Lone Working Procedures

The work of a Social Worker can be isolating and challenging. Much of our work is out of the protected office environment so it is important colleagues and managers are aware of our whereabouts and the timing of our activities.

This guidance is written to guide and advise each staff member of safe working practices. Lone Working should be discussed in both supervision and team meetings to ensure it is a live topic and not just a procedural exercise.

We are each responsible for our safety and that of our colleagues, so we need to work as a team to ensure our whereabouts can be logged and tracked.

Actions

1. For all workers to ensure that their Line Managers / supervisors and administration team support have access to their electronic diary.

2. For workers to ensure all their visits are logged into the electronic diary – including the name of the client being visited/ home address if not on the system/ and expected length of visit and time returning to office.
[N.B the electronic diary is the organisational diary if workers wish to continue to use an additional paper diary; they need to ensure the Electronic Diary is up to date]

3. **Workers need to ensure that if they record personal information which includes information about service users names and addresses this should not be shared on an open calendar outside of the Childrens Social Care Department.**

4. If there is a whiteboard signing in /out – please ensure your whereabouts, and expected time back is logged as above.

5. If there are any concerns about the household / service user, the worker visiting needs to discuss with their line manager or/ deputy, the nature of the risk and a risk assessment completed and logged on the LL file. Actions to minimise the risk need to be noted on LL as either Supervision / Case Management discussion.

6. The Team Manager and worker can complete RMBC Risk Assessment form and place on the LL file in documents, with an appropriate alert be placed on file if needed. The Risk Assessment template can be found on J Drive.

7. Workers need to ensure that their mobile phone is taken on home visits with them and it is kept fully charged.

8. It is the administration staffs role to ensure that there is a record of all the team members Mobile phones and that this is easily accessible.

9. Administration staff should also have a current record of team members personal details, including home address, contact numbers, vehicle registration etc. to ensure quick and rapid response and support to family members.

10. If the expected time of return is more than **90 minutes later** than stated, the team manager / Deputy/ Admin support should call the worker to ensure they are safe.

11. Should the line manager or contact person fail to contact the worker, contact to be re-attempted by phone for the **next 30 minutes** before consideration is given for further action by raising the matter with Senior Management. **[This means the worker will be 2 hours later on the visit than expected]**

12. If a worker is conducting a late visit in the afternoon or working away from the Borough, and will not be returning back to the office following a visit or activity, it is expected that they inform their line manager via Text, e mail or phone, once their business has concluded.

13. Teams may also devise a back-up buddy system, if the Team Manager is away from the office. This system needs to clearly discussed formally in team meetings and logged with administration staff. This will form the contingency plan. **Staff safety cannot be left to assumptions or chance.**

14. If visits are occurring before the worker reports into the office, this needs to be logged into the Electronic diary and placed on the Whiteboard as normal, the day before.