

Hummingbird Community Activities

Service Delivery Policies (Community Support)

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Organisation: Hummingbird Community Activities

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1. Lone Working Policy (Community-Based Support)

1.1 Purpose

This policy ensures the safety of staff and volunteers who work alone while delivering community-based support to people with additional needs.

1.2 Scope

Applies to all employees, sessional workers, and volunteers who:

- Visit individuals in their homes or community settings
- Support participants in public spaces
- Travel alone between service locations

1.3 Key Principles

- Lone working is permitted only when risk assessed
- Staff safety is equal in importance to service delivery
- No worker should feel pressured to undertake unsafe lone visits

1.4 Procedures

- A **risk assessment must be completed** before any lone visit
- Staff must use a **check-in/check-out system** (phone, app, or designated contact person)
- Managers must know:
 - Location of visit
 - Expected duration
 - Service user details
- Staff must carry a fully charged mobile phone at all times

- Emergency contact procedures must be followed if check-in is missed

1.5 High-Risk Situations

Lone working may be prohibited where:

- There is known aggression or violence
- Substance misuse is present and unmanaged
- Safeguarding concerns indicate risk to staff

In these cases, **two staff must attend** or the visit must be rescheduled.

1.6 Emergency Response

- Immediate contact with manager or designated safeguarding lead
- If in danger, staff must contact emergency services (999)
- Incident must be recorded and reviewed within 24 hours

2. Community Access & Transport Policy

2.1 Purpose

To ensure safe, accessible, and reliable transport and community access for service users and staff.

2.2 Principles

- Safety, dignity, and independence are prioritised
- Transport must be suitable for individual needs
- Staff must never transport individuals in unsafe conditions

2.3 Transport Options

- Walking (where risk assessed and appropriate)
- Public transport
- Organisation vehicles (if applicable)
- Licensed taxis (pre-approved providers)

2.4 Staff Responsibilities

- Conduct travel risk assessments where needed
- Ensure service users understand travel plans
- Maintain appropriate supervision ratios

- Never transport service users in personal vehicles unless explicitly approved and insured

2.5 Service User Support

- Support with travel training where appropriate
- Assistance with route planning and orientation
- Reasonable adjustments for sensory, physical, or cognitive needs

2.6 Safeguarding in Transit

- Staff must remain alert in all public spaces
- Service users must not be left unattended unless agreed in care plan
- Any incident during travel must be reported immediately

3. Risky Environments & Outings Policy

3.1 Purpose

To ensure safe participation in community outings, including high-stimulation or potentially hazardous environments.

3.2 Definition of Risky Environments

These may include:

- Crowded public events
- Busy town centres
- Swimming pools or water-based activities
- Farms, parks, or outdoor environments
- Transport hubs (stations, bus interchanges)

3.3 Risk Assessment Process

Before any outing:

- Identify hazards (environmental, behavioural, medical, transport-related)
- Assess individual support needs
- Determine staff-to-service user ratio
- Create contingency and emergency plans

3.4 Staffing Requirements

- Minimum staffing ratios based on assessed need

- Increased staffing for high-risk or high-need participants
- Staff must be trained in de-escalation and positive behaviour support

3.5 Behavioural Risk Management

- Behaviour support plans must be followed
- Staff must use least restrictive practices
- Physical intervention only if legally permitted, trained, and as last resort

3.6 Emergency Procedures

- Immediate safeguarding escalation if risk increases
- Clear exit strategy must be in place
- Staff must carry emergency contact details at all times

4. Safeguarding in Community Settings Policy

4.1 Purpose

To protect all service users (children, young people, and adults at risk) receiving support in community environments.

4.2 Safeguarding Commitment

Hummingbird Community Activities is committed to:

- Preventing abuse and neglect
- Responding promptly to concerns
- Promoting wellbeing and dignity
- Following statutory safeguarding guidance (UK framework)

4.3 Types of Abuse Covered

- Physical abuse
- Emotional/psychological abuse
- Sexual abuse
- Neglect
- Financial or material abuse
- Discriminatory abuse
- Organisational abuse
- Exploitation (including county lines)

4.4 Staff Responsibilities

All staff must:

- Recognise and report concerns immediately
- Never promise confidentiality if safety is at risk
- Record concerns factually and promptly
- Follow escalation procedures to Designated Safeguarding Lead (DSL)

4.5 Community-Based Risks

Extra vigilance is required regarding:

- Public exposure and strangers
- Online grooming or contact initiated in community
- Missing persons during outings
- Peer-on-peer harm in group settings

4.6 Reporting Procedures

- Immediate verbal report to DSL or manager
- Written safeguarding report completed the same day
- Referral to local authority safeguarding team if required
- Emergency services contacted if immediate danger is present

4.7 Safe Recruitment & Training

- Enhanced DBS checks required for all staff
- Mandatory safeguarding training (refreshed regularly)
- Ongoing supervision and competency reviews

5. Policy Review and Governance

- Policies reviewed annually or following serious incidents 20/06/2026
- Staff consulted in updates where appropriate
- Compliance monitored by senior management
- All updates communicated and signed off by staff