



## Lone Working - one to one with children and young people

Adventure Plus /Alm recognises the value of providing opportunities for young people to be supported on a 1:1 basis. The benefits for young people having the space to share and be supported on an individual basis are powerful in terms of self-development.

We know through neuroscience that supporting children and young people to develop safe and supportive healthy relationships and attachments lead to better outcomes in their relationships within school, home and community settings.

We see 1:1 lone working as an opportunity to develop these skills and build secure attachments central to the work and outcomes for young people accessing Alm.

The Lone Working Policy is in addition to the Adventure Plus Safeguarding Policy in the Safeguarding Manual and its purpose is to provide a framework for supporting young people on the Alm programme.

- The work of an AIM Mentor may sometimes require an element of 1:1 working to allow the child or young person to talk openly about sensitive issues. For the protection of children and adults, the settings chosen and behaviours adopted must be carefully considered.
- Referrers with prior knowledge of the young people will be asked to assess and indicate at point of referral as to the appropriateness of young people being supported 1:1 and in a lone working situation.
- Staff will have appropriate background knowledge of the young person in advance of the session, including their specific needs as shared by referrers, families and young people. This will include any medical and mental health related information.
- It may be deemed that a young person's presentation on a day may mean that staff feel they should not be supported on a 1:1 basis at that time. Staff concerns will be explored and balanced against the needs of the young person. It is important that staff share any concerns and feel heard and acknowledged.

- Sessions will depend on the needs of the young person alongside the needs of the group and the existing relationships already built. It may be that a young person is suited to being supported 1:1 in a lone working capacity with one

person is suited to being supported 1:1 in a lone working capacity with one member of staff but will need time to build a relationship with another member of the team previously unmet before this happens.

- When lone working, staff will ensure they always have a charged mobile phone with them, and ensure that the Alm Lead and the wider team knows where they are and for how long. Mentors need to have the following contact numbers – A+ Office and designated staff mobiles. When working on the Adventure Plus site, team members will be made aware and take into consideration what else is happening on site.

- Alm colleagues will carry out checks on each other's sessions as needed and consideration will be made around appropriateness of lone working in discussions with referring agencies.

- For young people where lone working is felt not to be appropriate, the team will look to find ways to enable 1:1 interactions within a group setting to enable young people to gain the benefits of more targeted support. For example, taking a small group to the indoor climbing wall to enable a young person to be supported 1:1. This can then be reviewed as a young person is known to the team.

- All lone working activities undertaken must be age-appropriate and carried out in a safe way ensuring the needs of the young person are met. It is the responsibility of Alm Mentors to ensure that they and the young person have appropriate clothing, food, drink or equipment for any activities undertaken. Any incidents or accidents must be reported in accordance with our Health & Safety Policy. In the instance where young people have sensory needs and decline or refuse to wear warm clothing, consideration will be taken as to the activity alongside the weather and this will be discussed with the referrer.

#### Adventure Plus Lone Working Policy

- Staff will not engage in activities with young people who are under the influence of drugs or alcohol. If the young person appears to be under the influence during the session, the mentor ends it immediately and ensures the young person is safely returned home in the most appropriate manner. Staff will remain aware of any changes in mental state and discuss with the team, referring agencies and families/ carers where there are concerns.

- If the young person behaves in a way that puts themselves or others at risk and cannot be safely managed, staff must inform the Alm Lead or Designated

cannot be safely managed, staff must inform the Alm Lead or Designated Safeguarding Lead immediately by phone and take their instructions.

- If during a lone working session a child or young person makes any allegations about the adult present or another volunteer or staff member, the adult must ensure the young person is safely returned home in the most appropriate manner and then immediately inform the Alm lead or Designated Safeguarding Lead so appropriate steps can be taken .
- It may be necessary to collect or return a young person to their home for purposes of transportation as agreed with the referrer. No home visits should be made other than that. Visits are never without prior arrangement with the family or carers and are always recorded. Staff and volunteers must never remain alone with the young person in their home and only ever with family or carers present.
- If a child or young person becomes distressed in a lone working situation, the Mentor can use their judgement as to whether they need support from a colleague as to determine next steps.
- Staff will debrief at the end of each session. This will be a space in which staff can share any concerns openly and honestly, any concerns that relate to safeguarding will be passed on in line with the safeguarding policy. This may be an opportunity to identify support or training needs.
- Young people will be made aware that we have a duty of care to pass on information to keep them safe. We may need to let people know this throughout our time with us. Any information held on young people will be kept in line with GDPR and shared on a need to know basis. Records will be kept in a way that is respectful of individuals' experiences and situations.

#### Establishing an Effective Lone Working Buddy System

Adventure Plus Lone Working Policy

A lone working buddy system is a way of staying in contact with someone who is working alone. The buddy is usually a designated person who the lone worker can contact at any time for the duration of session or activity.

#### Responsibilities of a Buddy

The lone working buddy should be a colleague/Alm staff member who understands the nature of the lone worker's job role. It is most important that they can be immediately available throughout the duration of the worker's session.

A lone working buddy should:

- Have all of the required contact details for the lone worker, including phone number, email address, home address, and next of kin information.
- If the lone worker has a vehicle, have details of the vehicle's make, model and registration number.
- Be clear on all of the lone worker's predicted movements during the session. The buddy must know where the lone worker is meant to be at all times.
- Have all of the above information written down and available to-hand.
- The lone worker should contact their colleague at agreed times to ensure the safety of both the lone worker and the participant.
- If the lone worker does not get in touch at the agreed intervals, attempt to contact the worker every 10-15 minutes for up to an hour, before escalating the matter.
- If the lone worker can still not be contacted after an hour, notify the Designated Safeguarding Lead in the first instance, and s/he may then contact the emergency services if the lone worker remains out of contact.
- The lone worker must have a buddy available at all times during their session. Depending on the needs of the young person and the activity a plan is to be agreed regarding the level of remote support required from the buddy.