

HemingfordHub Good Neighbour Scheme Lone Working Policy 23.02.2021

Introduction

HemingfordHub Good Neighbour Scheme is committed to ensuring, as far as is reasonably practicable, the personal safety of its volunteers. The reduction of risk and avoidance of untoward incidents is of paramount importance. Where volunteers or residents are involved, the emphasis must be on safeguarding them from harm, even in cases where the resident contributes to any disturbance.

Definition

A lone worker is anyone who works away from other volunteers or paid workers without direct support or supervision. Going into a resident's house alone or taking a resident out in a car falls within this definition.

Volunteer Safe Working Arrangements

1. When allocating volunteers to residents, Volunteer Co-ordinators will take into account limitations and difficulties noted by you on your Volunteer Application form.
2. You must carry a switched-on mobile phone.
3. Telephone the resident prior to the visit to confirm your visit and to ensure they will be there. Volunteers may wish to prevent their telephone number being displayed on residents caller display see Friendly Phone Calls Guide.
4. When you arrive at a resident's house always show your identification, confirm who you are and why you are visiting, wait to be invited in.
5. You should never enter a house if you have any concerns. Carry out your own risk assessment on the doorstep before you enter. If you feel uncomfortable, make an excuse and leave or ring with a request for support.
6. Always keep a note of date, time and length of visit and email or WhatsApp to the Hub. Also report any issues arising from your visit.
7. If on arrival at a resident's home, a volunteer meets with a situation which is unexpected and which gives rise to concern you should contact the Hub immediately.
8. The Hub will inform you of any changes in the condition of residents you support and the assistance they need.
9. Volunteers and Volunteer Co-ordinators shall ensure all Health and Safety incidents due to lone working, are recorded and brought to the attention of the HemingfordHub Working Group.

The HemingfordHub Working Group will review this policy and related good practice annually.

Chairman's Signature: *Tish Peek*

Adopted by the HemingfordHub Working Group on: 23/02/2021 Latest Review Date: 22/02/2022