

Sticky Fingers aspires to provide a safe, fun and welcoming environment for everyone. We offer children experiences to support their development. Empowering them to reach their full potential



**Sticky Fingers Pre-School**  
Newlands  
% Newlands Primary School  
Windermere Avenue  
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SO16-9QX  
023 80764499  
07442379780

**Sticky Fingers Pre-School**  
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Studland Road  
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02380 764717  
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**Sticky Fingers Pre-school**  
Tanners Brook  
% Regents Park Community  
centre  
Elmes Drive  
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SO15-4PF  
07871880785

**Sticky Fingers Pre-school**  
Spring road  
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[info@stickyfingersps.co.uk](mailto:info@stickyfingersps.co.uk)

## 10 Working in partnership with parents and other agencies procedures

### 10.3 Parental behaviour policy

Our Pre-school believes staff, parents/carers and Pre-school children are entitled to a safe and protective environment in which the Pre-school conducts itself. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the Pre-school.

**We expect parents and carers to show respect and concern for others by:**

- supporting the respectful ethos of our Pre-school by setting a good example in their own speech and behaviour towards all members of the Pre-school community.
- working together with staff for the benefit of children. This includes approaching the Lead Practitioner or Deputy Lead Practitioner to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution;
- correcting own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour.
- respecting the Pre-school environment, including keeping the Pre-school tidy by not littering.
- respecting the safety of others, including not bringing dogs or other pets onto the Pre-school site.
- No Smoking or vaping on the pre-school site.

**In order to support a peaceful and safe Pre-school environment, we will not tolerate:**

- disruptive behaviour which interferes with the operation of a Pre-school, an office area or any other part of the pre-school grounds.
- attempts to gain entry to any part of the premises in disregard of procedure or without permission and appropriate supervision
- using loud and/or offensive language or displaying temper.
- damaging or destroying Pre-school property.
- smoking/ vaping and consumption of alcohol or other drugs on the pre-school site or accessing the pre-school site whilst intoxicated
- Discrimination towards anyone involved with the pre-school.

**The Pre-school will not tolerate threatening, abusive or insulting words and behaviour by people attending the Pre-school. Physical attacks and threatening behaviour, abusive or insulting language to staff, committee members, parents and carers, children and other users of the school premises will result in suspension. This also includes abusive and insulting language used on phones or any written communication.**

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### **Threats and abuse towards staff and volunteers**

The setting is responsible for protecting the health and safety of all staff and volunteers in its services and has a duty of care in relation to their physical and emotional well-being. We believe that violence, threatening behaviour and abuse against staff are unacceptable and will not be tolerated. Where such behaviour occurs, we will take all reasonable and appropriate action in support of our staff and volunteers.

- Staff and volunteers have a right to expect that their workplace is a safe environment, and that prompt and appropriate action will be taken on their behalf if they are subjected to abuse, threats, violence or harassment by parents, service users and other adults as they carry out their duties.
- The most common example of unreasonable behaviour is abusive or intimidating and aggressive language. If this occurs, the ultimate sanction, where informal action is not considered to be appropriate or has proved to be ineffective, is the withdrawal of permission to be on the premises.
- Where a person recklessly or intentionally applies unlawful force on another or puts another in fear of an immediate attack, it is an offence in law which constitutes an assault. We would normally expect the police to be contacted immediately.

There are three categories of assault, based on the severity of the injury to the victim.

1. Common Assault - involving the threat of immediate violence or causing minor injury (such as a graze, reddening of the skin or minor bruise).
2. Actual Bodily Harm - causing an injury which interferes with the health or comfort of the victim (such as multiple bruising, broken tooth or temporary sensory loss).
3. Grievous Bodily Harm - causing serious injury (such as a broken bone or an injury requiring lengthy treatment).

There is also an aggravated form of assault based upon the victim's race, religion, disability or sexual orientation and other protected characteristics as defined in the Equality Act 2010 which carries higher maximum penalties.

It is important to note that no physical attack or injury needs to have occurred for a common assault to have taken place. It is sufficient for a person to have been threatened with immediate violence and put in fear of a physical attack for an offence to have been committed.

Any staff member or volunteer who feels under threat or has been threatened, assaulted, or intimidated in the course of their work must report this immediately to their manager who will follow the setting manager's procedures and guidance for responding.

999 should always be used when the immediate attendance of a police officer is required.

The police support the use of 999 in all cases where:

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- there is danger to life
- there is a likelihood of violence
- an assault is, or is believed to be, in progress
- the offender is on the premises
- the offence has just occurred, and an early arrest is likely

If it is not possible to speak when making a 999 call because it alerts an offender, cough quietly or make a noise on the line, then follow the prompts to dial 55 (mobiles only) for a silent call. Police may be able to trace the call and attend the premises.

### Harassment and intimidation

Staff may find themselves subject to a pattern of persistent unreasonable behaviour from individual parents or service users. This behaviour may not be abusive or overtly aggressive but could be perceived as intimidating and oppressive. In these circumstances staff may face a barrage of constant demands or criticisms on an almost daily basis, in a variety of formats for instance, email or telephone. They may not be particularly taxing or serious when viewed in isolation but can have a cumulative effect over a period of undermining their confidence, well-being, and health. In extreme cases, the behaviour of the parent or other service user may constitute an offence under the Protection from Harassment Act 1997, whereby:

*A person must not pursue a course of conduct:*

- (a) which amounts to harassment of another, and*
- (b) which he knows or ought to know amounts to harassment of the other.*

If so, the police have powers to act against the offender. Such situations are rare but, when they do arise, they can have a damaging effect on staff and be very difficult to resolve. If the actions of a parent appear to be heading in this direction, staff should speak to their manager who will take appropriate action to support. This may include the manager sending a letter to the aggressor, warning them that their behaviour is unacceptable and may result in further action being taken against them. All incidents must be recorded and reported to the setting's line manager using form.

### Methods

Where the parent's behaviour merits it, the setting manager, with another member of staff present, should inform the parent clearly but sensitively that staff feel unduly harassed or intimidated and are considering making a complaint to the police if the behaviour does not desist or improve. The parent should be left in no doubt about the gravity of the situation and that this will be followed up with a letter drafted by the setting Lead Practitioner but sent to their line manager for approval before being issued.

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- Whilst acknowledging that service users i.e. parents and families, may themselves be under severe stress, it is never acceptable for them to behave aggressively towards staff and volunteers. Individual circumstances along with the nature of the threat are considered before further action is taken.
- All parties involved should consider the needs, views, feelings and wishes of the victim at every stage. We will ensure sympathetic and practical help, support is available to the victim both at the time of the incident and subsequently.
- Following an incident of misconduct that has not required Police to attend, the Lead Practitioner can suspend a child and/or their parent for the remainder of the day, with immediate effect. If a child is suspended there will be no refund of fees paid for those sessions from which they have been suspended.
- The Lead Practitioner must inform the Manager and Committee Chair as soon as possible with a written report of the circumstances. The Manager and/or Chairperson can extend the suspension to 7 days if necessary and will inform the parent accordingly either in writing or by telephone.
- The Manager or Chairperson will invite the offending parent/carer for an interview if it is deemed necessary. The Manager or Chairperson must be accompanied at the interview by the Manager or another staff/Committee member who is not directly involved. The parent/carer is permitted to bring a person of their choice to the interview as well. An agreed written record of the discussion will be made for the official complaint's records. All of the parties present at the meeting must sign the record and be in receipt of a copy of the document.
- If at this stage the parent/carer and Pre-school cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved. Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential and can hold separate meetings with the Pre-school personnel and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice they give.
- When the mediator has concluded their investigations, a final meeting between the parent/carer and Pre-school personnel will be held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached. A record of this meeting, including the decision on the action to be taken, will be made. Everyone present at the meeting must sign the record and be in receipt of a copy of the document. This signed record signifies that the procedure has concluded.
- The Pre-school will use outside agencies to help enforce any decisions, which may include but is not limited to: summoning police to remove the parent/carer from the premises and applying for a court injunction to exclude the person or persons from the premises. If a child is left in defiance of the suspension, we will follow the procedure set out in our *06.5 uncollected child policy*.

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### **Police involvement:**

- When they attend the setting or service, the police will take written statements from the victim (including a 'Victim Personal Statement') and obtain evidence to investigate the offence in the most appropriate and effective manner.
- The police will also consider any views expressed by the setting Lead Practitioner and manager/chair person/trustees as to the action they would like to see taken. The manager should speak to the victim and be aware of his or her views before confirming with the police how they wish them to proceed.
- In some cases the victim may be asked by the police if he/she wishes to make a complaint or allegation against the alleged offender. It is important to ensure that the victim can discuss the matter with their line manager, a colleague or friend before deciding on their response. It is helpful for the victim to be assured that, if there is a need subsequently to give evidence in court, support can be provided if it is not already available from Victim Support.
- The decision regarding whether an individual is prosecuted is made by the police or Crown Prosecution Service (CPS) based on the evidence and with due regard to other factors.
- After the incident has been dealt with, a risk assessment is done to identify preventative measures that can be put in place to minimise or prevent the incident occurring again.