

Creating a personal safety culture

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Policy Officer Personal Safety

**LIVE
LIFE
SAFE**

suzy lamplugh
trust

Background



- Suzy Lamplugh, 25
 - Estate Agent
 - Disappeared after going to meet 'Mr Kipper'
 - The alarm wasn't raised until late in the day
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- Education (training, talks and events)
 - Support (National Stalking Helpline, free safety tips)
 - Campaigning (National Personal Safety Day, National Stalking Awareness Week, transport safety)
 - Training with young people, small charities

What is lone working?

HSE: 'those who work by themselves without close or direct supervision'

Working alone is not in itself against the law and it will often be safe to do so.

However, the law requires employers to consider carefully, and then deal with, any health and safety risks for people working alone.

What are the responsibilities of...

The Employer?

- Provides Personal Safety training
- Investigate incidents and report HSE / police)
- Provide workable safety policies
- Regularly revisit policies in light of employee feedback
- Provide a safe place to work
- Carry out Risk Assessment
- Consult with employees
- Promote open culture
- Enforce /support policies

The Employee?

- Attend training
- Report all incidents
- Comply with Risk Assessments
- Ensure have read /understood policies
- Inform employer if any part of policy is not working
- Co-operate with employer
- Look after selves /others
- Wear protective clothing
- Use safety systems all the time

So what is the risk to lone workers?

- Verbal abuse, insults and violence and aggression from patients, family members, staff
- Knives, guns, drug paraphernalia, dogs
- Negotiating unfamiliar/risky locations in the dark
- Patients smoking and drinking
- Poor hygiene, vermin
- Fire hazards
- Hoarders/exits impeded/locked doors
- Stalking
- Lack of information (prior to visit) about mental health problems or other relevant information e.g. complaints and aggression

Lone working in the housing sector

- 30 year anniversary of Suzy's disappearance as an estate agent
- Surveyed 250 estate agents to assess the extent to which employees in this sector feel at risk at work
- Also surveyed over 1000 members of the public about perceptions of safety when viewing properties to buy/sell
- Inside Housing Magazine also provided results of Freedom of Information Act requests to councils and surveys of housing associations across Britain
- The National Landlords Association highlighted similar concerns among its members



Lone working in the housing sector

Estate Agents

- 1 in 5 said they felt unsafe conducting a property viewing
- For female estate agents this was nearly 1 in 3
- A further 7% stated that they had been threatened
- Almost half of all estate agents have been made to feel uncomfortable or uneasy by a client whilst on a viewing
- Safety concerns:
 - verbal abuse by a client
 - properties being located in a remote location.



Lone working in the housing sector

Housing Agencies

- 2,367 instances of assault on housing workers in 2015
- 90% of assaults were verbal and 10% were recorded as physical assaults
- Of 346 workers surveyed over two years;
 - 69% said they had been verbally assaulted in the previous 12 months and nine respondents say they've been taken hostage in the past year.
 - 17 said they had been punched, kicked or pushed
 - 9 said they had been attacked with a weapon.



Lone working in the housing sector

Landlords

- 777 respondents revealed that 31% of landlords had been verbally abused by a tenant before
- 5% of landlords have been physically abused by a tenant.

Public

- 1 in 4 think that property viewings need to be made safer
- 3 in 4 of those think that estate agents should be responsible



Suzy's Code for Personal Safety

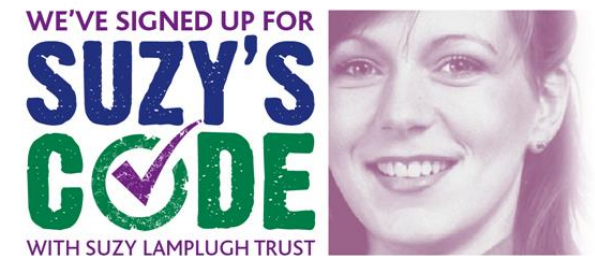
1. **Implement a buddy system** (so colleagues always know each other's whereabouts and contact details. This should include checking in and out when meeting arriving at and leaving the property, including out of normal office hours)
2. **Have a system in place for colleagues to raise the alarm** back at the office in case of an emergency while working alone
3. **Have a clear procedure** to follow if someone does not return or check in when they are expected

WE'VE SIGNED UP FOR
**SUZY'S
CODE**
WITH SUZY LAMPLUGH TRUST



Suzy's Code for Personal Safety

4. Where possible **arrange for viewers to visit the office** before meeting them at the property so colleagues meet them
5. **Offer all staff a personal safety alarm** and have discreet lone worker devices available
6. Before conducting a viewing, **find out who else will be present in the property** (current tenant, contractors etc.)
7. Finally, **make sure all staff are aware of, and have access to the personal safety measures available**



Case Study: First Port

- Property management company with over 180k homes in the UK
- Large number of lone workers
- Wanted to provide staff with more than training
- Commissioned Suzy Lamplugh Trust to create a comprehensive training and consultancy package to embed personal safety in culture of First Port.



Case Study: First Port

- Initial training sessions
- Report and policy updates
- Train the Trainer
- Manager training



For more information...



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