

01 Health and safety procedures

01.11 Staff Personal Safety

Our Aim

At Peekaboo Childcare, we take staff safety seriously. When staff feel safe and supported, they can focus on giving children the best care.

This procedure explains how we keep staff safe both in the building and when visiting families.

Keeping Staff Safe in the Building

- Staff who open or close the nursery make sure all doors and windows are locked.
Where possible, the last two staff members leave together after dark and arrive together in the morning.
- Visitors are only allowed into the building with an appointment and after their ID is checked if applicable and they are signed in on our system People Bunch.
- Staff record any meetings or off-site appointments on our shared calendar so we always know where they are and what is planned.
- Management stays in contact with the local police if any safety concerns arise.

Home Visits

If home visits are done they are done carefully and safely:

- Home visits are approved by the manager.
- Staff go in pairs—usually the manager or deputy plus the child's key person.
- The visit address and time are recorded before staff leave.

Staff let someone at the nursery know:

- When they are leaving

- Where they are going
 - When they expect to return
 - Staff carry a work mobile phone during the visit.
 - If staff feel unsafe—for example, if a parent seems under the influence of alcohol or drugs—they do not go inside.
- If staff do not return at the expected time:
- The nursery phones them immediately
 - If they cannot be reached, the police are contacted

This helps ensure staff are safe at all times when off-site.

When a Parent or Visitor Is Upset

If someone arrives at the nursery who is angry, upset or behaving unpredictably:

- Two staff members will speak with them away from the children.
- Staff stay standing if the visitor is standing, and they keep the door open.
- Staff use calm, supportive language such as:
“I can see you’re very upset, and we want to understand what has happened.”
- Staff avoid phrases like “calm down,” as these can escalate the situation.
- Staff explain that they can only continue the conversation if the person stops shouting or being abusive.
- If threats continue, staff will say the police will be called.
- The safety of children, staff and families always comes first.
- Procedure 01.12 Threats and abuse towards staff and volunteers is implemented where staff feel threatened or intimidated.

Recording Concerns or Incidents

After any serious incident:

- A record is made in the child’s file.
- Any decisions or agreements with parents are written down.



- If a staff member feels threatened, the manager is informed immediately.
- All related letters or communication are kept securely in the child's file.