



Safety and suitability of premises, environment and equipment: Safety

Providers must take reasonable steps to ensure the safety of children, staff and others on the premises

8.10 Staff Personal Safety Including Home Visits

Policy statement

Impact Montessori Nursery believes that the health, safety and wellbeing of all staff are of paramount importance. All staff have the right to work in a safe, respectful and supportive environment.

The nursery recognises that staff may occasionally work outside the setting, including attending meetings, carrying out home visits or transporting documents or other items. These activities may present additional risks, particularly where staff are working alone.

The nursery is committed to identifying and managing these risks through appropriate risk assessments, safe working procedures, effective communication and appropriate safeguarding arrangements.

The nursery will take account of the needs, circumstances and diversity of children, families, visitors and staff while ensuring that staff are not expected to undertake work where the risks cannot be adequately controlled.

This policy should be read alongside the nursery's **Health and Safety, Safeguarding, Risk Assessment, Staff Code of Conduct, Confidentiality, Lone Working, Outings and Incident Reporting** procedures.

Procedures

General staff personal safety

- All staff are responsible for taking reasonable care of their own health and safety and that of others who may be affected by their actions.
- Staff must report any health and safety concern, threatening behaviour, incident or near miss to the manager as soon as reasonably practicable.
- Staff working early in the morning or late in the evening will ensure that external doors and accessible windows are secured appropriately.
- Where practicable, at least two members of staff will arrive together when opening the nursery and at least two members of staff will leave together when closing.
- If a member of staff is required to work alone, the manager will consider whether lone working is appropriate and will put suitable arrangements in place.
- Staff must not allow unauthorised people to enter the nursery. Visitors should normally have an appointment or a legitimate reason for attending and their identity should be verified where appropriate.

- Visitors must follow the nursery's visitor and safeguarding procedures and must not be given unsupervised access to children unless this is specifically authorised and appropriate safeguarding checks are in place.
- Staff should avoid sharing personal information, including personal telephone numbers, home addresses or social media details, with parents or other visitors unless there is a legitimate reason to do so.
- Personal belongings, keys, confidential documents and other items must be kept securely.
- Minimal cash will be kept on the premises.
- Where staff are required to transport cash, documents or other valuables, the manager will assess the risks and establish an appropriate procedure.
- Staff should avoid carrying unnecessary amounts of cash or valuables.
- Where possible, cash should be transported discreetly and staff should vary routes and timings where this is reasonably practicable.
- Staff should not put themselves at risk to protect cash or property. Personal safety takes priority over property.
- Staff attending meetings or appointments away from the nursery will record sufficient details in the nursery's agreed secure system, including where they are going, who they are meeting and their expected return time.
- Information relating to children and families must be handled in accordance with the nursery's confidentiality and data-protection procedures.
- Staff should remain alert to their surroundings when travelling to and from work or when working away from the nursery.
- Staff should use appropriate, well-lit routes and transport arrangements wherever reasonably practicable.
- Staff must not undertake work-related travel if they are unfit to do so, including where their ability to drive safely is affected by illness, medication, alcohol or other substances.
- Staff must follow the nursery's arrangements for reporting accidents, incidents, near misses, threats and concerns.
- The manager will seek appropriate advice from the police or other relevant agencies where there are concerns about threats, violence, harassment or other personal safety issues.
- Staff will be supported following incidents involving violence, threats, harassment or abuse.

Lone working

Lone working includes situations where a member of staff is working without another member of staff nearby who could provide immediate assistance.

The nursery will:

- identify activities where lone working may occur;
- assess the risks associated with lone working;
- consider the individual circumstances and needs of staff;
- avoid lone working where the risks cannot be adequately controlled;
- establish appropriate communication and emergency arrangements;
- ensure staff know who to contact if they feel unsafe;
- provide appropriate information, instruction and training; and
- review arrangements following an incident, near miss or significant change in circumstances.

Staff must not undertake a lone-working activity where they have been instructed or advised that two or more staff are required.

Staff have the right to stop or withdraw from an activity if they reasonably believe that their personal safety is at risk and must inform the manager as soon as possible.

Home visits

Home visits may occasionally be undertaken where there is a legitimate educational, pastoral, settling-in, safeguarding or other nursery-related reason.

Home visits will only take place with the approval of the manager and following appropriate planning.

Before the visit

- The manager and relevant member of staff will consider whether a home visit is necessary and whether another arrangement, such as a meeting at the nursery or another suitable professional venue, would be safer or more appropriate.
- A specific risk assessment will be completed before the visit where appropriate.
- The risk assessment will consider:
 - o the purpose of the visit;
 - o who will be present;
 - o known risks relating to the household or location;
 - o previous incidents or concerns;
 - o safeguarding concerns;
 - o pets or other animals;
 - o environmental hazards;
 - o accessibility and travel arrangements;
 - o whether staff are required to work alone;
 - o staff-specific considerations, where relevant;
 - o communication arrangements; and
 - o emergency procedures.
- Where there is a known or reasonably foreseeable risk, the nursery will consider whether the visit should be postponed, moved to another location or undertaken by two members of staff.
- Home visits will normally be undertaken by **two members of staff**, particularly where there are known or identified risks.
- Where a home visit is considered suitable for one member of staff to undertake alone, the manager must agree this in advance and appropriate lone-working controls must be in place.
- The staff member undertaking the visit must have access to a charged mobile telephone.
- The visit will be recorded securely before it takes place, including the family's name, location/address, purpose of the visit, staff attending and expected return time.
- Access to home-visit information will be limited to staff who have a legitimate need to know.
- Staff should ensure that they have sufficient information about the route and location before leaving the nursery.

During the visit

- Staff should maintain professional boundaries at all times.

- Staff should remain aware of their surroundings and should not enter an environment where they reasonably believe there is an immediate risk to their safety.
- Staff should not enter a property if a person present appears intoxicated, threatening, aggressive or otherwise unable to engage safely, unless there is an exceptional safeguarding reason and appropriate emergency support is available.
- Staff should not remain in a property if the situation becomes unsafe.
- Staff should avoid becoming involved in arguments or confrontations.
- Staff must not attempt to physically intervene in domestic disputes or other violent situations.
- Staff must leave immediately if they feel threatened or unsafe, where it is safe to do so.
- If staff are unable to leave safely, they should seek emergency assistance by calling **999** where appropriate.
- Staff must carry a charged mobile telephone and should keep it accessible.
- Staff should avoid making personal information about themselves available to families.
- Staff must not take photographs, videos or recordings in a family home unless this has been specifically authorised and there is a legitimate professional reason.
- Confidential information relating to other children, families or staff must not be discussed during home visits.

Check-in and check-out arrangements

- Before leaving for a home visit, the staff member must notify the agreed contact person at the nursery.
- The staff member must provide their expected return time.
- Where appropriate, the staff member will contact the nursery when they arrive and/or when they have safely left the property.
- Staff should notify the nursery promptly if the visit is delayed or the expected return time changes.
- If the staff member does not make contact or return within the agreed period, the designated contact person will attempt to contact them by telephone.
- If there is no response, the manager will follow the nursery's escalation procedure and consider contacting another designated person or the police, depending on the circumstances and level of concern.
- Where there is an immediate concern that a member of staff may be in danger, **999 will be called without unnecessary delay.**

Emergency code word or phrase

Where home visits involve lone working, the nursery may establish an agreed emergency word or phrase known to relevant staff.

- The code word or phrase must be simple and easy to remember.
- Staff may use it during a telephone call or message if they need to alert colleagues without making the situation obvious to the person present.
- Staff must not put themselves at additional risk in order to use the code word.
- Staff will be advised that where an immediate threat to life or serious injury exists, they should call **999 directly** where possible.
- The agreed response to the code word will be communicated clearly to all staff who may need to respond.

Dealing with agitated, angry or hostile parents or visitors

The nursery recognises that parents and visitors may sometimes be upset or frustrated. Staff should respond professionally and respectfully while maintaining clear boundaries around unacceptable behaviour.

- Where a parent or visitor appears angry or agitated, staff should remain calm and use a low, clear and respectful tone.
- Staff should listen and seek to understand the concern without becoming defensive or confrontational.
- Staff should use clear, simple and non-inflammatory language.
- Staff should avoid phrases that may escalate the situation, such as "calm down".
- Where appropriate, a second member of staff should be present.
- Discussions about contentious issues should take place away from children wherever reasonably practicable.
- Staff should maintain an appropriate exit route and should not allow themselves to become trapped in a room.
- Doors should not be locked during a difficult or potentially confrontational conversation.
- Staff should not physically restrain, block or attempt to remove an aggressive adult unless this is necessary to protect a person from immediate harm and is within the law and the staff member's training.
- If a person becomes threatening, abusive or violent, staff should end the discussion and ask the person to leave where it is safe to do so.
- If the person refuses to leave or there is an immediate threat of violence, staff should contact the police.
- Staff should not engage in an argument or respond to abusive behaviour with abusive or threatening language.
- If children are present, staff should prioritise their safety and move them away from the situation where appropriate.
- The manager should be informed of any significant incident as soon as possible.
- The incident must be recorded promptly, factually and objectively in accordance with the nursery's incident-reporting procedures.
- Relevant safeguarding concerns must also be recorded and referred in accordance with the nursery's safeguarding procedures.
- Parents and staff should not be encouraged to resolve serious disputes through informal confrontation.
- Where appropriate, the manager will arrange a follow-up meeting, correspondence or other formal process to address the underlying issue.

Threats, violence, harassment and abuse towards staff

The nursery does not tolerate violence, threats, intimidation, harassment or abusive behaviour towards staff.

Any incident involving:

- physical assault;
- threats of violence;
- stalking or intimidation;
- discriminatory or hate-related abuse;
- repeated harassment;
- threatening telephone calls, messages or emails; or
- other behaviour that causes a staff member to reasonably fear for their safety

will be taken seriously and managed appropriately.

The nursery will:

- record the incident;

- assess whether there is an ongoing risk;
- consider whether additional risk controls are required;
- provide appropriate support to the affected staff member;
- consider whether the police or other relevant agencies should be contacted;
- review whether contact arrangements with the individual need to change; and
- review the relevant risk assessment and procedures.

Support for staff following an incident

Impact Montessori Nursery recognises that incidents involving threats, aggression or violence can have a significant impact on staff.

Following a significant incident, the manager will:

- check the immediate welfare and safety of the staff member;
- arrange appropriate first aid or medical assistance where required;
- provide an opportunity for the staff member to report and discuss what happened;
- consider whether further support or occupational health advice is appropriate;
- review the risk assessment and working arrangements;
- consider whether additional training or controls are required; and
- ensure that safeguarding, health and safety and incident records are completed appropriately.

Staff will not be penalised for withdrawing from a situation where they reasonably believe that continuing would place them or another person at risk.

Review of risk assessments

Home-visit and lone-working risk assessments will be reviewed:

- before a new or significantly different activity;
- following an incident or near miss;
- where new information about a family or location becomes available;
- where staffing arrangements change;
- where a staff member's circumstances indicate that additional controls may be required; and
- at regular intervals determined by the manager.

Risk assessments will be proportionate to the level of risk and will be shared with relevant staff.

Confidentiality and data protection

Information about families, home addresses, safeguarding concerns and staff safety must be treated as confidential.

Home-visit information will be stored securely and only shared with staff or agencies who have a legitimate professional reason to receive it.

Information may be shared without consent where this is necessary to protect a child or adult from harm or where required by law, in accordance with the nursery's safeguarding and information-sharing procedures.

Legal framework

- **Early Years Foundation Stage (EYFS) Statutory Framework for Group and School-Based Providers**, current version from 1 September 2026
- **Health and Safety at Work etc. Act 1974**
- **Management of Health and Safety at Work Regulations 1999**
- **Equality Act 2010**
- **Data Protection Act 2018**
- **UK GDPR**
- Relevant safeguarding legislation and statutory guidance, including **Working Together to Safeguard Children**

Further guidance

- Department for Education – **Early Years Foundation Stage (EYFS) Statutory Framework for Group and School-Based Providers**
- Department for Education – **Help for Early Years Providers: Safeguarding**
- Health and Safety Executive (HSE) – **Protecting Lone Workers: How to Control the Risks of Working Alone**
- HSE – guidance on **violence at work and work-related violence**
- Department for Education – **Working Together to Safeguard Children 2026**

The current EYFS framework requires providers to maintain safe premises and equipment and to carry out appropriate risk assessments. ([GOV.UK](#)) HSE guidance recommends considering risks such as isolated working, early/late working, alcohol or drug use by people encountered during lone working, and carrying money or valuable equipment. ([HSE](#))

This policy will be reviewed at least annually and sooner where there are changes to legislation, statutory guidance, nursery procedures, staffing arrangements or identified risks.

This policy was adopted by: Impact Montessori Nursery

On: _____

Date to be reviewed: _____

Signed on behalf of the management: _____

Name of signatory: _____

Role of signatory: _____