



Lone Working Policy

The One to One Project has considered the risks involved in working alone at the Project's premises and in clients' homes. This policy sets out the action staff and volunteers need to take to keep themselves as safe as is practicable. It is the responsibility of each individual employee/volunteer to know and follow this policy.

A member of staff is always present when a volunteer sees a client at the premises.

This policy does not cover staff or volunteers working from other organisations' premises. Any staff or volunteers involved in carrying out work in an outreach venue should not work alone in any circumstances whatsoever.

If an employee/volunteer has any concerns whatsoever about working alone in a particular situation they should discuss them with their supervisor/manager.

Any accidents or incidents must be reported in supervision and added to supervision notes, or reported to the Project Co-ordinator.

All staff members have access to each others home telephone numbers in the event of an emergency. If a member of staff does not return home their partners have telephone numbers for other members of staff.

For meetings, training and other events that take place during these times, the keyholder must ensure that someone waits with them while they secure the building.

Unexpected Visitors

The appointment system in place at the Project means that clients and other visitors are expected. If an unexpected visitor comes to the door:

- If you feel threatened, do not open the door
- If the situation becomes hazardous whilst in conversation, explain politely that you are unable to continue the conversation and close and lock the door.
- Use an alternative exit if necessary

Accidents/Illness

In the event of an accident or sudden illness telephone another member of staff or the person who knew you were working alone.

If they are unavailable, telephone the Police, ambulance.

LONE WORKING IN THE COMMUNITY:

Daytime lone working (9.00am – 3.00pm)

Risks to project staff and volunteers are managed in the following ways:

Client visits by Project Co-ordinator

- The referrer is asked to confirm whether, in their opinion, it is appropriate to visit the client at home
- The worker ensures that the other staff in the office know the details of their appointment (time, venue, etc) that day by recording it in the office diary.
- The worker carries a personal alarm and a mobile phone during the visit.
- The worker assesses on arrival whether they will approach the home
- The worker assesses on being greeted at the door whether they will go into the home
- The worker chooses the seat nearest the door if at all possible.
- If the worker feels threatened at any point, they leave immediately
- Following the visit, the worker completes a Health & Safety form (see attached)

Visits by Mentors

- All mentors receive training about 'keeping safe' in their induction
- The Health & Safety form is considered by the Project Co-ordinator before allocating the client to a volunteer
- The Health & Safety form is discussed with the mentor and any special recommendations implemented (e.g. daytime visit, personal alarm, alternative venue)
- All mentors receive induction training, which includes 'Keeping Safe'. These instructions are reiterated in the Mentor Handbook.
- The mentor sits nearest the exit if at all possible
- If a mentor feels threatened at any point during a visit, they leave immediately