



Metropolitan
Thames Valley

People Powered Living

**Personal
Safety &
Lone
Working**

People Powered Living

- We are a people business – we exist to give people the chance to thrive, and will deliver valued services that people trust.
- And because the best results come from working together, our organisation will be powered by collaboration: among colleagues, customers and communities.
- Our goal is to be part of the solution to both social and societal questions about where and how people are living. And living better.

In numbers



Where we are

NATIONAL VIEW

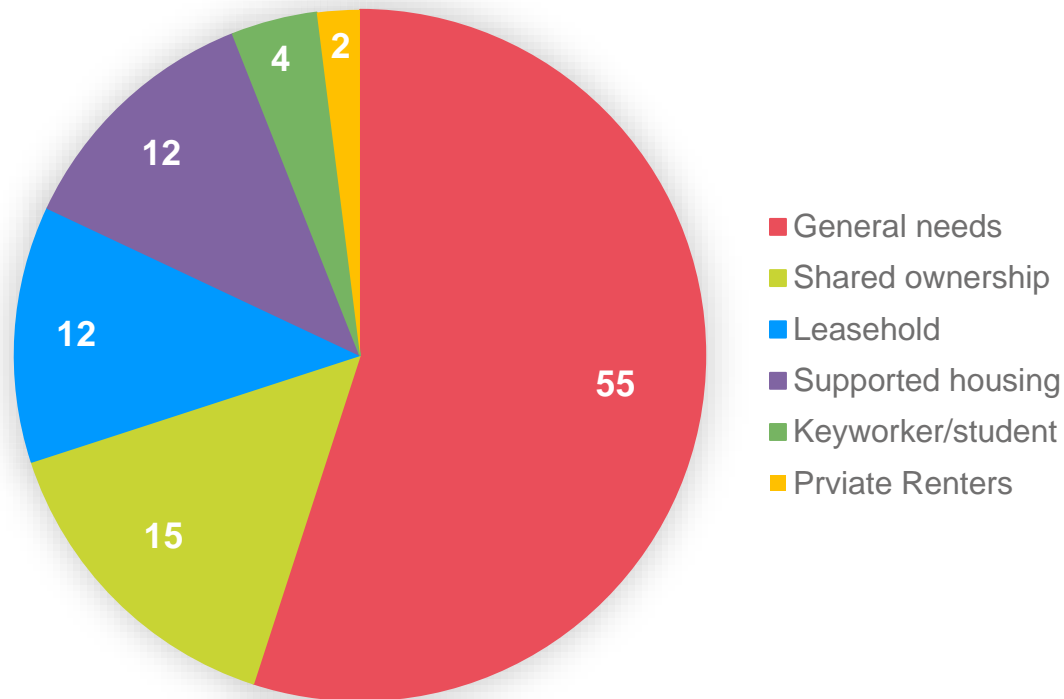


LONDON VIEW



Our range of tenures

PERCENTAGE



The broad range of people we help

**Key
workers**

**Social
renters**

**Private
renters**

**Shared
owners**

**Owner
occupiers**

The breadth & depth of what we do

- Manage, own and administer properties and repairs
- Large scale regeneration projects
- Long-term pipeline of affordable homes
- Fizzy Living: quality homes for the private rental sector
- Older people, mental health & transitional services

Personal Safety & Lone Working

- **Corporate Health & Safety Team**
 - Manages Lone Worker Contract – 800 users
 - Responsive repairs have own H&S team
 - Sets & reviews procedure with the business
 - Monitors usage
 - Reviews risk and controls
 - Review training

Personal Safety & Lone Working

- **Housing, Care & Support, Development**
 - Manage Risk Assessment
 - Review Controls
 - Administer Lone Worker Devices
 - Feed Back issues

Care & Support - Risk Assessment

Task:

- **Working alone in services or sheltered accommodation during sleep-in shifts**

Hazard

- **Customers with drug & alcohol and mental health issues or customer bringing strangers or unwelcome visitors to services leading to assault and bodily injury**
- **Threats and verbal or racial abuse leading to psychological injury**

Who might be harmed

- All staff support managers,
- support workers,
- bank,
- volunteers and agency,
- including pregnant workers

Controls

- **All staff to have completed relevant training i.e. Mental Health training, de-escalation, disengagement, defense planning**
- **Premises checked each night before sleep in shifts**
- **Ensure staff areas offices are secure and locked during shifts and sleep ins**
- **All staff receive induction including emergency on-call procedure, client risks, any issues**

Controls

- **Follow procedural guidance for the correct use of the equipment issued, Lone worker system, On-Call policy and Accident and Incident Reporting.**
- **Ensure correct personal details are on Oracle**
- **Completed Lone Working online training and registered on the lone worker system**
- **All permanent, temporary and contracted staff at risk provided with Solo Protect ID system & mobile phone**
- **Take all appropriate action to minimise risk**

Lone Worker Device

- **Check Device or devices are working at the start of a shift**
 - Signal
 - Power
- **Check in**
- **Managers report any faults or issues**

Risk Areas

- **Bank Workers & Agency Workers**
 - Need to ensure they are trained and aware of risk, procedures and controls
- **Lone Working remote from office**
 - Communication between colleague away from the main office and supervisor

Training

- **Personal Safety**
 - 30 minute on-line e-learning & guidance
- **Personal Safety Workshop**
 - One-day workshop
 - Body language
 - Skills and confidence to deal with conflict situations
- **Disengagement**
 - Addition for those at risk

Training

– Procedures

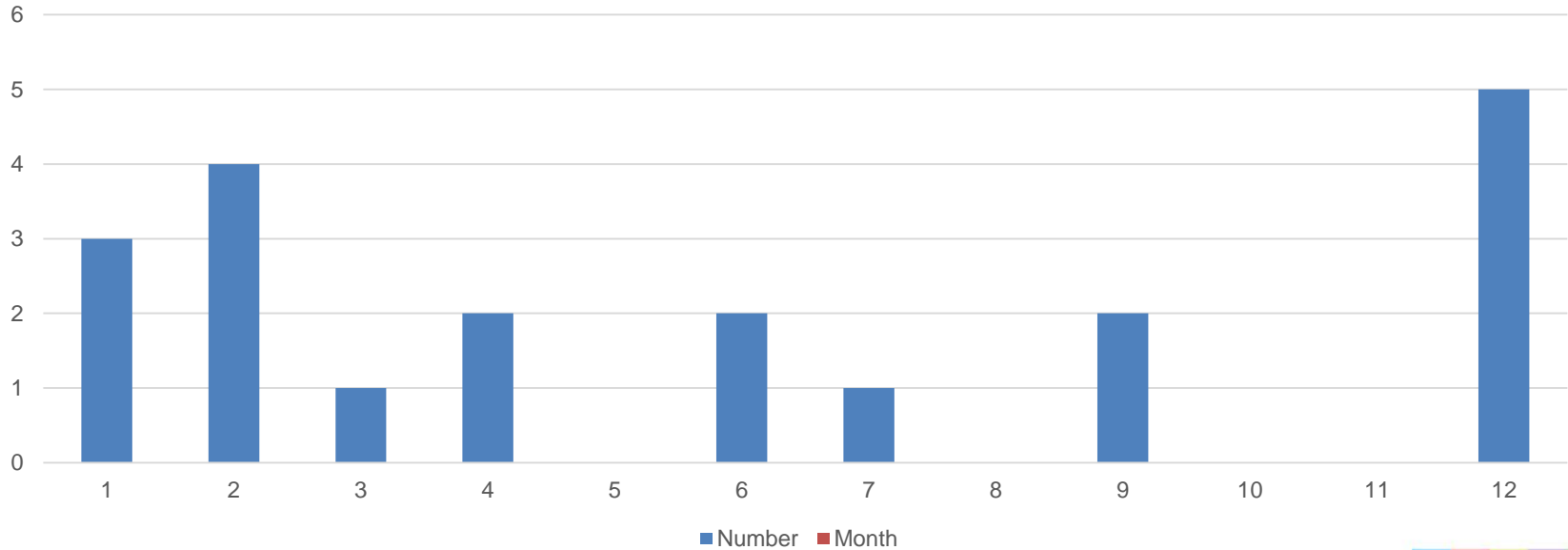
- Individual customer risk (vulnerabilities, medication etc)
- Security
- On-call procedures – support for property or customer

Lone Worker Device Training

- On-line –
- One to one with Manager
- Train the Trainer
- Administrative training

Alarms

Red Alerts 2019



Housing Officers/Managers

– Key Risks

- Visiting customers at home
- Dogs and animals
- Customer Mental Health
- Risk of Violence & Abuse/Racial Abuse
- Drugs, knives, guns, bullets
- Estate Inspections
- Call-out

Visiting Customers at home

- All staff permanent, temporary and contracted to check Caution Alert Register for local premises prior to attending.
- Ask Customers to tether or remove animals
- Make use of office based visits instead
- Withdraw if they feel unsafe
- All staff to accurately record visits in outlook calendar and to have diary available and visible to all departments.

Corporate Support

- Employee Assistance Programme
- Trauma response
- Counselling
- Occupational Health provision
- Resilience & Wellbeing



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**Thank you,
Any
questions?**