

Lone Working

Pre visit check list

This to be carried out via a telephone call or email before the visit. Explain that this is carried out at every visit and it is for my own personal safety.

- Who will be present in the property during the visit?
- Are there any pets in the home? If yes, do they need securing and if so, is this possible?
- Does anyone at the property smoke? If so, please can I ask that smoking is avoided in the house during my visit?
- Are there any known issues with substance misuse (drugs or alcohol) at the address? (If yes, consider demeanour/needles/personal safety - if drugs – who else visiting the property or potential to visit the property)
- Are there any risks or previous incidents that I need to be aware of (e.g Domestic abuse)
- Are there any ongoing neighbourhood disputes or concerns?
- Are there any parking restrictions or access issues?

****IF ANY RISKS IDENTIFIED, THESE NEED TO BE DISCUSSED WITH LINE MANAGER BEFORE PROCEEDING****

Before Leaving for the Visit

- Ensure someone (e.g line manager or designated contact) knows:
 - The address of the visit
 - Expected arrival and departure time
 - My contact number
- Carry a fully charged mobile phone at all times (consider taking two – 1 x work, 1 x personal if on different networks to increase coverage)
- Plan route in advance so I am happy I know where I am going

During visit

- Remain aware of surroundings at all times

- Position self near an exit where possible
- Avoid entering rooms where one would feel trapped
- Trust your instincts – if something feels wrong, take action (i.e make excuses to leave the property)

Safe phrase protocol

If you feel uncomfortable or at risk, contact your designated person and use a pre agreed safe phrase, such as

“Please can you let my next appointment know that I’m going to be late?”

If you feel unsafe:

- Do not enter the property if you feel unsafe upon arrival
- Leave immediately if you feel uncomfortable at any point
- Go to a safe place (vehicle or public space)
- Contact line manager/designated contact as soon as possible
- If in immediate danger – 999

After the visit:

- Confirm with line manager/designated contact that you have safely completed the visit
- Report any concerns, incidents, or near misses as soon as possible
- Record relevant information for future risk assessments

Emergency situations:

- Call 999 immediately
- Provide location and details clearly
- Notify manager as soon as safe to do so

REMEMBER TO USE PROFESSIONAL JUDGEMENT AND GUT FEELINGS AT ALL TIMES