



Lone Working Policy

Purpose: This policy aims to ensure the safety, security, and well-being of child carers working alone in a child's home. It outlines procedures and responsibilities to mitigate risks associated with lone working. The safety and well-being of our child carers are paramount. By following this lone working policy, we aim to create a safe working environment, mitigate risks, and provide support to our staff while they deliver high-quality childcare services.

Scope: This policy applies to all child carers employed by Giggles and More Agency to provide childcare services in a child's home.

Definitions:

- **Lone Worker:** A child carer who performs childcare duties alone without direct supervision or in the presence of other adults.
- **Child's Home:** The private residence where childcare services are provided.

Policy Statement: We are committed to ensuring the safety and security of our child carers. Working alone can pose unique challenges and risks; hence, this policy outlines measures to protect lone workers and ensure they can carry out their duties safely.

Responsibilities:

1. Employer Responsibilities:

- A risk assessment will be conducted in the case of lone working scenarios.
- Appropriate training and information will be provided to our staff.
- Ensure our staff have access to communication tools (e.g., mobile phone).
- Regularly review and update the lone working policy and risk assessments.
- Establish a clear reporting mechanism for incidents and concerns.

2. Child Carer/Staff Responsibilities:

- Staff must follow all safety procedures and guidelines provided.
- Always maintain regular contact with their designated contact person or manager.
- Report any safety concerns, incidents, or near misses promptly using our reporting tools provided.
- Ensure they have access to emergency contact numbers and first aid supplies.

Risk Assessment: Before commencing work in a new home, a risk assessment must be conducted to identify potential hazards. This assessment should consider:

- Location and accessibility of the home.
- Health and safety risks specific to the home environment.
- Emergency procedures and exits.
- Security measures in place.

Safety Procedures:

1. Communication:

- Staff must have a fully charged mobile phone with them at all times, ensuring to keep communication channels open.
- Establish regular check-in times with their designated contact person (e.g., text every few hours).
- Have an emergency contact list readily available.

2. Home Environment:

- Ensure the home is secure upon arrival and departure (e.g., locking doors).
- Be familiar with the layout of the home, including emergency exits.
- Keep personal items (e.g., bag, keys) in a designated, secure place.

3. Emergency Situations:

- In case of emergency, child carers should contact emergency services immediately.
- After ensuring the child's safety, inform the designated contact person of the situation.

- Follow the home's emergency plan, if available.

Training and Support:

- Provide lone working training during induction and refresh regularly.
- Offer support services, such as counseling, for carers who experience stress or trauma related to their work.

Reporting and Monitoring:

- All incidents, near misses, and safety concerns must be reported to the manager immediately.
- Regularly review incident reports to identify trends and implement preventive measures.

Review of Policy: This policy will be reviewed annually or after any significant incident involving a lone worker to ensure it remains effective and relevant.

We welcome any concern or suggestions you may have regarding this policy.