



Colourful Minds

Lone Worker Policy – Oct '20

Colourful Minds takes seriously its responsibilities to ensure the health, safety and welfare of all volunteers and trustees who work alone either from home or out in the community without close or direct support or supervision. We are committed to reducing the risks to volunteers and the purpose of this policy is to ensure that there are adequate systems in place to reduce the risks of lone working as far as is reasonably possible and practicable. This policy applies to all volunteers and trustees who are undertaking activities on behalf of Colourful Minds. The purpose is to help you think about and improve your personal safety, be aware of risks and to take steps to reduce and adapt strategies to keep you safe.

Responsibilities

Volunteers and Colourful Minds share responsibility for health and safety matters.

Colourful Minds is responsible for:

- assessing the potential risks volunteers may face in their role and reduce these as much as is practically possible
- implementing procedures that help ensure health, safety, and wellbeing of volunteers

The secretary or named lead and the director are responsible for:

- regularly monitoring and reviewing policy and procedures
- completing and filing risk assessments

The committee members are responsible for:

- maintaining contact with volunteers working alone either internally or externally
- ensuring systems are in place to identify volunteers who do not report back or return at the expected time
- raising an appropriate level of alarm if volunteer cannot be contacted or does not return within 2 hours of expected contact or return
- contacting the police if volunteer cannot be located
- ensuring all volunteers are aware of this policy and providing appropriate levels of training and guidance on lone working

Volunteers are expected to:

- take reasonable care of their own safety and that of others

Aim to EMPOWER

Aim to INSPIRE

Aim to SUPPORT

- comply with any personal safety procedures detailed by Colourful Minds
- raise any concerns with their management or team immediately and to document a summary of their lone working in the case notes
- report any accidents, incidents, injuries or ‘near misses’
- report any safety practices that need to be improved or risks not otherwise identified

Risk Assessment

Risk assessments will be carried out for all activities undertaken by volunteers and recommendations to eliminate or reduce any identified risk will be made and implemented wherever possible. Written records of assessments will be maintained and regularly reviewed.

Factors that will be considered as appropriate to the circumstances are:

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

Where there is any reasonable doubt about the safety of a lone worker, consideration will be given to sending 2 volunteers or making other arrangements to undertake the task.

Working alone away from the designated meeting venue or from home

Before working alone, you should:

- Leave details with your management or team of where you plan to go, approximate times of when you expect to be there, details of any meetings you have arranged, including the name of the person you are meeting via the Maintain X app
- Ensure you have an appropriate means of communication
- If taking a mobile phone, check it is fully charged and (for pay-as-you-go), has sufficient credit; leave it switched on; do not use it whilst driving.
- Take and use any other personal protective equipment provided or identified in service specific risk assessments
- Think about where you will be going and what you will be doing; consider whether there are risks relating to that location or activity (e.g. an unusually isolated location, adverse weather conditions for driving). If there are, discuss them with your management or team before setting off and always choose a mutual location. Do not arrange to meet in an unknown location or service user’s home environment. Keep the location at base where possible (Darnhill Library) or at a safe, public place where confidentiality can still be followed
- Contact the management or the team, to tell them about any delays or changes to your schedule

- Make contact by telephone at specified times if you agreed to do this
- Return to or contact your management, or team as agreed, when you have safely completed your activities

Aggression or violence

This includes aggressive or inappropriate physical contact which may or may not result in pain and/or injury or offence and other non-physical abuse including verbal, racial or sexual abuse, threatening behaviour, gesturing, swearing, shouting, insults, innuendo, intimidating behaviour causing fear or emotional upset.

- Carry a personal alarm, if you have been provided with one, and ensure that you know how to use it
- Consider the safety of others and protect yourself before protecting the property of Colourful Minds
- Contact your management or team immediately after the incident

Procedure for alerting to personal danger

For extreme situations, establish a “trigger phrase” for use when meeting the other members of the team. This would alert the team without alarming the antagonist. It is essential that all volunteers are familiar with this phrase .In the event of the trigger phrase being used, or a “home safe” call not being made when expected, checks should be made by the agreed team contact to establish the well-being of the volunteer. If a volunteer finds themselves in danger and unable to speak freely, they should emphasise to the antagonist that they are expected to call the team or management at a pre-determined time, and that if they don’t, the alarm will be raised. On telephoning, they should say “Hello, this is, may I speak to xxxxx?” And then pass on an innocuous message or use the trigger phrase. This is the signal that all is not well. The team or management will immediately call the police and direct them to where the individual has indicated in their schedule.

Colourful Minds will us the ‘Trigger Phase’ below until this policy is renewed:

Disclaimer

Colourful Minds strives to ensure that information and services mentioned in this document are to the best of our knowledge correct at the time of publication.

By signing the agreement policy, I acknowledge that I have read, understand, and agree to the terms above regarding loan working as a volunteer for Colourful Minds