

BYFIELD GOOD NEIGHBOUR SCHEME –

LONE WORKING POLICY

1.	NAME <i>Whose policy</i>	Byfield Good Neighbour Scheme , hereafter called “the Scheme”
2.	INTENTION <i>Why</i>	<p>The Scheme has been set up to aid, include and involve all in our community.</p> <p>It is very likely that volunteers will be delivering services in a setting where they are on their own. This policy aims to mitigate any risks as far as possible.</p>
3.	STATEMENT <i>What we will do</i>	<p>Training will be given to volunteers before being allocated tasks.</p> <p>No volunteer will be required to work on their own in any situation where they are not comfortable.</p> <p>The Scheme will conduct a risk assessment of the venue/user for the initial request for assistance.</p> <p>The volunteers will be trained in risk assessment, and should report any changes in circumstances (theirs, the user’s or the venue’s) to the Day Manager (or Volunteer’s Co-ordinator, or Users’ Representative) that might impact that risk.</p> <p>The task allocation and the completion of the task will be recorded and monitored.</p> <p>No volunteer should accept a task they feel they are not capable of carrying out. If they are unable to carry out the task, they should explain to the user and report back to the DM to get someone else to help</p>

		<p>The Scheme will not release volunteers personal data to a user, it is at the volunteer's discretion if they choose to do so.</p> <p>There is a Complaints Policy in place should a volunteer wish to complain.</p>
4.	<p>LONE WORK TASK PROCESS</p> <p><i>The process to ensure a volunteer's safety</i></p>	<p>All volunteers are recommended to have a fully charged mobile phone with them when visiting any scheme user.</p> <ul style="list-style-type: none">a) A user requests assistance.b) Details taken by day manager.c) (Risk assessment carried out if new user)d) Volunteer founde) Timeframe set and confirmed with userf) Volunteer shows their identity card to the user, and confirms who they are and what they are there to do.g) Volunteer checks before entering the property that the user is who they are expecting – do not enter / leave if not.h) Once complete the volunteer confirms they have left the property to the day manager. <p>The day manager will not assume any job completed until they have heard from the volunteer. They will contact the Volunteer's Co-ordinator, or the Chair if contact can not be made.</p>

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		<p>There is a 'safe word' for use by the volunteer if they are unable to say out loud that they feel in danger.</p> <p>The co-ordinator will then take action to resolve the situation.</p> <p>This may be by visiting the property or it may go as far as contacting the police.</p>
5	RESOLUTION <i>What happens then</i>	<p>The Volunteers Co-ordinator will maintain a permanent record of incidents and their resolution.</p> <p>The Committee will review any incidents in depth and take appropriate action. This may be a decision to require two volunteers for any future visits or it may result in the scheme user being barred from further assistance or contacting the police as necessary.</p>
6.	FEEDBACK <i>If you notice some way we can improve...</i>	<p>The Scheme is continuously open to feedback from volunteers, users and the village community. If you notice an obstacle, please help us by letting us know. If you have a recommendation for action, again, please pass it on:</p> <p style="text-align: right;">ByfieldGNS@gmail.com</p>
7.	REVIEW <i>When we will look at this policy again</i>	<p>The policy will be reviewed annually, or as necessary from feedback received, by the Management Committee.</p>

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We certify that this is the Lone Working Policy of the Byfield Good Neighbour Scheme which was adopted at a meeting held on:

Date:

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Chairperson:

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Secretary:

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