



National Brokerage Network Health and Safety Policy

The Network does not directly associate any personal impairment or disadvantage with potential or actual violence or aggression.

However, we live in an increasingly violent society and as a result, these guidelines are therefore designed to assist the Network in safe guarding its personnel wherever possible. There is no sure-fire way of guaranteeing safety, but if the guidelines are followed the potential risks will be minimised.

Visits

A vital part of a Brokers work is visiting individuals either in their own home or in public places or at work.

Often, the initial visit is the first time the Network has had contact with the person, and vice versa. As a result, very little is known about the person, so safety is paramount.

In order to minimise the risks it is recommended that:-

- a. First visits should wherever possible, be undertaken on days when there are other members of staff in the hub office or someone is made aware of the Brokers whereabouts.
- b. If there is any doubt the first visits should be undertaken by two people working together.
- c. There should be no first visits after dark, unless there are two people present.
- d. All Brokers should leave clear details about where s/he is going and what time they are expected back and to phone if late. Check up calls will be made if staffs have not rung in the office and they have been delayed. This information should be left either with another member of staff or the responsible person. If the visit is at the end of the working day, the staff member should report in when they have left the visit or as soon as possible.
- e. All Brokers should carry a mobile phone at all times in order to telephone for assistance if necessary.



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- f. Brokers working out of hours should make a back-up arrangement. E.g. responsible person knowing where you are, when your expected to finish, contact details, phoning in when finished and enabling the responsible person to check up in case of delay or raise the alarm.

Broker/Individual Relationship

The Network accepts that the relationship between a Broker and the individual is essentially a private one, although all parties are encouraged to liaise regularly with the Co-ordinator and/or supervisor to discuss problems and share successes. We would not want to impose unnecessary restrictions on partnerships: however these guidelines should be issued to all Brokers and individuals for their information and if appropriate for further discussion

- a. Think very carefully about disclosing your home address/telephone number to someone you may not yet well. The Network will not give out home or mobile numbers to a third party without permission. (Staff will call and give a message).
- b. Whilst getting to know the person, consider whether it would be better to meet in public places rather than in the home.
- c. Let someone else know where you are going and what time you are back
- d. Visits or outings after dark should be carefully planned to avoid putting yourself in a vulnerable position. If you are in any doubt about your personal safety, make alternative arrangements e.g. daytime visits in public places such as a café or take another volunteer or Broker with you.
- e. Always speak to other colleagues if you have any worries or concerns or contact the National Brokerage Network. This information will be confidential to the Network except in extreme circumstances.

All client information must be kept confidential (See Confidentiality Policy)

Staff must make sure that they have a business use car insurance and that they are covered for the clients who they may be giving lifts to.



Summary of the main points

Meet in public where personal safety is a concern

Leave clear instructions about where you are and when you will be back.

If you feel uncomfortable or worried, ask someone else to go with you or feel confident to rearrange the visit.





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