

# Community Service Delivery Policies



## J&V Activity Buddies

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**Organisation:** J&V Activity Buddies

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## 1. Lone Working Policy (Community-Based Support)

### 1.1 Purpose

J&V Activity Buddies recognises that staff frequently work alone in the community when supporting individuals with additional needs. This policy ensures staff safety, service user wellbeing, and clear accountability when lone working.

### 1.2 Scope

This applies to all employees, sessional staff, and volunteers providing community-based support.

### 1.3 Key Principles

- Staff safety is a priority at all times.
- No staff member is ever expected to knowingly place themselves in danger.
- Clear communication systems must always be in place.
- Risk assessments must be completed before community sessions.

### 1.4 Procedures

#### Pre-Session Requirements

- Staff must check in with manager/lead before starting a community activity.
- Full details of:
  - service user
  - location
  - planned activity
  - expected return timemust be logged.
- Staff must have a fully charged mobile phone and emergency contact numbers.

## **During Community Sessions**

- Staff must maintain regular check-ins where required (e.g., text/WhatsApp or app-based system).
- If staff feel unsafe at any point, they must remove themselves from the situation immediately and contact management.

## **Emergency Protocol**

- If staff do not check in within agreed times, escalation procedures are activated:
  1. Attempt contact by phone/text
  2. Contact service user / location if safe
  3. Contact emergency contact person
  4. If necessary, contact emergency services

## **Prohibited Practice**

- Staff must not enter private homes alone unless formally risk assessed and approved.
- Staff must not meet service users in isolated or unsafe environments unless approved in advance.

## **1.5 Training**

All staff receive training in:

- lone working awareness
- personal safety
- de-escalation techniques
- safeguarding

# **2. Community Access & Transport Policy**

## **2.1 Purpose**

To ensure safe, consistent, and accessible transport arrangements when supporting individuals in the community.

## **2.2 Principles**

- Transport must be safe, appropriate, and pre-planned.
- Service users' dignity, independence, and choice are respected.
- Risk is assessed before all journeys.

## **2.3 Transport Options**

Approved transport methods include:

- Walking (if risk assessed as safe)
- Public transport
- Staff vehicle (insured for business use)
- Taxi services (approved providers only)
- Service user's own transport (if appropriate and safe)

## **2.4 Staff Use of Vehicles**

- Staff must hold valid driving licence and insurance for business use.
- Vehicles must be roadworthy and taxed/MOT compliant.
- No transport of service users without prior authorisation.

## **2.5 Safety Requirements**

- Seatbelts must always be worn.
- Staff must not be alone in a vehicle with a service user if risk assessment advises otherwise.
- Routes should be planned in advance where possible.
- Emergency contact details must be carried.

## **2.6 Accessibility**

- Staff must ensure reasonable adjustments are made for disabilities (e.g., mobility aids, sensory needs).
- Extra time must be allowed for transitions.

# **3. Risky Environments & Outings Policy**

## **3.1 Purpose**

To ensure that all community activities are carried out safely, with risks identified, assessed, and managed appropriately.

## **3.2 Definition of Risky Environments**

These may include:

- crowded public spaces
- swimming pools
- parks/playgrounds
- transport hubs (train/bus stations)
- unfamiliar areas
- events (festivals, sports venues)

- environments with potential triggers for distress or behavioural escalation

### **3.3 Risk Assessment Process**

Before any outing:

- Identify hazards
- Assess likelihood and severity
- Put control measures in place
- Document risk assessment
- Obtain managerial approval if required

### **3.4 Staffing Ratios**

- Determined by individual support needs
- Higher-risk outings may require 2:1 support or additional staff

### **3.5 Control Measures**

May include:

- pre-visits to locations
- structured activity plans
- exit strategies
- quiet space identification
- sensory tools (headphones, fidget items)
- scheduled breaks

### **3.6 Behavioural Escalation**

Staff must:

- remain calm and non-confrontational
- use de-escalation strategies
- remove individual from triggering environment if safe
- seek assistance if required

### **3.7 Emergency Situations**

- Call emergency services if there is immediate risk
- Notify management as soon as safe
- Complete incident report following event

## **4. Safeguarding in Community Settings Policy**

### **4.1 Purpose**

To protect all service users from harm, abuse, neglect, and exploitation while receiving community-based support.

### **4.2 Safeguarding Commitment**

J&V Activity Buddies is committed to:

- promoting wellbeing and dignity
- preventing abuse
- responding appropriately to concerns
- working in partnership with safeguarding authorities

### **4.3 Types of Abuse (Awareness)**

Staff must be aware of:

- physical abuse
- emotional/psychological abuse
- sexual abuse
- financial abuse
- neglect
- discriminatory abuse
- exploitation (including criminal exploitation)

### **4.4 Staff Responsibilities**

Staff must:

- complete safeguarding training
- report concerns immediately
- record accurate, factual information
- never investigate allegations themselves
- maintain professional boundaries at all times

### **4.5 Community-Specific Risks**

In community settings, additional risks include:

- exploitation by strangers
- going missing in public spaces

- online grooming during outings (device use)
- peer-on-peer harm in group activities
- financial exploitation (money handling in shops)

## **4.6 Reporting Procedure**

1. Ensure immediate safety of service user
2. Report to safeguarding lead/manager immediately
3. Record concerns factually (what was seen/heard)
4. If urgent danger: contact police/emergency services
5. Refer to local authority safeguarding team if required

## **4.7 Confidentiality**

- Information shared only on a need-to-know basis
- Safeguarding overrides confidentiality where risk exists

## **Review**

All policies should be:

- reviewed annually or after any serious incident 20/06/2026
- updated in line with local authority safeguarding guidance and CQC expectations (if applicable)