

Outreach and Lone Working Policy

PAVS' policy and procedural documents have been developed to meet the specific needs of the Association and are periodically reviewed in line with any changes in the law or statutory provision. They are provided as an example for information purposes only.

Other Information Sheets in this series:

- PH1– Health and Safety at Work Statement
- PH3– Outreach Risk Assessment Checklist



Pembrokeshire Association of Voluntary Services

Guidelines to Outreach and Lone Working



Introduction

Lone work is work which is specifically intended to be carried out unaccompanied or without immediate access to another person for assistance. Lone working can occur:

- At an outreach location
- When working outside of normal working hours at the main base
- When working in an individual's home

Outreach locations

PAVS presently has 10 outreach bases that are used by the Volunteer Bureau. All these locations have regular (annual) health and safety risk assessments, which are carried out by PAVS Volunteer Bureau staff using a proforma checklist (see appendix 1). This checklist, along with other information regarding the venue is stored in the Volunteer Bureau

Other locations are used by various departments of PAVS for exhibitions, funding road shows etc. These locations should also be inspected for health and safety prior to use and a proforma checklist completed. This checklist should then be stored at the main office

All staff who work in these locations should be provided with or have access to, a mobile phone in order to maintain contact with a named person at PAVS main base

Staff should leave details with a named person at the main office, of where they are working and the time that they intend to return to the main office. Individual arrangements must be made when working outside normal office hours and a named contact and reporting time must be agreed. The named person will then take appropriate action if contact is not made by an agreed time.

If at any time the member of staff feels threatened they should leave the premises as quickly as possible

Working outside normal working hours at the main base

- If the member of staff is working alone at the main base, whether it is inside or outside of working hours they should lock the outside doors to the office. A coded keypad is in place on the rear entrance door of the main base for security and there are two Chubb deadlocks on the front entrance door that require to be locked with keys. These keys are stored in a place notified to all PAVS staff. A personal attack alarm is provided in the main base for individual protection and when activated sounds the internal and external bells of the intruder alarm system. This attracts a

considerable amount of attention due to the noise element and would hopefully draw a police presence. The contact details for the four full key holders for PAVS premises are registered with Dyfed Powys Police at Haverfordwest.

Working in an individual's home

- Meeting in an individual's home is strongly discouraged. Wherever possible try to arrange to meet at a neutral location in sight of other people
- Whenever possible work in pairs
- Always carry a mobile phone and check it is able to receive a signal in the area you are
- Do not enter the house if the appropriate person is not available
- Wait to be invited in or at least ask to enter
- Acknowledge that this is their territory; let them lead the way
- If the person is drunk or aggressive or behaving suspiciously, do not enter
- Leave details of the appointment with a named person in the main office
- Operate a check in system with a named person in the main office. If the member of staff does not phone in or return by a certain time the named person will take suitable action
- If at any time the member of staff feels threatened, they should make their excuses and leave as quickly as possible

Guidelines to Dealing with Aggressive Behaviour

- Be aware of any delicate issues involved with discussions or interviews. i.e. try to have as much background knowledge before the interview
- Do not underestimate the importance of body language. Avoid an aggressive stance. Crossed arms, hands on hips or raised hands will challenge and confront
- Talk yourself out of problems; placate rather than provoke
- Do not turn your back on someone who is behaving aggressively
- If someone is becoming aggressive with you try to encourage them into an open space (e.g. suggest that you go outside to continue the conversation)
- Stay calm, speak gently and slowly
- Do not be enticed into an argument
- Keep your distance
- Never try to touch someone who is angry – this will not calm the situation
- Keep your eye on potential escape routes
- Try to get away as quickly as possible