



# Adult Training Network

Developing skills confidence and employment prospects through quality training

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## Adult Training Network

### Lone Working and Home Working Policy

#### Introduction

Lone work is work which is specifically intended to be carried out unaccompanied or without immediate access to another person for assistance. Lone working can occur:

- At an outreach location
- When working outside of normal working hours at ATN premises
- When working in an individual's home

ADULT TRAINING NETWORK recognises that during the course of their work, it may be essential for staff to work alone. This may occur as a result of a member of staff arriving to work early or staying late to finish a piece of essential work, offering clients one to one in-depth information and advice both at the ATN premises or at the client's home, delivering outreach activities/visits to community groups or undertaking employer engagement activities.

#### Outreach Working

ADULT TRAINING NETWORK staff engage in outreach activities/visits on a regular basis as this is seen as an important way to deliver information to "hard to reach" groups, to undertake employer engagement activities and to raise the profile of the company. Most outreach activities/visits are carried out between 9.00am and 5.00pm but occasionally they may be carried out at the weekend or during evening hours. To minimise the risk to lone working to ADULT TRAINING NETWORK workers delivering outreach activities/visits, the following procedures have been adopted:

- All outreach activities/visits are planned in advance.
  - All staff members who undertake community engagement and/or outreach tasks must produce a weekly schedule of their planned activities/visits. This schedule must be submitted to their Line Manager on the Friday before the next working week.
  - A risk assessment for each outreach activity/visit is carried out and used to help determine whether a two person visit is the most appropriate.
  - The venue address, starting/finishing time of the outreach event/visit and the name/contact details of the appropriate member of staff which the ATN staff member is reporting to, is recorded.
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# Adult Training Network

Developing skills confidence and employment prospects through quality training

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- On all outreach appointments, staff must carry a fully charged mobile phone for routine and emergency contact purposes.
- Staff should use the mobile telephones to ring ADULT TRAINING NETWORK when they arrive at the venue or if they are going to be delayed. Staff ring ADULT TRAINING NETWORK to “sign out” should they be leaving for home, after an outreach activity, rather than returning to the office.
- An Individual “checking in and out” system is arranged between the ADULT TRAINING NETWORK manager and the member of staff delivering any outreach activity at the weekend or during evening hours.
- Staff do not wear their ID name badges whilst out of the office but show the badge to the appropriate member of staff when arriving at the venue.
- Personal alarms are kept charged and available for staff to carry with them whilst on an outreach activity.
- Staff make a conscious effort to be aware of surroundings and check for safety before entering a building i.e. adequate lighting, people present under the influence of alcohol or drugs etc. Once having entered a building, staff check where the nearest exits are and the quickest escape route.
- Staff should trust their own instincts. If the person delivering the outreach activity in any way feels unsafe or threatened, it is acceptable to make an “excuse” and leave immediately. Staff, have the right to put their physical safety above **all** other considerations.

## **In the event of No Contact from the Outreach Worker**

- Ring mobile of outreach worker
- Ring contact number of venue where outreach took place and/or group leader.
- Ring worker’s home phone or known contact
- Ring Senior Management
- Ring police

## **Getting to the Venue by Car or on Foot**

- Routes should be planned in advance if the route is unfamiliar.
  - Exact venue location can be determined by visiting [www.streetmap.co.uk](http://www.streetmap.co.uk) and typing in the post code.
  - Outreach visits should be postponed if weather conditions are bad i.e. snow, ice, fog etc.
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# Adult Training Network

Developing skills confidence and employment prospects through quality training

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- If possible, choose a manned, well-lit car park and park as close as you can to the attendant.
- If no car park, park car in a well-lit and visible area and in a position where you can easily return to it. Note exactly where you have parked.
- Keep car doors and windows locked and once back in the car, lock the doors immediately and drive off quickly.
- When returning to your car, have keys ready so that you can get in quickly but scan the back seat first to ensure that no one has climbed in.
- Avoid passing stationary cars with their engines running and people sitting in them.
- Walk facing on coming traffic to avoid kerb crawlers.
- Wear clothes and shoes that you can move easily in.

## **Working in an individual's home**

- Meeting in an individual's home is strongly discouraged. Wherever possible try to arrange to meet at a neutral location in sight of other people.
- Whenever possible work in pairs
- Always carry a mobile phone and check it is able to receive a signal in the area you are
- Do not enter the house if the appropriate person is not available
- Wait to be invited in or at least ask to enter
- Acknowledge that this is their territory; let them lead the way
- If the person is drunk or aggressive or behaving suspiciously, do not enter
- Leave details of the appointment with a named person in the main office
- Operate a check in system with a named person in the main office. If the member of staff does not phone in or return by a certain time the named person will take suitable action
- If at any time the member of staff feels threatened, they should make their excuses and leave as quickly as possible

## **Guidelines to Dealing with Aggressive Behaviour**

- Be aware of any delicate issues involved with discussions or interviews. i.e. try to have as much background knowledge before the interview
  - Do not underestimate the importance of body language. Avoid an aggressive stance. Crossed arms, hands on hips or raised hands will challenge and confront
  - Talk yourself out of problems; placate rather than provoke
  - Do not turn your back on someone who is behaving aggressively
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# Adult Training Network

Developing skills confidence and employment prospects through quality training

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- If someone is becoming aggressive with you try to encourage them into an open space (e.g. suggest that you go outside to continue the conversation)
- Stay calm, speak gently and slowly
- Do not be enticed into an argument
- Keep your distance
- Never try to touch someone who is angry – this will not calm the situation
- Keep your eye on potential escape routes
- Try to get away as quickly as possibly

## **Working alone and outside normal working hours at Adult Training Network premises**

- If the member of staff is working alone at any ATN premises, whether it is inside or outside of working hours they should lock the outside doors to the centre.
- If the member of staff is working alone at any ATN premises, they must sign in and sign out at the reception desk.
- Additionally, the lone worker should inform their Line Manager of their intention to work outside of normal working hours.
- A personal attack alarm is provided for ATN staff for individual protection. This attracts a considerable amount of attention due to the noise element and would hopefully deter a potential attacker.
- Please refer to appendix 1 for lone working guidelines relevant to specific ATN sites including, ATN Letchworth, the ATN outreach sites at the Shephall Community Centre in Stevenage and the Oval Centre in Stevenage.

## **Reporting Incidents**

It is imperative that any abuse or threat (actual or perceived) or injury is reported and that details are recorded in the Accident book. The incident should be reported immediately.

***Further information on lone working can be obtained at [www.suzylamplugh.org.uk](http://www.suzylamplugh.org.uk)***

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# Adult Training Network

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## Appendix 1

The guidelines for Lone Working applies for the ATN Letchworth site, the ATN outreach sites at the Shephall Community Centre in Stevenage and the Oval Centre in Stevenage.

### **Working alone and outside normal working hours at Adult Training Network premises**

- If the member of staff is working alone at ATN premises mentioned above, whether it is inside or outside of working hours they should lock the outside doors to the centre.
- If the member of staff is working alone at the ATN premises mentioned, they must sign in and sign out at the reception desk.
- Additionally, the lone worker should inform their Line Manager of their intention to work outside of normal working hours.
- A personal attack alarm is provided for ATN staff for individual protection. This attracts a considerable amount of attention due to the noise element and would hopefully deter a potential attacker.

**Reviewed on:** 24<sup>th</sup> May 2018  
**Next Review Date:** 1<sup>st</sup> April 2019

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