

the root of it

Lone working Policy

Aims

To ensure a safe environment for all colleagues to work within and provide safe working practices.

This policy covers staff, associates and volunteers.

Procedure

Prior to making an appointment with someone you do not know, obtain as much information as possible about the person you are meeting and arrange to meet the person in Company premises, in a Client's premises (like a school) or public place. Always ring back the telephone number you have been given to confirm that it is legitimate. If a mobile number is given you should always ask for an alternative fixed line number.

Complete the home visit risk assessment form as fully and completely as you can. This must be sent to your line manager prior to the visit. In the event of an immediate response required, this can be verbally undertaken over the phone with the manager making notes. Part of this may involve a safety text or call immediately following the visit, for more details please refer to Staff Procedure 3.19 "Staff safety checks following a home visit."

If visiting, let your colleagues know where you are going, with whom and what time you are expecting to return. If you think that you are going to run over your original timescales, let your colleagues know.

Responsibilities

If a Root Of It team member is undertaking a lone visit they are responsible for following the company's policy and procedure to assess the risks and keep safe.

Review

This policy will be reviewed annually.

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