

Ensure personal safety and security when working alone

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**Overview**

This standard is about ensuring your personal safety and security when working alone. It is about identifying issues and taking the required measures to mitigate risks.

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### Performance criteria

*You must be able to:*

1. assess the risks to your personal safety and security whilst working alone
2. identify the risks with your line manager and take the required preventative action in line with organisational procedures
3. assess the risks to yourself in your preparation for making each home visit
4. and take the required preventative action in line with organisational procedures
5. identify the risks arising from activities that take place outside normal working hours or in uncontrolled environments with your line manager
6. conduct interviews and one-to-one sessions in safe and accessible locations in line with organisational procedures
7. ensure that your colleagues are aware of your planned activities, their location and the approximate duration
8. identify potentially difficult situations or events and plan sessions in line with organisational procedures
9. review situations about which you are uncertain with your line manager and agree the required course of action
10. ensure that you are aware of and follow agreed organisational procedures in the event of emergencies when working alone

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### Knowledge and understanding

*You need to know and understand:*

1. your organisational policies in relation to personal safety and security whilst working alone
2. the sources of information and advice on ways of maintaining and minimising risk to your personal safety and security
3. how to plan for home visits and situations in which your personal safety and security may be at risk
4. the types of threats to personal safety and security and how to take the required preventative action in line with organisational procedures
5. the type of professional action that can be taken to minimise or prevent threats to personal safety and security
6. the importance of confirming that your colleagues are aware of your planned activities, their location and the approximate duration
7. the different ways of managing conflict and confrontation relevant to your job role
8. the limits of your own authority and responsibility and how to operate within them
9. your organisational reporting procedures in the event of emergencies and incidents when working alone

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| <b>Relevant Occupations</b>     | Resident Involvement Assistant; Housing Assistant; Housing Administrator; Housing Officer; Housing Manager; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator; Assistant Portfolio Manager (without portfolio); Repairs Assistant; Revenue Officer/Assistant |
| <b>Suite</b>                    | Housing   |
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