



# Windsor Christian Action

Supporting Vulnerable People in the Windsor Community

## **Lone Working Safeguarding Policy**

1. Home visits to guests should ideally be undertaken by two members of the WHP team, thereby reducing the risk and affording themselves greater protection. All home visits should be pre-planned and include a police record check (where considered necessary), and a thorough risk assessment. An alternative to the home visit may wish to be considered, such as a coffee shop, or other public place. If accessing the home for a meeting, or delivering furniture, the front door must be left open.

2. If at any time during the course of a visit, either of the visitors feel it necessary for further advice and support, they should contact PCSO D.Bullock (07816 848 231) or, in his absence, another named officer. In case of emergency, they should phone 999, giving details of their concern.

3. To facilitate risk assessment, the manager will email details of all newly registered guests to PCSO D.Bullock each week.

5. In addition, the manager and the PCSO will meet regularly to share what is known about current guests including those who appear to be engaging with help offered, and assess the likelihood of unpredictable, possibly dangerous behaviour.

6. Normally, the expectation is that guests shall be seen at the WHP Centres at Holy Trinity Church Windsor as well as at St. Stephen's Church Windsor, on the days they are open.

7. For the purpose of delivering of furniture/household goods to help a guest settle into accommodation, at least two people (preferably three) including a man should be in attendance.

8. Car lifts should only be provided for guests when two members of the WHP team are available to do so. The guest should sit in the passenger seat next to the driver and the other should sit behind the guest so that quick action can be taken in the event of assault upon the driver. If it is critical for a guest to be given a lift and only one member of staff or volunteer is available to undertake this, this person must be a male. A second member or volunteer must be given details of the lift and a time agreed between them to make telephone

contact once the destination has been reached, indicating that all is well or otherwise. In the event of no telephone call being made by the time agreed, the second person should contact the police on 999.

9. If necessary, a train/bus ticket may be bought to enable a guest to keep a required appointment. As far as possible, guests are expected to take responsibility for getting themselves to appointments.

10. When team members are undertaking home visits or giving lifts they must abide by the risk management requirements of COVID 19 and;

a) wear the relevant PPE and

b) check with guest that they have no COVID 19 symptoms or are awaiting the results of a COVID 19 test.

Ideally, if possible, a thermometer check should be made.

11. It is desirable that volunteers (and a requirement for staff) participate in training which currently is a requirement for Street Angels; namely: First Aid, Conflict Management (which includes awareness of body language, one's own as well as that of guests) and enhances personal safety, and Autism Awareness.

Policy written: 8th September 2016

Reviewed by K. Bracewell and N. Roberts October 2020

Approved by Trustees: October 2020

Date of next review: Within 18 months

**Windsor Christian Action**  
Windsor Baptist Church Windsor, Berkshire SL4 1EH  
[www.windsorchristianaction.org](http://www.windsorchristianaction.org)  
Charitable Incorporated Organisation No: 1154308

Windsor Christian Action is the umbrella charity for the following: Windsor Homeless Project, Windsor Street Angels, Windsor Foodshare and More than a Shelter.