Senior management cover for ECHo and Family Links weekend working

1. The established EDT rota is used to provide cover for the safety of lone workers at weekends. This consists of home visits undertaken by ECHo and Family Links supporting family time at weekends.
2. The estimated volume is 1-2 ECHo home visits per weekend and 1 family time per month.
3. ECHo and Family Links managers and senior support workers receive the EDT rota and share it (and any subsequent amendments) with their teams. The EDT rota includes the telephone contact details for the senior manager on call.
4. Workers include the relevant senior manager in their calendar invite for the relevant weekend visit or family time session.  The calendar invite includes a completed ‘buddy form’ with details of the visit/session, service user, address, contact details. The calendar invite is explicit about the start time and estimated end time of the visit/session.
5. ECHo and Family Links workers add their emergency contact information into the buddy request form. This includes mobile and home telephone numbers, an emergency contact name and a different emergency contact number, personal description and car make / model and registration number.
6. Calendar invites are saved as ‘private’ so that the full details are only visible to the worker and anyone they have ‘invited’.
7. ECHo and Family Links workers text the senior manager’s mobile phone (work number and personal number if available) when they are about to go into the visit/session.
8. If the visit time is altered, starts late or lasts longer than anticipated, the worker will text the senior manager with the new estimated end time.
9. The worker texts the senior manager when they have left the visit or the session has ended.
10. If the senior manager has not received a text from the worker within 15 minutes of the anticipated end of visit/session time, the senior manager calls all of the emergency contact numbers provided until they manage to speak with the worker. The senior manager continues to call all of these numbers for 30 minutes.
11. If the senior manager has not been able to reach the worker within 30 minutes of trying, the senior manager should contact the police and provide details of the concerns, including vehicle and worker detailed description, the details of the visit undertaken (name, address and contact details) and time the visit/session should have ended.
12. The senior manager will continue to liaise with the police during the weekend until the safety of the worker has been established.