



# **St Helena Children & Adult Social Services Directorate**

## **LONE WORKING POLICY AND PROCEDURE**

**October 2020**

*Next Review Date: September 2021*

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## **LONE WORKING POLICY**

### **Introduction**

It is recognised that some staff within the Children & Adult Social Care Directorate, by the nature of their job, can be required to work alone or can find themselves in such circumstances.

**Lone working can be described as “work that is specifically intended to be carried out by unaccompanied persons, without direct supervision or immediate access to another person for assistance”.**

Lone working may expose employees/others to additional health and safety risk which do not present themselves in other circumstances. Through a process of risk assessment, significant risks will be identified and controls put in place to eliminate/reduce the risk. To achieve this, the co-operation of all involved is essential and requires all levels of management and individual staff members to work together to develop and implement local safe systems of work.

To this end, this document has been developed in support of the Directorates Health & Safety at Work Policy.

### **Rationale**

This policy is underpinned by health and safety legislation and places a duty on the Directorate to provide and maintain a safe working environment.

### **Policy Aim**

This policy aims to ensure:

- The lone worker has full knowledge of the hazards and risks to which he/she is being exposed.
- The lone worker knows what to do if something goes wrong.
- Someone knows the whereabouts of the lone worker, e.g. what he/she is doing, where they are going, when they are due back and will implement the agreed emergency response.

### **Policy Statement**

The Directorate is committed to ensuring, so far as is reasonably practicable, that staff who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety. Working alone does not contravene the law, but it can bring additional risks to a work activity. Through the process of risk assessment the Directorate/manager will identify activities that have a significant level of risk attached to them and will, so far as is reasonably practicable, employ controls to reduce the exposure to those risks or eliminate the risk all together.

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## **Scope**

This policy applies to all employees and those undertaking work on behalf of the Directorate and refers to all services and activities of the Directorate.

It is applicable to:

- All lone workers, as defined, whether in an office or residential environment.
- Line managers of lone workers.
- Staff who are not routinely defined as lone workers but on occasion are required to work alone as per the definition.
- Those staff who are responsible for providing information which may affect the safety of lone workers.

**Managers** are responsible for:

- Ensuring that staff are aware of this policy and understand the methods and timing of reporting incidents.
- Ensuring risk assessments, local policies and procedures are produced and that safe systems of work are adopted including emergency response arrangements.
- Ensuring that any lone working procedures and safe systems of work implemented are subject to regular monitoring and reviewing to ensure effectiveness.
- Ensuring that staff receives appropriate information, instruction, training, supervision and equipment to allow them to operate safely and to better meet the needs of the service user.

## **Staff**

If staff hold a post where the nature of the job involves working alone a risk assessment must be carried out with appropriate arrangements put in place to ensure health and safety.

**Staff must:**

- Ensure they have all the necessary information, instruction and training to recognise the hazards and risks involved with working alone.
- Comply with policy and related procedures and co-operate with supervisors and managers on all health and safety matters.
- Take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work.
- Advise line managers of any concerns or risks.
- Accurately report all emergencies, accidents or incidents of violence and aggression in a timely manner
- Attend appropriate training and team meetings.
- Support colleagues who have been the victim of a violent incident or a witness to it.
- Co-operate fully in any subsequent investigation of an incident.

- Follow safe working procedures including the use of safety equipment and communication systems.
- Know what to do if something goes wrong.
- Share their schedule in accordance with local arrangements.
- Report any incidents, concerns about working alone, or faulty equipment to their line manager.

### **Monitoring and Review**

The Directorate is committed to regular auditing of lone working arrangements

## **LONE WORKING PROCEDURE**

### **Risk Assessment and Safe Systems of Work**

Where there is the potential for working alone, a risk assessment is required. Risk assessments should be completed with the individuals who are involved in the task or process being assessed; they are the people who best understand the risks.

Risk Assessment includes:

<b>STEP 1</b>	<b>Identification of individual, environmental and service provision risk factors.</b>
<b>STEP 2</b>	<b>Development of local procedures to implement the outcome of the risk assessment.</b>
<b>STEP 3</b>	<b>Providing information and training if necessary, to all staff that are affected.</b>

## **IDENTIFICATION OF RISK FACTORS**

The **risk assessment** process should take into account the identification of hazards from; for example, means of access, equipment, substances, environment, travel/route planning, communication, activity, individual service users dependency levels, etc. Particular consideration should be given to: -

## **Individual Risk Factors**

### **Resident/Client/Other Individual:**

- Is the person facing high levels of stress, likely to be drunk or on drugs?
- Does the person have a history of violence?
- Does the person have a history of criminal convictions?
- Does the person suffer from a medical condition which may result in absconding, a loss of self-control or emergency medical attention?

### **Staff:**

- Are staff familiar with relevant Directorate policies and local arrangements for lone workers and have they received relevant training?
- Are the staff new to the job, location or caseload?
- What is the staff medical fitness?
- \* Special needs or disabilities of a member of staff may have to be taken account of. This is applicable under general health & safety legislation and the Disability Discrimination Act.

### **Working with Groups:**

- Is the history of the group/area a factor?
- Have you a planned exit route?
- Are there people attending from other services/agencies?
- Has the fire services been made aware of potential service users who may be at risk of remaining in the building in the event of a fire?

## **Environmental Risk Factors**

- Is the remoteness or isolation of the workplace a factor?
- Are there any problems/barriers preventing effective communication?
- Is there a possibility of interference, such as violence or criminal activity from other persons?
- Is there a possibility of an animal (dog) attack?
- Is there an escape route within the room?
- Are there offensive weapons present?
- Is there good telephone reception to outside help?
- Is there a fire alarm system fitted and is it in working order?

## **Service Provision Risk Factors**

- Has the person verbally abused a care worker in the past?
- Has the person threatened a care worker with violence in the past?
- Has the person attacked or attempted to attack a care worker in the past?
- Does the person perceive a care worker/professional as a threat to his/her children, their own liberty or themselves?
- Is lone working required outside normal working hours?
- Does the person have unrealistic expectations of what can be done for them?
- Does the person perceive staff as wilfully unhelpful?
- Is the care worker capable of working alone?
- Are they able to assess an emergency and make good split second decisions in the best interest of those affected?

## **DEVELOPMENT OF LOCAL PROCEDURES / SAFE SYSTEMS OF WORK**

From the risk assessment it should be possible to identify lone working risk areas or activities. Local procedures need to be written to ensure there is a **safe system of work** for staff working in lone worker risk areas or activities. The emphasis should be to **reduce the risk to as low as is reasonably practicable**. Suggested local procedures/safe systems of work are provided in Section 3.

## **COMMUNICATION**

The risk assessment should pay particular attention to the **process of communication**.

### ***Sharing of Information between services/other agencies***

There should be communication of information about residents/clients/significant others between services/other agencies which may be providing service/treatment/care to the same individual. This should be documented. All relevant disciplines providing treatment/service/care should be informed about the risk, potential for violence and aggression, including trigger points. Managers are responsible for ensuring systems are in place to share such information and concerns.

**Balancing the need to provide information on potential risks in protecting an individual's right to privacy** - Legislation e.g. child Protection and Protection of Vulnerable Adults allows for the sharing of confidential information for the protection of health. This must be justified on a case by case basis.

### ***Local system of communicating with each other (Buddy system)***

It is imperative that the team leader or manager establishes a local system of communicating the whereabouts of individuals and an emergency response system is agreed. All staff must be compelled to use the system once established. Following risk assessment, methods of communication will be made available, which will facilitate safe working practices, e.g. use of two-way radios, telephonic checking and support, personal safety alarms, or a 'buddy system'. A communication procedure must be in place in every location/team and be utilised by all staff.

In the case of lone workers at Deasons Centre during night shift, it has been agreed that the night staff working at Cape Villa will telephone the lone worker at Deasons every two hours to check on their wellbeing. This call will be made on the 'On-call' mobile phone and not the land line. All calls will be documented by the staff at Cape Villa. In the event the lone worker does not answer the call the first time, another call will be made five minutes later. If the lone worker fails to answer the second call, the caller will immediately contact the staff member identified for being on-call that night and request they urgently visit Deasons Centre in case the lone worker need help.

A copy of the On-call rota must be shared with staff at Cape Villa.

All accidents, incidents must be recorded in a detailed and timely manner and shared with appropriate professionals.

## **MONITORING & REVIEW**

Managers must ensure that any lone working procedures and safe systems of work implemented are subject to regular monitoring and reviewing to ensure effectiveness. This may take the form of both informal monitoring on a day to-day basis and more formally via safety inspections.

Risk assessments must be reviewed at regular intervals and status updated and shared whenever there is reason to suspect they are no longer valid. Staff are responsible for adhering to procedures and should report any incidents or concerns relating to the safety and effectiveness of the working arrangements to their line manager.

### **Training**

It is the responsibility of the individual and the line manager to identify any training needs and to ensure that these are facilitated and accessed.

Managers are responsible for keeping a record of all staff training.

### **Incident Management**

All incidents must be reported and investigated in accordance with the directorate's current incident report system.

In the event an injury is sustained, a detailed Body Map must be completed and attached to the incident report.

## **BUDDY SYSTEM**

- Staff members to log on for duty. (Staff may wish to use an office diary/whiteboard to record staff members logging in/out).
- Team up with a work colleague 'buddy' and share details of both your work schedules for the day and your vehicle and travel details i.e. destinations and expected times of arrival/departure.
- Let your 'buddy' know of **any** changes to your schedule even small changes.
- Arrange for contact/emergency response if your return is overdue.
- This procedure should be followed throughout all shifts.
- Staff member to log off at end of shift.



- Communicate via telephone 2 hourly to check if lone worker is safe or to highlight any visit or situation causing concern.

## **HOME VISITS**

### ***Before Leaving Checklist***

- Is the visit to the resident/client in their home necessary?
  - Can they come to you in a Directorate facility?
- Will changing the time of the visit reduce risks?
  - Consider arranging visits for particular times of day such as mornings and when anti-social or illegal activity should be minimal.
- Have you the knowledge that will allow you to recognise when a situation is becoming dangerous?
- Have you the communication skills to resolve the situation if safe to do so?
- Do you know when to leave and seek assistance?
- Is this to be your first visit to this person?
- Have you read through their notes and records to acquaint yourself with relevant information including possible risks?
- Are you providing cover for another member of staff?
  - Have you been briefed on potential and actual difficulties.
  - Is a joint visit necessary?

### **Useful information and checklist required by staff member prior to any visit to a client's home may include:**

- Name/Date of Birth.
- Address (obtain clear directions to location of residence).
- Telephone number (make sure resident/client knows you will be visiting unless there are particular reasons for an unannounced visit).
- Diagnosis.
- Doctor's Name if applicable
- Contact number of appropriate person if further help is required e.g. Line Manager / Police / Hospital/Deputy
- Reason for referral.

- Is the individual known to the service?
- Specific equipment: carry only what is necessary.
- Are there other occupants in the house or others who have access to the house?
- Are there any perceived or previous problems e.g. resident/relative aggression/known causes of aggression?
- Is there any indication of anti-social/ criminal activity in the area?
- Is there indication of need for staff to visit or work in pairs?
- Do you know how access to the house can be obtained e.g. key to house, isolation of area.
- Aggressive /unusual pets.

### ***On Arrival***

## **BE ALERT, BE AWARE, BE SAFE**

- Park with care, in such a way as to ensure a quick getaway.
- Be aware of your attitude, body language.
- Keep clear of the doorway after ringing and stand sideways on so you present a narrow, non-threatening but protected stance.
- Introduce yourself and the reason for your visit.
- Always wear your ID badge.
- Do not enter if the person you are calling to visit is not available.
- Do not enter if met with aggression at the front door or the person appears to be under the influence of alcohol or drugs.
- Only enter when you are invited and you feel safe to do so.
- Follow the occupants in when entering.
- Ask for dogs to be put in another room before you go in.
- Check how the door locks as you go in.
- Be aware of your surroundings and exits.
- Try to sit nearest the door.

- Remain aware of the behaviour of all persons in the house, watching for changes in mood, movements or expressions that may indicate a problem.
- If another person enters the room, reassess, if uncomfortable terminate the visit and leave.

**IF AT ANY TIME YOU FEEL YOUR SAFETY IS AT RISK, OR VIOLENCE IS THREATENED LEAVE IMMEDIATELY AND SEEK HELP.**

### ***On Return***

If something has happened during your visit which has caused you concern or has caused you to feel threatened, inform your line manager and discuss further action.

### **HIGHER RISK VISITS/LOCATIONS**

Visits assessed as higher risks should only be undertaken if considered essential.

#### ***Accompanied visit***

- Consider if a security escort e.g. (Police) is necessary/appropriate.

**NB: The Police will try to provide an escort where imminent danger is threatened, subject to resources available.**

### **EMERGENCIES IN RESIDENTS/CLIENTS HOME**

If staff identify an emergency situation in a resident/client's home then contact the appropriate emergency service as soon as possible, **let the experts deal with it. Stay with the person and talk to them or reassure them until help arrives unless it is dangerous for you to do so.**  
**If you are qualified to do so then administer basic first aid if necessary.**

### **CAR SAFETY**

- Report any faults to your line manager, ensure you have fuel in the tank before you go on a visit
- Ensure you have details of breakdown/rescue organisations.
- When you leave the car, lock personal belongings, equipment, drugs etc. in the boot, not on display.

### **MANAGERS CHECKLIST**

In order to manage an effective safe system of work for lone working, managers may wish to utilise one or more of the following:

- Office diary/whiteboard/clocking in-out procedures.
- Agreed code words with other staff members.
- Buddy lists or telephonic checking support system.
- Risk assessment and lone working standing agenda items on team meetings.

Signature  \_\_\_\_\_  
Director Children & Adult Social Services

Date 1 10 20.

Signature \_\_\_\_\_  
Manager

Date \_\_\_\_\_

Signature \_\_\_\_\_  
Training & Policy Lead

Date \_\_\_\_\_



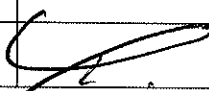










<b>POLICY TITLE:</b>		<b>POLICY FOR WORK EXPERIENCE PLACEMENT PROVIDERS</b>			
<b>SERVICE IMPACT</b>	<b>Low</b>	<b>Medium</b>	<b>High</b>	<b>Critical</b>	
	<b>X</b>				
<b>DATE IMPLEMENTED:</b>					
<b>DATE OF NEXT REVIEW:</b>		01/09/2020			
<b>AUTHOR:</b>		ANDREW BURT Assistant Team Manager, Children's Service			
<b>APPROVED BY:</b>					

<b>Reason for this review:</b>	
<b>Were changes made?</b>	This is a new policy.
<b>Summary:</b>	This policy has been created to assist the College in keeping young people on Work Experience placements safe from exploitation and inappropriate contact.
<b>Relevant Legislation:</b>	<ul style="list-style-type: none"> <li>• Children Act 1989</li> <li>• Children Act 2004</li> <li>• Children and Social Work Act 2017</li> </ul>
<b>Underpinning knowledge – What we have used to ensure that the policy is current:</b>	<ul style="list-style-type: none"> <li>• Working Together to Safeguard Children (DfE 2018)</li> </ul>
<b>Suggested action:</b>	<ul style="list-style-type: none"> <li>• Share policy with Staff at the College who arrange work experience placements</li> <li>• College to implement policy by seeking the signed agreement of placement providers of their agreement to abide by the policy in order to safeguard children and young people</li> </ul>

## 1. PURPOSE

The purpose of this policy is to protect children from any harm that may be caused due to their coming into contact with adults during their work experience placements. This includes harm arising from:

- 1 The conduct of staff or personnel associated with Work Experience delegates
- 2 The design and implementation of Work Experience programmes and activities

To support in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
<b>SAFE</b>	How do we protect young people in their work experience placement?
<b>WELL-LED</b>	How does SHCC promote and expect a positive culture and environment where work experience delegates are protected from unwanted sexual attention (verbal or touching) by adults who are there to assist and instruct them.

This policy does not cover:

- 3 *Sexual harassment in the workplace – this is dealt with under the St Helena Government Code of Management Policy (page 53; October 2013 edition)*

## What is Safeguarding?

Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. We understand it to mean protecting people, including children and at risk adults, from harm that arises from coming into contact with our staff or programmes.

## 2. SCOPE

- All staff employed or voluntary.
- Associated personnel whilst engaged with work or visits related to the placement provider, including but not limited to the following: consultants; volunteers; contractors; programme visitors including journalists, celebrities and politicians.

## Policy Statement

- St Helena Government believes that everyone we come into contact with, regardless of age, gender identity, disability, religion, sexual orientation or ethnic origin has the right to be protected from all forms of harm, abuse, neglect and exploitation.
- This policy will address child safeguarding and commits to addressing safeguarding throughout its work, through the three pillars of prevention, reporting and response.

## 3. OBJECTIVES

3.1 That all students who have been placed in regulated work placements in order to enable them to experience the adult work environment are free to do so without being subject to unwanted attention or abuse.

3.2 For SHCC to include a copy of this policy to each placement provider so that they can sign to confirm that they agree to abide by the contents of the policy with regard to the protection of vulnerable young people who are placed at their place of work.

## 4. POLICY

### Prevention

#### Responsibilities

Work Experience Providers will:

- Ensure all staff have access to, are familiar with, and know their responsibilities within this policy.
- Design and undertake all its programmes and activities in a way that protects people from any risk of harm that may arise from their coming into contact with potential harm. This includes the way in which information about individuals in our programmes is gathered and communicated
- Implement stringent safeguarding procedures when recruiting, managing and deploying staff and associated personnel
- Ensure staff receive training on safeguarding at a level commensurate with their role in the organization
- Follow up on reports of safeguarding concerns promptly and according to due process using referrals to Children's Services where appropriate.

#### Staff responsibilities

Placement Provider Staff and associated personnel must not:

- Engage in sexual activity with anyone who is on a Work Experience placement
- Sexually abuse or exploit children or vulnerable adults
- Subject a child or vulnerable adult to physical, emotional or psychological abuse
- Engage in any commercially exploitative activities with children or vulnerable adults including child labour or trafficking
- Subject a young person or vulnerable adult to unwanted touch or suggestive conversation

#### Protection from sexual exploitation and abuse

Placement Provider Staff and associated personnel must not:

- Exchange money, employment, goods or services for sexual activity. This includes any exchange of assistance that is due to beneficiaries of assistance
- Engage in any sexual relationships with beneficiaries of assistance, since they are based on inherently unequal power dynamics

Additionally, Placement Provider staff and associated personnel are obliged to:

- Contribute to creating and maintaining an environment that prevents safeguarding violations and promotes the implementation of Safeguarding Policy
- Report any concerns or suspicions regarding safeguarding violations by any Placement Provider staff member or associated personnel to the appropriate staff member

## Enabling reports

- Placement Provider personnel will ensure that safe, appropriate, accessible means of reporting safeguarding concerns are made available to staff and the communities in which they are based.
- Placement Providers will also accept complaints from external sources such as members of the public, partners and official bodies.

## How to report a safeguarding concern

- Staff members who have a complaint or concern relating to safeguarding, should report it immediately to their safeguarding focal point (as appropriate) or line manager. If the staff member does not feel comfortable reporting to their safeguarding focal point or line manager (for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern) they may report to any other appropriate staff member. For example, this could be a senior manager or a member of the Human Resources team.

## Response

- Children's Services will follow up safeguarding reports and concerns according to policy and procedure, and legal and statutory obligations.
- Placement Providers will apply appropriate disciplinary measures to staff found in breach of policy and Children's Services will offer support to survivors of harm, caused by staff or associated personnel, regardless of whether a formal internal response is carried out (such as internal investigation). Decisions regarding support will be led by the survivor.

## Confidentiality

It is essential that confidentiality is maintained at all stages of the process when dealing with concerns. Information relating to the concern and subsequent case management should be on a need to know basis only, and should be kept secure at all times

## Glossary of terms

### **Child**

A person below the age of 18

### **Harm**

Psychological, physical and any other infringement of an individual's rights

### **Psychological harm**

Emotional or psychological abuse, including (but not limited to) humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation

**Sexual abuse**

The term 'sexual abuse' means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal coercive conditions

**Sexual exploitation**

The term 'sexual exploitation' means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. This definition includes human trafficking and modern slavery.

**Survivor**

The person who has been abused or exploited, The term 'survivor' is often used in preference to 'victim' as it wish to implies strength, resilience and the capacity to survive, however it is the individuals choice how they wish to identify themselves.

**All staff to read the workplace Policies/Procedures/Protocols/Guidelines then sign below to indicate that they have understood the document and will implement to daily practice.**

NAME OF PPP/GUIDELINE	STAFF NAME	STAFF SIGNATURE	DATE

