Personal Security Policy

PRN-93: Personal Security 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
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1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to ensuring the personal security of companions, volunteers, contractors, agency workers, and service users. Personal security is essential in companionship work, where staff operate in private homes, community settings, public spaces, and unfamiliar environments.

This policy outlines how CAREHOPES protects staff and service users from personal security risks, including physical threats, environmental hazards, digital risks, and unsafe interactions.

2. Key Principles

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

3. Policy Statement

CAREHOPES ensures that all companions follow personal security procedures to protect themselves and service users. Staff must:

- Maintain situational awareness
- Follow lone-working procedures

- Avoid unsafe environments
- Report threats immediately
- Document concerns accurately
- Maintain professional boundaries

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 security risks
- Strengthen safeguarding through risk awareness
- Provide clear security 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 personal security in:

- Private homes
- Community settings
- Public spaces

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

6. Related Policies (Selected ONLY from relevant categories)

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-070** Safeguarding Reporting and Escalation Procedure
- **PRN-056** Mental Capacity Act Policy

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

Personal Security: Measures taken to protect individuals 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. Companion Responsibilities

8.1 Situational Awareness

Companions 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

Companions 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

Companions 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

Companions must:

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

8.5 Travel Safety

Companions must:

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

8.6 Digital Security

Companions must:

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

9. Recognising Personal Security 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

Companions must report risks immediately.

10. Responding to Security Threats

10.1 Immediate Actions

Companions must:

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

10.2 Avoid Confrontation

Companions must:

- Avoid arguing
- Avoid physical intervention
- Avoid escalating conflict

10.3 Safeguarding

Security threats may indicate:

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

Concerns must be escalated to the DSL.

11. Security 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 Personal Security Concerns

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

14. Documentation & Record Keeping

Records must include:

- Security 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