



## Zero Tolerance

### Introduction

Houghton and Wyton Pre-school is committed to fostering a safe, respectful, and welcoming environment for all members of our community — including children, staff, trustees, volunteers, parents, carers, and visitors. This policy outlines our zero-tolerance approach to violence, abuse, or harassment in any form, whether in person, by phone, or through digital communication (including email, text, social media, and Family). We expect all individuals to treat one another with courtesy and respect in accordance with the Equality Act 2010 and our safeguarding responsibilities.

### Aim

To ensure all members of the pre-school community can work, learn, and communicate in an environment free from intimidation, aggression, or harm.

### Objectives

We will:

- Promote respectful communication and conduct across all areas of the setting
- Take immediate action in response to abusive or threatening behaviour
- Provide clear procedures for reporting and addressing unacceptable conduct
- Uphold our safeguarding duty to protect children, staff, and families

### Roles and Responsibilities

- **Manager/Deputy Manager:** Responsible for responding to incidents, supporting affected parties, and coordinating follow-up action
- **Staff and Volunteers:** Expected to model respectful behaviour and report any concerns promptly
- **Trustees:** Involved in reviewing serious incidents, supporting staff, and ensuring appropriate consequences are followed
- **Parents and Visitors:** Expected to behave respectfully in all interactions with the pre-school

### Unacceptable Behaviour

We define inappropriate or unacceptable behaviour as including (but not limited to):

- Swearing, shouting, or verbal abuse
- Threatening gestures or physical intimidation (e.g. fist shaking, aggressive posture)
- Physical violence or threats of violence
- Malicious or false accusations
- Discriminatory remarks or behaviour (including racism, sexism, or homophobia)
- Persistent or excessive complaints, criticism, or demands that cause stress to staff
- Abusive communication via phone, email, text, social media, or Family
- Damage to property or theft
- Any behaviour that compromises the safety or emotional well-being of children, staff, or others

### Reporting and Response Procedures

#### 1. Initial Response

- The individual will be asked to stop the behaviour immediately
- If the incident occurs on site, the person will be moved to a private area (where safe) and spoken to by the Manager or senior staff



- Where needed, a second staff member will be present
- 2. Recording the Incident**
- The incident will be logged using an incident form
  - Any witnesses may be asked to provide statements
  - The DSL will be informed where safeguarding is a concern
- 3. Escalation and Action**
- If the behaviour poses a threat, the police will be called
  - Depending on the severity of the incident, the Manager or Chair of Trustees may decide to:
    - Send a formal written warning
    - Require a meeting before further access is allowed
    - Terminate the child's place with immediate effect
    - Refuse enrolment for any future siblings
- 4. Notification to External Bodies**
- Where necessary, we will notify:
    - OFSTED
    - The Local Authority
    - The Police
- 5. Internal Misconduct (Staff/Volunteer)**
- Allegations or incidents involving staff, volunteers, or trustees will be investigated in line with our disciplinary procedures
- 6. Safeguarding Concerns**
- If a child is at risk of harm or abuse, the incident will be managed in accordance with the Safeguarding and Child Protection Policy
  - The Designated Safeguarding Lead (DSL) will refer to relevant agencies as needed

### **Anonymous Concerns**

Concerns may be raised anonymously to the Manager or one of the Trustees. These will be treated seriously and handled with discretion.

### **Support and Follow-Up**

- Support will be offered to staff and families affected by any incident
- The Manager will review the situation and may conduct a follow-up meeting or risk assessment to prevent further issues

### **Monitoring and Review**

This policy is reviewed annually by the Board of Trustees, or earlier if an incident prompts a review or if legislation changes.

### **Legislation and Guidance**

- Equality Act 2010
- Children Act 1989 & 2004
- Health and Safety at Work etc. Act 1974



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- Safeguarding Vulnerable Groups Act 2006
- Protection from Harassment Act 1997
- Public Order Act 1986

### **Acknowledgment**

All parents, carers, staff, trustees, and visitors are required to read and understand this policy. By doing so, they agree to uphold the values of Houghton and Wyton Pre-school and maintain a respectful, safe environment for all.