

Personal safety

Overview

This is an essential programme for members of staff whose role involves external meetings, including seeing members of the public in their own home. Based around advice from agencies including the Suzy Lamplugh Trust and the police, this programme takes a sensible look at how to remain safe in the role.

Who should attend?

The course has been specifically written for staff whose work brings them into contact with the public, often on controversial issues. The session is suitable for staff who carry out enforcement work as part of their role.

Format

This is a grounded and sensible programme which places risk in context. It is usually run as a half-day session but can be delivered in other formats as required. The programme is built around the client organisation's safety processes and risk assessment formats. A detailed guidebook is provided, giving specific personal safety tips which are related to the participants' roles.

Outline

1 What's happening?

- Issues around us
- Risks in context

2 Safety fundamentals

- Risk assessment
- Dynamic risk assessment
- Identifying and minimising risks
- Sensible precautions
- Use of technology and personal safety
- Lone working
- Visits and travelling

3 Harassment and stalking

- What constitutes harassment and definition of stalking
- Early warning signals

4 Reporting principles

- Importance of incidence reporting
- Taking care of us
- What next?

The expert trainer

Miranda has more than twenty years' experience as an independent learning and development consultant and trainer. Much of her work is focused on the VCSE sector.

She started her career working within the Management Development Unit of the Printing and Publishing Industry Training Board, moving on to a role in the Probation Office's learning and development team before leaping across into financial services, where she was responsible for the Learning and Development of a major high street lender.

In 1992 she started her own learning and development consultancy. Working with a range of clients – including many of the locally based councils around Hertfordshire and Bedfordshire – Miranda's expertise is in helping organisations to identify learning gaps, and to develop tailored, creative and relevant strategies for meeting these needs with a view to helping organisations to meet their objectives.

In addition to her professional role, Miranda is also very involved in local community development activities. She is Chair of a local homelessness charity and has been instrumental in developing and facilitating community leadership programmes in both Bedfordshire and Hertfordshire.

See what programme participants say about Miranda's training:

- 'Superb. Clear, warm, engaging – and very well informed.'
- 'Engaging and pitched very appropriately for the audience today.'
- 'Great.'
- 'Lively, focused, keeps it interesting.'
- 'Very funny and enthusiastic.'
- 'Excellent presentation style.'
- 'Super.'