

## **BKY Policy on Lone Working**

All face-to-face work carries a potential risk of violence or aggression. In addition, working alone carries a higher potential risk of allegations of impropriety.

While the nature of the youth and community work maybe undertaken is interpersonal, it is important to limit the occasions when lone working takes place to those that are absolutely essential. Bear in mind how your actions might be viewed at a later date.

Lone working can include the following settings:

- making a home visit
- working with or meeting volunteers
- working at a centre or office
- transporting a person by car
- driving to a venue

The safety of all is paramount to BKY. If you have any concerns regarding your safety at any point, please take the appropriate action. This might mean leaving a meeting or location, contacting a member of the Council or a colleague, or, if you feel that the threat to your safety is imminent, call the police.

### **Working alone at the Montagu Centre**

If you have to work alone in the Montagu Centre you should take the following precautions:

- Do not answer the door or allow entrance to anyone unless you have verified their identity using the Montagu Centre's security monitoring system;
- Do not work alone if you are feeling unwell or are medically unfit to work alone.
- Do not work alone if you do not feel safe.
- If you are working alone, or find yourself alone, in the Montagu Centre and you suspect an intruder, you should telephone 999 to alert the police to your situation and take advice from them.
- If a meeting is arranged at a building such as The Montagu Centre or a synagogue, there should be another known employee or associate in the building and an agreed procedure for summoning help if necessary.
- Where the worker is alone, meetings should be in appropriate public places to reduce the risks to both workers, volunteers, young people, and adults.

### **Lone Working Outside the Montagu Centre**

Lone visits

For advanced planned visits a member of the Council must be informed of all lone meetings and should hold details of:

- the time and location of the visit
- the telephone number of the premises
- the expected duration of the visit.

This should be recorded in an email or an appropriate place, such as a day book or diary.

In the exceptional circumstance of an unplanned visit at short notice and/or out of working hours, the worker must always get approval from a member of the Council, and ensure that suitable and sufficient safety measures are in place. Short notice visits must only be agreed when strictly necessary.

The lone worker should carry out a risk assessment of the visit before it takes place. **If a worker feels uneasy about visiting a particular person alone, they must not undertake the visit.**

Workers must always be in possession of a mobile phone when making lone visits. The phone must be well charged, switched on and in a reception area.

Clothing and footwear must enable unrestricted escape in the event of an emergency.

Workers who plan a lone visit must alert a member of the Council, who must hold details of:

- the mobile phone number of the visiting lone worker
- the time, duration and location of the visit, and
- the telephone number of the premises to be visited

How to summon help during the visit

- An alert password must be agreed between the lone worker and the member of the Council and used to summon help if there is any cause for concern, e.g. " Please tell Fred I need to cancel my next appointment "
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- If the alert password is used by the lone worker, the member of the Council must immediately notify the police.

What to do after the visit

The lone worker must telephone the member of the Council when the visit has concluded and has left the person or if the meeting goes on longer than expected.

If the lone worker has not telephoned the member of the Council 15 minutes after the expected end of the visit, the key contact must telephone the worker to establish that there are no problems. If there is no response, a message should be left on the answer phone facility of the mobile phone explaining that contact is being sought.

The member of the Council should then telephone the location of the meeting (if possible) and seek to speak to the lone worker.

If contact with the lone worker is not possible, the member of the Council must then directly inform the Chair, who will be responsible for alerting the authorities. If the Chair is unavailable, then the member of the Council will be responsible for alerting the authorities.

Lone home visits

In the exceptional circumstance of a proposed home visit, the reasons for the visit must be discussed with the Chair prior to the worker making any arrangements. Approval by the Chair will be on the basis of an agreed risk management plan.

Reasons for home visits could include:

- When a person is unable to leave the home for reasons of health (mental and physical).
- When life skills work is only appropriate in the home environment.

- Where no other meeting place is appropriate.

Arrive early and observe your surroundings from a point of safety. Note the exits, observe who is present and look for any possible dangers, such as dogs. Assess how easily you'd be able to leave in an emergency. Do not enter the home if you feel uncomfortable.

If you feel uncomfortable at any time or if your safety is threatened you should leave as quickly as possible and report back to the Chair or member of the Council for advice and support.

Driving alone - transporting a person (child or adult)

It is not usual practice for a worker to transport people alone by car. However, in the exceptional circumstance when the most appropriate method is by the lone worker's car, the lone worker must:

- Have the approval of the Chair or Council.
- Have car insurance, which includes for 'business use' and confirm with insurers that they understand that this means transporting people. The Chair or Council must be informed of any driving offences including speeding.
- Obtain parental/guardian consent for transport of any young person - unless it is an emergency.
- Be aware of gender/religious issues and appropriateness of singly supervised journeys.
- Know and be acquainted with the background of the person, significant issues such as violence and abuse, and only transport if there is no issue of concern.
- The person must sit in back seat at a diagonal to the driver (not behind) and the rear child locks must be 'on' so that the driver can run from the car with a 'head start' should the person become violent or dangerously unmanageable.
- Arrange for a person to be a 'key contact'.

Driving alone - safety measures

- Provide Chair or Council member with details of your car registration, make and colour and ensure that your travel arrangements for the day are known and recorded by e-mail and any changes.
- Take your well-charged mobile phone.
- Ensure your car is regularly serviced to minimise risk of breakdown. Regularly check tyre pressure, oil and water levels.
- Make sure you have adequate fuel.
- In the car – keep first aid kit, and where possible tow rope, jump leads and torch. Ensure breakdown recovery membership is in place.
- Avoid travelling in severe weather, e.g. fog or snow.
- Check that no one is inside the car before getting in.
- Whilst travelling and when you leave your car – lock the doors.
- If stopped while travelling, do not get out of the car unless you feel comfortable with the situation. Talk through a small gap in the window and if in doubt drive to the nearest point of safety e.g. Police Station.

- On site – park safely, facing the direction you intend to leave. Be aware of hazards like nails, glass etc.
- Do not leave valuables on show. Lock them away out of sight. Park in lit area.
- Carry sufficient money to provide for an emergency taxi (£20).

#### Medical emergencies

In an incident requiring an ambulance for a young person, the worker should travel with the young person or follow in a car behind if no parent/guardian is available. The hospital should be asked to contact the police if the parent/guardian is not known.

#### OTHER ISSUES

##### Recording

Record any incidents involving injury, assault, verbal abuse, threats, serious near misses by e-mail to the Chair.