



Lone Working and Personal Safety

Policy and Procedure

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Look Ahead
CARE, SUPPORT AND HOUSING

Our mission

Working with people to make choices, achieve goals and take control of their lives through high quality care, support and housing.

Our values

Excellence

Aspiration

Partnership

Trust

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**Services we would be proud
for our loved ones to receive**

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Policy

1 Scope

- 1.1 This policy applies to all staff members, including employees on permanent, fixed term, or casual contracts and other persons who provide support to customers on behalf of the organisation, for example, volunteers and agency workers.
- 1.2 This policy outlines the general approach to lone working and personal safety both on-site and off-site.
- 1.3 The specifics of lone working and personal safety will be different for each service. Look Ahead requires all services to use the company's lone working risk assessment and policy and procedure to devise a local lone working protocol if needed. Where this does not apply, the Contract Manager will need to adapt the risk assessment and notify the H&S Manager.
- 1.4 This policy and procedure is particularly connected to those for:
 - Positive Behaviour Support (Managing Challenging Behaviour)
 - Incident Management
- 1.5 It should also be read in conjunction with the policies and procedures for:
 - Personal and Sexual Relationships
 - Safeguarding Adults
 - Managing Professional Boundaries
 - Support Planning and Risk Management
 - Referral and Assessment
 - Infectious Diseases
- 1.6 This policy and associated procedure demonstrates how staff will be expected to lone work, whether with customers or not, to ensure a safe working environment can be maintained.

2 Policy Background

- 2.1 Look Ahead as an employer has a legal duty of care to ensure the health and safety of their employees under the Health and Safety at Work Act 1974.
- 2.2 We recognise that many staff are highly likely to undertake their everyday activities under lone working conditions, and will ensure that all teams have a suitable and sufficient lone working risk assessment subsequently implementing adequate control measures to manage the risk.
- 2.3 Where teams have identified a lone working risk, we will ensure that a local lone working protocol is implemented to ensure that staff whereabouts are regularly monitored, and there is a robust system in place to deal with emergencies.
- 2.4 Where staff lone work with customers we will ensure that staff receive adequate information on the risk, and how that risk can be managed to ensure staff safety.
- 2.5 For all staff who lone work, we will ensure that they receive adequate information, instruction and training on personal safety and lone working at Look Ahead.

- 2.6 Where serious incidents arise from lone working, we will ensure that they are reported on RIVO and are investigated internally and addressed.

3 Definitions

Lone Working

- 3.1 Look Ahead defines lone working as a staff member carrying out normal work duties where no other staff are nearby. The risk will often relate to a customer, but could be from visitors to a building or from the nature of the work (e.g. climbing a ladder).
- 3.2 Lone working can be off-site or on-site and can take place either during the day or at night.

Off-site lone working

- 3.3 This relates to when staff arrange to visit or meet a customer away from a staffed office, or site visits where no other staff are present.

On-site lone working

- 3.4 This relates to when staff are in a building with a Look Ahead office. Examples include:
- An office with only one member of staff.
 - First in and last out of the office
 - An accommodation based service with only one member of staff on shift.
 - Staff undertaking room checks or other checks to communal areas in a service without supervision.
 - When visiting with non-Look Ahead members of staff who may have a different lone working protocol.

Personal Safety

- 3.5 An individual's ability to go about their everyday life free from the threat or fear of psychological, emotional or physical harm from others.

Workplace Violence

- 3.6 The Health and Safety Executive (HSE) defines work-related violence as:
- 3.7 Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats as well as physical attacks.

4 Restrictive Physical Intervention (RPI)

- 4.1 In the majority of our services we do not expect or require staff to physically intervene in any situations. While Restrictive Physical Intervention (RPI) may occasionally become necessary, staff should initially take the following precautions to reduce the need for RPI.
- 4.2 If a customer becomes actively physically aggressive then it may in some unique circumstances become necessary to implement a restrictive physical intervention. If this is necessary, then approved and taught techniques should be utilised only

by fully trained staff members. Please see the Positive Behaviour Support policy for more information.

- 4.3 Look Ahead does not expect staff to have to be in the position to defend themselves against customers. If this situation occurs you may need to use reasonable force in order to leave the situation.

5 Risk Assessments and Protocols

- 5.1 Every service and head office team must use the appropriate organisational lone working risk assessment for the type of lone working undertaken. This may be Accommodation-based lone working, Office-site lone working or Lone Working in an office/hub.
- 5.2 Each service must have a local lone working protocol in place, setting out the steps needed to ensure staff can lone work safely.
- 5.3 As a minimum, the local protocol should establish:
- The preparation and requirements needed before any lone working takes place
 - A system to ensure that the whereabouts of all team members are always known, which may include the role of a duty desk/use of a monitoring app.
 - What a lone worker should do if they feel threatened
 - The procedure for raising an alarm appropriately
 - The procedure to follow when a lone worker raises the alarm
 - The procedure to follow when a member of staff does not check in after a visit, interview or an arranged time
 - If there are any different arrangements required out of hours and what these are
 - When to call the Police
 - The process for confirming lone working has concluded safely

6 Lone Working with Customers

Referrals

- 6.1 All referrals to Look Ahead must contain a risk assessment, either on the Look Ahead referral form or the referring agency's form.
- 6.2 Any concerns highlighted on this form should be followed up with the customer and the relevant external agency.

Risk Management Plans

- 6.3 All customers residing in supported living services must have a risk management plan and lone worker risk rating in place before lone working can take place. **This is without exception.** Risk management plans should be read before every visit in case the information has changed.

Unsupported Customers

- 6.4 All unsupported customers should be risk assessed by their support provider (if they have one) or by us if they do not.

- 6.5 This will give a lone working risk rating, and no lone working should take place without this. This should be added to the tenancy file and a flag added to Genero and these should be checked before any lone working.
- 6.6 In these circumstances, the information of the lone working risk rating can be passed to our contractors with a recommendation that the site should not be lone worked if customers have a high lone worker risk rating. No other confidential information should be passed on.

Safeguarding Adults

- 6.7 Before lone working it is essential that all staff and customers read and understand their responsibilities around safeguarding. Please see the Safeguarding Adults and Professional Boundaries policy.

7 Roles and Responsibilities

All Staff Members

- 7.1 Individual staff members have a commitment to look after their personal health and safety, and comply with training, information and instruction given to them by Look Ahead.
- 7.2 All staff must follow their local lone working protocol and ensure that colleagues are aware of their movements in line with this.
- 7.3 Staff should report any concerns relating to lone working to their line manager or equivalent.

All Line Managers

- 7.4 All managers are responsible for the health, safety and welfare of all their staff members.
- 7.5 Line managers should ensure each of their team has read all relevant Look Ahead and local policies and procedures and local procedures (including risk assessments).
- 7.6 Managers should also ensure staff receive sufficient information, instruction, supervision and training on the lone working activity. This includes any local lone working protocols and how to report any incidents including near misses.
- 7.7 Where contractors are on site, the line manager must ensure local arrangements are such that they are not left in the company of a high risk customer e.g. arrange access, supervise, relocate the customer.

Contract Managers and Heads of Service

- 7.8 A Contract Manager is the person responsible for the service as a whole. In Head Office the equivalent will normally be a Head of Service.
- 7.9 Each Contract Manager applies the controls of the appropriate organisational lone working risk assessment for lone working within their team. This should consider all risk factors to determine whether lone working takes place. Where the risk assessment does not consider all risks, they must make this known to the Health & Safety Manager.

- 7.10 If lone working does take place the Contract Manager should work with their team to develop a local lone working protocol which will include adequate control measures to ensure the safety of their staff and themselves.
- 7.11 Contract Managers must ensure that all staff are aware of and use the local protocol. They should also ensure that staff receive the relevant lone working and personal safety training, as well as any relevant training for their personal and service needs, before staff are permitted to work unsupervised.
- 7.12 Contract Managers must also ensure that all customers' risk management plans are up to date and has signed off all lone working risk ratings in their service, and ensure that these are added onto the customer's plan and finally entered onto the Customer Information Management System (CIMS).
- 7.13 These managers should approve and sign off relevant updates of individual risk management plans further to any incidents or changes in risk.
- 7.14 Contract managers should ensure that anyone working in the service who is not a member of staff, including PSAs, volunteers and contractors are aware of the local lone working protocol before attempting any lone working and adhere to it.
- 7.15 Where a contractor is to attend a property with a high risk customer, local arrangements must be made to ensure the customer is not left alone with the contractor. The customer may either need to be relocated, or assisted by Look Ahead staff presence.
- 7.16 The Senior Housing Manager must ensure that any unsupported customers have been risk assessed and given a lone working risk rating, and that this has been added to the tenancy file and a flag added to Genero.

Operations Managers

- 7.17 Operations Managers are responsible for ensuring that all the services in their patch have a lone working risk assessment(s) and an effective lone working protocol in place.
- 7.18 Operations Managers are also responsible for their own safety and must agree a lone working protocol with their Director.

Directors and Head Office

- 7.19 Directors of Head Office services should ensure that all the services have carried out a lone working risk assessment and if necessary have an effective lone working protocol in place.
- 7.20 Directors of Operational Services should ensure that each of their Operational Managers has a lone working protocol in place to ensure their personal safety.
- 7.21 SMT should ensure there is a lone working risk assessment carried out for members of SMT and that an appropriate lone working protocol is agreed if necessary.
- 7.22 The manager of individual team at Head Office must ensure that they have a lone working protocol in place where this applies. This includes if a staff member is to stay lone work at head office at anytime including out of office hours.

8 Reporting and Monitoring

- 8.1 Any incidents that occur, while lone working or otherwise, must be recorded on RIVO and managed in line with the incident management policy and procedure.
- 8.2 All lone working arrangements and protocols in services will be monitored during the Quality Audits process.

9 Equality and Diversity

- 9.1 An Equalities Impact Assessment has been carried out during the review.
- 9.2 The EIA highlighted that special consideration should be given to lone workers who could potentially be more vulnerable or at higher risk. The service risk assessment should include an EIA and if there are specific issues identified, for example where a member of staff has sensory needs, then reasonable adjustments should be made to facilitate lone working.
- 9.3 Contract Managers should undertake a new and expectant mother's risk assessment for pregnant women and new mothers. Part of this should consider the type of activities to be undertaken during any lone working period and the capabilities of the worker at that point in their pregnancy. The manager should consider what adjustments need to be made to manage the risk. More information is available in the New and Expectant Mothers policy and procedure.
- 9.4 The service risk assessment should also consider the age and experience of staff and those returning from long absences. For example younger people will often have higher risk thresholds and this needs to be considered in lone working. However managers should consider the experience of their staff regardless of age as this will determine awareness of risk and the ability to deal with challenging behaviour.

Procedure

10 Risk Assessment

10.1 Every service must use and adapt the appropriate organisational risk assessment to determine the extent of risk attached to lone working for team members or people working on Look Ahead's behalf for the service (e.g. PSAs). **The organisational risk assessment templates are on The Hub.**

10.2 The Lone Working Risk Review (appendix 1) is based on the organisational risk assessment, and it is the Contract Manager's responsibility to complete this annually and again if an incident occurs due to a lone working issue.

10.3 As part of the review the Contract Manager should consider:

Which hazards are posed to staff working alone?

- Do staff work alone, when, how often, where, will they endure stressful situations without support?
- Are there any other hazards posed from activities they undertake whilst lone working such as manual handling?
- Are staff going to be delivering bad news which will not be received well by a customer?

What is in place to manage these risks?

- This may include duty call in/call out systems, customer risk management plans, communication systems/phone apps/radio's, training, CCTV and other security measures, door locks.

What further actions are needed in order to reduce risk, who is responsible for these and when these will be put in place?

- Ensuring staff know how to do a dynamic doorstep risk assessment.
- Personal alarms or calling systems, getting the local emergency services involved in your management plan and making them aware of your regular activity, where the risk is too high consider eliminating lone working.
- This responsibility is set out in the Risk Assessment in the Workplace policy and procedure which includes guidance on how to complete this assessment and a template form.
- Carry out lone working drills.

10.4 In accommodation based services, the lone working risk assessment needs to consider issues such as the physical design and layout of the building, staffing rotas, the nature of customer group and visitors to the building.

10.5 From the risk assessment the Contract Manager must develop a local lone working protocol.

11 Lone Working with Customers

Lone Worker Risk Ratings

- 11.1 All customers must have an up to date risk management plan with a lone worker risk rating. These must be in place before any lone working takes place. In supported living the risk ratings must be indicated on the customer risk management plan, and on CIMS and updated at least quarterly or sooner if it has changed.
- 11.2 To determine a risk rating, the staff must review the contents of the risk management plan and previous contact records and make a decision on whether or not it is appropriate to work alone with the customer. From this risk assessment the service will determine a lone working risk rating which must be signed off by the contract manager.
- 11.3 The ratings are set out below:

Level	Can lone working take place?
Low Risk	Yes An operational staff member may lone work with a customer, including in a customers home. But all normal personal safety precautions must be taken.
Medium Risk*	In certain situations An operational member of staff may lone work with the customer according to specific criteria within the risk assessment. E.g. Only in public places; male/female support staff only. Details of the risk and when, where and how lone working can occur must be included here.
High Risk	No An operational member of staff may not lone work with the customer. Details of risk are needed along with details of how many members of staff should work with the customer, where and when this should occur.

- 11.4 The lone worker risk rating **must** be discussed with the customer and recorded both on their customer file and on CIMS or Genero for unsupported customers. If the risk rating is high and it is deemed unsafe to discuss this with the customer, the Contract Manager can make the decision to withhold this information.
- 11.5 Where the lone worker risk rating is high the Contract Manager must ensure that specific arrangements are made for working with that customer. These arrangements should be adjusted if the member of staff working with them is deemed to be more at risk. E.g. ensuring staff work in pairs or groups, taking the customer away from their home into a more open environment with extra staff or enlisting the help of police.
- 11.6 Staff must record, escalate and notify their managers of any changes in behaviour (positively and negatively) to establish if the risk rating should be adjusted.

11.7 All customers have the right to appeal their risk rating.

What to consider when determining a risk rating

11.8 In order to set these risk ratings you will need to consider the following guidance information. This will need to be explored from the referral stages onwards.

11.9 Staff need to be aware of customer history e.g. any mental health issues/substance abuse/criminal history/violent or aggressive behaviour/victim or perpetrator of domestic abuse. As time progresses this not only includes their potential for becoming violent, but also paranoia and manipulative behaviour and later misreporting what has been said to them.

11.10 Getting background or current circumstances from other professionals and their experience of working with the customer would be the first port of call, including what triggers there may be that may cause the customer to behave in an aggressive, or unpredictable way, and if there are any known issues/considerations of the property e.g. do they have a collection of weapons, or aggressive animals for example.

11.11 Customer's outlook/views if they have made any inappropriate comments regarding personal attributes e.g. Racial or sexual comments, which would impact on the type of support worker(s) assigned to the case.

11.12 Not only does the customer need to be considered when lone working, but also any known associates/friends/family who are known to likely cause issues/pose a threat/unpredictable behaviour e.g. if they have a substance issues/mental health issues / violent or aggressive behaviour, reports of domestic abuse, or any neighbour issues/ aggressive pets, which may impact on the safety of the worker visiting the property.

11.13 The situation where you will be with the customer also needs to be taken into consideration e.g. driving customers in the car may pose different risks – i.e. if you are going to be driving customer to an appointment in which they are likely to be extremely fearful/nervous/anxious this may alter their behaviour.

11.14 The guidance below is designed to help you decide on a risk rating. However you will need to discuss this with your manager before setting or changing an existing rating.

HIGH RISK (Red Rating)

11.15 **Applying a High risk rating will require authorisation from a Team Leader or Manager but if there is a violent or life-threatening incident, this should be communicated to other staff and other agencies as soon as possible and you SHOULD NOT visit the customer alone again.**

11.16 A customer is likely to be a high risk if:

- The customer has previously assaulted staff or persons of the opposite sex.
- Staff have reported feeling very uncomfortable when working with the customer.
- Other agencies have reported that there is a risk when working with customer.
- They have previously made allegations against staff.
- Significant concerns around deteriorating mental health.

11.17 How recently this behaviour is apparent or incident may have taken place may help you make a case for marking an individual as a red rating. E.g. within the last month, to three months with no bettering of behaviour or mental health contributing to behaviour. If a customer has a history of violence but has not displayed concerning behaviour then it might be worth downgrading their risk.

11.18 Housing Officers are likely to visit customers less frequently and so it has been suggested that violence within the last 2 years should mark a customer as high.

MEDIUM RISK (Amber Rating)

11.19 A customer is likely to be a medium risk if:

- New and unknown to the service (unless any other incident indicates a higher or lower risk rating).
- There have been concerns in the past with this customer but the lack of recent incidents leads the staff team to no longer consider it a risk.
- There are some indications that the customer has increasingly poor mental health, but no specific incidents have been documented yet - staff need to be cautious.
- Staff have reported feeling uncomfortable with this customer so staff need to be cautious and make an immediate assessment whether they should continue.
- If the customer is under influence of alcohol or drugs then they would pose a risk and staff should not lone work.
- The customer has pets which make the staff uncomfortable or appear aggressive.
- If the customer has previously made unsubstantiated allegations.
- Staff will proceed with caution so that if there are any indications of a change in behaviour staff should be prepared to not lone work.
- Any particular reports of ASB from neighbours or visitors, or any other professionals have reported encountering violence, threats or abusive comments recently.
- Customer is a hoarder and you may have difficulty escaping from their accommodation.

11.20 It means that staff should go into any meeting aware of potential risk, and more cautious than they may be otherwise. It should also encourage staff to discuss any concerns with a Manager in advance and set up meetings in the community where you are both very visible and can ask for help if required or with another member of staff.

LOW RISK

11.21 There are no current reasons to believe that staff may be at risk of working on their own with the customers.

- Customer may still have some behavioural tendencies to be challenging, but has not posed any immediate risk in the last 6-12 months.
- Customer has well trained pets or pets which they keep in a separate room and have control of this situation.
- Staff feel comfortable with the customer, they do not make sexually inappropriate or threatening remarks towards staff.

12 Local Protocol

- 12.1 Contract Managers should use the risk assessment and risk review to develop the local protocol. They are also responsible for ensuring that all relevant staff and visitors are aware of the protocol and that its requirements are understood and met. It should be routinely tested to ensure it is working effectively.
- 12.2 All local protocols must include the preparation members of staff need to take before any lone working takes place. These are detailed in sections 13 and 14.
- 12.3 The local protocol must also establish a monitoring system for the service to ensure that the whereabouts of all team members are always known, which may include the role of a duty desk and a formal calling in process.
- 12.4 The local protocol should ensure there is another member of staff who can be summoned in an emergency. Where appropriate services should work collaboratively to ensure this is possible.
- 12.5 For services where staff lone work out of hours, the protocol should include arrangements to ensure their safety.
- 12.6 Individual members of staff are responsible for ensuring the duty calendar is fully up to date with their appointments.
- 12.7 This monitoring system will include the following:

Preparation for Lone Working

- Where information about the date, times and contact details of the lone worker should be stored. Most teams utilise the outlook calendar and have a separate table summarising the relevant team member and details above.
- Details of who will make contact with the lone worker and how to access next of kin.
- A description of who the lone worker may contact if they require help, or in an emergency - which may include an emergency code word for staff to use to signal that they are in trouble but cannot contact the Police.
- What to do outside of normal working hours.

Whilst Lone Working is Happening

- What a lone worker should do if they feel threatened.
- The procedure to follow when a lone worker raises the alarm.
- What the lone worker and the duty staff should do in the event that a lone worker is prevented from leaving the premises.
- When the Police should be contacted.
- When to escalate an issue to a senior manager.

Following the Lone Working

- The process for confirming that lone working has finished.
 - The procedure to follow when a lone worker does not check in after lone working.
- 12.8 The Contract Manager must make sure that staff have all relevant numbers and the means to contact help.
 - 12.9 Where staff are working off-site they should have a work mobile phone and an agreed means of getting help.

- 12.10 The Contract Manager should consider issuing portable personal attack alarms if necessary, and ensure that staff are trained in how to use them.
- 12.11 Where staff members are entering customer accommodation alone within an accommodation-based service (e.g. to carry out a room checks) the service should consider implementing the use of radios or walkie-talkies.
- 12.12 With all electronic devices, staff members must ensure they are working and have sufficient battery power before undertaking lone working. Staff should also check if they have signal on their phone before entering a property. If they do not have signal or have run out of battery they should ask the customer to meet in a public space or reschedule for another day.
- 12.13 With on-site lone working all staff should be aware of the location of any emergency alarm buttons in interview rooms and any faulty alarms should be repaired as a matter of urgency. As part of pre-meeting checks, the alarm needs to be checked to see if it is working.
- 12.14 If any CCTV is in place, check that this too is working ahead of the meeting. Contract Managers should ensure these are checked weekly.
- 12.15 Contract Managers should regularly monitor how visits are scheduled and conducted, to ensure that the schedule and content is reasonable and that they are not putting either staff members or customers under unnecessary stress

13 On-site interviews

- 13.1 Before any on-site lone working **the member of staff who intends to lone work must have read and understood the local lone working protocol. This also applies to PSAs and Agency workers.**
- 13.2 In particular they need to be clear what to do if they feel threatened and need to call for help. This includes being aware of the location of any emergency alarm buttons in interview rooms and any distress signal.
- 13.3 They should also have read and understood the Positive Behaviour Support policy and procedure.
- 13.4 They should ensure their diary is up to date and accessible to the local monitoring system for lone working.
- 13.5 In preparation for an interview or visit to a customer the member of staff must:
- Ensure they are familiar with the case history and any relevant risk assessments of the customers they intend to visit or interview, and in particular check the lone worker risk rating.

- Where visits are required to a customer assessed as presenting high risk, or if the task may aggravate customer behaviour, visits should only be authorised during daylight hours, or with a two or three person team.
- Check that any equipment they are using, such as mobile phones, walkie-talkies or any other communication device or alarm are working and charged and signal or phone reception is working.
- If a member of staff wishes to work with a customer outside of normal office hours (9am – 5pm) they must first get permission from their line manager to do so.

13.6 Immediately before the interview or visit the member of staff must:

- Report in when they begin to lone work.
- Follow the general safety tips set out in appendix 2.
- Carry out a dynamic risk assessment as set out in appendix 3

13.7 If the staff member feels that a customer is in a volatile or challenging state, or has unknown people with them, they should avoid seeing the person on their own, regardless of what the lone working risk rating is, and arrange an alternative time or see them in a common area, e.g. reception.

13.8 If a conversation with a customer becomes heated, the member of staff should try to diffuse the situation. If this is not successful, they should attempt to terminate the interview or leave the room or the customer's accommodation.

13.9 They should not hesitate in calling on the help of a colleague as necessary.

13.10 At the end of lone working the member of staff should report out.

14 Off-Site visits

14.1 Before any off-site lone working **the member of staff who intends to lone work must have read and understood the local lone working protocol. This also applies to PSAs and Agency workers.**

14.2 In particular they need to be clear what to do if they feel threatened and need to call for help.

14.3 They should also have read and understood the Positive Behaviour Support policy and procedure.

14.4 They should ensure their diary is up to date and accessible to the local monitoring system for lone working.

14.5 In preparation for an visit to a customer the member of staff must:

- Ensure they are familiar with the case history and any relevant risk assessments of the customers they intend to visit or interview, and in particular check the lone worker risk rating.

- Where visits are required to a customer assessed as presenting high risk, or if the task may aggravate customer behaviour, visits should only be authorised during daylight hours, or with a two or three person team. If needed, Contract Managers should also give staff the authority to arrange an accompanied visit (with police) security escort or taxi if needed.
 - If a member of staff wishes to work with a customer outside of normal office hours (9am – 5pm) they must first get permission from their line manager to do so.
- 14.6 Before any off-site working takes place staff must ensure their work mobile phone is fully charged, is kept on and is accessible for emergency use and that it has signal.
- 14.7 Immediately before the interview or visit the member of staff must:
- Report in when they begin to lone work.
 - Follow the general safety tips set out in appendix 2.
 - Carry out a dynamic risk assessment as set out in appendix 3
- 14.8 Every time a member of staff arrives at a customer's front door or meets someone offsite they should carry out a 'dynamic risk assessment'. This entails assessing the environmental task and triggers at every visit to ensure that new and emerging risks have been considered.
- 14.9 Staff must always put their own safety first, and decisions made in doorstep/ doorway dynamic risk assessments will always override previously completed assessments. For example they may decide not to go in or to leave immediately if the person is drunk or aggressive, or appears to have an aggressive animal.
- 14.10 If the staff member feels that a customer is in a volatile or challenging state, has unknown people with them, they should avoid seeing the person on their own, regardless of what the lone working risk rating is, and arrange an alternative time or see them in a common area, e.g. reception.
- 14.11 In these occasions the customer's risk assessment must be updated before lone working is carried out again.
- 14.12 If a conversation with a customer becomes heated, the member of staff should try to diffuse the situation. If this is not successful, they should attempt to terminate the interview or leave the room or the customer's accommodation.
- 14.13 They should not hesitate in calling on the help of a colleague as necessary.
- 14.14 At the end of lone working the member of staff should 'check-out' with the duty person.

15 Lone Working where no Customers are Involved

- 15.1 Some lone working will take place where no customers are involved. Examples might be where a staff member is working in offices over the weekend or where a staff member is carrying out a site inspection in an empty property.
- 15.2 Before starting lone working the member of staff should ensure that their manager knows they will be lone working. Their team's lone working protocol should be invoked and followed.

- 15.3 In particular the member of staff should know what to do in an emergency and should follow the normal evacuation procedure if this is needed.
- 15.4 Staff members working from home will also need to consider any lone working when completing a mobile working risk assessment.

16 If an Incident does Occur

- 16.1 If an incident occurs during lone working the member of staff should act in line with their local protocol, and the training given. This will include trying to diffuse the situation, exiting the immediate vicinity and contacting help.
- 16.2 If you need to use reasonable force in order to leave the situation, you may, but you are actively discouraged from engaging in this way unless it is a last resort in order to escape. We provide specialist training for staff in services where violent incidents are more likely to occur.
- 16.3 The member of staff should report the incident in line with the “Incident Management” policy and procedure.
- 16.4 Their manager should ensure a de-briefing takes place and that the staff member receives appropriate support.

Appendix 1: Manager’s checklist for lone working

Action	Yes/No
A lone working risk assessment has been completed	
A lone working protocol is in place	
All staff have read the protocol and other relevant policies and procedures	
Every customer’s risk management plan is up to date and have been reviewed in accordance with the Support Planning and Risk Management Procedure	
Every customer has a lone worker risk rating and this has been updated on CIMS	
Staff have all available information about the customer from relevant agencies	
A calling in system is in place and is working effectively	
A diary system is in place which can be accessed at all times by the person monitoring lone working	
Staff have a means to contact their colleagues in an emergency (e.g. mobile phones, walkie-talkies) and have been shown how to operate any devices in use.	
All staff know who to contact in an emergency and have this information saved on to their phone	
Staff working outside normal working hours have details of and are able to contact the “on call” service	
The service has good relationships with statutory and emergency services and they will respond immediately to an emergency.	
<p>Staff members refrain from working in a way that is likely to put them at risk.</p> <p>This includes not working with anyone unknown persons (friends/visitors) who have not received a risk assessment.</p>	
In accommodation based services devices and alarms have been considered for offices and/or key work rooms and installed room if necessary.	
Staff always check the customer’s Risk Management Plan and lone worker risk rating prior to working alone.	

Action	Yes/No
Staff appreciate and take their responsibilities for their own safety seriously	
Staff know what to do when a situation is becoming hazardous	
The lone working protocol is regularly tested to ensure it is working effectively.	
Provide appropriate support to any member of staff who is experiencing personal or health problems as they may look more vulnerable to attack and be more vulnerable to distress following any incident	
Any incidents are managed and reported in line with the Incident Management policy and procedure. All are recorded on RIVO	

Appendix 2: General safety tips

All lone working with customers

- Use common sense when conducting visits, including not wearing obvious jewellery/carrying expensive looking accessories.
- Be aware of attitudes, traits or mannerisms which may provoke or escalate situations.
- Valuables, such as wallets, should be kept in an inside pocket and secured. Try to keep your hands free.

Off-site

- If you have travelled to a visit by car, keep vehicle doors locked at all times, and park only in well lit areas if it is likely to get dark before you finish your interview.
- Plan your journey in advance. Always give the impression that you know where you are going.
- If you carry a handbag, use a small bag slung across your body under a jacket or coat, or a shoulder bag with a short strap and secure fastenings. Make sure it sits close to the body with the fastenings innermost.
- You are more likely to escape danger by wearing clothes you can move in easily and shoes that are comfortable. Walking quickly is usually safer than trying to run.
- Carry in your pocket your mobile phone or other lone working device, some change or a Travelcard or Oyster card, and your keys.
- Whenever possible, avoid walking alone at night. Keep to busy well-lit roads. Avoid poorly lit or little used underpasses.
- If you have to wait ahead of a meeting, choose a well-lit, busy area and look confident and positive. Never accept lifts.
- Do not take short cuts, unless you know they are as safe as the longer route.
- If you think you are being followed, cross the road and keep walking. If you are still being followed, make for the nearest busy area, an open shop or a well-lit house and, if necessary, ask for help
- Avoid areas where you know groups of people loiter, such as pubs or clubs.

Appendix 3: Dynamic Risk Assessment

Always conduct a doorstep/doorway risk assessment in order to identify any unexpected threat.

- when you're undertaking a dynamic doorstep risk assessment, use the **PET** method to consider:
 - the **person** you're visiting (are they volatile or very vulnerable),
 - the **environment** you're entering (is it easy to escape from, are there lots of trip hazards?);
 - the **task** you have to undertake (will it aggravate a customer?).
- **Listen to your instincts.**
- Check your phone for signal.
- Before you enter, check who you are talking to. Do not enter the house at all if the appropriate person is not available.
- Say who you are, why you are there and show your Look Ahead ID. Wait to be invited in, or ask if you may enter.
- If you feel uncomfortable about the circumstances of the visit or the behaviour of the customer, do not enter the property. Remember you are the visitor.
- Study your surroundings and be aware of exits. Check as you go in how the front door locks, to enable a rapid escape if needed. Ensure you can get out quickly if necessary – don't get trapped. Try to sit nearest the door.
- Take only what you need into the house. Do not spread your belongings around. You may need to leave in a hurry.
- Ask for dogs or other animals to be put in another room.
- If possible try not to use the bedroom area or sit on a bed.
- Remain alert. Watch for changes in mood, movements or expressions.
- If you are prevented from leaving or threatened, stay calm and be aware that your behaviour and response can escalate the situation.

Appendix 4 – Local Lone Working Protocol Template

Service Name:	Address:
Manager Name:	Date completed:

This is a locally agreed arrangement for lone working

General Expectations

- When staff should check RMPs ahead of lone work.
- Staff should wear comfortable shoes and avoid hanging jewellery, wear lanyards that break when pulled, to reduce the risk of them being used against them weapons.

Preparation for Lone Working

- Where do you hold information about the date, times, locations and contact details of the lone worker (outlook calendar or timetable)?
- Who will make contact with the lone worker and how?
- When to check-in at the start of a meeting.
- Which devices are to be used for lone working and how? e.g. Buddy system / walkie-talkie's for accommodation-based sites
- Who will the lone worker contact if they require help, or in an emergency?
- What is the emergency code word/ phrase for staff to use to signal that they are in trouble but cannot contact the Police?
- Who will keep track of persons who regularly work outside of normal working hours?
- If you your meeting overruns outside normal working hours, what you should do.

Whilst Lone Working is Happening

- What a lone worker should do if they feel threatened.
- The procedure for duty staff to follow when a lone worker raises an alarm.
- What the lone worker and the duty staff should do in the event that a lone worker is prevented from leaving the premises.
- When the Police should be contacted.
- When to escalate an issue to a senior manager.
- On call - out of hours number and what it can be used for

Following the Lone Working

- The process for confirming that lone working has finished and you are safe and well.
- How long you wait/ what to do if the lone worker does not check-in after lone working. (Do you need to check where they are?)
- If no contact for a while when to call the police.

Glossary

Term	Definition
Dynamic risk assessment	A dynamic risk assessment is undertaken on the spot, or as a situation unfolds and can be done without paper.
Duty system	The system which Look Ahead currently operates to ensure that lone workers are appropriately contacted and accounted for.
Lone working devices	Phone Apps, walkie-talkies or on body devices which enable you to communicate and raise an alarm to a duty person if you are in danger.

Related documents

Document	Link
Connected Policies	<ul style="list-style-type: none"> • Positive Behaviour Support (Managing Challenging Behaviour) • Incident Management • Personal and Sexual Relationships • Safeguarding Adults • Managing Professional Boundaries • Support Planning and Risk Management • Referral and Assessment • Infectious Diseases
Forms and Letters	Managers checklist for Lone Working Accommodation-based lone working risk assessment Office-based lone working risk assessment Out-of-office lone working risk assessment Local Lone Working Protocol
Information Sheet	Yes
Easy Read	No
External Websites	www.suzylamplugh.org www.HSE.gov.uk
Legislation/Regulation	Management of Health & Safety at Work Regulations 1999

Version Control

Version no.	3	Date effective:	December 2016
Brief summary of changes:	Recognition of lone working in accommodation-based services, roles and responsibilities, risk assessment and risk ratings, lone working protocol template.		
Colleague consultation:	H&S forum, H&S Committee, Operational Managers and Contract Managers.		
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Results customer consultation:	Not Applicable.		
Other consultation:	N/A		

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for our loved ones to receive