

# Lone Working Protocol

## Community Assessment Service

The following protocol has been devised to ensure that our lone working procedures are consistent across the community assessment services as far as possible.

In the event staff feel unsafe during a home visit they should inform the customer that they need to call into the office to request their next meeting is cancelled.

Where the staff member is unable to leave the property, they are required to use the phrase

*"This visit is taking longer than expected, can you inform Stuart I'm running late for my meeting with him".*

Duty Staff receiving the above phrased should support by asking their colleague to exit the property due to confidential information required for rescheduling the next meeting time. Where possible the staff member is to exit the property and return to their vehicle.

Duty Staff will then ask their colleague to either return home or to the office with immediate effect.

Duty staff escalate the situation to a Team Manager who will contact the customer to apologise for the staff member leaving suddenly and discuss the behaviours/approach that led to the staff member feeling unsafe. The Team Manager will explore alternative methods to concluding the visit such as virtual, council office meeting or joint visit where appropriate.

Should the staff member be unable to exit the property, the duty worker must assess the immediate risk and escalate to a manager to arrange for police intervention where required. Alternatively, a manager and staff member to attend the property.

### Procedures to support the above

- Calendars must remain up to date along with the SWIFT ID number so location can be identified immediately.
- Colour coding duty Calendar - When a staff member returns from a visit, they need to go into the shared calendar and change their visit to green to show they have returned from the visit
- Staff mobile's must be easily accessible during home visits so police can trace locations quickly. iPhone have a "find my phone system in place to support with identifying locations where required.



- Staff must ensure they have each other's work mobile number stored in their phones for easy access. Mobiles Phones should be fully charged prior to visit.
- Team WhatsApp is a good source of communication and keeping in touch.
- Car registration, make and model to be added to box for each team along with mobile numbers.
- Buddying system to be put in place, allowing the staff member to contact their buddy on their return from a visit. The buddy is to attempt initial contact with the staff member after a reasonable period, for example 2 hours and where contact is unsuccessful, escalate to the team manager. The team manager will attempt to contact the staff member on both their work and personal mobile numbers and where contact is unsuccessful, contact the customer where the visit had taken place to attempt to ascertain the whereabouts of the staff member. Considering contact with NOK, police and attending the property.

