



Educational Psychology Service - Lone Working Protocol

Your health and safety is a shared responsibility between your employer and you. These procedures will assist in minimising the risks to you whilst carrying out your duties. You should be alert to what is going on around you and exercise an appropriate level of caution when performing your Council duties and:

1. Before leaving the office ensure your Google Calendar is updated with your appointments for the day along with Service User identifying details (Full name and address, including postcode) the approximate times you'll be visiting during the day and ensure your manager/link person has access to your calendar.
2. Ensure you have appropriate consent to drive form if using a vehicle for travel purposes (private car and/or Council vehicle).
3. Consult the Council's Restricted Person Register for the property/individuals you intend to visit that day, noting any restrictions/warnings and make appropriate arrangements accordingly. Discuss with your manager to appraise them of any identified risks and agree the precautions you will take.
4. Pre-determine a system within your team for covertly alerting your manager/link person by telephone of any situations whereby you feel your personal safety is threatened (**I'm going to have strawberries later**).
5. Ensure you have all relevant contact numbers (including that of your line manager/link person) stored in your mobile phone.
6. Before leaving the office inform your manager/Educational Psychology Service admin person that you are doing so and your expected finish time for the day.
7. Park as close to the property you are visiting as possible whilst minimising the risk of your vehicle/travel arrangements being identified (where appropriate). Do not leave any valuables visible during your visit or work equipment in the vehicle overnight.



8. Request the property owner to place all animals in a cage/secure area as appropriate.
9. Should you deem the property/individuals to be too hazardous to keep the appointment then make alternative arrangements and refer the matter to your manager.
10. If your appointments change throughout the day call your manager/link person to inform them of the changes before continuing.
11. If at the end of your working day you are out of the office, call (or text) your manager/link person to confirm that you have completed your work and are leaving for home.
12. Any incidents/accidents (including verbal and/or physical abuse) must be reported on the Council's online reporting system [SAFETY net](#) and where appropriate, considered for inclusion into the [Council's Restricted Person Register](#).