



Procedures to ensure Personal Safety

Code-phrase in case you require immediate assistance **'Can you bring the red file'**

Below is the procedure to follow in all instances. It is unlikely that your personal safety will be at risk, but if we all habitually follow safe procedures we can reduce any risk considerably.

Pre-arranged in-school meetings with Parents/Carers

- Always ensure another staff member is on-site and is aware that you have planned a meeting. Know where this staff member will be based, so that you can contact them if necessary. It can be beneficial to let the other staff member know at what time you expect to finish, so that they can 'check on you' and assist you in bringing the meeting to a close if necessary.
- For your own safety you should always ensure you have a seating arrangement which would not result in your exit to the room being blocked by the Parent/Carer.
- If you know that the Parent/Carer is likely to become very agitated leading to anger or aggression, do not meet with them alone. Organise for another staff member to be present and alert other senior staff that the meeting is taking place.
- If a situation develops in which you start to feel threatened or anxious by the 'tone' of the meeting or the behaviour of the Parent/Carer you have the right to stop the meeting. Call for assistance from another staff member stating **'bring the red file'** if necessary.

Off-site visits

- Ensure you have got the appropriate Motor Insurance which allows you to use your vehicle for work **and** you have provided details of your insurance and licence to the Business Manager as per school policy.
- Always ensure the school office is aware of your visit and has a record of: your contact number for the duration of the visit, who you are visiting, where you are going (address) and what time you expect to be back.
- Ensure you keep your mobile phone on, in case the school needs to contact you.
- Please contact the school if you are running late or if your planned destination changes.

..... If you are visiting a family at their home/alternative outside premises

- You must ensure the meeting is in the school diary, including who the meeting is with (name) and where (address).
- You must take an additional staff member with you.
- Ensure that if you enter their property you are seated in a position where you can quickly and safely exit the property if you need to.
- If at any time you feel that your personal safety is under threat or the parent/carer becomes too aggressive for any meaningful resolution to take place, you may terminate the visit.

Impromptu face to face meetings or difficult telephone conversations

- If a Parent/Carer initiates a conversation which you are not in a position to have (you may be responsible for a class, or in too public an area) encourage them to make an appointment. Then ensure you follow the procedure above.
- If the Parent/Carer insists on seeing someone immediately, ask them to wait in the reception area and speak to a senior staff member who will help you to deal with the situation (either support you in a conversation with the Parent or help organise cover).
- If, at any time either in person or over the phone, a parent/Carer starts to become aggressive or violent, or at any time you fear for your personal safety you may end the conversation, and/or call for assistance, using the code if necessary.

In case of an off-site search for an absconded child

- Where staff separate to undertake a search of the surrounding areas, they should ensure they have a two-way radio, or at very minimum a mobile phone so that they are able to remain in contact with the school and each other.
- Staff to be made aware whether the child needs to be stopped (for their own immediate safety) or can be followed at a safe distance.
- Should the child be identified as at risk of immediate danger – they are to be stopped using de-escalation or restraint techniques
- If the child is sighted, the other searchers to be notified and to join forces so that staff are not alone ‘in pursuit’ of a child.
- All staff to be made aware of the ‘Absconded Pupil Risk Assessment’

Tips to avoid escalation of a ‘difficult conversation’

- Remain calm and in control of your own reactions.
- If they are ‘ranting’ allow them to get it out of their system before attempting to pacify.
- Listen to what the person is angry about; confirm what you understand to be the issue, repeating back to them what you understand.
- Ensure that your reaction and body language is not confrontational; do not interrupt them.
- If they appear unable to calm down explain to them that you would like to help them, but can only do so if they are calm.
- If they can still not calm down, you may terminate the conversation say something like “I am really trying to help you, but I cannot while you remain angry/continue shouting. I am going to have to terminate this call/terminate this conversation and ask you to call back/make an arrangement to come in when you are calmer”

Lone Working/Working outside of normal school opening times

Key Holders are; Premises Manager (PM), Head (HT), Deputy (DHT), Business Manager (SBM), Cleaner in Charge (CiC)

- Any staff arriving on site outside of normal school hours must notify the PM/Key Holder as soon as they arrive, state where they will be working and when they expect to leave.

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- Each staff member will ensure they have notified PM/Key Holder when they are leaving the building.
- Staff members should also notify their next of kin/family members if they are going into work outside of normal school opening hours. It is best practice for next of kin/family members to be provided with an emergency contact number; **the mobile number of the HT, DHT, SBM or PM can be provided for this purpose. It is the responsibility of each staff member to ensure that their next of kin has these contact numbers.**

If you are a Key-Holder and working alone on site

- It is your responsibility to ensure that someone knows when you expect to be home.
- Staff members should ensure that their next of kin/family members have an emergency contact number; **the mobile number of the HT, SBM, DHT or PM can be provided for this purpose. It is the responsibility of each staff member to ensure that their next of kin have these contact numbers.**
- During any period of lone working staff must **not** undertake any hazardous activity, this includes working at height, operating machinery and manual handling.
- Staff members should ensure they carry a mobile phone on their person at all times when in the building alone to ensure they are able to summon help should an incident or accident occur.
- Should any staff member encounter any difficulty during their period of lone working they will complete a 'Hazard sheet' and submit it in the usual way.