

Managing Aggressive or Abusive Adults

Little Lanes Out of School Club | Policy

Version: October 2026 | Applies to staff, parents, carers and visitors

Our commitment

Little Lanes is a place of safety for children and staff. We do not accept bullying, threats, harassment, violence or abusive behaviour from any adult, whether directed towards children, staff or others at the Club. This applies in person, by telephone and through written or online communication.

Parents and carers may raise concerns, disagree with decisions and make complaints respectfully. A complaint or reasonable criticism will not itself be treated as abusive behaviour. We will consider communication needs and reasonable adjustments while maintaining everyone's safety.

Unacceptable behaviour

Examples include:

- Shouting at, insulting, swearing at or repeatedly verbally abusing another person.
- Threatening, intimidating or harassing messages, emails, calls or social media communications.
- Physical intimidation, including blocking an exit, standing threateningly close or using threatening gestures.
- Pushing, hitting, slapping, punching, kicking, spitting or threatening physical violence.
- Racist, sexist, discriminatory or sexually harassing comments or behaviour.
- Threatening damage, damaging property or behaving in a way that puts others at risk.

Immediate safety actions

Staff will assess the situation and prioritise safety. Move children away from the incident to a safe, supervised area, summon the manager or session leader and get assistance from another member of staff. Maintain appropriate supervision and do not leave children unattended to deal with the adult.

Call 999 immediately if someone is in immediate danger, violence is occurring or a crime is in progress. Staff do not need management permission and must not wait through the steps below before calling. Move to safety and follow police instructions. Follow the Club's lockdown or emergency procedures where appropriate.

Staff must not put themselves at risk by confronting, pursuing or attempting to physically remove an adult. Keep a clear escape route and avoid becoming isolated with them.

Speaking with the adult when safe

The manager or session leader may attempt a calm discussion only when it is safe. Explain the behaviour that must stop, use clear and respectful language, and avoid argument. If the situation worsens, end the discussion and move to safety.

Location for a private discussion

Where safe, the manager or session leader may invite the adult to speak in the car park, away from the entrance door and children, while remaining clear of moving vehicles. Another staff member must be aware and available to assist, and children must remain adequately supervised.

Staff must keep a clear route back to safety and must not move into an isolated area with someone who is threatening or aggressive. The car park must not be used if traffic, lighting, isolation or other circumstances make it unsafe. Where privacy or safety cannot be maintained, arrange another suitable way to communicate.

If behaviour continues or the adult refuses to leave

If it is safe to do so, clearly ask the adult to stop the behaviour or leave the Club's area. If they refuse, do not argue or attempt to remove them physically. Keep children away, restrict access where safe without obstructing emergency exits, and seek police assistance. Use 999 for an emergency and 101 for non-emergency police assistance.

Notify management promptly. Contact the school where the incident affects shared premises or requires support with site security, without delaying emergency action.

Collection of a child

The child's safety remains the priority. If an adult appears unable to care safely for the child, or staff believe handover would place the child at risk, seek immediate safeguarding advice and arrange a safe alternative authorised collector where possible. Contact police if there is immediate danger. Staff must not put themselves or the child at risk through a physical confrontation.

Follow the Safeguarding and Uncollected Children policies where appropriate. Record the concern, advice received and the eventual handover. An adult's behaviour must not result in a child being left unattended or blamed for the incident.

Telephone and written abuse

Staff may end an abusive telephone call after explaining why, where safe and appropriate. Save relevant emails, messages, call details or screenshots securely. Do not respond through personal social media accounts or enter an online argument.

Management will decide a suitable communication method, which may include written communication or an arranged call. An in-person meeting will take place only if assessed as safe and appropriately staffed. Threats and safeguarding concerns are acted on promptly, regardless of how they are received.

Concerns and complaints

Where appropriate, explain how the adult can raise their concern under the Complaints Policy. The underlying complaint will still be considered fairly and separately from the unacceptable behaviour. Parents may contact Ofsted about registration concerns. Nobody needs to tolerate abuse in order to receive a complaint.

Recording and support after an incident

Once immediate safety has been secured, staff complete an incident record covering:

- Date, time, location, people involved and witnesses.
- A factual description of what was said and done, including exact words where relevant.
- The effect on children and staff, any injuries or damage and immediate protective actions.
- Contact with management, the school, police or safeguarding agencies, and advice or reference numbers.
- Any child collection arrangements, evidence retained and agreed follow-up actions.

Store records securely and limit access to those who need the information. Record related safeguarding concerns through the safeguarding procedure. Management will consider any required notifications to Ofsted or health and safety authorities according to the circumstances; not every disagreement is reportable.

Offer reassurance and appropriate support to affected children and staff. Management will review the incident with staff, consider whether further support is needed and update risk assessments, staffing or access arrangements where necessary.

Restricting access and future contact

Management will assess proportionate action based on the seriousness of the incident, ongoing risks and any previous incidents. Actions may include a written warning, agreed conduct expectations, communication through a named person, supervised meetings or restrictions on access to the Club's area.

Little Lanes will coordinate any restrictions affecting school premises with the school and the person authorised to control access. Staff must not assume the Club can impose a ban on the whole school site. Urgent protective action and police assistance must not be delayed while longer-term arrangements are agreed.

Any restriction will normally be confirmed in writing, explaining the reasons, scope, duration or review date, safe arrangements for the child's arrival and collection, and how the adult can make representations or request a review. An alternative authorised collector may be agreed. The child's needs and family circumstances will be considered.

Any decision about continuing the child's place must follow the Club's published terms, equality duties and safeguarding responsibilities. Access restrictions do not remove the adult's ability to make a complaint through an appropriate safe channel.

Approval and review

Adopted by: Little Lanes Out of School Club

Date approved: October 2026 Review date: October 2027

Signed: MG Name and role: Megan Garratt - Manager

Review within 12 months of adoption and sooner following a significant incident or a change in guidance or arrangements. Brief staff on the procedure and make this policy available to parents and carers.

References and related policies

HSE guidance on violence and aggression at work; GOV.UK guidance on contacting police; current EYFS safeguarding and welfare requirements. Read alongside Safeguarding, Complaints, Visitors, Uncollected Children, Equalities Inclusion and SEND, and emergency and lockdown procedures.

www.hse.gov.uk/violence/employer/index.htm | www.gov.uk/contact-police