

**Shropshire Children Services Lone Working Policy**

* Staff to complete Lone working and Personal Safety training, accessed through the Corporate Training offer, provided by the Health and Safety Team.
* Where appropriate to the role workers can attend Managing Actual or Potential Aggression (MAPA) training. This training should be discussed and agreed with your Line Manager and accessed through the Joint Training Team.
* Staff to have appropriate equipment for lone working such as mobile phone and torches. Staff to ensure that these are fully working.
* Staff to ensure that they have completed a personal details form that is held within Admin and is accessible to all colleagues. Staff update appropriately i.e. change of house/phone number/car
* Staff to ensure that they sign in and out (whether this a white board or a book), that it is clearly written where they are going (Client Name, address) and what time they are expected back. If an appointment has taken longer than expected staff members to inform admin. Admin to monitor throughout the day, if staff member have not returned within half hour of expected time, Admin to make contact and alert the relevant Team manager. If no contact can be made with the worker, police to be contacted and informed of the concern for workers safety.
* Staff MUST use electronic diaries and keep these up to date at all times, with details of where they are going.
* If staff members feel that their safety has been put at risk by a service user then an incident form and SURM to be completed. Actions from SURM to be agreed, followed and reviewed in Supervision. These actions can include for example; Joint visits, visits with the police, client to only be seen at an office, or complete risky visit form.
* If Staff are undertaking out of hours or risky visit then safety form to be completed, given to a ‘Buddy’ and followed.
* Staff receiving referrals into the FRONT DOOR, to identify any known risks, such as warning on Care First, police markers or other known information which may highlight a risk to staff.
* When managers are allocating S.47 or Social Work assessments then consideration to be the safety of the social worker and any steps that need to be taken including a SURM.
* For further advice or policy documents please follow this link; <http://staff.shropshire.gov.uk/policies-and-guidance/health-and-safety/lone-working-arrangement/>