

Safeguarding Policy - Appendix 8

Lone Working Policy - Safeguarding

1. Introduction

This policy should be read in conjunction with StreetGames' Health & Safety and Lone Working Policies

It is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations. Within this document, 'lone working' refers to situations where staff in the course of their duties work alone or are physically isolated from colleagues and without access to immediate assistance.

2. Lone working with young people

As outlined in the introduction, this lone working policy is to be read in conjunction with StreetGames safeguarding policy. It is important to note that any Staff who may encounter a lone working situation with young people MUST have access to the Tootoot recording system.

There are situations when StreetGames members of staff will find themselves working alone with a young person or young people. These may include

- A staff member working alone with a group of young people under 18 years of age
- A staff member working along with a young person in a 1 to 1 situation
- A staff member working with a vulnerable adult through the apprenticeship programme in a 1 to 1 situation.
- A staff member travelling with a young person or young people
- A situation where a staff member needs to isolate a young person and work 1 to 1 with them. This is likely to deal with a personal or behavioural issue with the young person.

In each of these situations StreetGames staff members is expected to follow the steps of this policy, in particular

- Section 3 - Reporting and Recording concerns.
- Section 4 - Assessment of Risk

In Section 5 of this document there is supplementary information relating to the situations listed above that must be taken into consideration by staff members when working in a 1 to 1 situation

In every situation above, the staff member should follow the steps below when they are expectation to be working in a 1 to 1 situation:

Prior

- Inform your line manager or relevant senior staff member of the following details:
 - Date
 - Time
 - Venue
 - Name of person you are working with/meeting
 - Activities involved.
- Communicate with the same person that you have met with the person at the start of the meeting/session (usually via text message)

Post

- Inform the same line manager/relevant senior staff member that the meeting/session has ended. (usually via text message)

3. Reporting and Recording concerns

If during the course of a lone working situation, either with a group of young people or in a 1 to 1 situation the following process should be followed

1. If there is a serious concern over the safety of a young person/vulnerable adult
 - The staff member informs the police immediately
 - The staff member then informs their line manager of the actions taken to inform the police
2. If there is a minor concern over the safety of a young person/vulnerable adults
 - The staff member must report this on the Tootoot system
 - This will inform the designated officer that an incident/concern has been raised.

Support for Staff members

In all cases when lone working with a young person/vulnerable adult it is important that Support is provided to the staff members in this situation. We fully appreciate that it can be a difficult experience for anybody who has to refer a serious concern, or deal with any welfare concerns that are raised to them in a lone working situation. StreetGames full understands it has a duty to support and protect these staff members. Therefore the following is provided to these members of staff:

- The main emergency contact for all staff members is the police
- Support is provided for any staff members who have reported any concerns (Non serious and minor) by the StreetGames Executive team. They will be available on a Rota system to support the staff members and line managers in the event of reporting a concern/incident.
- The contact details of the Executive members and their rota will be made available to staff working in a 1 to 1 capacity.

- This support is also available for any staff members who may be concerned about their own safety after working with a young person/vulnerable adult or dealing with a concern or issue raised by a young person/vulnerable adult

4. Assessment of risk

In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:

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

Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration must be given to sending a second worker or making other arrangements to complete the task.

5. Supplementary Information for Lone working Situations

1. A staff member working alone with a group of young people under 18 years of age

- This is to be avoided and where possible staff should ensure that a second member of staff is available
- If this cannot happen, or if a staff member is unexpectedly unavailable to support the group (sickness etc), then the Designated Officer must be informed of
 - What is taking place
 - Where
 - Times
 - Who is involved
 - Activities taking place
- In this group situation the staff member should ensure that they are always with 2 or more young people at any one time, unless a situation in number 4 arises.

2. A staff member working alone with a young person in a 1 to 1 situation

- This situation may occur in a training/mentoring capacity
- In this situation, looking at how to minimise the risks can be taken into account as to plan when and where the meeting will take place
- Public places, or visible meeting places must be used in this scenario
- As above, the Designated Officer must be informed if any type of work like this is taking place with details including the place, time and who is involved.
- StreetGames will ensure that all staff members who carry out 1 to 1 work with young people undertake a DBS check including the Barred Person's list check
- It is possible that in this situation a young person may disclose information that means scenario 4 may occur.

3. A staff member travelling with a young person or young people

- This may occur when young people are travelling to residentials, events, young advisors opportunities etc.
- When travelling by public transport, the Designated Officer or line manager of the staff member concerned must be made aware of
 - Who is travelling
 - Destination
 - Arrival time
 - Departure time
- The relevant person (above) must be contacted when the staff member and young people arrive at their destination. If there is a reason this is not possible the staff member must confirm arrival at the soonest opportunity
- When travelling by car StreetGames will ensure the driver has
 - A current DBS check
 - Business insurance for their vehicle
- As above the designated officer or line manager of the must member should be informed of:
 - Who is travelling
 - Where
 - Expected arrival time
- It is good practice and a preferred outcome to have 2 staff members present in the vehicle when travelling with young people.
- In the case of an emergency (sickness or injury has occurred to a young person) if it is deemed appropriate by the first aider on site the young person may need transporting to a local hospital or medical centre. In this case it may not be appropriate or feasible to have 2 staff members. It is good practice to take other young people along to accompany the sick or injured young person.

4. A situation where a staff member needs to isolate a young person and work 1 to 1 with them. This is likely to be to deal with a personal or behavioural issue with the young person.

- In this situation, which may occur from the others above, the first and most important action is to make sure the young person is taken care of and their needs are put first;
- If a staff member is in a situation where information of a personal nature is disclosed to them, it may be appropriate to talk alone to the young person. In this situation the following actions must take place:
 - Inform a colleague that a young person wants to speak alone to the staff member present;
 - Identify where you are going to speak them and for how long.
 - The staff member who is alone with the young person is to listen to what they have to say;
 - It is important that the young person is informed that any information disclosed will need to be passed onto the relevant people at StreetGames (below) but it will be done confidentially and informed by the young person.
 - Any incident of this nature is to be immediately referred to either the Safeguarding lead at that event, or the designated safeguarding officer and they will take the appropriate actions. (As referred to in the safeguarding policy)