



PROCEDURE DOCUMENT

Policy title: **OUTREACH SAFETY PROCEDURE**

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Document control

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BARTON HILL SETTLEMENT – OUTREACH SAFETY PROCEDURE

Introduction

This procedure is for all Barton Hill Settlement (BHS) paid staff who, as part of their work, are undertaking outreach work and/or home visits. It protects, as far as possible, both workers and local people.

All workers with an outreach/home visit brief may be required to have a Disclosure Barring Service check.

Copies of the procedure are to be given to the Community Outreach Workers, Project Managers, and Reception staff.

General Points

The worker will trust his/her own instincts to avoid endangering themselves and conflict situations. Appropriate training/guidance in avoidance techniques will be provided where necessary.

All BHS staff involved must be thoroughly aware of the policy and procedure and their responsibilities so that emergency situations can be identified quickly.

The Police have advised us that, in the event of the worker not returning, no one else should go out to look for them as this is putting another in danger.

The worker should return to reception by 4.45pm, where possible, especially from home visits. **No** visits are to be made after this time or on weekends unless:

- The visit has been agreed beforehand with the line manager (or duty manager in the absence of the line manager), AND
- An appropriate safety procedure has been agreed.

This procedure will be reviewed every 12 months. Outreach Workers and Reception staff will ensure that the emergency procedures are regularly practiced to keep the process fresh in their minds.

Identification

All workers must carry an identification card, with the following:

- Photograph
- Name
- Job Title
- Project
- Work address and phone number

Identification must be shown on request, and on all home visits.

A person being visited in their own home must be able to phone the Settlement to check and verify the worker's identity if they want to.

Safety Equipment

Workers *can* carry a personal alarm if they so wish. If you require a personal alarm, please contact the Community Resource Manager.

Workers must carry a mobile phone for the duration of their outreach/home visit. Responsibility lies with each individual to make sure that they have a phone which has calling credit. Workers can request one through their line Manager if they prefer not to use their own.

If required equipment is not available, no outreach or home visits will be made.

Routine Procedure – General Outreach

The worker(s) must leave their mobile phone number, the time they are going out, and what time they intend to return in the diary at Reception before they leave for their outreach activity.

Before leaving the Settlement the worker(s) must record the time they are going out, where they are going, and what time they intend to return, in the outreach log and notify their Line Manager or Duty Manager in the absence of the Line Manager.

On returning to the Settlement after being off site, the worker must inform their line manager or Duty Manager in the absence of the Line Manager and ensure that the outreach log is updated showing they have returned.

Routine Procedure – Planned Home Visit

NB - There will be no *unplanned* home visits.

The names, addresses and phone numbers of persons being visited by a worker must be left in the outreach log with the Line Manager, or, in the Line Manager's absence, with the Duty Manager.

The worker will record in the Reception diary the times they will be out and will ring/text their Line Manager (or the Duty Manager) after each visit, so that in the event of a police involvement we can narrow down the area of search.

If, during a visit, the worker realises they are likely to run late, they must contact and agree a new return time with their Line Manager (or Duty Manager). The Line Manager (or Duty Manager) will ask the worker if this request is genuine. If the worker replies "no", or there are any concerns about the request for more time, the Manager has the authority to refuse time extensions, and will activate the emergency procedure. If a new return time is agreed, the Line Manager/Duty Manager will inform Reception.

EMERGENCY PROCEDURE

This Procedure is activated if ANY of these situations arise:

- A panic call has been received,
- The worker has made a request for a time extension, and the reply to the question “Is this genuine?” is “No”,
- The Manager has tried to contact worker (either because the worker is more than 15 minutes late returning, or because the Manager has other concerns), and there is no response.

The Line Manager (or Duty Manager) will:

1. Phone 999 (Police), giving as much detail as possible.
2. Inform the Duty Manager of the situation.

Once 999 has been called it is the responsibility of the Duty Manager, with the Line Manager, to monitor the situation. They will keep the Police informed, and inform the Chief Executive about the situation.