

William Older Playgroup Abuse of Staff Policies & Procedures

Rationale:

At William Older Playgroup we believe staff, parents and children are entitled to a safe and protective environment in which to learn and play. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the Playgroup.

Aims:

- That all members of the playgroup community treat each other with respect

Expectation:

- That adults set a good example to children at all times, showing them how to get along with all members of the playgroup and the wider community
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on playgroup premises
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, trustees, parents and carers, children and other users of the playgroup premises will not be tolerated and will result in withdrawal of permission to be on playgroup premises
- Any parent who is asked to leave the playgroup premises will have the right to appeal the decision by writing to the Trustees

Please note that incidents of offensive behaviour will be logged with the Trustees.

Persons Causing Nuisance / Disturbance on Playgroup Premises

Section 547 of the Education Act 1996

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

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 playgroup premises. The police may be called to assist in removing the person concerned.

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

Guidelines:

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the playgroup community:

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites which could bring the playgroup into disrepute or be deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments including sexual innuendo

Inappropriate use of Social Networking Sites:

Social media websites are being used increasingly to fuel campaigns and complaints against childcare settings, Management, Trustees, childcare staff, and in some cases, other parents/children.

The William Older Playgroup Trustees consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole playgroup community.

Any concerns you may have must be made through the appropriate channels by speaking to the deputy manager, manager or the trustees, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any parent/carer of a child being cared for at William Older Playgroup is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The Playgroup will also expect that any parent/carer removes such comments immediately.

In serious cases the playgroup will also consider its legal options to deal with any such misuse of social networking and other sites.

Unacceptable behaviour may result in the Police being informed.

The playgroup reserves the right to take any necessary actions to ensure that members of the playgroup community are not subjected to abuse.

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

Responsibilities:

It is the responsibility of the Management and Trustees to monitor and review this policy.

Appendix 1

Procedure to address inappropriate behaviour by adults on the playgroup site

At William Older Playgroup we operate a 'zero tolerance' of the use of inappropriate behaviour anywhere on the playgroup site.

***Inappropriate behaviour means disrespectful conduct towards people or property within the playgroup site.*

Our Parental Behaviour Policy states:

- That adults set a good example to children at all times, showing them how to get along with all members of the playgroup and the wider community
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the playgroup premises.

All staff and trustees agree that any adult found to be using inappropriate behaviour towards other adults or children should be dealt with using the following steps:

A parent / carer approaches another child	The parent / carer will be spoken to immediately and the issue investigated by management. This will be reported to the Trustees and recorded. The parent / carer will receive a warning letter with possible further action
A parent approaches another parent.	The parent should report this to a member of staff. The offending parent/s will be spoken to as soon as possible after the incident and reminded that we have a zero tolerance of inappropriate behaviour. A letter will be given to the parent/s. This warns a parent that if it recurs they could be banned from the playgroup site under section 547 of the Education Act 1996.
A parent approaches a member of staff	This should be reported immediately to management. This will be investigated as soon as possible and the member of staff will be informed of the action taken. The parent/adult will be spoken to and given a warning letter. This warns a parent/s that if it recurs they could be banned from the playgroup site under section 547 of the Education Act 1996.
Recurring inappropriate behaviour	If a parent/s continues to use inappropriate behaviour, they will be referred to the Policy for Parental Behaviour. This indicates how anti-social behaviour, when not corrected, can lead to interviews with management and Trustees. This can then lead to a ban from the playgroup site under section 547 of the Education Act 1996.

****For 'parent' read for any adult who accompanies children onto Playgroup site.**