



Lone Working Policy

OBJECTIVES

- To protect Unique Support for Unique People (US4UP) from the risk associated with working alone whether we are in individuals' homes, at venues, appointments, shopping or other community-based activities, travelling alone on work duties or working in an isolated setting.
- To ensure that US4UP are not exposed to unnecessary risks in the course of our work duties and that US4UP will leave a situation in which we feel at risk.

GENERAL RULES

- US4UP must have your contact details and a person to be contacted in case of emergencies.
- If an 'Initial visit' with an individual could potentially be distressing, US4UP will ask that it is arranged for a representative to be present with them.
- US4UP may carry a personal alarm if it is felt it is necessary.
- US4UP request that you inform them of any other person (unless part of household) that may be present whilst they are visiting.
- An account of daily visits will be provided to a designated person (DBS checked) to ensure the safety of US4UP.

ENTERING INDIVIDUALS HOMES

- We will ensure the home looks as expected and normal for that individual – no signs of damage or occupancy and no signs of doors or windows forced or unlocked when you expect them to be locked.
- If there are concerns US4UP will not enter and will use contacts provided or call 999 if necessary.
- If US4UP have entered then feel unsafe or see something concerning, we will then leave the premises.

IF AN INCIDENT TAKES PLACE

If an incident occurs where the personal safety of US4UP are put at risk, information regarding the incident will be kept, including the date, time, location and description of the incident. This will be done no matter how minor the incident as the policies stated here may need to be reviewed. Following a major incident where staffs safety has been put at risk, US4UP may decide they can longer work with you and can terminate the contract immediately without notice.

TRAVELLING ALONE DURING WORKING HOURS

Travelling alone holds the same risks whether or not you are travelling for work purposes or pleasure. However, it is more likely that during working time I will be travelling in unfamiliar areas and therefore the planning of the travel is far more important.

The Suzy Lamplugh Trust recommends travel is planned whether at work or in daily life.

PREPARE FOR THE JOURNEY

US4UP will know exactly where we are travelling to and how to get there.

US4UP will ensure a designated person (DBS checked) knows approximate whereabouts and when they can expect to hear from us to ensure we are safe.

US4UP will assess any risks there may be in doing the journey, we are about to undertake.

US4UP will have personal belongings and other items in a bag which sits close to the body.

BE CONFIDENT

US4UP will be alert to what is going on around

US4UP may carry a personal alarm

US4UP will ensure they have a working mobile phone with them and that it has charge.

AVOID RISK

US4UP will not take short cuts unless they are as safe as the longer route.

US4UP will not change plans at the last minute without informing someone.

US4UP will not use a mobile phone when driving unless connected to a Bluetooth device (hands-free).

US4UP will carry Breakdown equipment and have breakdown cover.

US4UP will have a First Aid kit in the car.

TRANSPORTING INDIVIDUALS

- US4UP will carry out a 'Risk Assessment' to ensure the individual is able to get in and out of the car safely and any equipment that may be needed.
- US4UP request individuals to avoid distractions and reduce risks.
- US4UP request permission to carry an individual's medical information when travelling in case there is an emergency- this will include; name, dob, medical conditions and details of prescribed medication.

- US4UP will carry reflective jackets to be worn if it is necessary to get out of the car for safety purposes.
- If US4UP feel they cannot transport an individual safely we will not agree to doing so.

Policy to be reviewed January 2026