8.10 Staff personal safety including home visits and lone working

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 families. We expect families to respect and sign a copy of our Code Of Conduct when their child starts at Pre-School.

Procedures

General

- All staff in the building early in the morning, or late in the evening, will ensure doors 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 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.
- Members of staff make a note in the diary of meetings they are attending, who they are meeting and when they are expected back.
- Where staff work alone there is a system for minimising the risk of lone working (Staff will liaise with each other via text/phone calls when leaving premises).

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 key person and manager risk assess the specific visit.
- 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.
- Members of staff carry a mobile phone when going out on a home visit.
- 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 a reasonable amount of time has passed, the contact person rings the police.

Lone Working

Examples of Lone Working at Springfield Bees Pre-School

- Staff employed by Springfield Bees that are required to work alone for all or most of the time, such as cleaning staff during the evening, early morning or during the holidays.
- Staff staying on to finish urgent work after others have left, or those who regularly work late or start early, before anyone else gets into the building.
- Staff who are key-holders or who are left to turn out the lights, set the alarm and lock up the premises after everyone else has gone home.
- Staff whose work involves travelling or home visits to service users.
- Staff that work at home.
- Staff that move between locations in order to carry out their duties.

Staff Responsibilities

Staff must:

- Be aware and follow all policies or procedures.
- Always plan ahead.
- Be fully aware of the risks when working alone.
- Not put themselves in potential danger.
- Ensure that they have made themselves aware of the nearest place of safety.
- Be aware of the on-site security procedures.
- Ensure that access is available to personal alarms/mobile phones or some form of personal communication.
- Ensure that the site is secure (all doors locked and closed).
- Use the phone-in system to confirm safety (calling a manager when leaving premises).
- When working alone ensuring you have your mobile telephone with you at all times;
- Ensure that an adult (usually an adult at home) knows where you are and the times that you are expected home;
- If working for longer than two hours alone, make sure that you arrange a check-in system with the identified adult at home on a two-hourly basis.

Manager Duties

- Provide safe systems of work for all staff.
- Ensure that there are appropriate security systems in place to secure the building.
- Carry out risk assessments for all staff working alone (this does not need to be written).
- Identify any training needs and ensure these are met.
- Ensure that the staff members are suitable to be left working alone.

Procedures for Staff and Cleaners employed by Springfield Bees working alone on site

- Staff member or cleaner to secure building on arrival (all doors to be locked as soon as possible).
- Mobile phones and contact numbers for Perryfields Caretaker staff and Springfield Bees Leadership Team to be available.
- Ensure all staff have left the building before locking and alarming the premises.
- If cleaning or locking up alone, ensure that phone-in system above is used and tasks undertaken are not hazardous.
- If alarm does not set, do not leave the building unsecured. Telephone the Pre-School Manager and/or the Perryfields Infant school Caretaker and wait for assistance.

Procedures for home visits by Pre-School staff

- Mobile phone to be kept with member of staff at all times.
- Leave timings, address and contact details with a named person in the Pre-School office.
- Phone Pre-School office to confirm safe arrival.
- Use agreed password if situation is unsafe.
- Pre-School to telephone member of staff on visit if safe arrival call is not made.
- If contact cannot be made with the member of staff and Pre-School are suspicious that the staff member is in danger/did not arrive the police will be called.
- Risk assess each visit and situation. Phone 999 for serious risk.

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 suitable area.
- 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.
- 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.
- If threats or abuse continue, 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.
- Springfield Bees will consider it a breach of contract if a parent is abusive to any member of staff which may result in the loss of a space for their child.

This policy was adopted at a meeting of	Springfield Bees Pre-School
Held on	15/12/25
Date to be reviewed	15/12/26
Signed on behalf of the management committee	
Name of signatory	
Role of signatory (e.g. chair/owner)	