



Lone Working: Children & Family Services Expectations and Team responsibilities

Purpose

The council has a duty of care towards its employees and their safety is of primary importance. This responsibility is delegated to line managers. In C&F Services each team will have their own lone working guidance which will be reviewed annually. The team guidance will cover a team's particular location and remit but will also meet the standards as set out below.

Definition

Lone working includes:

- Working in an establishment/building when no other persons on site (for some or all of the time),
- Working in a remote location, including outdoors;
- Appointments at clients home or other locations
- Transporting a client(s) in own car
- Working on other employers' premises;
- Travelling in the course of work (i.e. other than home to work) to visit Customers/clients/sites away from the workplace.
(NB: Lone working does not include working from home)

Expectations and Minimum Standards

- All staff must keep their outlook calendar completed and up to date with details of visits using initials of clients or location e.g. residential home so when not in the office the team is aware of each workers movements.
- there will be a daily nominated person (and deputy) who monitors the movements of workers out of office and will highlight if worker late/missing
- Process to escalate concerns for workers who have not checked in and are unable to be contacted
- The worker is expected to 'check in' (call/txt/e-mail) with team nominated person after each appointment and at the end of the day
- system for workers to check in as they return home safely when working out of office hours e.g. buddy system
- to complete a webrisk report for any H&S incidents
- visits are risk assessed in supervision and if concerns are identified for a workers safety then suitable arrangements are put in place e.g. send out 2 workers, involve police

- any threats or intimidation to staff are immediately reported to workers supervisor, webrisk completed and actions agreed with relevant SM
- Staff to have expectation that they leave a property or situation immediately if feeling threatened or worried
- meetings are held in suitable rooms and locations e.g. where there is another person on site
- all staff keep their mobiles charged and with them at all times when working
- Team contact lists are held in silver bags and on team information drives accessible to all team and kept up to date by nominated person monthly.
- Lone working guidance must be included in a new member of staff's induction and discussed/explained before first visit or client contact.
- H&S to include lone working to be discussed at team meetings every 3 months.

Monitoring

CFLT will monitor by

- Completing audit of team lone working plans and compliance.
- Agreeing standards and reviewing annually.
- Discuss webrisk reports and incidents every quarter at leadership meetings

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Agreed CFLT 7/11/17