

LAWRENCE HOUSE SUPPORTED ACCOMMODATION

Outreach Work Policy

For the purposes of this policy, Outreach Work is defined as any work undertaken with ex-residents either at Lawrence House or off site (this includes visits to the ex-resident's home, court, shopping, medical appointments, meetings with other agencies and appropriate occasions when the ex-resident requests support). Outreach Work should always be pre-planned and approved by the Project Manager.

The Hinckley Homeless Group Management Committee takes the health and safety of its workforce seriously. In order to minimise the risk to employees when conducting outreach work to clients, which is usually carried out alone, the Management Committee has:-

- Approved a rigorous client selection process that excludes applicants with a history of violence and arson.
- Provided good practice guidance to employees on how to minimise risk and ensure their own health and safety whilst working alone, as part of the implementation of a robust Lone Working Policy.
- Provided training.
- Provided secure means of communication to those engaged in Outreach work.

The Management Committee will seek to improve its arrangements by following good practice and listening to employee concerns.

Employees are required to follow good practice guidance.

Related Documents:

- Lone Working Policy
- Lone Working Guidance Notes.
- Outreach Work Guidance notes

The Management Committee is responsible for ensuring that the Outreach Work Policy and Outreach Work Guidance are subject to full review on a regular basis, not to exceed a period of 3 years.