

# Policy Guidance Note

## Lone and Safe Working Policy No.37

Responsible Officer	Service Manager – Housing and Property						
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## **Policy Guidance Note for Lone & Safe Working Policy**

### **Introduction**

This policy guidance note is a complementary document to accompany the Shetland Islands Council Lone and Vulnerable Working Policy, and is specific to the staff working for the Housing Service. As with the SIC policy, this guidance note aims;

‘To ensure, so far as is reasonably practicable, that a safe working environment exists for all employees, including those who through the course of their employment are required to work in lone or vulnerable situations.’

### **SIC Lone and Vulnerable Working Policy**

### **Calendar**

Employees must ensure the following details are updated on their calendar when heading to an out of office appointment;

- Venue
- Name of person being visited
- Purpose of visit
- Travel time, appointment start and finish time, travel time to office/next appointment
- Contact information for person being visited

### **In/Out Board**

- Update first thing in the morning and continuously throughout the day
- Prior to departing for a visit, update with location and estimate time of return
- State a contact number, if different from SIC mobile number
- Do NOT state ‘NB safe’ as this is an assumption

### **Mobile Phone**

- Employees are responsible to ensure their mobile is fully functional, charged and taken to all external appointments
- ICE – In Case of Emergency. It is now common practice to insert the contact ‘ICE’ on your phone, with contact details for your emergency contact
- Arrange speed dial to key ‘5’ to Housing Admin on 01595 744 360. There is a raised section on Key No.5 on most mobile phones – this will allow a discreet call to be made, where necessary

*If, at any time, you are concerned about the direction of the appointment or concerned about your welfare, please attempt to remove yourself from the situation, contact your line manager, or contact the police.*

If you are running late, or know you are going to be running late for an appointment, contact Housing Reception and make them aware of this. If you have a follow on appointment, Housing Assistants can be contacting the next party to make them aware of the time change. If you are not going to make a return to the office before 5pm, it is your responsibility to phone your line manager to make them aware of this, and what your immediate plans are. If your line manager is not available, please contact Housing Reception to inform them.

It is the responsibility of all line managers (or delegated officer) to check the status of their team at the end of the working day. If there is someone running late, or not checked in, please phone for an update. If there is no response, check their calendar and phone their last appointment to confirm they have attended, and have left the property.

Ensure your emergency contact has details of your immediate line manager and their contact number.

### Pre-visit preparation

- Ensure calendar has accurate information, as given above
- Update In/Out board in line with guidance above
- Ensure you are in possession of your SIC council identification badge
- Check property file for any relevant information on the property/ tenants/ applicants
- Check Orchard system for any UDC on property/ tenants/ applicants
- Ensure that you have your mobile phone and that is charged and functioning.

Following the pre-visit preparation, should any issues be highlighted, a discussion with your line manager should take place. A decision to complete a joint visit or to change the appointment to an office visit may be required.

### Vehicle checks before departure

Fuel

Lights

Oil

Water

Engine

Rubber

Arrival/In the property

- Where possible, reverse park the car so you are moving forward on departure
- Check your exit areas where parking in residential area, cul-de-sac
- Park close by but beyond the property so you don't have to drive past it on departure
- When entering the property, let the subject lead you into the house
- Show awareness if doors are being locked behind you
- Take a mental note of the exits from the property and where possible sit nearest the door
- Maintain an appropriate personal distance – at least 4 to 5 feet where possible
- On exit, allow the subject to lead you out – don't turn your back on the person
- If car has remote locking, don't open the door from a great distance