



**TRAYE**

Totnes Rural Area Youth Engagement Project  
[www.traye.org](http://www.traye.org)

## **TRAYE Lone Working/ One to One Youth Work Policy**

### **Principles:**

Lone working and One to One Youth Work guidelines work alongside TRAYE's Safer Working Practices and Child Protection Policy and are set out below. Transporting young people is also covered as a related area.

These guidelines intend to protect young people, staff and volunteers from any potential risk that working together on a one to one basis might expose them to, such as physical, emotional, medical or other difficulties. This policy also ensures that lone working/ one to one sessions are well-planned, safe and positive.

### **1. Training & Support:**

- 1.1 All relevant staff will attend a training session which includes information related to lone working/ one to one youth work.
- 1.2 Staff will be supervised on a monthly basis where issues relating to lone working/ one to one youth work are raised as an ongoing agenda item.
- 1.3 Staff to attend regular skills sharing sessions/ Team Meetings where issues relating to lone working/ one to one youth work are raised and attended to.
- 1.4 Staff to be up to date with Government/ NYA Guidelines relating to Youth Work practices during the Covid-19 Pandemic.
- 1.5 Staff to have up to date Safeguarding Training in place.

### **2. Lone Working - Staff lone working in Village Halls/ Town Halls:**

- 2.1 Staff working alone in a Village Halls/ Town Halls should not place themselves in unnecessary danger and should therefore not allow unknown people into the building.

### **3. Lone Working/ One to One Youth Work - with children and young people:**

- 3.1 The work of a TRAYE Youth Worker sometimes requires a degree of one-to-one working to allow the young person to talk openly about sensitive issues. For the protection of children and staff members, the settings chosen and behaviours adopted must be carefully considered.
- 3.2 When meeting the young person for the first time, it is best to complete an initial one to one session with another staff member, although if the young person is known to TRAYE, this may not be necessary.
- 3.3 Staff will be trained to choose public areas such as Village Halls, Town Halls and community settings to meet a young person for the purpose of one to one youth work, and only with the knowledge and consent of a TRAYE Supervisor.
- 3.4 Staff to obtain appropriate background knowledge of the young person in advance of the session. This includes a personal risk assessment including medical / safeguarding information. This information is applied when planning for a one to one session with a young person, in the choices made, consents sought and preparation for the session. This information will be shared with a TRAYE Supervisor.
- 3.5 Sessions should last for 1 hour and will usually take place once per week. Longer sessions or greater regularity than this must be agreed with a TRAYE Supervisor.
- 3.6 Staff to ensure they use rooms offering privacy from being overheard but where individuals are visible to others e.g. through glass doors where possible. Due to Covid-19, windows will need to be open and face coverings worn throughout the session, unless Staff or young person is exempt. Face coverings can be taken off when eating or drinking.
- 3.7 When lone working, staff need to ensure they have a charged mobile phone with them at all times and that a TRAYE Supervisor knows where they are and for how long the session will take place. Staff will be aware of a TRAYE Supervisor's contact telephone number and any other emergency telephone numbers available including the Devon Mash telephone number. Staff must contact a TRAYE Supervisor before and after the one to one session takes place, if the TRAYE Supervisor has not heard from the staff member, they will contact them and ensure they are safe. If the TRAYE Supervisor cannot get hold of the staff member, they will need to follow these procedures:
  - Ring mobile of worker
  - Ring home /mobile of place visited
  - Ring worker's Emergency contact
  - Ring Steering Group Member

- Ring police
- 3.8 All lone working activities undertaken must be age-appropriate and meet requirements outlined in the TRAYE Health & Safety Policy. Any exceptions to this are agreed and risk assessed in advance with their TRAYE Supervisor. It is the responsibility of staff 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 the TRAYE Health & Safety and Safeguarding Policy and an Incident/ Accident form will need to be filled out.
- 3.9 Staff should complete a Session Evaluation form after the One to One session has taken place and any safeguarding concerns or issues should be passed on to a TRAYE Supervisor or relevant safeguarding agencies.
- 3.10 Staff will not engage in one to one session if either party is under the influence of drugs or alcohol. If the young person appears to be under the influence during the session, the staff member will need to end the session immediately and ensure the young person is safely returned home in the most appropriate manner.
- 3.11 If the young person behaves inappropriately in a way likely to expose themselves, staff or third parties to offence or harm, the staff member must inform their TRAYE Supervisor immediately by phone.
- 3.12 If during a lone working session a young person makes any allegations about the staff member present or another TRAYE staff member, the staff member must ensure the young person is safely returned home in the most appropriate manner and then immediately inform a TRAYE Manager or Steering Group Member.
- 3.13 It is sometimes necessary to collect or return a young person to their home. No home visits should be made other than that necessary to carry out one to one youth work. Visits are never without prior arrangement with the family, and are always recorded. Staff must never be alone with the young person in their home, or visit private areas such as a bedroom.
- 3.14 If a child or young person becomes distressed or angry in a lone working situation, this must immediately be reported to a TRAYE Supervisor who will take appropriate risk assessment action.

#### 4. Transporting Young People:

- 4.1 Car journeys are an example of a setting which may unavoidably require a secluded one-to-one situation. These should be undertaken only with a specific purpose relevant to the work of TRAYE, by prior arrangement and with the permission of the young person and their parent/carer. Currently face coverings will need to be worn due to Covid-19 pandemic.
- 4.2 In the case of a young person urgently needing a lift without prior arrangement, the journey and the reason for it should be immediately reported to a TRAYE

Supervisor and young person's parent/carer.

- 4.3 Staff who use their own vehicles for transporting young people must ensure that the vehicle is roadworthy, appropriately insured, that the maximum capacity is not exceeded, and that they are fit to drive. The driver is legally responsible for ensuring all passengers wear seat belts and that children use car seats where required under current legislation.
- 4.5 If behaviour by a young person is sufficiently inappropriate to be putting staff or other passengers at risk whilst driving, the driver should park the car at the first safe opportunity, take the keys out of the car, and step out of the car in order to call project staff and take their instructions.

\*Currently a child must use a booster seat until they are 12 years old or 135cm in height, whichever comes first, but check for any updates.

This Policy was written by Kerry McCabe - TRAYE Project Lead - 18/01/21

Updated by Kerry Mccabe - TRAYE Manager - 17/01/22