# Lone Working and Home Visits Policy

## United African Association

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| **Policy owner** | Board of Trustees |
| **Version** | 1.0 |
| **Approval status** | Approved by the Chair |
| **Approval date** | October 2026 |
| **Next review** | October 2027 |
| **Applies to** | Trustees staff volunteers contractors and relevant partners |

## Purpose

This policy controls risks when UAA staff or volunteers work without immediate support, conduct outreach, visit homes or hospitals, transport people or work outside normal hours.

## Scope

This policy applies wherever UAA works, including Barratt House, Leicester Street Community Centre, partner venues, the foodbank and food larder, community meals, welcoming spaces, youth activities, football, swimming, wellbeing sessions, allotment work, trips, outreach, home or hospital visits, online sessions, social media and transport arranged by UAA.

## Legal and good practice framework

- Health and Safety at Work etc Act 1974
- Management of Health and Safety at Work Regulations 1999
- Safeguarding duties
- Personal safety good practice

## Responsibilities

| Role | Responsibility |
|---|---|
| Board of Trustees | Approves the policy, receives assurance, provides resources and remains accountable. |
| Chief Executive or delegated manager | Implements the policy, allocates competent leads and escalates significant matters. |
| Policy lead | Maintains procedures, records, training and contact details and reports themes to trustees. |
| Staff volunteers and contractors | Follow the policy, attend required training and report concerns promptly. |

## When lone work is permitted

The manager assesses the worker, task, person being visited, location, travel, time, communication, history of violence, safeguarding, manual handling, health and emergency access. Lone work is not authorised where risk cannot be controlled.

## Before a visit

- Use an organisational diary or check-in system showing destination, contact, expected finish and escalation contact.
- Review known risks using only necessary information.
- Meet in a public or UAA setting where this is safer and suitable.
- Carry a charged phone, identification and only necessary records.
- Do not carry avoidable cash or disclose a home address or private contact details.

## During and after the visit

Workers remain near an exit where appropriate, maintain boundaries and leave if behaviour, animals, weapons, intoxication, conflict or environmental hazards create concern. They check out at the agreed time and record significant facts or follow-up.

## Missed check in

The escalation contact calls the worker, then follows the agreed contact and emergency sequence. Police are contacted promptly where circumstances indicate immediate risk. The plan does not wait for certainty if safety may be compromised.

## Safeguarding and personal care

Lone workers do not provide unplanned personal care, hold medication, enter unsafe sleeping areas, transport children alone or undertake regulated casework outside their role. Urgent safeguarding concerns follow the relevant policy.

## Violence aggression and harassment

Workers do not have to continue a visit where they feel unsafe. UAA records and reviews threats, stalking, hate incidents, sexual harassment and violence and may change the service method, use two workers or involve statutory agencies.

## Records and confidentiality

UAA will keep proportionate, accurate and secure records. Access is limited to people who need the information for their role. Records are retained and disposed of in line with the Data Protection and GDPR Policy and any legal, insurance or funding requirement.

## Training and communication

The policy lead will include this policy in induction and arrange refresher or role-specific training where the level of risk requires it. Current procedures and reporting routes will be accessible to staff and volunteers.

## Monitoring and review

The policy lead will monitor incidents, complaints, near misses, audit findings and feedback. The Board will review this policy at least annually and sooner after a serious incident, material legal or operational change, significant complaint or identified control failure.

## Related UAA policies

- Health and Safety Policy
- Adult Safeguarding Policy
- Child Safeguarding Policy
- Incident and Serious Incident Reporting Policy
- Volunteer Management Policy

## Approval

**Approved by the Chair**



**Raymond**
Chair of UAA
Approval date: October 2026
Next review date: October 2027