



## Lone Working Policy for National Representative of National Network of Parent Carer Forums (NNPCF)

### Purpose of this policy

This should be a general statement of what the policy is intended to achieve

- To prevent the risks to staff and agents from violence;
- To fulfil legal and other obligations by ensuring the safety of national representatives (NR)
- To protect staff from all forms of violence whenever possible and provide after-care should staff be subjected to violence e.g. NNPCF seeks to provide a high-quality service to clients, its employees and the public. By virtue of the public nature of the service and whilst incidents of violence or risks of violence may be rare, employees will at times be at risk. It is the responsibility of NNPCF as an employer and of all its employees to ensure that risks are minimised. Training and support will be given to avoid, reduce and minimise threats to the Lone Worker of staff.

### Definitions for this policy

#### Representatives and staff are;

- People who work from home
- People who travel to and from meeting/events on behalf of NNPCF
- People who travel from meetings/events to home

#### Health and Safety Executive (HSE) says that an Accident;

Is a separate, identifiable, unintended incident, which causes physical injury. This specifically includes acts of non-consensual violence to people at work.

- there has been an **accident** which caused the injury
- the accident was **work-related**
- the injury is of a type which is **reportable**<sup>i</sup>

#### HSE says that an Incident is;

- **a near miss**: an event not causing harm, but has the potential to cause injury or ill health (in this guidance, the term near miss will include dangerous occurrences)
- **an undesired circumstance**: a set of conditions or circumstances that have the potential to cause injury or ill health, eg untrained nurses handling heavy patients

### **HSE says a dangerous occurrence:**

- is one of a number of specific, reportable adverse events, as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR<sup>ii</sup>)

### **Definition of Violence for this policy is;**

***“Any incident, in which a person is abused, assaulted or threatened in circumstances relating to their work they do for NNPCF. That includes any behaviour which has damaging or hurtful effects, physically or emotionally on people”***

### **Our Values**

- A statement that violence and aggression towards staff or national representative will not be tolerated in any circumstances
- A statement acknowledging that this type of behaviour can cause stress and illness and detail of the commitment to the reduction of opportunity for exposure to Lone Worker risks.
- A statement acknowledging that Lone Worker will take precedence over expediency

***Example of this is “All violence to staff is unacceptable, whatever form it takes and whatever reasons are cited for it.”***

### **This policy covers**

All representatives of the NNPCF including National Representatives, Directors and staff who support NNPCF work.

### **What National Network of Parent Carer Forums (NNPCF) is committed to do:**

The Policy should state the actions that the organisation will take as follows:

- Analysis / audit within the organisation to identify Lone Worker risks, hazards, problems or other issues.
- Preventative measures to combat the risks of violence and aggression, such as changes in the environment, procedures, practices and equipment.
- Data collection or monitoring of incidents of violence to staff and actions as a result of the information gathered.

- Communication of the Policy to ensure that everyone is aware of it and their responsibility in respect of it.
- Provision and implementation of a dedicated lone worker protection solution.
- Allocation of specific roles and responsibilities in support of this Policy.
- Provide appropriate guidance and training for employees at the beginning and throughout their career, including training on this Policy and on avoiding reducing and managing violent and aggressive behaviour.
- Create a supportive environment for all representatives, including employees, and provide support to victims including members of their household.
- Sanctions to be taken in the event of violent behaviour by an employee. Formal written warning to be given to any individual who has made threats of violence towards an employee; this warning should indicate that legal action may be taken if there is a breach of the law.
- After-care procedures to be made available, such as: counselling; time off work; earnings protection; help in bringing a court case; assistance with compensation claims or medical assistance.
- Evaluation and review of the policy and procedures at agreed intervals, and the continual development of practice.
- Training of staff to ensure that they can fulfil their responsibilities under the Policy and protect themselves from violence and aggression at work, keeping themselves away from harm.

### **Lone Worker Responsibilities:**

#### **Participation Lead and Co-chairs must:**

- Assess potential risks of violence and aggression, make suitable arrangements and ensure control measures are in place to control risk to the lowest level practicable.
- To ensure that all representatives receive appropriate and adequate Lone Worker induction training which will be part of induction training before they start work and refresher training at regular intervals.
- All representatives and staff under their control are being made aware of and understand their responsibilities in ensuring that the Lone Worker policy is successfully implemented.
- Ensure all staff have access to and sufficient training in using the organisations lone worker policy.
- They should also ensure that the emergency response procedures are understood, being practised as appropriate and appropriate records are being kept.

- Make sure all violent and aggressive incidents are recorded in line with reporting procedures.
- Information is provided to employees regarding arrangements to minimise the risk of violence.
- Ensure all incidents are investigated, factors contributing to the incident are identified, and any recommendations are implemented to minimise the risk of violence.
- Ensure that safe systems of work are devised and adhered to.
- To ensure there is a guidance in place for incidents such as a terror incident, to understand and know whereabouts of representatives.
- To ensure that when a representative does not check in, we follow a protocol (see Appendix A) to ensure they are safe and what we would do in event we have to contact your next of kin.

### Individuals to:

- Take reasonable care of their own safety and that of others who could be affected by what they do or don't do.
- Co-operate with Participation Lead to make sure those safe systems of work and relevant control measures are implemented.
- **To text Participation Lead when you arrive to meeting and when you arrive safety home**
- Attendance at training events covering, the Policy; the implementation of procedures, systems for reporting incidents of violence; risk assessment training, Lone Worker training etc.
- Reporting of incidents of violence using the procedures available to them.
- All representatives have a duty to draw to attention of their line manager any foreseeable hazards associated with their work and any amendments to procedures or safe systems of work which may become necessary from time to time.
- Individuals should self-assess any potential risks.

### Reporting and Investigating an Incident

All incidents and near misses must be reported by the employee to their line manager as soon as possible. When the report is received, the line manager will as soon as possible, interview the employee involved and complete an Incident Report Form.

The line manager will ensure that the victim receives support if he/she wishes. A note of this action will be made on the incident report form. No action will be taken until the situation has been thoroughly investigated. The follow up investigation will involve formal interviews with all those involved, including the victim, the alleged perpetrator, any witnesses and if necessary, the police. A covering report by the person investigating, with records of interviews and a recommendation of action will be submitted to their line manager.

## Risk Assessment

Risk assessment is the overall process of performing a systematic written risk analysis and risk evaluation in order to identify methods to control the severity of the risk. Risks to be assessed during the process include:

- Violence and Aggression.
- Isolated areas/ difficult terrain.
- Sudden illness
- Building condition
- Substances Hazardous to Health
- Animals
- Vehicle breakdowns
- Weather hazards

## Safe System

A method of working which addresses risks that cannot be controlled in any other way. Safe systems of work are dynamic systems, which means they should be constantly monitored to identify weakness and improve methods of controlling the risk. In addition, and if appropriate, dedicated lone worker protection solutions should be implanted. Systems of work should be designed to reduce the need for lone working where possible. If this is not possible, safe work practices should be implemented, in line with the findings of a general risk assessment, to avoid or minimise the possibility of abuse. Dedicated lone worker protection devices, radios, personnel attack alarms, mobile phones and physical barriers should only be used in conjunction with safe practice.

## Aftercare and Support

On a practical level, NNPCF will provide support to a representative or a member of their family, who is the victim of violence or aggression as a result of their work. This support may include:

- Counselling
- Training
- Support in dealing with the police and other authorities
- Support in using the Protection from Harassment Act 1997
- A guarantee that every reported incident will lead to a review of procedures and working practices

If the incident involves a client and after consultation with the representative, the line manager feels that the health, safety and well-being of that individual is at risk, NNPCF may consider:

Time-out exclusion from the service

Refusing service altogether

Failure to comply with the Lone Worker Policy may result in the non-allocation of work.

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<sup>i</sup> <https://www.hse.gov.uk/riddor/key-definitions.htm> [accessed on 31/01/2020]

<sup>ii</sup> <https://www.hse.gov.uk/toolbox/managing/accidents.htm> [access on 31/1/2020]

## Protocol for if a Representative doesn't check in

Participation Lead calls/texts Representative's mobile phone asking them to let us know they are safe



If they don't get in touch, Participation Lead to call the Organisation/Venue they were attending to check if they have arrived/left the premises



If the Representative did not arrive at the premises, Participation Lead to contact Co-chairs



If they did leave the premises but did not check-in to say they were safely home, Participation Lead to contact Next of Kin to see if they have had contact with the Representative. If no contact, Participation Lead to contact the Cochairs