

LONE WORKING POLICY – YOUTH WORKER

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REMEMBER NEVER PUT YOURSELF AT RISK – TRUST YOUR INSTINCTS!

1. OBJECTIVES

- 1.1 To protect staff from the risk associated with working alone whether they are on St Neots Town Council premises, at venues used by groups, travelling alone on work duties or working in an isolated setting.
- 1.2 To ensure that staff understand that St Neots Town Council as an employer, does not expect staff to expose themselves to unnecessary risks in the course of their work duties and that St Neots Town Council will support a member of staff if they leave a situation in which they feel at risk.

2. DEFINITION

- 2.1 For the purpose of this policy, lone working will be categorised into two distinct types of work:
 - Working alone in St Neots Town Council premises or venues/community facilities used by groups.
 - Travelling alone between the two categories above.

3. GENERAL RULES

- 3.1 St Neots Town Council must have details of your (work and personal) mobile number, your home contact number and a person to be contacted in case of emergencies.
- 3.2 A personal alarm will be provided if requested.
- 3.3 A record of daily movements should be kept in the Outlook calendar.

4. WORKING ALONE IN ST NEOTS TOWN COUNCIL PREMISES/VENUES

- 4.1 Having one person working alone in St Neots Town Council premises or venues is undesirable. However, as it is not practical to always ensure that two people are present then the emphasis of this policy is to reduce risk. When there is more than one person in the premises, there is still need for vigilance.

5. BEFORE ENTERING THE BUILDING

- 5.1 Ensure that the premises look as you would expect them to do – no signs of damage or occupancy and no signs of doors or windows forced or unlocked when you expect them to be locked.

- 5.2 If you have concerns do not enter but contact your line manager or ask a second person to enter the building with you. Do not enter alone.

6. ON ENTERING THE BUILDING

- 6.1 Ensure that the building and contents are as you would expect them – If you have any concerns leave the premises and contact your manager.

7. WHILST WORKING ALONE IN THE BUILDING

- Work as near as possible to the telephone.
- Ensure that the front door is locked and that the security door and emergency fire exit doors are closed. Do not pull the security guard across the fire door until you leave.
- Do not open doors unless you know or have checked the identity of any visitor.
- When talking to anybody you do not know on the phone, do not tell them you are alone in the building.
- If you hear the fire alarm, apart from the regular test on (INSERT DETAILS), exit the building in the usual way and contact your manager. If we are notified that there will be a fire alarm and it is known that you are scheduled to be the only person in the building, you will be warned in advance.
- If anybody appears in the office that you do not know, remain calm and non-threatening – ask who they are and who they are looking for, explain that the person they are looking for is not present and escort them from the premises. Then contact your manager or emergency contact.
- Always trust your instincts – if you do not feel comfortable about letting a person in the building, then ask them to return at a time when you will not be alone.
- If you make an appointment with somebody for the first time or with somebody who you are not comfortable being with then arrange for somebody else to be in the office, or in the meeting with you, at the time of the appointment.
- Use your provided work phone to message the Town Clerk/ Deputy Town Clerk to let them know your location and when you start and stop your sessions, especially when working with vulnerable adults or young people.

8. ON LEAVING THE BUILDING

- 8.1 Ensure all doors are shut, close the grill on the fire exit door and lock the front door, setting the alarm as relevant.

9. IF AN INCIDENT TAKES PLACE

- 9.1 If an incident occurs where there is a breach of your personal safety, you should complete an incident report including the date, time, location, and description of the incident including names and contact details of any witnesses if known. This should be given to your line manager. This should be done no matter how minor the incident as the policies stated here may need to be reviewed.

10. WORKING ALONE AT THE VENUES OF OTHER ORGANISATIONS

- 10.1 Try to only arrange appointments at the premises of other organisations if you know that there will be more than one other person present. If this is not possible arrange the appointment at St Neots Town Council's offices.
- 10.2 If you arrive at the premises of another organisation and you are not comfortable with going ahead with the appointment, then leave and report this to your line manager.
- 10.3 Use your provided work phone to message the Town Clerk/ Deputy Town Clerk to let them know your location and when you start and stop your sessions, especially when working with vulnerable adults or young people.

11. TRAVELLING ALONE DURING WORKING HOURS

- 11.1 Travelling alone holds the same risks whether or not you are travelling for work purposes or pleasure. However, it is far more likely that during working time you will be travelling in unfamiliar areas and therefore the planning of the travel is far more important.
- 11.2 The Suzy Lamplugh Trust recommends that an individual plans their movements whether at work or in daily life.

12. P*L*A*N FOR BEING SAFE OUT AND ABOUT

- Prepare yourself for the journey.
- Look confident.
- Avoid risk.

- Never assume.

12.1 Prepare Yourself for Your Journey

- Know exactly where you are going and how you are going to get there.
- Ensure that you have informed the office (by way of diary) or your line manager where you are going.
- Assess any risks there may be in doing the journey you are about to undertake.
- Ensure you have your personal belongings (e.g., keys, travel card) in your pocket and other items in a bag which sits close to your body with fastening innermost.

12.2 Look Confident

- Stand tall and look as if you know what you are doing and where you are going.
- Be alert to what is going on around you.
- Do not wear a personal stereo.
- Carry a personal alarm.
- Ensure you have a working mobile phone with you.

12.3 Avoid Risk

- Do not take short cuts unless they are as safe as the longer route.
- Do not change plans at the last minute.

12.4 Never Assume

- It won't happen to me.
- Do not ignore your instincts.

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