policy and Procedure for the Protection and Security of Staff When Faced with Physical or Verbal Abuse

Aims of this Policy

- To increase staff's awareness of safety issues relating to violence and aggression. Ensure that staff are given the tools to enable them to manage an incident of verbal or physical abuse as far as reasonably practicable.
- To advise staff that appropriate support is available if they are subjected to an incident of physical or verbal abuse.
- To encourage full reporting and recording of all incidents/accidents or near misses relating to physical or verbal abuse.
- To reduce the number of incidents and injuries to staff relating to physical or verbal abuse.
- To raise awareness to parents, carers and visitors that Training Depot Day Nursery will not tolerate violence or aggression against our staff.

The safety and welfare of our children is our staff's uttermost priority. Staff are here to help the children and their families. Training Depot Day Nursery will not accept violence, racial, sexual or verbal harassment against any member of staff. It is reasonable to expect that parents, carers, children and visitors will always treat staff politely and with respect.

Example of Unacceptable Behaviour towards Staff

- Threatening or abusive language involving swearing or offensive remarks.
- Derogatory racial or sexual remarks.
- Violence.
- Threats or threatening behaviours.
- Offensive sexual gestures or behaviours.
- Malicious allegations against staff.
- Excessive noise such as loud or intrusive conversation or shouting.
- Harassment and / or bullying of any nature.
- If personal space is invaded.

Procedures for Dealing with Abuse from a Parent / Carer / child towards Staff

1. Staff should always ensure that another member of staff is present or nearby when with a parent / carer / visitor.
2. Meetings with parents / carers/ visitors should take place away from the children, with 2 members of staff.
3. If a parent / carer / visitor becomes verbally and / or physically abusive to a member of staff, the member of staff will ask them to stop and calm down and also ask that the most Senior Member of Staff to be present. Staff will state they are unable to work with the parent whilst they are being abusive. The parent / carer / visitor should be given the opportunity to then behave in an appropriate manner.
4. If the parent / carer / visitor does not stop, then they will be asked to leave the Nursery site.

5. If the parent / carer / visitor refuses to leave, then a Senior member of Staff will call the police. This may also result in the parent / carer needing to remove their child from the Nursery.
6. Incidents of abuse towards staff will be discussed and reviewed by Senior Management, next steps will be discussed and implemented.
7. Support in the form of a supervision meeting will be offered to the member of staff who has been subject to the abuse.
8. We will make every attempt to work in partnership with parents. However, if the parent is not abiding by our guidelines of appropriate behaviour, we are within our rights to expel or refuse entry where may feel the safety of our children and staff are in jeopardy. The local authority and Police will be contacted. (Please see our Safeguarding Policy).
9. Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance.
10. A setting may consider that aggressive, abusive or insulting behaviour, or language from a parent presents a risk to staff or children. It is enough for a member of staff or a pupil to feel threatened. In such a circumstance, settings have a power in common law to bar the parent from the premises.

Violence or aggression against our staff from children

- Behaviour forms will be completed and shared with parents
- Behaviour charts will be completed
- Working in partnership with parents to seek help and advice from the Local SEND advisor
- Referral to Edwin Lobo / speech and Language therapist
- Parents will be supported to look at resourced nurseries
- Please see physical promote policy

Reviewed August 23 by Mrs Sandhya Godhania