# Lone Workers’ Policy

On occasion Glow Education Project staff may be involved in unaccompanied external visits. This creates potential risk from:

* Verbal abuse
* Intimidation
* Theft and/or damage of personal property
* Violence to the individual

Glow Education Project will seek to:

* Ensure wherever practicable that all staff adhere to safe working practices as outlined in this procedure (see guidance), and that staff and their manager work together to assess the risk involved in certain situations.
* Ensure a detailed record of all incidents is kept and that an incident form is completed as soon as practicable after an incident has occurred (Minor Incident/Near Miss Form).

**Training, instruction and information**

Employees who are identified as potential Lone Workers should be made aware of this procedure and other relevant procedures at induction.

**Communication**

* Staff will carry a charged mobile phone and will text or email their arrival for any appointment and send another email at the end of the shift/appointment.
* If at any time staff feel vulnerable they will take immediate action to keep safe and as soon as practicable will alert their line manager to any incident or concern.
* Staff will keep relevant numbers for managers in their phone and will call emergency services if they require immediate assistance.
* Lone workers should not go into a situation if they feel at risk. Regardless of any existing risk assessment – situational risk at the time of any visit or activity must be taken into account. Any such concerns should be reported to the line manager.

**Guidance**

Employees should consider the following factors prior to undertaking a visit. If they have any concerns about the overall risk involved in that visit, they should consult with a Senior Manager and agree appropriate action to be taken. This is not expected to be an onerous task, as most visits will follow a recognised pattern.

**Transport**

* Staff who utilise their own vehicles for work will adhere to our Driver’s Policy and will ensure their vehicle is safe and sound in terms of best practice.
* All vehicles must be insured for business use.
* If a learner poses a high risk of violence or potential disruption to the safety of drivers then they will either be accompanied by other staff members or will use public transport for the purpose of any journey.
* Seat belts, speed limits and all other precautions set out within the Highway Code will be adhered to in order to improve safety.
* A first aid kit must be available and all staff must be first aid trained in order to work on a 1-2-1 basis with young people.

**Location**

Staff will attempt to ensure the location of any activity is not isolated and that they are in range of a mobile phone network. If staff intend to perform an activity in an isolated area they should first discuss this with their manager and devise an appropriate risk management plan.

**Risk assessment**

* If no risk assessment is available for a learner, staff should act as if the learner is high risk and adopt safe practice in terms of choosing a safer location, ensuring access to mobile phone, maintaining visibility in public areas and utilising the experience of other staff and carers in working with the learner.
* Absconding: Each staff member must have contact details for the police and parents. If a learner absconds they should report this to the parents and police as soon as possible. Due to the 1-2-1 nature of the work, staff not expected to prevent learners absconding by the use of physical intervention – relationships and positive activities are the key.
* Violence & Safe Risk Management: Unless evidence exists to the contrary all young people will be deemed as high risk in terms of violence, property damage and absconding. Our approach will be to provide SAFE SUPPORT NOT CONTROL.
* The definition of SSNC is to take all action necessary to reduce the likelihood of an event, or the severity of potential harm, but to respect our limitation to control a learner on a 1-2-1 staffing ratio.

The following principles will apply:

* + - Young people in our care do not have their liberty restricted and we cannot do so in any setting
    - Activities should be pre-­‐planned and suitable to meet the established needs of each learner
    - Parental responsibility: It is important that we respect and utilise the views of those with PR on the best course of action regarding any service provided to their learner. We should check parents/carers views on the chosen activity and incorporate their advice when possible.

**Lone workers – possible control measures to be considered**

*(NB: This is not exhaustive simply a starting point)*

If an individual is ‘working alone’, they must use common sense and be aware that their personal safety is paramount. It is a requirement that mobile phones are fully charged, in working order and with credit to enable contact at all times in case of incidents and to enable sign off.

Senior Managers and colleagues should take appropriate actions (e.g. contact the police) if they are concerned about the well-being of an individual ‘working alone’.

**Home visits**

* Prior to home visits to young people and their parents a work colleague must be made aware of your location and approximate time of return. If you are the only member of staff working at that time, you must inform the appropriate colleague of your safe return.
* If walking, establish a safe route avoiding unfrequented areas or back streets.
* Try to avoid meetings in high-risk areas when in the dark or during adverse weather conditions. If these visits have to be undertaken consider an accompanied visit and/or using some of the other control measures.
* In the occurrence of an incident that compromises the personal safety of any member of staff, the ‘Minor Incident Form’ needs to be completed and passed to a Senior Manager in the first instance. The Senior Manager will liaise with any third parties including the member of staff’s immediate line manager regarding actions to be taken as a result of the reported minor incident.

***Failure to contact the appropriate colleague within 30 minutes of your expected return will result in that colleague making enquiries as to your whereabouts.***

**Premises**

In the event that you are alone in a building under no circumstances do you allow access to visitors under the age of 16, if it is necessary to speak to somebody this should be done at the door or outside of the premises.

If you are alone in the building and you are not expecting a visitor, you must ensure that you have made all reasonable efforts to find out who is at the door prior to opening it. Upon establishing who the caller is, make contact with them at the door if you feel safe to do so. If you feel it is not safe or appropriate, ask them to return at another time.

If you are working outside of your normal working hours you must agree this in advance with your manager and notify your manager that you are safe when leaving.

***If you are alone in a building, upon locking up and leaving the premises you must, within 15 minutes, notify your line manager by phone that you are safe.***

If no contact is made within the times specified above, the following actions will be attempted:

Attempt phone contact – mobile number

Attempt phone contact – home number

Attempt contact with designated next of kin

Contact a Senior Manager

Decide course of action i.e. home visit/contact police

## Safeguarding

* + - Working on a 1-2-1 basis provides learners with an opportunity to build rapport quickly and have dedicated adult time to meet their specified needs. This also presents challenges in terms of learners being supervised by one member of staff in isolation of other staff/adults. To mitigate any risk we ensure all staff are recruited with rigour, have an enhanced DBS, and have an exemplary record in terms of being able to safeguard children.
    - Additional consideration should be given to learners/staff mix in terms of gender.

**Policy updated: November 2022**