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| **SERVICE AREA / TEAM** | **Children In Care Service Contact Service** |
| **ACTIVITY / TASK** | **Lone Working in the Community** |
| **COMPLETED BY & DATE** | **Stephen Tee and Alison Mullen January 2021** |
| **REVIEW DATE** | **December 2021** |

| **What are the hazards?** | **Who might be harmed and how?** | **What are you doing already** | **What further action is necessary?** | **Action by whom?** | **Action by when?** | **Done** |
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| Violence and aggression from service users / family / friends / members of the public. | Workers physically / verbally assaulted | Worker to consider risk associated with all visits at all times  Worker to read through referral / risk assessment.  Check Carefirst if appropriate to ensure that you are completely up to date with level of any current associated risks and liaise with the SW team.  If there is a high level of risk identified consideration to be given if this should be a joint visit or how this can be safely managed as a lone visit  Discussion should be held with Social Worker, Contact Coordinator & Manager and/or duty worker prior to visit /meeting being undertaken.  Advise Contact Coordinator / Manager / Business Support of where session/meeting is taking place, including the postcode and where you may be visiting. Call Duty Worker/Manager on arrival.  Call, or message if agreed, Contact Coordinator /Manager at the appointed end time of the session/meeting. Send a message / call if there is a delay with the ending (transport not arriving etc).  Any visits where risks are identified to worker, these to be stated in RED on the white board to keep the Duty person and team alert regarding this particular visit.  Ensure you reference any known ‘black spot’ areas, where mobile signal is known to be poor or non-existent. This should also form part of your risk assessment process.  Emergency code to be used if assistance needed/practitioner finds themselves at risk from another person/situation, by calling the Manager /CC / or whoever in the team they feel they can call at that time and state:  **“CAN YOU PLEASE LEAVE THE BARRIER UP?”**  This code automatically signifies that Police contact is needed and required with urgency. Once the Police have been called on the practitioner’s behalf, SW to be advised to see if a quick response can be made to the identified location, if this is deemed safe and appropriate. The situation needs to be assessed fully beforehand, ideally, with a senior staff member, though no responses should be delayed unnecessarily.  Ensure Outlook diary is up to date with visit details (Carefirst Number / Initials of who you are supervising/visiting e.g. parent, young person, etc.) and postcode of the address  Ensure that you have a clear route out of the property throughout the visit/ meeting /contact.  If you feel threatened at any point during the visit, leave property immediately if you are able to remove those attending the session  If you feel that you are unable to leave advise the Manager / CC to call the office to cancel the appointment with Abigail Marsden  A silent 999 call alone will not automatically bring help. ... in line with the circumstances. Silent Solution\* = calling 999 without speaking, then pressing 55  If the worker does not call in to the Contact Coordinator / manager with in an agreed timescale, then they need to call the worker using both work mobile and personal mobile numbers  If there is no response, then:   1. Manager to Call next of kin – if no contact has been made 2. Call Police to request welfare check at last known venue they frequented.   Assess the information on the file to identify higher-risk clients and consider phone visits etc. until confident that a direct visit can be undertaken safely  Higher-risk clients should always be venue based where there will be support from Business Support / Contact Coordinator / Manager.  Update Carefirst Warnings Management Update the Contact Information Sheet (Contact Team’s ongoing risk assessment document) with details of risk so that other workers are aware. | If you felt threatened or were threatened during visit/meeting, ensure that you contact your manager to debrief.  Update Carefirst records  Update The Contact Team’s internal paperwork. | SW/FSW and Manager | On-going | On-going |
| Having to park in unlit, isolated areas. | Workers’ poor visibility of environment, no signal for communication | If using car parks: Workers to ensure they are aware of entrance and exit and location of pay machine.  Do not to leave valuables in your vehicle in plain sight. Lock all valuables and confidential papers away in boot.  Always be wary of what you are carrying and ensure that only paperwork relevant to visit/meeting is taken to ensure confidentiality |  | Contact Supervisor | On-going | On-going |
| Isolated location of venue | The worker may be less able to get help from other people if injured. The worker may not be able to make a call in an emergency situation if there is no network coverage, increasing risk of harm. | Ensure that your Outlook calendars are up-to-date at all times and contain the relevant information to be able to identify your whereabouts  Ensure that you check that communication devices are charged and switched on (999 calls can be made using other networks if own network not available). | Consider installing ‘What 3 words’ app on phones to support locating workers in unknown areas  Other Apps to be looked into that would support the safety and location of workers | Contact Supervisor / Manager / CC | On-going | On-going |
| Animals / pets | Workers/service user’s animal attack: biting, scratching, allergies, fears the worker could be exposed to pet’s bodily fluids / waste. | Contact Supervisors to be advised of any pets in venues in advance of attending such premises by the Social Work Teams.  Staff to be aware of over excited animals that could unintentionally cause injury e.g. scratching. Staff member can request that the animal be removed from the room if that animal makes them feel threatened or uncomfortable. | Add additional advice from Health Safety experts |  |  |  |
| Lone working in the office | Member of Staff/Client | Advise Contact Coordinator / Manager or Security that you are in the office.  Staff should not work in the office on their own.  Do not arrange to meet with anyone in the office or an enclosed environment unless there is at least one colleague also in the building.  If seeing someone who could potentially become aggressive or violent to sit close to exit of interview room  Sit close to panic alarm bar/button  Where possible meet in open space where colleagues/security can observe the interaction |  |  |  |  |
| No supervision | Staff stress / isolation | Regular supervision with line managers is carried out. Regular contact with manager and colleagues via phone. Monthly team meetings. To attend office weekly | Regular contact with staff, ad hoc catch up meetings just to say hello and support well being | Team manager / Line Manager | On-going | Supervision monitoring in place |
| Distance Travel  Out of hours | Tiredness / Time delays due to traffic and road conditions | Worker to advise Manager of long journey and ensure that they have the means to communicate with colleagues. If journey continues out of hours, then Worker to communicate with manager at agreed intervals and on arrival back home.  If there is no communication, then manager to call worker and request a call back as soon as possible.  If there is no communication within 1-hour Manager to contact next of kin to establish if any contact has been made and continue to communicate with them until communication with the worker has been established  Worker to ensure that they have appropriate food and water in case of delayed journey to traffic/road conditions etc. | Car Registrations of all workers should be stored in a place easily assessable in times of emergency  Explore Location Apps on phones | Team Manager  Managers | Discuss in service meeting  20/01/2021 |  |
| Hazardous weather conditions e.g. heavy rain, ice, snow, gales, storms | Workers / other road users / pedestrians / cyclists/ car accidents / stranded in isolated areas / flying debris etc.  Help may be delayed if many other people are reporting weather-related incidents. | Employee mobile to be charged & switched on. Employee to ensure that they apply appropriate judgment when considering making a journey in adverse weather conditions. Check weather forecast and decide whether or not the visit should go ahead. Postpone non-urgent visits where bad weather could cause unacceptable risk. Ensure that vehicle is roadworthy (e.g. sufficient fuel, oil and water levels, correct tyre pressures). If snow / ice present, wear flexible soled shoes with good grip (e.g. walking shoes) or use snow and ice grips over sensible shoes. |  | All team members |  | On-going |
| Working from Home | Employee/Family/ Guest | Workers to ensure: -  Smoke/Carbon Di-oxide and other safety alarms are in working order  Phone is full charged and accessible when in office  IT and other electronic equipment supplied by office has been safety checked  To contact the police if they suspect an intruder in their home. Do not confront the intruder. Lock themselves in a safe place and await the arrival of the police |  | All team members | Ongoing | Ongoing |
| Sudden illness | Staff member falling ill and not receiving essential medical help if isolated or unconscious. | Staff made aware to contact manager in event of illness or to contact 111 or 999 in case of an emergency. | Apps to download to phones to be looked at that would support alerting someone in times of crisis or emergency |  |  |  |