

Lone Working Guide for Volunteers

In certain roles, volunteers are required to work alone. In these circumstances, both the volunteer and their Line Manager have a duty to assess and reduce the risks which lone working presents.

This is designed to alert you to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe the procedures which will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give us a framework for managing potentially risky situations.

Working alone during home visits

You must ensure that:

- a. You have access to a charged mobile telephone.
- b. Wherever possible that you park in a well-lit and busy area.
- c. You complete the home visit risk assessment form below.

Personal safety

- a. You must not assume that having a mobile phone and a back-up plan is a sufficient safeguard. The priority is to assess the situation and plan for a reduction of risks identified.
- b. Both parties should take all reasonable precautions to ensure personal safety.
- c. Before working alone, an assessment of the risks should be made with the Volunteer Coordinator.
- d. You must inform your Volunteer Coordinator when you will be working alone outside of your home or office, giving accurate details of your location and following an agreed plan to inform that person when the task is completed (see notification process below).
- e. The Volunteer Coordinator must ensure that there is a robust system in place.
- f. If you do not report in as expected, an agreed plan should be put into operation by the Volunteer Coordinator, initially to check on the situation and then to respond as appropriate (see the notification process below).
- g. 'Reasonable precautions' might include;
 - Checking directions for the destination.
 - Ensuring your car, if used, is road-worthy and has break-down cover.
 - Avoiding where possible poorly lit or deserted areas.
 - Ensuring that items such as mobile phones are carried discreetly and are charged.
 - The agreed plan for contact or emergency response should be recorded and readily accessible by the volunteer. It may be appropriate to agree a code word or phrase to indicate that assistance is required.
 - Further advice can be gained from the Suzy Lamplugh Trust
<http://www.suzylamplugh.org/personal-safety-tips/free-personal-safety-tips/working-alone/>

Reporting

- a. Should an incident occur, volunteers should report to the Volunteer Coordinator as soon as possible after the incident.
- b. The Volunteer Coordinator should debrief in the first instance.

Support

The Volunteer Coordinator will discuss with the volunteer what may be needed and offer further aftercare.

Notification Process

- a. The Volunteer Coordinator must be notified of the date, start time and end time at least 3 days before a home visit if the home visit is taking place during working hours (Monday-Friday 9:30am-5:30pm). If the home visit is taking place outside of working hours, the Volunteer Coordinator must be notified of the details of the visit at least 5 days in advance.
- b. You must contact the Volunteer Coordinator if these arrangements change.

- c. At the end of your visit, you must notify your Volunteer Coordinator by text to say that the visit has ended and you have safely left the address. Please save the Volunteer Coordinator mobile number in your phone: 07587130643.
- d. If you expect that the visit is going to overrun your planned end time, you must politely excuse yourself to text your Volunteer Coordinator to let them know.
- e. If your Volunteer Coordinator does not receive a text notifying them of the end of your visit within 1 hour of the expected end time, they will call you from either their mobile (07587130643) or work phone (01327 362461).
- f. If you do not answer, they will leave an urgent voicemail asking you to return their call and they will call your emergency contact.
- g. If your emergency contact had also not heard from you since the end of the visit, the Volunteer Coordinator would call the service user to check whether you have left the address.
- h. If within 1 hour of the voicemail being left, there has still been no contact from you, the Volunteer Coordinator will call 999.

Home visit risk assessment

<p>Home Visit</p> <p>Risk Assessment</p>	<p>Name:</p> <p>Address:</p> <p>Date:</p> <p>PSPA Worker/Volunteer Completing:</p>
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PRE-VISIT CHECKLIST	TICK
Colleagues/Volunteer Coordinator know where I am	<input type="checkbox"/>
My phone is charged	<input type="checkbox"/>
I have the service user's emergency contact details	<input type="checkbox"/>
I have instructions what to do if there is no answer	<input type="checkbox"/>
I have hand sanitiser	<input type="checkbox"/>
I have a face mask (<i>this should be worn if you or the family would prefer you to</i>)	<input type="checkbox"/>
I know how to get to the address, any parking or entry system arrangements	<input type="checkbox"/>
I can manage any stairs / ramps / lifts	<input type="checkbox"/>
I know who else to expect to be there when I visit	<input type="checkbox"/>
I know if we will be indoors or outdoors during the visit and am prepared	<input type="checkbox"/>

WHO LIVES AT THE ADDRESS?

Alone Partner Family Under 18's Friend Live-In Carer Lodger

Further details: _____

PROPERTY TYPE

Flat House Sheltered Housing Care Home Other _____

ACCESS TO PROPERTY

	Yes	No	Comments / Action
Is there flat level access? <i>If not, are there steps, a ramp or lift?</i>			
Can the person answer the door themselves? <i>If not, can someone else, is there a key safe, make pre-arranged phone calls on arrival?</i>			
If they do not appear to be at home when you visit, what would they like you to do? <i>Phone, ring a named contact?</i>			

COVID ARRANGEMENTS

	Yes	No	Comments / Action
Are you able to keep social distance? <i>With number of people and space?</i>			
Would they prefer to meet outside weather permitting or to be indoors?			
Do they wear a mask or visor? <i>It is the person's choice to or not.</i>			
Is there adequate ventilation? <i>Could doors or windows be used if the person is happy to open them?</i>			

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IN THE HOME	Yes	No	Comments / Action
Will anyone else be there on future visits? <i>Is it safe to be there alone?</i>			
Are there any pets? <i>Do they need approaching in a certain way? Are they aggressive? Take any allergy precautions if needed.</i>			
Are there any physical hazards for staff/volunteers? <i>Trip hazards, excessive clutter, open fires etc?</i>			
Does the person behave in any way that challenges others? <i>Consider approaches / avoid known triggers.</i>			
Is this a smoke-free environment? <i>Is there a room not used for smoking?</i>			
Is there adequate lighting? <i>Can you be nearer natural light? Is a portable lamp needed?</i>			
Is there a toilet staff/volunteers can use? <i>Upstairs / downstairs?</i>			
Can you get out of the property easily? <i>In case of danger posed to self or others.</i>			
AFTER VISIT CHECKLIST			TICK
Colleagues know I have left			
Change face mask			
Wash hands if possible or use antibacterial hand sanitiser			
Clean and sanitise any materials or equipment as need be			
Report any concerns, potential safeguarding or other issues			
Handover information to colleagues who will be making future visits			