

The page features a decorative design with three large, overlapping blue circles in the top right, middle right, and bottom right corners. These circles are composed of concentric rings in various shades of blue. Thin, light blue lines intersect at the top left and extend diagonally across the page.

LONE WORKING POLICY

**Reviewed and Adopted
October 2017**



1. Introduction

Lone working is defined as any work activity, which is intended to be carried out in isolation from other workers by an individual or a small team of people.

In Al-Hasaniya context lone working relates to professionals completing home visits to clients and part of their specific job role.

There are times when staff may be required to visit home addresses or schools which are located in either remote areas of the borough or in areas which may be of more risk, or at times outside of normal office working hours.

Clients are often socially excluded and the risks to staff are increased as the types of issues that may result in a family being referred to a statutory child protection service include, past criminal activity related to violence, domestic violence, drug and alcohol abuse , and mental health issues relating to unpredictable and dis-inhibited behaviour.

Al-Hasaniya Responsibility to Worker

Al-Hasaniya is committed to supporting all its staff and managers both in establishing and maintaining safe working practices and to recognising and reducing risk. There is a commitment to the provision of appropriate support for staff, which includes

- a clear understanding of responsibilities
- a priority placed on the safety of the individual worker
- formal and comprehensive risk assessments completed in relation to cases where there is evidence of risks to professionals
- all cases are subject to management risk assessment when allocated.
- a commitment to providing appropriate training for staff
- Equipment such as mobile phones, Blackberrys and panic alarms are available to all staff.

Staff Responsibility

It is important that all staff take responsibility for ensuring their own safety while lone working and should take all reasonable precautions to ensure their own safety, as they would in any other circumstances. Staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself and it is a priority that staff plans for a reduction of risk factors.



Lone Working Procedures

- Before working alone, an assessment of the risks involved should be made in conjunction with the line manager. If the lone working involves visiting a family who are not previously known to Children's Services and the referral indicates concerns in relation to domestic violence, mental health, drug and alcohol use, the home visit must be conducted by two workers.
- If it is a family who are known to Children's Services and the concerns relate to significant history of domestic violence and the perpetrator remains in the family, or where there have been threats of violence towards any professional involved with the family a full risk assessment meeting must be conducted and chaired by the team or service manager.
- Following the risk assessment a plan will be put in place to ensure that worker safety is given priority when working with that family.
- Staff must inform their line manager or other identified person when they will be working alone with a family where there are concerns regarding their response to children's services. For each home visit the worker must provide accurate details of the address they are visiting and follow an agreed plan to inform that person when the visit is completed.
- If staff are visiting a home where concerns have been identified in relation to potential risk. The worker must ensure that they agree the visit with their line manager and identify second person to attend the visit with them.
- When a staff member intends to go home following a visit rather than returning to the office, they must take responsibility for phoning or texting their line manager to confirm that they have ended their working day. In the event that the line manager is not available it is the staff member's responsibility to agree with another manager or senior worker who they will contact.
- All staff are responsible for keeping their electronic calendars fully updated. This should include addresses for home visits.
- Staff are responsible for checking that their Blackberry is charged, in working order.
- Staff are responsible for ensuring that they carry a personal alarm.



- If staff are subjected to any threats of violence or actual violence by a service user during a home visit they must leave the home address immediately. It is important that the staff member terminates the visit and leaves the property as soon as there are indications that the situation is escalating.
- If there are safeguarding issues in relation to children that need to be considered, the staff member should still exit the home visit and then contact their manager for advice.
- In the event that it is unsafe for the staff member to leave the property or the service user prevents them from doing so they police emergency service should be called,
- Once the staff member is safe, they must immediately report any such incident to their line manager or the duty manager. The priority will be to ensure immediate medical attention and support to the member of staff, if required.
- Al-Hasaniya will not tolerate threats to staff and will support police action. The line manager will be responsible for communicating the response to the client/ service user in these circumstances.
- Following any reports of actual or threatened violence a risk assessment meeting will be held and chaired by the manager and a plan of action put in place to support the member of staff.



**Date of Management Committee Meeting when policy was reviewed:
October 2017**

**Name of Management Committee Member:
Fatima Mourad**