

### General Welfare Requirement: Safeguarding and Promoting Children's Welfare

The provider must promote the good health of the children, take necessary steps to prevent the spread of infection, and take appropriate action when they are ill.

## 2.5 Zero Tolerance

### Staff Abuse Policy & Procedure

A unique child	Positive relationships	Enabling environment	Learning and development
1.3 keeping safe 1.4 health and well-being	2.1 respecting each other 2.3 Supporting learning	3.3 The learning environment	

### Policy statement

At Fellowship House Children's Centre nursery, we have a Zero Tolerance Staff abuse Policy towards both verbal and physical abuse. We feel it is important to work towards developing a positive working partnership with the parents, carers, and the wider family members of all the children within the setting, which is why we have an open-door policy to discuss any matters arising. We believe that all children, staff and volunteers within the Nursery have the right to be protected from physical abuse or assault and verbal abuse in any language (including swearing), whether this is directed at or witnessed being directed towards another person in or around the Nursery.

Policies and procedures are in place to protect individual children, staff and parents, violence towards others is a crime. Therefore, the management of the setting will press for the maximum penalty for any person who behaves in an abusive or violent manner towards our staff. Unacceptable behaviour may result in the Police being informed, and relevant authorities will also be contacted, including OFSTED, the local authority, and relevant safeguarding professionals.

We reserve the right to terminate any nursery bookings with immediate effect.

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### **Parental Behaviour Policy**

#### **Expectation**

Adults need to set a good example to children at all times, showing them how to get along with all members of the nursery and the wider community

To ensure no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the nursery premises.

Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to users of the nursery premises will not be tolerated and will result in withdrawal of permission to be on nursery premises.

Please note that incidents of rudeness will be logged with management.

#### **Procedure**

In the unlikely event that a parent is seen in an aggressive or abusive manner at the nursery, our procedure is to:

- Direct the parent away from the children and into a private area such as the office or a vacant room.
- Ensure that a second Senior member of staff is in attendance where possible, ensure the safe supervision of the children is paramount.
- Maintain a calm, professional manner, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour.
- Contact the police if the behaviour does not diffuse
- Once the parent has calmed down, the member of staff will then listen to their concerns and respond appropriately
- An incident form will be completed detailing the date, time, reason, and action taken, and we may also notify Ofsted.
- FHCC nursery reserves the right, in line with Safeguarding procedures to ban the abuser from the Nursery premises until further notice, Alternative suitable arrangements may, therefore, need to be made in relation to the drop-off and collection of the child.
- In extreme circumstances, a child may be excluded from the nursery.

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### **Guidelines**

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the nursery community resulting in immediate termination of the contract:

This is not an exhaustive list but seeks to provide illustrations of such behaviour: Physical threats, Shaking or holding a fist towards another person, Swearing, Pushing, Hitting, e.g., slapping, punching or kicking, Spitting, Racist or sexist comments.

Types of behaviour that are considered improper will be discussed with the parent by the management team and will be reviewed by the committee if necessary: Shouting, either in person or over the telephone, speaking in an aggressive/threatening tone, physical intimidation, e.g., standing very close, The use of aggressive/rude hand gestures/exaggerated movements.

Parents have the right to appeal by writing to the committee within ten days of permission to enter the nursery premises being withdrawn.

### **Legal framework**

Persons Causing Nuisance / Disturbance on School Premises

Section 547 of the Education Act 1996

School premises are private property, and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, the school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

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This policy was adopted at a meeting of	Fellowship House Children’s Centre
Held on	17 <sup>th</sup> October 2019
Date to be reviewed	15 <sup>th</sup> November 2023
Signed on behalf of the management committee	
Name of signatory	Reshma Ahmed
Role of signatory	Manager