



Violence and Aggression Policy and Procedure

Responsible Person	Directors
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Review by	SP

The safety of our staff is of the up most importance here at CM Sports and as such makes safety its number one priority for all involved with the company. Staff are entitled to carry out their work without threat of verbal abuse or physical violence.

Any displays of aggression to our staff by a parent or carer, or child will be taken seriously and will be investigated fully, to establish the appropriate action to take. Violence or abuse of any description will not be tolerated.

If an act of aggression or violence occurs staff must follow the steps below:

PARENTS TO STAFF

1. Remain calm and non-confrontational
2. Raise the alarm so that another member of staff so they can be with you at all times
3. Be aware if you hear raised voices, investigate what is going on
4. By having two people there it will lend support to the staff member and will give the parent the message that we will not tolerate such behaviour. This also provides a witness in case the police are called
5. If the situation becomes worse you must ask the parent to leave the venue to calm down
6. If they refuse to leave explain that it is a childcare provision and as such you cannot allow the children or other staff to witness any aggressive behaviour
7. If after asking they do not leave & you feel the situation warrants it ask a member of staff who is away from the situation to call the police, 999
8. When the parent has gone the incident must be written down. All witnesses should sign and date the bottom of the report
9. Always inform a senior member of staff, and the Line Manager/ Directors.
10. Depending on the extent of the incident the police can be called in to liaise between the parent and staff involved or to simply be made aware of the situation, in case of any further incidents
11. The parent must be made aware of the implications' they have brought against themselves for behaving in such a way
12. A meeting will be called with the parent, a director and the staff who were involved in the situation

13. All meeting notes will be typed up and a copy kept in CM Sports office and one copy given to the parent
14. If the situation cannot be resolved in this meeting another will be made at a later date when the situation has calmed down
15. The parent must then be informed if they have lost their childcare place or not
16. All staff involved will have the opportunity to talk to a director about any concerns, worries or thoughts they have on the incident
17. If counselling is needed for the people involved, the company will ensure staff are able to talk to a trained professional

STAFF TO OTHER STAFF

1. Remain calm and non-confrontational
2. Raise the alarm so that another member of staff so they can be with you at all times
3. Be aware if you hear raised voices, investigate what is going on
4. Ensure this is not happening in the rooms or in front of any children
5. Ensure the rooms are covered by the ratios, if not call head office to explain the situation so it can resolve as soon as possible
6. The situation should be taken to the office to calm down and be discussed fully
7. If the situation becomes worse you must ask the staff member to leave the building to calm down
8. If they refuse to leave explain that it is a childcare provision and as such you cannot allow the children or other staff to witness any aggressive behaviour
9. If after asking they do not leave ask a member of staff who is away from the situation to call the police, 999
10. When the staff member has gone or calmed down the incident must be written down. All witnesses should sign and date the bottom of the report
11. Always inform a line manager and the directors.
12. Depending on the extent of the incident the police can be called in to liaise between the staff and management involved or to simply be made aware of the situation, in case of any further incidents
13. The staff member must be made aware of the implications' they have brought against themselves for behaving in such a way
14. A meeting will be called with the staff member, a line manager/ director and the staff who were involved in the situation
15. All meeting notes will be typed up and a copy kept in CM Sports office and one copy given to the member of staff
16. If the situation cannot be resolved in this meeting another will be made at a later date when the situation has calmed down
17. The member of staff will then be placed on the disciplinary procedure and must then be informed if they have lost their job

CHILDREN TO STAFF

1. Remain calm and non-confrontational
2. Ensure you get down to the children's level
3. Tell them to stop the unwanted behaviour and, where age appropriate, explain why
4. Ensure another staff member is aware of what happened/is happening
5. Deal with the child and then go back to what you are doing, if the child is calm
6. If the child is lashing out ensure no other children or staff are in harm's way
7. Move any objects that could harm the child
8. Try to calm the child down
9. If persistent attempts to calm the child down, does not work, take them out of the room with another member of staff and continue to try and calm the child down
10. Where necessary, i.e., if a child is posing a threat to themselves or others the holding technique can be applied, but only if necessary and for the shortest amount of time possible
11. Once the child has calmed down and the areas returns to normal ensure you record the incident in writing including any actions you took, which you and ensure any witness sign this
12. Inform the line manager/ directors.
13. When the child's family collect, explain the situation to them
14. If the child carries on with such behaviour follow the above procedure and call a meeting with the child's family to discuss a way of dealing with the unwanted behaviour consistently at home and at the club. Discuss an action plan to agree upon and take
15. Where appropriate speak to the parents about gaining help and advice from HCC children's Services. If family agree, contact the early help team with a reference to support the family as a unit.
16. Advise staff who work with the child of the outcomes and the agreed action plan
17. If family do not give permission for outside professionals to help us we will have to set up another meeting in the future to discuss any future the child has with us. The staff team will agree an action plan and set it in place
18. Always give regular feedback to the family and gain their feedback
19. Record everything and keep it confidential in the child's file
20. If the family still will not allow us to get extra help in, and the child's behaviour remains the same, despite our best efforts then the child may be excluded from club.

STAFF TO PARENTS OR CHILD

- If a member of staff displays aggressive behaviour or uses violence against a child or parent, the staff member will be removed from the situation immediately
- An account of the incident will be taken from everyone involved or witnessed to the incident
- The member of staff will be immediately suspended
- The child or family member must be seen to by a member of staff who is first aid trained as appropriate
- If a child has been subject to aggression or violence, the family must be informed immediately
- Ofsted should be informed
- All discussions on this matter will be investigated, recorded and kept confidential

- A meeting will be set up for the suspended member of staff. The meeting will take place and all discussion recorded
- All senior staff involved will discuss the issue and decide on the next course of action. This may be to start the disciplinary procedure or for immediate dismissal
- Ofsted will also give us guidelines, which we must follow
- If the family wishes to contact the police, the staff member must remain in the building under supervision until they arrive. All discussions must be recorded and kept confidential