

Zero Tolerance Staff Abuse Policy

At Walmer Bridge Day Nursery, we have a Zero Tolerance Staff Abuse Policy towards verbal, physical and/or sexual abuse. All children, staff and volunteers within our nursery have the right to be protected from verbal abuse (including swearing), physical abuse or assault, and/or sexual abuse, whether it be purposefully directed at them or through means of witnessing it being directed towards another person. We therefore intend to create an environment in which children, staff and volunteers are free from abuse and treated with respect. Any suspicion of abuse is promptly and appropriately responded to. We endeavour to build strong partnerships with our parents and families, and operate an open-door policy to discuss any issues that may arise.

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the nursery community are listed below. This is not an exhaustive list but seeks to provide illustrations of such behaviour.

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Sending intimidating or threatening emails or messages to members of staff
- Physically intimidating e.g. standing very close
- The use of aggressive/rude hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing – verbally or physically e.g. using fingers
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Making racist or sexist comments
- Inappropriate posting on Social Networking sites/platforms, which could bring the nursery into disrepute or be deemed as bullying
- Making sexual gestures
- Physical acts of sexual assault
- Making requests for sexual favours
- Verbal harassment of a sexual nature, including ‘jokes’ referring to sexual acts or sexual orientation
- Making sexual advances, touching or physical contact
- Discussing sexual relations/stories/fantasies
- Exposing oneself or performing sexual acts on oneself
- Sending sexually explicit messages and/or photographs via emails, or social media platforms to members of staff
- Making conditions dependent on sexual favours, either explicitly or implicitly

In the unlikely event that an individual is behaving in an aggressive or abusive manner on the Walmer Bridge Day Nursery premises, our procedure is to:

- Safeguard the children by directing the individual away from the children and into a private area, such as a vacant room.
- Maintain safe supervision of the children at all times.
- If the children are at risk of harm, we must follow the Lockdown procedure (see Lockdown policy).
- Ensure that there is a least 2 members of staff in attendance with the aggressive or abusive individual. Where possible, at least 1 will be a member of the management team. Staff members should never be left alone with an aggressive or abusive individual.
- Maintain a calm and professional manner, ask the individual to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour.
- If the behaviour does not diffuse, contact the police by calling 999.



Once the individual has calmed down, a meeting will be held (with at least 2 members of staff present). Staff will listen to the individuals concerns and respond appropriately. An incident form will be completed detailing the date, time, reason and action taken and we may also need to notify Ofsted. If the individual wishes, they can get in touch with Ofsted by calling 0300 123 4666 or by emailing enquiries@ofsted.gov.uk.

Walmer Bridge Day Nursery reserves the right, in line with Safeguarding procedures to ban the abuser from the nursery premises until further notice Alternative suitable arrangements may therefore need to be made in relation to the drop-off and collection of children. In extreme circumstances a child may be excluded, in order to safeguard the remaining children and the staff members.

In the unlikely event that an individual has send private messages to staff members (e.g. via social media platforms or email), our procedure is to:

- Staff member must report to the Nursery Manager, Deputy Manager or Nursery Proprietor, as soon as possible.
- Staff concerns about parents and/or colleagues will always be taken seriously.
- Staff member must immediately 'block' the abuser, to stop further messages.
- Staff member will be supported by the Nursery Manager or other senior member of staff and helped to seek further support from outside agencies, if required.
- Action will be taken swiftly in line with this policy i.e. meetings will take place, if needed, exclusions may be put in place, and reports may need to made to the Police and/or Ofsted (see above).

The well-being, mental health and safety of our staff members at Walmer Bridge Day Nursery is crucially important. We understand that following an incident of abuse, children, staff, volunteers or parents may require additional support and reassurance following the experience. The management team will provide this and seek any further support where necessary.

This policy was adopted on	Signed on behalf of the nursery	Date for review
9th November 2023	Katy-Leigh Eastham (Nursery Manager) 	November 2024
This policy was reviewed on	Signed on behalf of the nursery	Changes made?
11 th November 2024	Katy-Leigh Eastham (Nursery Manager) 	No changes needed
15th September 2025	Katy-Leigh Eastham (Nursery Manager) 	Ofsted telephone number updated Sexual abuse added Examples of abuse added September 2026