



**Conflict Management & Lone Worker Personal Safety
for Housing Association & Social Housing Staff**



SAFETY SOLUTIONS
TRAINING LIMITED

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Conflict Management & Lone Worker Personal Safety for Housing Association & Social Housing Staff

Course Background:

In the increasingly demanding environment for Housing Associations and Social Housing providers, employees encounter growing challenges. When visiting contract holders in their homes, they may face difficult individuals who exhibit anger and aggression. Contract holders often have complex needs, which can include alcohol or substance misuse, ownership of dangerous dogs, substandard living conditions, and a tendency to behave inappropriately towards staff or make baseless allegations or complaints.

Prioritising safety is essential for both your staff and the clients they serve. Our Conflict Management and Lone Worker Personal Safety Training equips Housing Association employees with the confidence and skills necessary to skilfully manage these intricate situations.

Course Highlights:

Health and Safety Compliance:

Explore the Health and Safety at Work Act under the guidance of experts who've navigated its complexities. Our dedicated trainers emphasise the shared responsibilities of both employers and employees, ensuring a comprehensive understanding of safety regulations.

Lone Working During Home Visits:

Our course covers a range of crucial aspects, including:

- Assessing information, checking warning markers prior to home visits
- Know how and when to use a lone worker device, setting 'amber alerts' activating the device in emergency situations
- Driving or the use of public transport when visiting clients
- Walking to and from the property
- Engagement at the front door and going inside
- Identifying possible safeguarding concerns
- Dynamic assessments, including assessing for intoxication (drink or drugs), sharps, weapons and other potential hazards
- Strategies for sitting or choosing to stand during visits
- Excuses to leave if necessary



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Preventing Dog Attacks During Property Visits:

Gain a comprehensive knowledge of the escalating risks associated with dog attacks and learn the crucial steps to effectively prevent and respond to such incidents.

Violence and Aggression:

Our course addresses a range of issues, including dealing with:

- Highly emotional or aggressive contract holders
- Conflict arising from interactions with contract holder family members and acquaintances
- Dealing with contract holders who may be under the influence of alcohol or drugs
- Providing support to contract holders facing mental health issues
- Managing and addressing malicious complaints and allegations
- Coping with inappropriate sexual advances and related scenarios
- Recognising and responding to entrapment issues
- Handling harassment and related issues

Self-defence legislation, a last resort in dangerous situations:

Acquire an understanding of legal rights and responsibilities concerning the use of force to protect yourself from an attack.

Robust and Effective Incident Reporting:

Our training addresses the obstacles that often hinder incident reporting. We provide strategies to empower your staff to report incidents effectively, even when they feel they may not be serious enough or when they fear reprisals, embarrassment, or believe that nothing will change.

Digital Security and Traceability:

To mitigate online harassment risks, our trainers specialise in digital security and traceability. They comprehend the significance of safeguarding personal information and are dedicated to empowering your staff to proficiently safeguard their online presence.

Why Choose Our Training?

With over 25 years of experience serving Housing Associations, our training has received outstanding 5-star reviews on Google and other platforms.

The backgrounds of all our trainers, who have served as police officers and police trainers, assure the highest level of expertise in the field.

Boost Confidence and Competence:

Our courses ensure your staff are well-prepared to face challenging situations, enhancing their confidence and competence.

Highly Interactive:

Our one-day course is designed to engage your staff actively, making the learning experience enjoyable and effective.

Flexible Delivery:

Choose between in-house or virtual training options based on your organisation's needs.