

	Health and Safety: Lone Working	Standard Operating Protocol	
		Version #	2.0
		Implementation Date	1 st November 2013
Page #	1 of 3	Last Reviewed/Update Date	1 st August 2013
SOP Owner	REFRESH, HULL	Approval	L. Starky

1. Purpose

This protocol sets out the expectations for all staff in how they work outside of the office to keep safe.

2. Procedure

Letting people know where you are

- Always sign out of the office (on the whiteboard) and leave an expected time of return, along with having your Outlook Calendar up to date.
- If you are not coming back that day and are visiting a young person in their home, ring back to the office when you leave the young person. Use the buddy system if your visit is out of office hours (see overleaf).
- If you are visiting someone, or going to a meeting first thing in the morning (before you come into the office) make sure that this is known to the team and the whiteboard has the details on it.
- If you are going to be delayed, or there is a change of plan, ring the office to let people know what is happening and have the whiteboard altered.
- A member of the team will make a call to check if you are OK when delayed after 30minutes.

What to take with you/or do on your visit

- Mobile Phone
- ID badge
- Personal alarm (if required)
- Contact details, paper pen and diary etc!
- Knowledge of the Extension 13 system
- Use of buddy system (if applicable)

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Visiting someone for the first time

- Do not visit for the first time alone- you need to go with someone else from the team or someone from another service/agency.
- Get as much information as you can about a young person and the place you are visiting before you go. Consider all the information you collect, including their history, behaviour patterns, use of medication, alcohol/drug issues. Do a Care First check on the young person if you do not know them well, and on the people living in the same house- family members, friends etc. Talk to the referrer again (if applicable).
- Discuss the planned visit with your line manager and talk about the timing of the visit, including the likely time and conditions at the end of the visit i.e. daylight, street lighting.
- If feeling anxious about any visit please speak to your line manager and inform them of your worries.

Assessing the situation

The sort of things that you need to look out for are:

- If you are driving to a person's house, park so you will be able to get away quickly.
- Consider the necessity of having to use secluded lifts/stairwell.
- Are there people around (neighbours, friends, and family) who appear to pose a threat to you, due to their behaviour, language or location?
- Are there threatening animals around?
- Is the young person or their family/friends under the influence of drugs/alcohol?
- Is your visit welcome?
- Can you get out of the property quickly if you need to?
- You need to assess the risks yourself as you get near to and enter a property. You may feel in a dilemma about a situation- if in any doubt, do not visit or continue a visit.

If you judge that the situation is potentially dangerous, then you must leave.

If you have had a difficult visit, or there has been an incident, report it immediately to the Line Manager or Deputy Manager. Ringing them on mobile if they are not in the office.

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Extension 13

If you find yourself in trouble and need immediate assistance, telephone the office and ask for extension 13. This alerts your colleague that you are in difficulty and the Police are to be called.

The Buddy System

When planning your daily visits make sure that you nominate a colleague or manager to be your buddy. The buddy needs to know where you are and what time you are due to finish. You then text or ring your buddy when you are finished and safely on the way home. If your buddy does not hear from you they will be alerted that something might be wrong so will take steps to contact you.

Please note that your safety is your responsibility and you should always ask for support. Please speak to your line manager at any time if you have any doubts or questions.