



LONE WORKING POLICY

Policy, Procedure & Codes of Practice

Definition of Lone Working

Lone working is defined by the Health & Safety Executive (HSE) as those who work by themselves without close or direct supervision.

Any staff member, trustee or volunteer working, on a regular or ad-hoc basis, on behalf of Unique Community who is

- In isolation from colleagues
- Or is traveling between work locations
- Or is alone in the office
- Or working 1:1 with a service user in the community
- Or is working from home

These are general guidelines and should be read alongside specific risk assessments for individual projects, venues and locations.

These guidelines have been divided into three sections:

- Lone Working in the office (SEIDS Hub)
- Lone Working in the community i.e. schools
- Working from home

OFFICE ENVIRONMENT

SEIDs Hub has private and co-working office space. Other organisations use this venue and may be working with members of the public.

SEIDs Hub is open and managed by SEIDs Hub staff Monday - Friday 9am-5pm.

Unique Community Charity has a private office space that can be accessed via the key code.

USEFUL CODES

OFFICE CODE - C7230Y

KITCHEN CODE - C1267Z



WIFI

Enterprise Hub Guest

Password: ImpactDriven18

ACTIVITIES WITH SERVICE USERS

Staff work in teams of a minimum of two and are able to contact the Artistic Director should they need assistance. All activities are staffed appropriately using the staff : service user, in accordance with our Child Protection Policy and Adult Safeguarding Policy.

Contact details for the Artistic Director are made readily available, should staff need assistance.

1:1 MEETINGS

- There may be occasions where staff/volunteers need to be with a service user or visitor on a 1:1 basis. They should advise another members of staff/volunteer who they are with, where they are and how long they are likely to be. Ideally the meeting should be in a room where they can be seen from the outside and seated leaving the exit clear.
- The Office space is the designated area for 1:1s.

OUT OF HOURS BUILDING ACCESS - SEIDs Hub

The set of keys has:

1 FOB for the alarm system

1 key for the entrance door

1 key for all internal white double doors

TO ENTER THE BUILDING:

1. Unlock the main door with key
2. Tap the FOB outside
3. Open door
4. Tap FOB inside (top left corner)

TO LOCK THE BUILDING:

1. Ensure office door is off the latch and locked
2. Ensure white double doors are locked
3. Ensure lights are turned off where possible
4. Tap FOB inside (top left corner)
5. Press A
6. Press YES
7. Lock entrance door

If staff are working alone, out of hours, at SEIDs Hub it is advisable to keep the main door locked.

FIRE EXITS

There are two fire exits



1. Through the main entrance
2. Via the stairs towards the back of the building

There are Emergency Exit Lights demonstrating the exits.

LONE WORKING IN THE COMMUNITY

While working in community settings, staff work in teams, a minimum of two, staffed appropriately using the staff : service user, in accordance with our Child Protection Policy and Adult Safeguarding Policy.

In the unlikely event of staff lone working in the community, arrangements will be made in advance to have a direct line of communication with a designated staff member.

This will include a brief on:

- The venue
- Date and time of the visit
- Who they are visiting
- Approximate length of time of visit
- Mobile phone number being used

The designated staff member must notified of the staff members:

- Correct contact details
- Arrival at venue
- Departure of venue
- Debrief, including any concerns

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Chair of Board of Trustees // Erina Davidenko (Trustee DSL)

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Staff/volunteers should always:

- Have mobile phones fully charged and easily accessible.
- Avoid wearing or carrying valuable items
- If driving, ensure that their vehicle has sufficient fuel and is well maintained
- If staff/volunteers are followed they should try to reach a public location where others are present
- If using public transport avoid using isolated pathways and subways



If an incident occurs or is threatened:

- Staff/volunteers must put their own safety first. They are not required to jeopardise their own safety.
- Staff/volunteers should recognise the limits of their own ability to deal with a situation
- Staff/volunteers should not hesitate to call for assistance from the police or anybody else

After an incident procedure:

- Should contact the The Artistic Director (AD), Wellbeing Officer, or Community Outreach Coordinator immediately.
- **Incidents** must be reported and recorded via the **INCIDENT REPORT FORM**, in accordance with Unique Community's Health and Safety Policy.
- They should contact police if appropriate
- They should seek medical attention for any physical injury
- They will be given full support from Unique Community Management in the form of a debrief session and ongoing supervision.

WORKING FROM HOME

In the event of staff working from home a risk assessment will be carried out to ensure their home environment is safe to work in and to prevent any risk of harm.

While working from home, managers must have a direct line of communication with their staff.

This may include a check in and brief via Zoom, phone call, text message, and or email. Both parties must be contactable during working times.

We are also committed to reviewing our policy and good practice annually.

This policy was approved by: **Erina Davidenko**



APPENDICES

Appendix 1: Voluntary, Ad-hoc, Out-of-Hours Listening Service

Purpose of Appendix

The purpose of this appendix is to provide guidelines to staff and volunteers regarding the process and procedures to be followed for the ad-hoc, out of hours listening service.

Definitions:

Ad-Hoc - made or happening only for a particular purpose or need, not planned before it happens

Out of hours - the time when the business is closed (outside of normal working hours)

Voluntary - working, done, or maintained without payment

What is the Listening Service?

Unique Community supports refugees across a variety of projects in Brent and Harrow. Part of this support is a voluntary, ad-hoc, out of hours listening service. The service consists of volunteers receiving calls from refugees.

What is provided during the calls:

- Non-judgmental supportive listening
- Signposting

What is not provided during the calls:

- Mental Health Support
- Health Support
- Emotional Support
- Housing Support
- Financial Support
- Advocacy
- Advice



Guidelines for volunteers in this role

Those volunteering for the Listening Service must:

- Follow our [Lone Working Policy](#), [Adult Safeguarding Policy](#), [Child Protection and Safeguarding Policy](#), [Health & Safety Policy](#), [Data Protection & Privacy Policy](#), [Equality, Equity, Diversity & Inclusion Opportunity](#), [Anti-Bullying Policy](#), and our [Complaints Policy & Procedures](#)
- Complete our [Working From Home Risk Assessment](#)
- Maintain Professional Boundaries including:
- Informing a Manager of the voluntary hours scheduled to work
- Using a work phone
- Understanding the limits of your role and availability
- Not sharing personal information. Ensure any self-disclosures (personal information you reveal) is helpful to your service users. For example, you may be sharing lived experience for a specific project.
- Avoiding *Rescuing* - rescuing is when you solve the service users problems for them.
- Looking after yourself. Self-care is important, you need to look after yourself in order to support others.