Staff Safety Policy

PRN-134: Staff Safety Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
Date of Review: (August 2026)

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1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to ensuring the safety, security, and wellbeing of all staff, including employees, volunteers, contractors, agency workers, and zero-contract workers (**PRN-149**). Staff safety is essential to safeguarding service users, maintaining professional standards, and delivering high-quality companionship services.

This policy outlines the organisation's approach to protecting staff from physical, emotional, environmental, and digital risks across all service settings.

2. Key Principles

- **Safety first:** Staff safety is a core organisational priority.
- **Awareness:** Staff must recognise and respond to risks.
- **Boundaries:** Professional limits protect staff from unsafe situations.
- **Preparedness:** Staff must know how to act quickly and safely.
- **Reporting:** Safety concerns must be escalated immediately.
- **Compliance:** All actions align with UK safety and safeguarding regulations.
- **Respect:** Safety measures must be applied sensitively and professionally.

3. Policy Statement

CAREHOPES ensures that all staff:

- Maintain situational awareness
- Follow lone-working procedures
- Avoid unsafe environments
- Report threats immediately

- Document concerns accurately
- Maintain professional boundaries
- Use digital systems safely
- Protect themselves from physical and emotional harm

Staff must **not**:

- Enter environments where violence is active
- Confront perpetrators
- Share personal contact details
- Engage in unsafe travel arrangements
- Ignore signs of risk

4. Purpose

- Protect staff from personal safety risks
- Strengthen safeguarding through risk awareness
- Provide clear safety procedures
- Promote safe companionship practice
- Ensure compliance with health and safety legislation
- Support staff confidence and wellbeing

5. Scope

This policy applies to:

- Employees
- Volunteers
- Contractors
- Agency workers
- Zero-contract workers (**PRN-149**)

It covers staff safety in:

- Private homes
- Community settings
- Public spaces

- Transport environments
- Overnight companionship
- Holiday companionship
- Digital communication

6. Related Policies

Safety, Health & Risk Management

PRN-046 Health and Safety Policy PRN-069 Risk Assessment Policy PRN-100 Environmental Safety & Home Condition Policy PRN-120 Fire Safety Policy PRN-121 First Aid Policy PRN-126 Infection Prevention and Control Policy

Safeguarding & Protection

PRN-003 Adult Safeguarding Policy PRN-136 Safeguarding Children Policy PRN-144 Child Abuse Policy PRN-116 Domestic Abuse Policy PRN-131 Prevent Duty Awareness Policy PRN-129 Modern Slavery and Human Trafficking Policy PRN-070 Safeguarding Reporting and Escalation Procedure

Lone Working & Multi-Agency Work

PRN-054 Lone Working Policy PRN-053 Lone Working and Community Visits Procedure PRN-145 Working in Pairs Policy PRN-146 Working with Other Social Workers and Carers Policy PRN-147 Proxy Working Principle

Conduct, Ethics & Behaviour

PRN-014 Code of Conduct Policy PRN-015 Code of Ethics PRN-099 Professional Boundaries Policy PRN-004 Anti Harassment & Anti Discrimination Policy

Digital & Information Governance

PRN-112 Data Protection and GDPR Policy PRN-023 Confidential Information Management Policy PRN-024 Confidentiality Policy PRN-049 Information Governance and Cyber Security Policy

7. Definitions

Staff Safety: Measures taken to protect staff from physical, emotional, digital, or environmental harm.

Threat: Any situation that poses risk to safety or wellbeing.

Situational Awareness: Understanding surroundings and identifying potential risks.

8. Staff Safety Responsibilities

8.1 Situational Awareness

Staff must:

- Assess environments upon arrival
- Identify signs of conflict or risk
- Monitor behaviour of individuals present
- Remain alert during visits

8.2 Safe Entry & Exit

Staff must:

- Ensure safe access routes
- Avoid entering homes where violence is active
- Leave immediately if unsafe
- Inform the office of concerns

8.3 Professional Boundaries

Staff must **not**:

- Share personal contact details
- Accept inappropriate gifts
- Engage in personal relationships
- Remain in homes where they feel unsafe
- Provide transport outside approved procedures

8.4 Communication

Staff must:

- Keep phones charged
- Inform the office of location changes
- Use approved communication channels
- Report threats immediately

8.5 Travel Safety

Staff must:

- Avoid unsafe travel routes

- Use approved transport methods
- Avoid travelling alone late at night unless authorised
- Report unsafe vehicle conditions

8.6 Digital Safety

Staff must:

- Protect personal information
- Avoid connecting to unsafe Wi-Fi networks
- Follow cyber security procedures
- Report digital threats

9. Recognising Safety Risks

Risks may include:

- Aggressive behaviour
- Domestic violence
- Substance misuse
- Unsafe home conditions
- Poor lighting or access
- Threats or intimidation
- Stalking or harassment
- Digital impersonation
- Unpredictable animals
- Criminal activity

Staff must report risks immediately.

10. Responding to Safety Threats

10.1 Immediate Actions

Staff must:

- Leave the environment
- Move to a safe location
- Contact emergency services if needed

- Inform the office immediately

10.2 Avoid Confrontation

Staff must:

- Avoid arguing
- Avoid physical intervention
- Avoid escalating conflict

10.3 Safeguarding

Safety threats may indicate:

- Abuse
- Neglect
- Coercion
- Exploitation
- Mental health crisis

Concerns must be escalated to the DSL.

11. Safety in Different Settings

11.1 Private Homes

- Assess environment
- Identify hazards
- Maintain boundaries

11.2 Community Settings

- Stay in public, visible areas
- Avoid isolated spaces

11.3 Overnight Companionship

- Ensure escape routes
- Maintain communication
- Avoid unsafe sleeping arrangements

11.4 Holiday Companionship

- Follow local safety guidance

- Avoid unsafe areas
- Maintain digital security

11.5 Transport

- Avoid unsafe vehicles
- Report concerns
- Follow approved travel procedures

12. Reporting Safety Concerns

Staff must:

- Inform the office immediately
- Document concerns factually
- Report safeguarding risks
- Cooperate with authorities if required

13. Training Requirements

Staff must receive training in:

- Personal safety awareness
- Lone-working safety
- Conflict de-escalation
- Safeguarding
- Trauma-informed practice
- Digital security

14. Documentation & Record Keeping

Records must include:

- Safety concerns
- Actions taken
- Safeguarding escalations
- Communication with authorities

Records must be stored securely.

15. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Health and safety guidance