Lone Working Policy 2023

NCDC takes very seriously the safety of both our staff and clients. We often work alone with clients and NCDC offers the following guidelines to team members involved in lone working. Particular care is to be ensured when working with vulnerable people and clients who request home based working.

1. A: The assessment of all new referrals should include a risk assessment which includes threats from health and safety hazards and from aggression and violence and other threats to lone working .Particular care should be taken with staff when assisging to large groups or vulnerable clients.

B: All referrals will be reassessed every 6 weeks to ascertain their conitnuing suitablity .

1. Lone workers should always try to meet in a well lit public places .We discourage working alone in clients own homes.If it is proved to be absolutely necessary permission has to be sought from the NCDC Boards Safeguarding Officer- which at the moment is Patrick Barber–in such instances,wherever possible a backup person will accompany you.
2. Lone workers should Text or Phone their Supervisor before the start of the meeting and again afterwards to indicate all is well and they are safe .
3. In a situation where a lone worker feels under immediate threat of their physical safety they should leave and contact their supervisor or the police directly. An incident report will be required to be filled out and given to the supervisor who in turn will contact a Director.
4. It is strongly advised that staff carry in their cars the absolute minimum amount of equipment and that they always park their car in a well lit, public place if at all possible. Thefts from cars are a major area of concern and muggings of staff are a real threat, especially in high crime areas. If on foot then staff should avoid dark, unlit, isolated routes to the asignment .
5. In cases where work is to be provided in a high crime area, then a full risk assessment should be completed by the supervisor/manager.Where there is significant risk then 2 staff members need to attend at all times.We do not tolerate Violence,Aggression or Discrimination of any kind.

The above policy was reviewed and updated by the Board of Directors (NCDC)

Signed September 12th 2023