

I am Me Support CIC



Lone Working Policy

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1. Policy Statement

- . 1.1. Where the conditions of service delivery or its associated tasks require staff to work alone, both the individual staff member and the director have a duty to assess and reduce the risks which lone working presents.
- . 1.2. This policy should be read in conjunction with the Health & Safety and Safeguarding policies including, where relevant, those of partnership organisations with whom I am Me Support CIC are involved.

2. Purpose

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations.

3. Scope

- . 3.1. This policy applies to all staff who may be working alone, at any time, in any of the situations described in the definition below.

4. Context

Most staff work 1:1 with children and young people, this could be on a school site or could be in the home or community.

- . 4.1. a commitment to supporting staff in establishing and maintaining safe working practices
- . 4.2. recognising and reducing risk
- . 4.3. a commitment to the provision of appropriate support for staff
- . 4.4. a clear understanding of responsibilities
- . 4.5. the priority placed on the safety of the individual over property
- . 4.6. a commitment to providing appropriate training for staff
- . 4.7. Equipment such as mobile phones will be made available as appropriate.

5. Definition

Within this document, 'lone working' refers to situations where staff in the course of their duties work alone or are physically isolated from staff and without access to immediate assistance. This last situation may also arise where there are other staff in the building but the nature of the building itself may essentially create isolated areas.

6. Mandatory Building Procedures

6.1. Security of buildings being used

Line Managers and their employees must ensure that:-

- . 6.1.1. All appropriate steps are taken to control access to the building and that emergency exits are accessible
- . 6.1.2. When working alone they are familiar with exits and alarms.
- . 6.1.3. There is access to a telephone and first aid kit
- . 6.1.4. If there is any indication that the building has been broken into, they call for assistance before entering

6.2. Working alone at another building/location

The director and staff must ensure that:-

- . 6.2.1. All appropriate steps are taken to control access to the building/room and that emergency exits are accessible
- . 6.2.2. They are familiar with the fire and, if applicable, intruder alarm procedure and know the location of both exits and alarms
- . 6.2.3. When making a booking at a venue there will be somebody else present in the building (i.e. Building Manager or Caretaker) and that this person can be contacted in the event of an emergency.
- . 6.2.4. There is access to a telephone and first aid kit.
- . 6.2.5. If there is any indication that the building has been broken into, they call for assistance before entering
- . 6.2.6. Staff are familiar with the no-smoking rules and procedures

- . 6.2.7. Whenever possible that they park in a well lit and busy area
- . 6.2.8. Ensure sign in and sign out procedures are followed

7. Personal safety

- . 7.1. Staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for a reduction of risk.
- . 7.2. Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- . 7.3. Before working alone, an assessment of the risks involved should be made in conjunction with the Director
- . 7.4. Where required, staff must ensure that they sign in and out of building registers.
- . 7.5. Staff must inform the director or other identified person when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person when the task is completed. This includes occasions when a staff member expects to go home following an external commitment rather than returning to their base.
- . 7.6. If a member of staff does not report in as expected an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate using emergency contact information if necessary.
- . 7.7. Arrangements for contacts and response should be tailored to the needs and nature of the team. Issues to take into account include:
 - . 7.9.2. The identified risks
 - . 7.9.3. Measures in place to reduce those risks
- . 7.8. Where staff work alone for extended periods and/or on a regular basis, managers must make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation.

8. Assessment of risk

8.1. In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:

- . 8.1.1. The environment – location, security, access.

8.1.2. The context – nature of the task, any special circumstances.

8.1.3. The individuals concerned – indicators of potential or actual risk.

8.1.4. History – any previous incidents in similar situations.

8.1.5. Any other special circumstances.

8.2. All available information should be taken into account and checked or updated as necessary. Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.

9. Planning

9.1. Staff should be fully briefed in relation to risk as well as the task itself.

9.2. Communication, checking-in and fallback arrangements must be in place. Staff should ensure someone is always aware of their movements and expected return time.

9.3. The Director is responsible for agreeing and facilitating these arrangements, which should be tailored to the operating conditions affecting the staff member.

10. Staff working at home

10.1. Staff working from their own homes should take every reasonable precaution to ensure that their address and telephone number remain confidential.

12. Practice Guidance – Personal Safety

'Reasonable precautions' might include:

- 12.1. checking directions for the destination
- 12.2. ensuring your car, if used, is road-worthy and has break-down cover
- 12.3. ensuring someone knows where you are and when are expected home
- 12.4. avoiding where possible poorly lit or deserted areas
- 12.5. taking care when entering or leaving empty buildings, especially at night
- 12.6. ensuring that items such as laptops or mobile phones are carried discreetly

For more information see the Suzy Lamplugh Trust website <http://www.suzylamplugh.org/personal-safety/personal-safety-tips/> which gives further advice and information.

13. Monitoring and Review

Any member of staff with a concern regarding lone working issues should ensure that it is discussed with their manager or with the whole team, as appropriate.

Appendix 1 - Protocol and Guidance for Home Support

Introduction1. Guidance for Home Support

- . 1.1. Staff supporting a child or young person in the home should ensure their electronic diary is up to date with a list of any home support arranged, including name, address, phone number of the home/individual visited and an estimated time of leaving and returning. The director must be supported with access to this diary. The worker should ensure they have a fully operational mobile phone with them for the visit. Staff should appraise themselves of any previous visits by other staff or agencies and acquire background information from others.
- . 1.2. If staff are anxious on arriving at a location and feel their safety could be jeopardised, they should not take the risk of proceeding further. They should telephone the home and advise that they are unable to attend. Alternative arrangements should be made.
- . 1.3. Travel plans should only be changed if relevant staff have been alerted.
- . 1.4. Staff may consider the carrying of a personal alarm.
- . 1.5. Visiting staff are reminded to keep up-to-date with current legislation and safeguarding training.

2. Protocol for Home Support Working in Partnership with Parents/Carers

- . 2.1. Show respect for parents/carers/families as equal partners in the relationship.
- . 2.2. Make appointments in advance and offer a choice.
- . 2.3. Be aware of Social, Cultural and Religious differences.

Working in Partnership with other Agencies

- . 2.4. Where appropriate check to find out if a Lead Practitioner (Professional) is identified.

- . 2.5. Where possible, communicate with other agencies already involved with the family.
- . 2.6. There is a need to clarify the role of other professionals involved to avoid duplication and so that workers are not working at cross-purposes with other agencies.

3. Health and Safety

- . 3.1. It is important that all contacts with children and families are recorded.
- . 3.2. A note should be made of all people present , dates and times etc.
- . 3.3. Use common sense, trust your instincts and if a situation feels threatening - leave, saying for example, that you are going back to get something from your car.
- . 3.4. If in doubt cancel the visit and re-arrange with the director
- . 3.6. The staff member undertaking home support must ensure they inform the Director immediately after a visit has taken place at the agreed time if it is felt that there is a risk present.
- . 3.9. If there appears to be any cause for concern, a code word will be used and the staff member should respond accordingly to the questions being answered by the administrator
- . 3.10. If there is no answer, the administrator should try to make contact again after 5 minutes
- . 3.11. If there is still no answer the administrator should ring the contact details on the home visit form to ensure that the staff member has left and at what time
- . 3.12. Attempts should then be made to contact the staff member at their home by telephone and refer to the Director for further action

4. Risk Assessment

- . 4.1. Check records as to what is known and what information is available.
- . 4.2. Talk to other professionals who may have already have had contact or involvement with the family.
- . 4.3. Discuss with the Director what strategies to adopt when working with a potentially difficult learner /carer.