



**TRAFFORD PARENT AND YOUNG PEOPLE'S PARTNERSHIP SERVICE**

## **Trafford Parent and Young Peoples' Partnership Service (PYPPS) - Independent Support Service for SEND**

### **Lone Working and Home Visiting Policy**

Guarding your personal safety on home visits/lone working.

Where possible offer the choice of an office visit first, make sure you let staff know which room you are booked in the date time and possible duration of the meeting.

On occasion the manager will provide home visits in the evening to facilitate parents who have other commitments, she will manage the risk of this herself by providing details of the visit to a third party.

#### **Before visiting**

Make sure you read the case notes before you carry out a home visit in case there are any risk management features you need to be aware of.

Never give your personal home/mobile telephone number to parents, always use your work mobile number.

Staff and volunteer should always have their mobile phone with them and be contactable at all times on home visits. This means not having your phone on silent mode.

Plan your journey in advance know your route and how to park safely

Always be prompt for a home visit appointment, if you are going to be late it is courteous to let the person you are meeting know this and telephone in advance to make them aware of this.

Always pay attention to your instincts if you are ever in any doubt either arrange an office visit or a public place to meet and if you are at all worried let the office know of your concerns.

If you have any concerns about transporting people in your car then you must discuss this with the manager of PYPPS so that a risk assessment can be carried out and if necessary alternative travel arrangements can be made.

### **Recording movements**

When home visiting ensure the name, place, time and expected duration of the meeting are on the electronic calendar.

For out of hours visits (Manager only) ensure someone at home knows where you are so that they can monitor your safe return.

If several visits are being undertaken it is good practice to let the office know you have completed one visit and are due to attend the next one. If you go straight home after a visit then the office needs to be informed.

Staffs next of kin information and car details should be filled in and kept on file in the message book.

### **Home Visits**

If the person you have arranged to meet is not at the house when you arrive do not go in. Never enter a house when only a child is present.

Never ignore your 'intuition', if the situation looks wrong or makes you feel uneasy don't go into the house, make an excuse and leave. Let the office know you have done this.

Ensure you have your mobile phone to hand and that it is not on silent mode. The office may need to contact you urgently.

If you are at all worried make an excuse and leave.

### **After the visit**

Where you have concerns regarding any child protection/safeguarding issues then in the first instance consult your manager and follow PYPPS own policy, in the absence of being able to discuss the issues with the manager immediately, then contact MARAT directly or outside of office hours the duty team through the main council switchboard. Do not delay in reporting your concerns.

Ensure you discuss any concerns you have after the visit if you felt you were at risk or there was an incident you need to discuss. This should be formally recorded and reviewed with your manager and other members of the team to ensure appropriate action is taken to minimise any risk in the future.

### **Failure to return from an appointment**

If a staff member or volunteer fails to return or call the office when expected a member of staff or family member should try to make contact by calling the mobile or the place they are visiting.

If the staff member cannot be contacted then the manager should be informed and a decision made on further action. This may involve contacting the police if they believe the person may have come to harm.

## Monitoring and reviewing this policy

The manager and steering group will monitor and review this policy on an annual basis, any findings will be used to inform and/ or change /update the procedures in place

PYPPS will offer the opportunity of attending training in relevant areas as necessary.

New staff should have familiarisation sessions with an experienced member of staff during their induction period.

This policy will form part of the Induction Programme for new staff and volunteers.

This policy is not exhaustive and any concerns or issues should be brought to the attention of the manager of PYPPS.

The above has been read and signed by –

*G.S. English*

Manager  
PYPPS

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