

**Shropshire Children Services Lone Working Policy**

* **What are the common hazards of lone working?** Lone workers may face some hazards which require special attention when planning safe working arrangements, these could include foreseeable hazards such as; • Accidents or emergencies arising out of the work activity • Slips, trips & falls • Fire safety • Violence and aggression from service users or members of the public • Manual handling • Medical suitability of the individual • Lack of experience, training or monitoring by employer • Lack of systems to keep in touch or respond to incidents • Stress and Mental Health • Environment and equipment (failure) • Responding to intruder alarm activations
* Safe practice is part of good practice, be prepared, if you think there is a risk as a lone worker, discuss your concerns with your line manager.
* Establishing safe working for lone workers is no different from organising the safety of other employees. Line managers need to know the guidance and good practice which apply to their work activities and assess whether the requirements can be met by employees working alone.
* Line Managers should complete a Lone Worker Hazard Check list for each member of staff to ensure they understand each individuals needs and support required to keep them safe. **See appendix 3.**
* Lone workers have a duty to take care of their own health and safety and that of others who may be affected by their actions at work. They must co-operate with their employer and co-workers to help everyone meet their legal requirements. If workers have specific queries or concerns relating to health and safety in their workplace, they should talk to their manager/supervisor or a health and safety representative.
* The full Lone Working Arrangements 2021 Policy can be found here; [Violence Prevention Procedure (shropshire.gov.uk)](https://staff.shropshire.gov.uk/media/709868/lone-working-arrangement-2021-final.pdf)
* **See Appendix 1.** for template risk assessment for completion when there are known or identified risks that require a further risk assessment.
* **See Appendix 2.** for Late/Risky Visits Safety Form for completion and to be shared with your Buddy or Manager when completing a late or risky visits.
* If Staff are undertaking out of hours or a risky visit a Late/Risky Visit Safety Form should be completed and shared with an identified ‘Buddy’ and the procedure followed.
* Staff to ensure that they have completed a personal details form that is held within team Admin and is accessible to all colleagues and the Team Manager. Staff must update this; i.e. change of address/phone number/car registration.
* Staff to have appropriate equipment for lone working such as a mobile phone and torch. Staff to ensure that these are fully working.
* When working from Mount McKinley; a Buddy should be identified each day for the team. Usually this is Business support, but this should be confirmed each day.
* Staff should ensure that they sign in and out (whether this a white board or a book as agreed with the Team Manager), you must clearly write where you are going (Client Name, address) and what time you are expected back and how you will notify the buddy when you are safe.
* When working from home or another site; you to ensure you identify a buddy from your team. The buddy is to be given details of; where you are going (Client Name, address) and what time you expect to be back and how you will notify the buddy you are safe.
* If an appointment has taken longer than expected you should inform your buddy.
* If you feels unsafe on a visit you should call your Buddy to alert that you are unsafe by stating CODE: DID I LEAVE MY RED DIARY ON MY DESK. The buddy will then alert the Manager the staff member is unsafe and the Police should be alerted immediately via 999.
* If you are in immediate danger call 999
* If the member of staff does not contact at the time agreed you should be concerned for their safety, attempt to call them.
* If you are not successful, alert a Manager it is assumed the member of staff is not safe and has not returned or been in contact as agreed, sharing the details of where they were last known to be.
* Any manager/buddy responsible for monitoring lone workers can contact the Council’s Security Guarding contractor and request that they visit a specific premise or premises where there is concern over the welfare of a lone worker. There is a charge to the manager for using this service but this is preferential to the manager/buddy searching for the lone worker. Contact numbers given below;

Taybar Security Services:

1. Taybar Contact: 0845 555 11 22

2. Taybar Contact: 0845 345 45 42

3. Taybar Contact: 07590 960 548

* Lone workers can register with Shropshire Councils Lone Working Monitoring System details of how to do this are here; All users must register with the Monitoring Centre. Please email [cctv.monitoring@shropshire.gov.uk](mailto:cctv.monitoring@shropshire.gov.uk) or telephone 01743 271606.
* Monitoring Centre office hours; will cover between 8.00am and 6.00pm – Mon – Friday, excluding bank holidays. CONTACT - 01743 271606
* Lone workers, who have registered to use this service, simply call in to log their lone working job with a member of the monitoring team and give a time by which they will call back in order to confirm that they are safe or that they need to extend their job. Monitoring staff receiving the call log the details of the lone worker onto an electronic system that alerts monitoring staff when lone workers do not call back within their stated times. In this case, monitoring staff attempt to track down the lone worker based on previously supplied information by making numerous calls to given numbers. Where no contact is made, or it is apparent the lone worker is in danger, the Police will be alerted.
* Staff MUST always use electronic diaries and keep these up to date, with details of where they are going.
* If staff members feel that their safety has been put at risk when carrying out their role an incident form and SURM should 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.
* Staff receiving referrals into the FRONT DOOR should identify any known risks such as warnings 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 consideration should be given to the safety of the social worker and any steps that need to be taken including a SURM.
* Staff can discuss with their Manager the need 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.