

Lone Working volunteers procedure

This procedure is a guideline for volunteers on Lone Working and the steps that should be taken to minimise the risks.

Risk assessments

Risk assessments will be completed at regular intervals by the Director of Charity, Service coordinators and Volunteer Manager for all activities undertaken by volunteers and in all homes being visited. These assessments will be reviewed at a reasonable time and any concerns that cannot be addressed will be reported to the Trustees. All volunteers have a duty to inform the Volunteer Manager of any changes or concerns in their respective roles.

Training

Training will be given at regular intervals to all volunteers.

Office

Staff should ensure that it is safe for Volunteers, on the rare occasion that they may be left on their own in the office, they should be given the relevant staff members details and approximate time of return. Volunteers will not let people into the office whilst they are alone unless they know them well and feel safe to do so.

When leaving the office in the dark they should ensure that it is safe to do so, if they are worried in any way they should contact a staff member or the on call telephone system.

Volunteers should park their car in a safe area under a street light if possible and park in a way that allows a quick exit if necessary. Volunteers should carry their keys in their hand when leaving to avoid being distracted looking for them. Volunteers should also have their mobile telephone with them to get help if needed.

Counting money should only be done with a staff member.

Volunteer times and dates of visits should be put on the database at set up.

Young carer volunteers visits will be logged onto the shared calendar with details of visit, volunteers telephone number and time of return.

When a volunteer is carrying out their voluntary role, a member of staff should be contactable through either the office telephone 01424 722309 or the on call mobile telephone 0782 165 9402.

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If a volunteer cannot be contacted and/or they do not return home 30 minutes after the agreed time, the staff member in the office or the on call staff member should contact the volunteer and the last known location and if they still are unable to get a response then will contact the Director of Charity who will after one hour of the person going missing contact the Police on 101 to activate a missing person alert and then the next of kin if appropriate. (See on call policy).

It is important that any changes to these volunteering times or days are reported to the office and the database updated.

The volunteers contact details should also include, car colour, make and model, and registration.

These records should be stored securely on their file and the database (see data protection policy).

The office should keep up to date details of carers, volunteers and will be updated at regular intervals, at review and through carers Voice. These details should include address, phone numbers, GP names and numbers, car details and emergency contacts.

Volunteers

Volunteers should report any changes of personal circumstances to the Volunteer Manager as soon as possible e.g. next of kin change. These changes should be logged on each person's file and database.

Volunteers have a duty to report any change in Carers or cared for details, volunteering days and times and or any changes in behaviour or need.

Volunteers should give the office telephone numbers and emergency "on call" number to a trusted person, so that if they are late in returning home from their volunteering role or appointment the office or on call person, can be informed as soon as possible.

Visits to Carers homes

All homes and cared for clients will be risk assessed when first visited.

No persons will be taken on if they have behaviour that may challenge.

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The staff should ideally give the volunteer two emergency contact details of the person they are supporting, they should also have their GP's name and address, and be aware what to do in the event of:

- a fire

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- someone coming to the door
- Somebody telephoning and will be shown where the telephone is and how it operates.

Volunteers should not let people into the home they are not expecting, if in doubt check with the carer or office and do not let them in until the Carer returns home.

Volunteers should not:

- take a Cared for person out unless this activity has been risk assessed by a staff member and agreements of all parties sought and signed for
- give personal care or do domestic tasks, however making light snacks and drinks is acceptable
- give medication
- Lift any heavy objects, however escorting the cared for person around the home is acceptable.

If the volunteer is concerned about the safety of the environment i.e. worn carpet, unsafe electric cables, fire risks etc., carers or cared for persons behaviour, then they should contact a staff member, the staff member will discuss the issue with the Carer or will arrange to do another visit to risk assess.

If the carer moves home then a staff member will need to attend the new home to re risk assess the home.

Travelling safety

Volunteers should always park in a safe place i.e. under a street light, and be parked so that they can get away quickly if necessary (facing the direction of travel).

Volunteers should ensure their car has enough fuel and is in good working order.

Volunteers should hold their keys in their hands when leaving to go to their vehicle.

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Volunteers should ensure their car has enough fuel and is in good working order.

Valuables should be hidden in the car, all valuable to be put out of sight or when walking to and from the car, valuables such as laptops should be hidden as much as is practicable.

Volunteers should only take into homes what is necessary and avoid taking in unnecessary baggage.

If a Volunteer feels they are being followed then they should drive to the nearest police station. No Journeys should be undertaken when the weather is bad and presents a risk to safety e.g. in ice or snow.

It is good practice that Volunteers should ensure that they can be contacted whilst volunteering for the Association, and if they have a mobile phone they should ensure that their mobile phone is on, has a signal and is fully charged.

If a volunteer feels that a visit is unsafe then they should make their excuses and leave, if this is not possible (when looking after a vulnerable adult or child) they should contact the office or oncall staff member as soon as possible.

Volunteers should inform a staff member if they are unwell.

Password

A password system is in place for the alerting of staff to danger, this phrase is “tell Pauline I am going to be late” the staff member receiving the call should try to ascertain if the volunteer or staff member is in danger if possible with questions that require a yes or no response. If the staff member or volunteer is in danger then the police should be called.

Reporting incidents

Any incidents or near misses should be reported to the Volunteer Manager as soon as possible.

Any issues arising from working alone either in the office or out in the community will be passed on to the Director of Charity.

This procedure should be reviewed annually

Reviewed	Dec 2015					
Signature						



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