

Safeguarding and Welfare Requirement: Suitable People

Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles.

Duffield Preschool

2.1 Employment

(Including suitability, contingency plans, training and development)

Policy statement

We meet the Safeguarding and Welfare requirements of the Early Years Foundation Stage ensuring that our staff are appropriately qualified and we carry out checks for criminal and other records through the Disclosure and Barring Service in accordance with statutory requirements.

Procedures

Vetting and staff selection

- We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection.
- All staff have job descriptions which set out their staff roles and responsibilities.
- We welcome applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of marital status, age, gender, culture, religious belief, ethnic origin or sexual orientation. Applicants will not be placed at a disadvantage by our imposing conditions or requirements that are not justifiable.
- We use Ofsted guidance on obtaining references and enhanced criminal record checks through the Disclosure and Barring Service for staff, supply staff and volunteers who will have unsupervised and supervised access to children. This is in accordance with requirements under the Safeguarding Vulnerable Groups Act 2006 for the vetting and barring scheme.
- We keep all records relating to employment of staff, supply staff and volunteers, in particular those demonstrating that checks have been done, including the date and number of the enhanced DBS check.
- Staff are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children – whether received before or at any time during their employment with us.

Disqualification

- Where we become aware of any relevant information which may lead to the disqualification of an employee, we will take appropriate action to ensure the safety of children. In the event of disqualification, that person's employment with us will be terminated.

Changes to staff

- We inform Ofsted of any changes in the person responsible for our setting.

Training and staff development

- Our setting leader and deputy hold the CACHE Level 3 Diploma in Pre-school Practice or an equivalent qualification and a minimum of half of our staff hold the CACHE Level 2 Certificate in Pre-school Practice or an equivalent or higher qualification.
- We provide regular in-service training to all staff - whether paid staff or volunteers - through the Pre-school Learning Alliance and external agencies.
- Our setting budget allocates resources to training.
- We provide staff induction training in the first week of employment. This induction includes our Health and Safety Policy and Safeguarding Children and Child Protection Policy. Other policies and procedures will be introduced within an induction plan.
- We support the work of our staff by holding regular supervision meetings and appraisals.
- We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation and best practice.

Staff taking medication/other substances

- If a member of staff is taking medication which may affect their ability to care for children, we ensure that they seek further medical advice. Staff will only work directly with the children if medical advice confirms that the medication is unlikely to impair their ability to look after children properly.
- Staff medication on the premises will be stored securely and kept out of reach of the children at all times.
- If we have reason to believe that a member of staff is under the influence of alcohol or any other substance that may affect their ability to care for children they will not be allowed to work directly with the children and further action will be taken.

Managing staff absences and contingency plans for emergencies

- *In term time only settings:* Our staff take their holiday breaks when the setting is closed. Where staff may need to take time off for any reason other than sick leave or training, this is agreed with the manager with sufficient notice.
- Where staff are unwell and take sick leave in accordance with their contract of employment, we organise cover to ensure ratios are maintained.
- Sick leave is monitored and action is taken where necessary in accordance with their contract of employment.
- We have contingency plans to cover staff absences, as follows:

We have a supply staff list who we are able to call on to cover staff absences

Taking Work Home

All paperwork must be kept at the setting, but where this isn't feasible e.g., urgent completion of an administration task:

Paper work or folder to be taken directly home.

Paperwork or folder to be kept under lock and key at home.

Paperwork to be returned to setting as soon as possible, preferably the next day.

All paperwork to be signed out.

This policy was adopted at a meeting of _____ (name of provider)

Held on _____ (date)

Date to be reviewed _____ (date)

Signed on behalf of the management committee _____

Name of signatory _____

Role of signatory (e.g. chair/owner) _____

Other useful Pre-school Learning Alliance publications

- Employee Handbook (2012)
- Recruiting and Managing Employees (2011)

Duffield Preschool

2.2 Student placements

Policy statement

Our setting recognises that qualifications and training make an important contribution to the quality of the care and education provided by early year's providers. As part of our commitment to quality, we offer placements to students undertaking early year's qualifications and training. We also offer placements for school pupils on work experience.

We aim to provide for students on placement with us, experiences that contribute to the successful completion of their studies and that provide examples of quality practice in early year's care and education.

Procedures

- We require students on qualification courses to meet the 'suitable people' requirements of Ofsted and have CRB checks carried out.
- We require students in our setting to have a sufficient understanding and use of English to contribute to the well-being of children in our care.
- We require schools placing students under the age of 17 years with the setting to vouch for their good character.
- We supervise students under the age of 17 years at all times and do not allow them to have unsupervised access to children.
- Students undertaking qualification courses who are placed in our setting on a short-term basis are not counted in our staffing ratios.
- **Students and apprentices, over the age of 17, who are undertaking a level 3 qualification may be considered to be counted in the ratios if our manager deems them to be suitably qualified and experienced.**
- Trainee staff employed by the setting and students over the age of 17 may be included in the ratios if they are deemed competent and responsible.
- We take out employers' liability insurance and public liability insurance, which covers both trainees and voluntary helpers.
- We require students to keep to our confidentiality policy.
- We co-operate with students' tutors in order to help students to fulfil the requirements of their course of study.
- We provide students, at the first session of their placement, with a short induction on how our setting is managed, how our sessions are organised and our policies and procedures.
- We communicate a positive message to students about the value of qualifications and training.
- We make the needs of the children paramount by not admitting students in numbers that hinder the essential work of the setting.

- We ensure that trainees and students placed with us are engaged in bona fide early years training, which provides the necessary background understanding of children's development and activities.
- Corona virus (Covid 19) guidelines – all students placements are currently suspended until current restrictions are lifted, then the policy guidelines will reapply to any student placements.

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Duffield Preschool

2.3 Social Networking Policy

Policy statement

The preschool embraces new technology but has a social network policy on personal use of social network sites. This is to protect children, staff, committee members and parents.

Duffield Preschool understands that some employees participate in social networking sites (e.g. Facebook, MySpace, Twitter, YouTube, LinkedIn) and chat rooms, and create and maintain personal websites, including blogs.

Duffield Preschool respects employees' online social networking and personal Internet use. However, your online presence can affect Duffield Preschool as your words, images, posts, and comments can reflect or be attributed to Duffield Preschool.

As a Staff Member, you should be mindful to use electronic media, even on your own personal time, responsibly and respectfully to others.

Duffield Preschool has adopted the following guidelines that employees must observe when participating in social networking sites and/or engaging in other forms of Internet use on and off duty.

It shall be considered a breach of acceptable Staff Member conduct to post on any public or private website or other forum, including but not limited to discussion lists, newsgroups, listservs, blogs, information sharing sites, social media sites, social or business networking sites such as LinkedIn, Facebook, or MySpace, chat rooms, telephone based group communications such as Twitter, or any other electronic or print communication format, any of the following:

- (1) Anything that may harm the goodwill or reputation of Duffield Preschool or any disparaging information about Duffield Preschool.
- (2) Any disparaging, discriminatory or harassing information concerning any child, parent, committee member or employee associated with Duffield Preschool.
- (3) Any confidential information obtained during your employment, including information relating to children, parents, staff, committee members, finances, operational methods, plans and policies.

This Policy applies regardless of where or when employees post or communicate information online. It applies to posting and online activity at work, home or other location and while on duty and off duty.

Employees who violate Duffield Preschool Social Networking Policy will be subject to disciplinary action.

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|--|-------|-----------------|
| This policy was adopted at a meeting of | _____ | name of setting |
| Held on | _____ | (date) |
| Date to be reviewed | _____ | (date) |
| Signed on behalf of the management committee | _____ | |
| Name of signatory | _____ | |
| Role of signatory (e.g. chair/owner) | _____ | |

Duffield Preschool

2.4 Induction of staff, volunteers and managers

Policy statement

We provide an induction for all staff, volunteers and managers in order to fully brief them about the setting, the families we serve, our policies and procedures, curriculum and daily practice.

Procedures

- We have a written induction plan for all new staff, which includes the following:
 - Introductions to all staff and volunteers, including management committee members.
 - Familiarising with the building, health and safety, fire and evacuation procedures.
 - Ensuring our policies and procedures have been read and are carried out.
 - Introduction to parents, especially parents of allocated key children where appropriate.
 - Familiarising them with confidential information where applicable in relation to any key children.
 - Details of the tasks and daily routines to be completed.
- The induction period lasts at least two weeks. The manager inducts new staff and volunteers. The chairperson or senior manager inducts new managers.
- During the induction period, the individual must demonstrate understanding of and compliance with policies, procedures, tasks and routines.
- Successful completion of the induction forms part of the probationary period.

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Held on _____ (date)

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Other useful Pre-school Learning Alliance publications

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- Recruiting and Managing Employees (2011)

2.5. Allegations of Abuse made against a staff member

Policy Statement

These procedures are included in Child Protection/ Safeguarding policy in which we aim to ensure the rights and safety of children, young people* and vulnerable adults.

Procedures

- We ensure that all parents know how to complain about the behaviour or actions of staff or volunteers within the setting, or anyone living or working on the premises occupied by the setting, which may include an allegation of abuse.
- We ensure that all staff, volunteers and anyone else working in the setting knows how to raise concerns that they may have about the conduct or behaviour of other people including staff/colleagues.
- We differentiate between allegations, and concerns about the quality of care or practice and complaints have a separate process for responding to complaints.
- We respond to any inappropriate behaviour displayed by members of staff, volunteer or any other person living or working on the premises, which includes:
 - inappropriate sexual comments;
 - excessive one-to-one attention beyond the requirements of their usual role and responsibilities, or inappropriate sharing of images.
- We will recognise and respond to allegations that a person who works with children has:
 - behaved in a way that has harmed a child, or may have harmed a child
 - possibly committed a criminal offence against or related to a child
 - behaved towards a child or children in a way that indicates they may pose a risk of harm to children
- We respond to any concerns raised by staff and volunteers who know how to escalate their concerns if they are not satisfied with my/our response
- We respond to any disclosure by children or staff that abuse by a member of staff or volunteer within the setting, or anyone living or working on the premises occupied by the setting, may have taken, or is taking place, by first recording the details of any such alleged incident.
- We refer any such complaint immediately to a senior manager within the organisation and the Local Authority Designated Officer (LADO) to investigate and/or offer advice.
- Once the DSL/or a manager is informed of the concern/allegation they **must contact the Local Authority Designated Officer (LADO)** by completing an 'Allegations against staff, Carer and Volunteers' form (includes a childminder, or anyone living on site where Ofsted registered childcare takes place).

This form triggers a referral into the Derbyshire LADO and can be found at: http://derbyshirescbs.proceduresonline.com/docs_library.html

- The LADO in Derbyshire will agree with the setting any further actions that are required and how and when the person the allegation has been made against will be informed of the concern, and this is dependent on the nature of the allegation.
- If there is cause to suspect a child is suffering or likely to suffer significant harm, or a criminal offence might have been committed, a strategy discussion will be held, involving police, LADO, the employer, Children's Social Care and other agencies as appropriate. The aim of the strategy discussion will be to share relevant information and determine whether an investigation needs to be conducted by:

- Social care regarding child protection concerns
 - Police regarding any possible criminal offences
 - Or via the employer disciplinary/ suitability procedures
- We also report any such alleged incident to Ofsted (unless advised by LADO that this is unnecessary due to the incident not meeting the threshold) as well as what measures we have taken. We are aware that it is an offence not to do this.
 - We co-operate entirely with any investigation carried out by children's social care in conjunction with the police.
 - Where the management team and children's social care agree it is appropriate in the circumstances, the member of staff or volunteer will be suspended for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place, but is to protect the staff, as well as children and families throughout the process. **Where it is appropriate and practical and agreed with LADO, we will seek to offer an alternative to suspension for the duration of the investigation, if an alternative is available that will safeguard children and not place the affected staff or volunteer at risk.**

Disciplinary action

Where a member of staff or volunteer has been dismissed due to engaging in activities that caused concern for the safeguarding of children or vulnerable adults, we will notify the Disclosure and Barring Service of relevant information, so that individuals who pose a threat to children and vulnerable groups can be identified and barred from working with these groups.

Legal framework

Primary legislation

- Children Act (1989 s47)
- Protection of Children Act (1999)
- The Children Act (2004 s11)
- **Children and Social Work Act 2017**
- Safeguarding Vulnerable Groups Act (2006)
- Childcare Act 2006
- **Child Safeguarding Practice Review and Relevant Agency (England) Regulations 2018**

Secondary legislation

- Sexual Offences Act (2003)
- Criminal Justice and Court Services Act (2000)
- Equality Act (2010)
- **General Data Protection Regulations (GDPR) (2018)**
- Childcare (Disqualification) Regulations 2009
- Children and Families Act 2014
- Serious Crime Act 2015
- Counter-Terrorism and Security Act (2015)

Further guidance

- Working Together to Safeguard Children (HMG 2018)
- What to do if you're Worried a Child is Being Abused (HMG 2015)
- Framework for the Assessment of Children in Need and their Families (DoH 2000)
- The Common Assessment Framework for Children and Young People: A Guide for Practitioners (CWDC 2010)
- Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004 (HMG 2008)
- Hidden-Harm Responding to the Needs of Children of Problem Drug Users (ACMD 2003)
- Information Sharing: Advice for Practitioners providing Child Protection Services (DfE 2018)
- Disclosure and Barring Service: www.gov.uk/disclosure-barring-service-check
- Revised Prevent Duty Guidance for England and Wales (HMG 2015)

- [Inspecting Safeguarding in Early Years, Education and Skills Settings, \(Ofsted 2016\)](https://schoolsnet.derbyshire.gov.uk/site-elements/documents/administration/human-resources/managing-allegations-2018-update-procedure-for-managing-allegations-against-school-staff-and-volunteers.doc)
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This policy was adopted by _____ *(name of provider)*
On _____ *(date)*
Date to be reviewed _____ *(date)*
Signed on behalf of the provider _____
Name of signatory _____
Role of signatory (e.g. chair, director or owner) _____

Duffield Preschool

2.6. Staffing

Policy statement

We provide a staffing ratio in line with the Safeguarding and Welfare Requirements of the Early Years Foundation Stage to ensure that children have sufficient individual attention and to guarantee care and education of a high quality. Our staff are appropriately qualified and we carry out checks for criminal and other records through the Disclosure and Barring Service in accordance with statutory requirements.

Procedures

To meet this aim we use the following ratios of adult to children:

- Children under two years of age: 1 adult: 3 children:
 - at least one member of staff holds a full and relevant level 3 qualification and is suitably experienced in working with children under two;
 - at least half of all other staff hold a full and relevant level 2 qualification;
 - at least half of all staff have received training that specifically addresses the care of babies; and
 - where there is an under two-year-olds' room, the member of staff in charge of that room has suitable experience of working with under twos.
- Children aged two years: 1 adult: 4 children:
 - at least one member of staff holds a full and relevant level 3 qualification; and
 - at least half of all other staff hold a full and relevant level 2 qualification.
- Children aged three years and over: 1 adult: 8 children:
 - at least one member of staff holds a full and relevant level 3 qualification; and
 - at least half of all other staff hold a full and relevant level 2 qualification.
- We follow the Early Years Foundation Stage Safeguarding and Welfare Requirements where a Qualified Teacher, Early Years Professional or other suitable level 6 qualified person is working directly with children aged three and over between the hours of 8am and 4pm as follows:
 - there is at least one member of staff for every 13 children; and
 - at least one other member of staff holds a full and relevant level 3 qualification.
- The number of children for each key person takes into account the individual needs of the children and the capacity of the individual key person to manage their cohort.
- We only include those aged 17 years or older within our ratios. Where they are competent and responsible, we may include students on long-term placements and regular volunteers.
- A minimum of two staff/adults are on duty at any one time.

- Our manager deploys our staff, students and volunteers to give adequate supervision of indoor and outdoor areas, ensuring that children are usually within sight and hearing of staff, and always within sight or hearing of staff at all times.
- All staff are deployed according to the needs of the setting and the children attending.
- Our staff, students and volunteers inform their colleagues if they have to leave their area and tell colleagues where they are going.
- Our staff, students and volunteers focus their attention on children at all times and do not spend time in social conversation with colleagues while they are working with children.
- Each child is assigned a key person to help the child become familiar with the setting from the outset and to ensure that each child has a named member of staff with whom to form a relationship. The key person plans with parents for the child's well-being and development in the setting. The key person meets regularly with the family for discussion and consultation on their child's progress and offers support in guiding their development at home.
- We hold regular staff meetings to undertake curriculum planning and to discuss children's progress, their achievements and any difficulties that may arise from time to time.

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Held on _____ (date)

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Other useful Pre-school Learning Alliance publications

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Duffield Preschool

2.7. Disciplinary and Grievance Procedure

The disciplinary procedure is designed to ensure fair treatment for those whose job performance is below requirements and those involved in breaches of discipline.

Depending upon the seriousness of the case the disciplinary procedure may be started at any of the stages outlined below. Except for instances of gross misconduct, dismissal will not be the first step.

Minor Disagreements.

Minor disagreements between pre-school Staff and the Committee can usually be resolved at the regular staff or committee meetings. In general, particular shortcomings on the part of the employee in meeting job requirements or standards will be brought to his/her attention by the immediate supervisor in informal conversations accompanied by the offer of assistance towards achieving improvement.

Disciplinary procedure.

A more serious situation arises when a dispute cannot be resolved, or when the Committee is dissatisfied with the conduct or activities of an employee.

Any disciplinary matter will normally be dealt with in three stages:

- a) **An oral warning**, with three month's duration.
- b) **A written warning**, ranging from six to twelve month's duration depending on the nature and severity of the incident.
- c) **Notice of dismissal.**

The employee may be accompanied by a friend or trade union official at each stage if he/she wishes and that friend may speak on his/her behalf.

Stage 1. Oral Warning.

If an oral warning is to be given:

- i) The employee should be interviewed by the pre-school Chairperson and another member of the Committee who will explain the case/complaint.
- ii) The employee will then be given full opportunity to state his/her case.
- iii) If the warning is still considered to be appropriate, the employee will be told:
 - a) what action should be taken to rectify the situation/conduct
 - b) that he/she will be given reasonable time to rectify matters
 - c) that if she/he fails to improve further action will be taken
 - d) that a record of the warning will be kept for three months

e) that he/she will have the right to appeal against the decision and to whom the appeal should be made.

Stage 2. Written Warning.

If the employee fails to improve/ correct his/her conduct and further action is necessary:

- i) The employee will be interviewed and given the opportunity to state his/her case as before
- ii) If a further formal warning is considered appropriate, this will be explained to the employee and a letter (written warning) confirming this decision will be sent to the employee
- iii) The letter will
 - a) contain a clear reprimand and the reasons for it
 - b) explain what corrective action is required and what reasonable time will be given for improvement
 - c) warn that failure to improve will result in further disciplinary action which could result in dismissal
 - d) explain that she/he has the right to appeal against the decision and to whom the appeal should be made.

Stage 3. Dismissal.

If the employee stills fail's to correct his/her conduct then:

- i) the employee will be interviewed again the opportunity to state his/her case as before
- ii) if the decision is to dismiss, the employee will be given notice of dismissal, stating the reasons for the dismissal and giving details of the right to appeal.

If progress is satisfactory within the above specified timescales to rectify matters, the record of warnings will be destroyed at the end of the specified warning period.

Gross Misconduct.

In the event of allegations of gross misconduct, an employee may be suspended on full pay so that the preschool Committee can investigate the circumstances. If after hearing the evidence, the Committee is satisfied that gross misconduct has occurred, the result will normally be summary dismissal without either notice or payment in lieu of notice. Gross misconduct will normally result in dismissal, although in exceptional circumstances, the employee maybe suspended without pay for up to five days.

Examples of such misconduct would be:

- a) Theft or fraud
- b) Ill treatment of children
- c) Assault
- d) Malicious damage
- e) Gross carelessness which threatens the health and safety of others
- f) Being unfit through abuse of drugs or alcohol
- g) Breach of confidentiality

This list is for guidance only and is not exhaustive.

Apart from incidences of Gross Misconduct, an employee is not normally dismissed without the appropriate warnings as detailed in the Disciplinary Procedure.

Appeals

At each stage of the disciplinary procedure the employee must be told that he/she has the right to appeal against any disciplinary action. The appeal must be made in writing to the Pre-school Secretary within five working days of a disciplinary interview. The appeal should be held, if possible, within ten days of the receipt of the appeal. The Pre-school Committee will nominate two or three committee members to serve as an appeals committee. The employee may take a friend or trade union representative to speak for him/her:

- a) The employee will explain why she/he is dissatisfied and may be asked questions
- b) The Chair person will be asked to put their point of view and may be asked questions
- c) Witnesses may be heard and may be questioned by the appeals committee and by the employee and the Chair person
- d) The Committee will consider the matter and make its decision known.

A written record will be kept.

Grievance Procedure

The following procedure shall be applied to settle all disputes or grievances concerning an employee or employees of Duffield Preschool (but excluding those relating to redundancy selection).

It is the intention of both parties that employees should be encouraged to have direct contact with their supervisor and/or Duffield Preschool Committee Chairperson to resolve their problems.

Should a matter be referred to this procedure for resolution, both parties accept that it should be progressed as speedily as possible, with a joint commitment that every effort will be made to ensure that such a reference takes no longer than seven working days to complete.

Pending resolution of the grievance or until all stages of the grievance procedure have been exhausted, both parties will refrain from implementing any changes and the same conditions prior to the notification of the grievance shall continue to apply i.e., the status quo.

The agreed stages of the procedure are as follows:

Stage 1

If an employee is dissatisfied, she/he must have the opportunity for prompt discussion with his/her line manager. For all staff at Duffield Preschool this will be the Committee Chairperson and this should be within three working days of the request of a meeting.

Stage 2

If the grievance persists, there should be a sub-committee of the Pre-school group set up for the purpose of further discussion, at which the employee may if she/he wishes, be accompanied by a friend. This should be within four working days of a request for a meeting.

The above timescales may be deferred or extended by mutual agreement and by the non-availability of designated people or mutually acceptable substitutes.

Stage 3

In the event of a failure to agree, the parties will consider whether conciliation or arbitration is appropriate.

A statement summarising the main details of the grievance and the reasons for the failure to agree must be prepared and signed by both parties at Stage 2 of the procedure. Arbitration may be sought from the Early Years and Childcare Partnership.

Right of Appeal

There must be a right of appeal, initially to the full Pre-school Committee. At this level also, the employee's friend/ representative or trade union official may be present.

The aim of the above procedure is to settle the grievance fairly quickly and near as possible to the point of origin. It is intended to be simple and rapid in operation.

This procedure was adopted at a meeting of

Held on

Date to be reviewed

Signed on behalf of the management committee

Name of signatory

Role of signatory (e.g. chair/owner)

Duffield Preschool

2.8. Procedure for Supervision of Staff

- Supervision meetings are planned termly, with the chairperson or in the absence of the chairperson with the supervisor
- Any concerns raised from supervision meetings to be addressed as soon as possible
- Staff appraisals to be done yearly
- Supervision meetings will occur during the autumn and spring terms and staff appraisals during the summer term.
- Staff appraisals will also be an opportunity for staff to raise any concerns that they may have.
- Regular informal observations of staff occur but formal observations will be done if there is cause for concern or at the request of a staff member.

This policy was adopted at a meeting of

Held on

Date to be reviewed

Signed on behalf of the management
committee

Name of signatory

Role of signatory (e.g. chair/owner)

Duffield Preschool

2.9. Staff personal safety

Policy statement

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 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.
- Minimal petty cash is kept on the premises.
- When taking cash to the bank, members of staff are aware of personal safety. Managers carry out a risk assessment and develop an agreed procedure appropriate to the setting, staff and location.
- 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.

Dealing with agitated parents in the setting

- If a parent appears to be angry, mentally agitated or possibly hostile, two members of staff 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 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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