



Lone Worker Policy

February 2023

1. Aims of the Policy

The aim of the Policy is to:

- Increase staff awareness of safety issues relating to lone working.
- Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far is reasonably practicable.
- Ensure that appropriate support and training is available to all staff that equips them to recognise risk and provides practical advice on safety when working alone.
- Encourage full reporting and recording of all adverse incidents relating to lone working.

2. Introduction

Where reference in this policy refers to 'Lone Workers' or 'Staff', it also includes Volunteers, Trustees and Hirers.

The Hub at Henley Community Centre recognises that some staff are required to work by themselves in the community without close or direct supervision. Sometimes staff are required to work alone in the evenings or at the weekend (outside of normal office hours).

They assert that lone working is not inherently unsafe and proper precautions can reduce the risks associated with working alone.

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety Regulations 1999, the Hub's Board of Trustees has a duty of care to advise and assess risk for staff when they work by themselves.

Staff and volunteers of the Hub have responsibilities to take reasonable care of themselves and other people affected by their work.

3. Monitoring safety issues

- Lone workers must report incidents to their Line Manager or Trust Administrator, such as accidents and near misses including all incidents where they feel threatened. This includes incidents of verbal abuse.
- During supervision, the Management will ask people working on their own whether there are any safety concerns that aren't being addressed. In addition to this, future work plans will be assessed.
- Lone workers are encouraged to seek help and advice if any safety concerns arise.

4. Responsibilities

The Trust Administrator is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working.
- Providing resources for putting the policy into practice.
- Ensuring that all staff are aware of the policy.
- Ensuring that risk assessments are carried out and reviewed regularly.
- Ensuring that staff identified as being at risk are given appropriate information, instruction and training, including training at induction, plus updating and refreshing this training as necessary.
- Ensuring that appropriate support is given to staff involved in any incident.

Staff and volunteers are responsible for:

- Taking reasonable care of themselves and others affected by their actions.
- Ensuring they are familiar with good practice for lone workers.
- Following guidance and procedures designed for safe working.
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate.
- Taking part in training designed to meet the requirements of the policy.
- Reporting any dangers or potential dangers they identify, or any concerns they might have in respect of working alone.
- If working alone in the centre, then the outer doors should be locked by the bolts for quick release.

5. **If you have concerns:** phone 07974573582 (Peter Crathorne - Chairman)

6. Scope of the Policy

This Policy applies to all situations involving lone working arising in connection with the duties and activities of the Hub's staff and volunteers, either in or out of the centre.

7. **Policy Review Due:** February 2025

Examples of Risk Assessment Procedures and Good Practice

1 Good practice for Lone Workers

- Out of office hours all staff should leave written details of where they are going and their estimated time of arrival back at base/home.
- If, in the course of a trip away from the office, plans change significantly, this should be communicated back to a “text buddy”.
- If the visit is assessed to have sufficient risk, details of the planned visit must be recorded in a “lone working diary”. Arrangements should be made with their Line Manager, Trust Administrator or colleague to check that a lone worker has returned to their base or home on completion of a task on time.
- Telephone contact between the lone worker and a colleague is advisable. A coded warning (a word or phrase) to be set to alert text buddy/colleague in times of emergency or serious situation.
- Staff should avoid being left on their own with a client in their workplace, or leaving a colleague in this situation.
- When this is unavoidable, staff must make a risk assessment and obtain the prior agreement of Management who will make any arrangements to ensure their own safety. This should be recorded.
- Lone workers should have access to adequate first aid facilities and mobile workers should carry a first aid kit suitable for treating minor injuries.
- Lone workers should ensure they have their mobile phones with them at all times; if they do not own one, they will be provided with a mobile phone when lone working and other personal equipment where this is necessary.
- Occasionally, risk assessment may indicate that lone workers need training in first aid.

2 Guidance for Risk Assessments of Lone Working

- Is the person medically fit and suitable to work alone?
- Are there adequate channels of communication in an emergency?
- Does the workplace or task present a special risk to the lone worker?
- Is there a risk of violence?
- Are women especially at risk if they work alone?
- Is any known risk attached to a client(s)?
- Has an alternative to a home visit been considered?
- Has safe travelling between appointments been arranged?
- Have reporting and recording arrangements been made where appropriate?
- Can the whereabouts of the lone worker be traced?