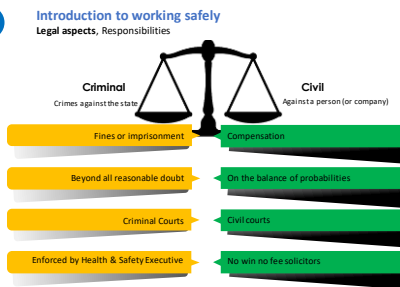
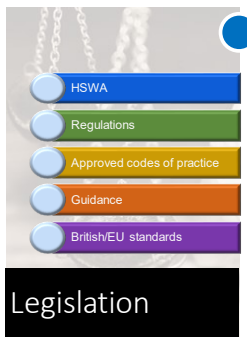


- **Introduction to working safely**
Legal aspects, Responsibilities
- **Who is at risk when lone working?**
Likely candidates, possible outcomes
- **When it goes wrong**
Recent cases, Essex history
- **Risk Assessment**
What it involves, why it is necessary
- **Precautions, mitigations, controls**
Tips & tricks to keep you safe
- **P.L.A.N.**
Prepare, Look confident, Avoid risk, Never assume
- **De-escalate**
Recognising the signs, communication, reporting, supporting

1



2



Introduction to working safely
Legal aspects, Responsibilities



Health and Safety at Work Act 1974



3

Introduction to working safely
Legal aspects, Responsibilities

HSE powers	
Enter premises	
Access records	
Interview people	
Fee for intervention	
Improvement or Prohibition notice	
Prosecute	

4

Introduction to working safely
Legal aspects, Responsibilities

Lone working is not illegal
Lots of industries, must be risk assessed

Definition
"Those who work by themselves without direct or close supervision"



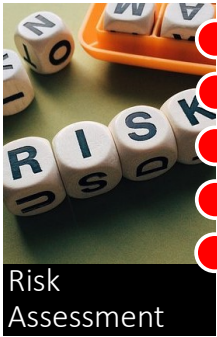
Why bother?
Why should you care about your personal safety?

5

Introduction to working safely
Legal aspects, Responsibilities

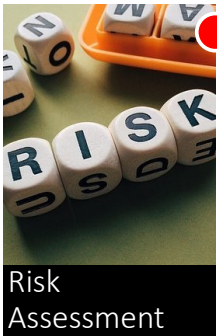
- Look after own health and safety
- Adhere to safe working procedures
- Report hazards, incidents & deficiencies
- Attend H&S training & development
- Use work equipment safely

6

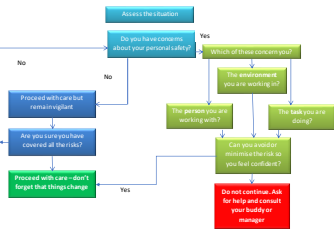


- Risk Assessment**
What it involves, why it is necessary
- Legal requirement**
Reg 3 –Management of H&S at work Regulations
- 5 simple steps**
Identify hazards, who can be harmed, evaluate risk, record, review
- Consider**
People, Task & Environment
- Dynamic risk assessment**
Ongoing and 'trumps' the formal risk assessment – gut instinct

10



- Consider**
People, Task & Environment



11



- Precautions/mitigations/controls**
Tips & tricks to keep you safe
- Safe working practices**
Choosing the right precautions in the right order
- Before your leave**
The Choices triangle
- Travelling and on arrival**
By car, by public transport, on foot
- During the meeting/ visit**
Dynamic risk assessments, gut instincts, reasons for leaving
- If it goes pear shaped**
De-escalation, communication, post incident actions

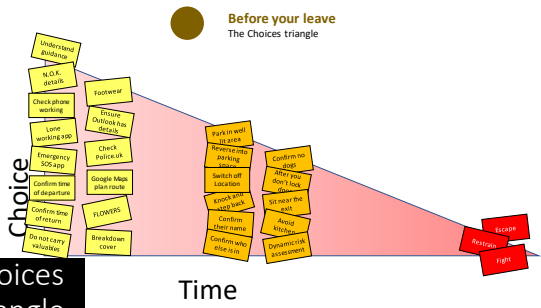
12



Before your leave
The Choices triangle

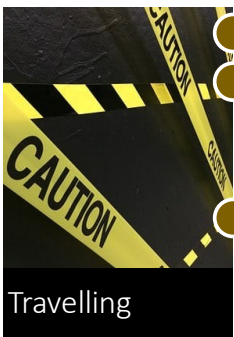
Choices Triangle

13



Choices Triangle

14



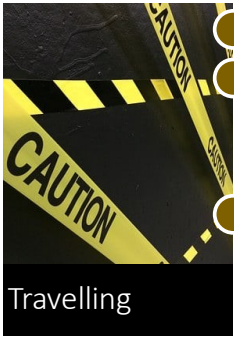
Travelling and on arrival
By car, by public transport, on foot

By car
FLOWERS
Breakdown cover
Don't offer lifts
Keep windows shut
All doors locked
Avoid parking next to vans with sliding doors
Hold keys in hand when approaching your car
Don't programme your home address in sat nav

By public transport
Have the correct change
Know the timetable
Access to Funds for a taxi, contact number for reliable taxi firm
Use lower deck so driver can see you
If you feel threatened, get the drivers attention
Use well populated carriages on trains (move seats if needed)
Arrange to be met at the bus stop or train station

Travelling

15



16

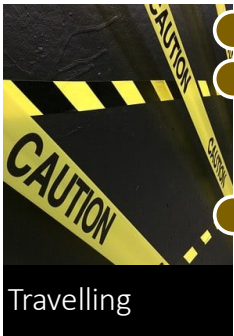
Travelling and on arrival
By car, by public transport, on foot

By Taxi

- Don't hail a taxi unless it is a Hackney
- Drivers ID on display – check photo matches driver
- Confirm name of driver matches mini-cab firm names
- Check the reg and vehicle match the text sent
- Share the taxi with a friend
- No personal details to driver

Walking

- Check your route beforehand
- Walk down the middle of the pavement
- Avoid eye contact with those you don't wish to engage with
- Long hair and scarves tucked in
- Bags under your coat and away from road
- Keep your hands free as you walk
- Avoid using your phone
- If followed head for lights and noise



17

During the meeting/ visit

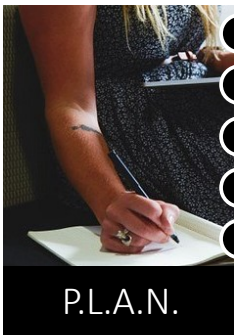
Dynamic risk assessments, gut instincts, reasons for leaving

On arrival

- Knock and step back, angle your body to see behind them
- Confirm they are not in a state of undress
- Confirm it's the right person
- Engage in conversation to confirm they aren't under the influence
- Confirm who else is there, no barking dogs
- If unsure, gut instinct, make an excuse to leave
- After you, don't allow door to be locked

In the meeting

- Stay close to the exit
- Don't meet in the kitchen
- Stay 'above' the meeting – keep thinking 'is this safe?'
- Agree a coded message with a friend at a specific time
- If unsure, make an excuse to leave
- "I need to speak to an officer"



18

P.L.A.N.

Preparation, Look confident, Avoid risk, Never assume

Prepare

Failed to prepare? Prepare to fail

Look confident

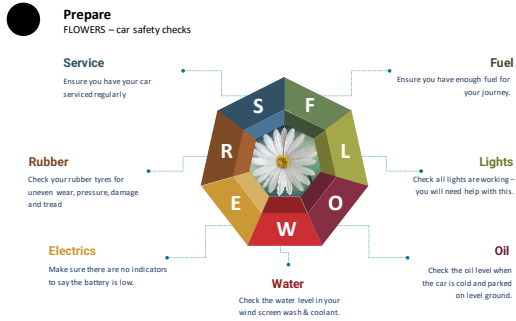
You are less likely to be the victim of a crime

Avoid risk

Follow the procedures in place

Never assume

...it won't happen to you



19

Prepare
Basic safety checks

A checklist of seven items with colored circular markers and QR codes. The items are:

- Advice from local police – building security
- Tell a friend or relative where you're going
- Tell a friend or relative when you will be back
- Switched off the location services on your mobile
- Car is in good working order (FLOWERS)
- Checked the location on Google Maps
- Checked the area on the Police crime map

Prepare

20


Prepare
Basic safety checks

A checklist of eight items with colored circular markers. The items are:

- Phone charged
- Emergency SOS set up on your phone
- Prepared mode of transport / timetable etc
- Wearing clothes to allow free movement
- Confirmed time and purpose with the person
- Confirmed who will be at the premises
- Full address in Outlook

Prepare

21



Look confident
You are less likely to be the victim of a crime

- Know where to park
- Know where you are going
- Walk purposefully
- Avoid using earphones
- Avoid using your phone whilst walking
- Avoid unnecessary baggage if possible
- Remain alert to your surroundings

Look confident

22



Avoid risks
Follow the procedures in place

- Can the visit be conducted remotely or with a friend?
- Can you meet in a public place or Council offices?
- Can you hold a surgery?
- Make, model and registration of your car
- Next of kin details up to date
- Aware of how to conduct dynamic risk assessment
- Complete the lone working checklist



Avoid risks

23



Avoid risks
Follow the procedures in place

Not risk free
Policies, procedures and practices
Will not eliminate all risks

What if..
The aggression starts to escalate
You find the aggressive partner at the home
You find a dog in the living room
You find a loaded gun

Plan, visualize, repeat
Plan your response
Visualize the situation
Repeat the process until it becomes automatic

24



De-escalation and post incident
L.E.A.P.S.

Listen
Active listening

Empathy
Listen to the message, rather than react to the behaviour

Ask questions
To move the emphasis, to gain information

Paraphrasing
Mirroring and feedback

Summarising
Review your achievements

25



Listen
Active listening

Step 1
Be open and receptive

Step 2
Hear all of what is being said, not just what you want to hear

Step 3
Show you are listening

26



Empathy
Listen to the message, rather than react to the behaviour

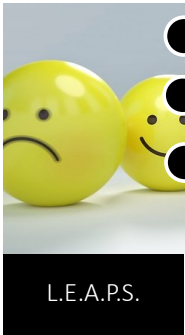
Step 1
Recognise the emotion – angry, upset, afraid, powerless

Step 2
Check you have understood the emotion correctly

Step 3
Demonstrate the emotion in your facial expression as well as tone

Step 4
Show understanding

27



Ask questions

To move the emphasis, to gain information

Move the emphasis

If they answer a question, they have to redirect their mind
Mental distraction

Gain information

You need facts about the problem
To work towards a possible solution
Gain understanding of how they feel about the problems
To empathise
Make sure they know why you are asking
Open questions

28



Paraphrasing

Mirroring and feedback

Your own words

Don't simply repeat what has been said
Respond using your own terms
Don't misrepresent the meaning of their communication

Essential information

Paraphrase should contain essential parts of their message
Listen carefully to what is said

Reflecting information

Reflecting what has been said
Demonstrates you have understood

29



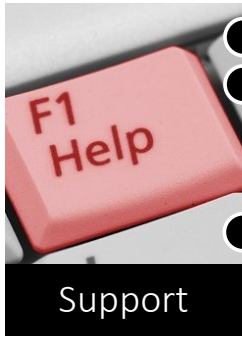
Summarising

Review your achievements

Review what has been achieved

Review what each of you has agreed
Agree the actions
Agree who will do what and when

30



De-escalation and post incident
Reporting, supporting

Support available
Employee Assistance Programme
0800 085 1376
0207 938 0963
Assist@ciwellbeing.com
Text relay 18001 085 1376
Online and live chat
www.well-online.co.uk
User name: ecclgin
Password: wellbeing



Support available
Available 24/7, 365
Therapy and emotional support
Confidential
Name of organisation
Name, address & contact details for counselling

31



De-escalation and post incident
Reporting, supporting

Democratic services
Report incidents to Joanna Boaler
joanna.boaler@essex.gov.uk

Health & Safety Support Desk
0333 013 9818
HS@Essex.gov.uk

32

Handling online abuse

Set expectations – send a guide to your rules of engagement and agree these consistently.

Lead by example – do not post comments that seek for controversial discussion, and avoid posting links of controversial information.

Consider context – some content will be more controversial than others. Consider before posting how you will manage engagement with this, for example only engaging in comments on the police and/or reporting issues to communications.

Behave modestly – walking to respond can take the heat out of situations, as can refraining your own opinion.

Know when to step back – Remember you do not have to engage with abusive or harassing behaviour. You can call the report straight with technical information you wish, but you can step away when you want to.

Protect your privacy – set default permissions for what you post online, and set your privacy settings to limit who can see your posts.

Understand privacy settings – there is a range of settings to help you control what you see or who can see your posts.

Get and give support – where you feel able, provide support to fellow colleagues online, and request support and your own for support where needed.

Report abuse – report all comments and keep a record of abuse and reporting communications.

Report serious issues – if you are unable to deal with online abuse yourself or have any concerns about your safety, report this to your local or the police.

For more information on the UK's work on handling abuse on social media and digital platforms
www.ncsc.gov.uk/uk-to-protect-public-life

33



Help is on-line
This way
Signposting

Code of engagement
Welcome to my page, which aims to communicate my activities as a councillor.

If you wish to be a part of this online community, you must agree to abide by this code of digital engagement, which is designed to keep everyone safe.

RULE 1
Profile and engagement are welcome on this page, but not if engaged with, written, posted or commented.

RULE 2
I am allowed to create abuse, harassment, threats or images of any form.

RULE 3
Posts should not contain any form of discrimination (sexual, gender, religion, ethnicity, nationality, transgender or religious intolerance).

RULE 4
I am allowed to spread false or unverified information.

RULE 5
I am allowed to spread rumors, but I should not post anonymously.


If any of these rules are broken, page admins reserve the right to delete posts, block users and report content to the police if necessary.

It may not be possible to respond to all queries on this page due to time constraints. If you have specific enquiries or concerns, please email directly to my contact email.

For more information on the UK's work on tackling abuse on social media and digital citizenship visit www.best.gov.uk/online-public-life



34




Help is on-line
This way
Signposting

Joint Guidance for Candidates in Elections

When it goes too far

NPCC The Electoral Commission **CPS** College of Policing



35

Finally



36

Finally