

# Lone Worker Policy

## Introduction

Lone workers are staff/Contractors/Sub Contractors or Self Employed people who work by themselves where there is no close or direct contact with a colleague.

This might involve:

- Home visits;
- Appointments with professionals at clients home /HEI/another venue, i.e. Campus or offices;
- Working out of hours in such a situation may be at risk from:
  - Having an accident and being unable to attract help;
  - Aggressive/violent behaviour of another person;
  - The subject of false allegations.

This policy outlines the procedures for lone working and provides good practice guidelines.

Lone working is an essential part of support work.

- Interpreting Solutions (2UK) Ltd is committed to ensuring that it does not put any of its workers in a situation of unreasonable risk.
- Risk Assessments for visits out of school should be undertaken to reduce risks so far as is reasonably practicable.
- All staff working alone must take reasonable steps to ensure their own safety. If at any time they feel unsure of their safety, they should remove themselves from that situation as soon as possible.
- Interpreting Solutions (2UK) Ltd will ensure that where a worker is likely to be in a position of lone working, this will be specified in the recruitment information, in order to make this requirement explicit to all applicants.
- Interpreting Solutions (2UK) Ltd will also ensure that the induction programme for workers includes written materials about the organisation's Lone Working Policy and the risk assessment and measures in place for lone working.

## Responsibilities

The member of Staff/Contractor/Sub Contractor/Self Employed person or company representative will hold responsibility of informing the company of work movements which are outside of the assignment or meeting.

The company will not allow any visits or movements which will place the worker at unacceptable risk levels.

## Procedures:

Home Visits:

- The member of Staff/Contractor/Sub Contractor/Self Employed person Employee or company representative must be aware of background information before making a visit.
- When delivering support during a home visit with a client the member of Staff/Contractor/Sub Contractor/Self Employed person or company representative should not be left alone with the client. Clear notes of the meeting should be made by the member of Staff/Contractor/Sub Contractor/Self Employed person Employee or company representative
  - If the member of Staff/Contractor/Sub Contractor/Self Employed person Employee or company representative finds they are delayed, call the Company and let them know you will be arriving later than originally planned. If, on arriving at a home, you consider yourself to be at risk, decline to enter or make an excuse to leave where necessary,

# Lone Worker Policy

e.g. "I've left the car lights on" or "I've left some papers in the car" and depart. Do not attempt to enter what is considered a risk situation.

- The member of Staff/Contractor/Sub Contractor/Self Employed person or Company Representative should leave a mobile phone on at all times so that she/he can be contacted for checks or can report in any issues.
- If at any time, the member of Staff/Contractor/Sub Contractor/Self Employed person or Company Representative experiences any aggression or verbal abuse, or other unwelcome approaches, this should be reported to Interpreting Solutions (2UK) Ltd immediately, when safe to do so. The member of Staff/Contractor/Sub Contractor/Self Employed person or Company Representative should leave at the earliest opportunity. The member of Staff/Contractor/Sub Contractor/Self Employed person or company representative must not then arrange to make another appointment with the abusive or aggressive person until the case has been reviewed.
- The member of Staff/Contractor/Sub Contractor/Self Employed person or company representative must ensure she/he has appropriate car insurance for transporting parents/carers and their families if necessary when carrying out their day to day duties.

## Best practice Guidelines

- Always trust your instincts – if you are in any doubt or feel unsafe, remove yourself from that situation.
- Act in a confident manner and terminate the visit apologetically, for example by saying you have to be at another meeting which you had forgotten about.
- Plan your route and take a map along, to avoid having to stop and ask for directions in unfamiliar surroundings.
- Consider where you park and always reverse into a space, so it is easy for you to drive out.
- If using public transport, sit where there are other people, not on your own.
- If walking, use well lit public streets – do not use shortcuts.
- Pay attention to your surroundings when in someone's home – where are the doors? Sit in a seat nearest to a door.
- Ensure you always have your mobile telephone switched on and to hand.
- Keep your keys easily accessible.
- Avoid carrying valuables or large sums of money.
- Do not allow anyone to leave you alone with your client if possible. Always have a legitimate reason for leaving, e.g. that you have another appointment.
- It is advisable not to accept offers of a drink whilst on a assignment.

## Do

- Prepare and plan. Check records and speak to colleagues.
- Keep the company informed of your whereabouts – inform facilitator/ Line manager/ site security/ staff.
- Plan your route in advance. Avoid known unsafe areas. Carry a fully charged mobile telephone with credit available.
- Do have a contingency plan if things go wrong – car breaks down/battery is flat/arrange to be picked up.
- Maintain a discrete distance. Ensure you sit close to exits. Speak in a friendly and polite manner.
- Avoid dangerous areas.

# Lone Worker Policy

## Don't

- Visit without having read the appropriate paperwork.
- Forget to let staff know and others of your whereabouts.
- Forget to contact the company after visits to say all is well!
- Forget to charge up or take your mobile telephone.
- Forget to keep your car serviced and full of petrol.
- Give out personal details, your mobile, address.
- Forget to report any trips, falls, and accidents or report abusive threatening behaviours.
- Park near to high walls, hedges or unlit areas.