



EAST SUSSEX EARLY DAYS CIC LONE WORKER POLICY & HOME VISITING PROCEDURES

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Policy Statement

East Sussex Early Days CIC (ESED) takes the health and safety of its workers and volunteers seriously. We have a legal duty to ensure the health, safety and welfare of our employees and volunteers while at work or carrying out volunteer activity. We realise that at times workers or volunteers may be working or volunteering alone, either traveling to/from or in one of our Breast Mates groups, or carrying out home visits to parents in East Sussex.

Aim and Scope

This policy is designed to alert workers and volunteers to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is designed to give workers and volunteers a framework for managing potentially risky situations.

Related Legislation

Health and Safety at Work Act 1974

Management of Health and Safety at Work Regulations 1999

Context

ESED has a legal duty to ensure the health, safety and welfare of workers and volunteers while at work or engaged in volunteer activity. At any given time, workers or volunteers may be alone, either in the premises we use to provide Breast Mates groups or when operating on our behalf externally. We are responsible for assessing the risks to lone workers and taking steps to avoid or control the risks where necessary. Workers and volunteers have the responsibility to take reasonable care of themselves and others in lone working situations. Lone working is not inherently unsafe. Taking precautions can reduce the risks associated with working alone. This policy is designed for workers and volunteers who either frequently or occasionally work or volunteer alone. It also refers to both high and low risk activities.

Definition

The Health and Safety Executive defines lone workers as those who work by themselves without close or direct supervision.

For example:

- People working separately from others in a building
- People who work outside 'normal' hours
- People who work away from their fixed base without colleagues
- People who work at home other than in low risk, office-type work

The definition covers workers and volunteers in situations with varying degrees and types of risk. It is important to identify the hazards of the work and assess the risks involved before applying appropriate measures.

Potential Hazards of Working Alone

People who work or volunteer alone will of course face the same risks in their work as others doing similar tasks.

However, additionally they may encounter the following:

- Accidents or sudden illnesses may occur when there is no-one to call for help or first aid available
- Fire
- Violence or the threat of violence
- Lack of safe way in or out of a building for example, danger of being accidentally locked in
- Attempting tasks which cannot safely be done by one person alone

Measures to reduce the risk of lone working

To reduce the risk for people working alone we carry out a risk assessment of the following issues, as appropriate to the circumstances:

- The environment – location, security, access.
- The context – nature of the task, any special circumstances.
- The individuals concerned – indicators of potential or actual risk.
- History – any previous incidents in similar situations.
- Any other special circumstances.

All available information should be taken into account and risk assessments should be updated as necessary. Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.

In any situation where an employee or volunteer is operating alone and feels unsafe, they must remove themselves from that situation immediately and report the incident to their line manager or supervisor.

In any situation where an employee or volunteer is operating alone and an incident occurs, this must be reported to their line manager as soon as possible. An incident is any situation where the health and safety of the employee or volunteer is compromised and may include an accident, fire, violence or threat of violence (this is not exhaustive).

Supervision

Lone workers are by definition not under constant supervision. We ensure that you understand the risks associated with your work and the relevant safety precautions.

- Workers or volunteers will be given training that covers lone working where appropriate during induction
- Workers or volunteers new to a role where they may be lone working may need to be accompanied initially
- Regular contact by phone may be appropriate and we ensure that employees or volunteers carrying out duties alone have a mobile phone available at all times to enable them to contact the office in the event of an emergency.

Accidents and Emergencies

Workers and volunteers operating alone should be made aware of the process for responding correctly to emergencies. Employees or volunteers who are alone in a venue

used by ESED (e.g. Breast Mates venue) must inform the relevant Director/s for that area. and are responsible for adhering to security and fire regulations.

Any accident at Breast Mates should be recorded in the Accident Book. A risk assessment should be completed each week, and an annual risk assessment completed annually (see Appendix 1, this is available also as an online form).

Bexhill contact: Jenny Baldwin 07930 521614 (in emergency Terry Lewis Tots Play 07739 362568)

Hastings contacts: Melissa Callaghan 07986 966548 or Alice Privett 07599 067130 (in emergency Ross or Dan, Spun Glass Theatre xxxxx phone number tbc)

Conclusion

Establishing safe working for lone workers is no different from organising the safety of other workers or volunteers, but the risk assessment must take account of any extra risk factors. ESED ensures that measures are in place to reduce risk and that expectations have been communicated to employees and volunteers operating alone and appropriate training provided.

All workers and volunteers, including lone workers, are responsible for following safe systems of work and should take simple steps to reduce the risks associated with carrying out their normal duties.

RISK ASSESSMENT & LONE WORKING PROCEDURE

A standard risk assessment should be completed at each weekly Breast Mates group. An annual risk assessment should also be completed (see Appendix 1, this is available also as an online form).

In addition to these risk assessments, consideration should be given to volunteers, workers who are arriving at a venue on their own, or leaving a venue on their own.

- Ensure that you have a phone signal and Wifi within the building you are working in.
- Make sure that no one can follow you into the building.
- Ensure (ideally) that you are not on your own when leaving and locking up.
- Ensure that you check in with a colleague when the group is finished.

Procedures

The aim of the home visit policy procedure is to ensure good working practice and to provide guidelines in reducing risks to workers when undertaking home visits.

Information on location, parking and access will be collected, and assurances that dogs secured separate to consultation, prior to the visit.

Before a Home Visit

- Be familiar with the ESED's lone worker policy and procedure for home visits.
- Be clear about the purpose of the visit.
- Make sure you are well informed about the reason for the visit. Make sure you are well informed about the family and are aware of personal circumstances, and who will be present at the visit.
- Arrange the visit during normal working hours. Try to avoid hours of darkness.
- Have a calling card to leave if the family is not at home with the date and time of the visit.
- Inform ESED colleagues (Jenny, Alice or Melissa) of the name and address of the client before departing for a home visit.
- If using a car provide details of the make, model, registration number and colour of the car you will be using. Details of cars used to be recorded on
- ?use Whatsapp location service
- Always carry a mobile phone with you and make sure it is charged
- If it is an iphone set emergency settings

During the Visit

- Park in a well-lit area and in a position where you do not need to reverse on leaving.
- Dress appropriately.
- Ask that there are no animals in the room where a meeting takes place. (It is their home.)
- Introduce yourself, have identification available and explain again the purpose of the visit, carry your identification (do not use a necklace lanyard).
- Do not enter the premises unless invited in by a responsible adult.
- Do not enter the premises if invited to do so by a child that is on the premises unsupervised by a responsible adult.
- Do not speak to siblings other than to ask if their P/C/G is available. Do not discuss the purpose of the visit with siblings or any other unknown young person or adult at the premises.

- Do not go upstairs in a property unless accompanied by a responsible adult and then ONLY if you deem it completely safe to do so and necessary.
- Do not enter a child's/young person's bedroom.
- If you are concerned that a child/young person is in the home inappropriately alone/unsupervised and are unable to contact Ps/Cs/Gs contact emergency services on 999, contact colleague at ESED, stay at the property.
- If you feel that a child/young person is in immediate danger contact emergency services 999, stay where you are, and contact DSL or Deputy DSL at ESED.
- Assure P/C/G that you will treat anything they tell you sensitively. Explain that you may need to take notes during the meeting. Remember that under the child protection procedures you must report disclosures or suspicions to the designated person for child protection.
- Be sensitive to the culture, religion etc of the home, e.g. remove shoes if appropriate.
- Be professional; give professional advice and information rather than personal opinions.
- Do not stay too long. Keep to the point. Have a time limit set for the visit.
- Do not carry large sums of money when making a home visit. Do not have any personal items.
- Try to sit near an exit

Action to take if you are threatened

- If you feel uncomfortable at any point either before you enter the house or during a visit, make your excuses and leave.
- If you are threatened or prevented from leaving, stay calm and try to control the situation. Try to appear confident, speak slowly and clearly and not be enticed into an argument. Try to diffuse the situation by saying you will seek advice from a colleague.
- Keep your distance, never touch or turn your back on someone who is angry.
- A code phrase should be used if you contact ESED to alert them that you are in danger and need support. **“Please let Mrs Smith know I will be late for our appointment”.**
- Workers must leave the property and reach a place of safety if you have any concerns about personal safety, and inform colleagues.

After the visit

- Contact ESED colleague to inform them that the visit is over and that you are safe.
- Any Child Protection concerns arising from home visits should be discussed with the DSL or Deputy DSL.
- Record events of visit and information / support given, and any follow up.

Recording Visits

- It is essential that workers write a short report on every visit they make.
- If an incident does occur the visitor should record all details as soon as possible after the incident, before precise recollection of events fade from their memory.
- If an accusation of abuse is made against the visit/visitor advice should be sought DSL or Deputy DSL asap.

Actions for ESED colleagues

- ESED colleagues to be mindful of the visiting time proposed to end, if this has expired past 30 minutes and a call has not received they must;
- Attempt to contact the colleague carrying out the visit.
- Contact the police to alert them of concern if needed.

Appendix 1

WEEKLY HAZARD IDENTIFICATION CHECKLIST

To be completed before the start of every meeting.

SITE:	
DATE:	
TIME:	
COMPLETED BY:	

PART ONE

INSPECTION	YES	NO	COMMENTS
1 GENERAL			
First Aid Kit			
Accident Book			
Fire Exits Unobstructed/Fire extinguishers			
Floor clean and clear			
Food preparation/tables - clean			
Food content - allergies			
Hot drinks to be placed out of reach of children			
Parents made aware that they are responsible and accountable for the children in their care			
2 MISCELLANEOUS			
3 HAZARDS IDENTIFIED			
Have any hazards been identified? If YES, please complete the section overleaf. YES <input type="checkbox"/> NO <input type="checkbox"/>			
SIGNATURE:		DATE:	
DESIGNATION:			

Please keep the completed form in the group files for future reference.