Lone Working Policy

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Related Fact Sheet	No

Version Control

- All key documents including Policies, Procedures and Processes will have a version control table to assist with tracking the development of the document.
- All draft versions will show as numbers after a decimal point and each full version will show before the decimal point as follows.
- The version number will appear in the document header along with the document title.

Date	Version Number	Notes
Feb 2024	v0.1	Drafted Feb 2024 by Chair of Trustees
March 2024	v0.2	Appendix 1 added by Charity manager
March 2024	**V1.0**	**Approved by the Board**

Document Status

- This is a controlled document. Whilst this document may be printed, the electronic version posted on the website is the controlled copy. Any printed copies of this document are not controlled.
- As a controlled document, this document should not be saved onto local or network drives but should always be accessed from the website.

Lone Working Policy – v1.0

Contents

1. Purpose

1.1 The purpose of this policy is to set out our approach, methods and related arrangements in relation to the lone working of our staff.

1.2 This policy supports and aims to:

- Ensure the health, safety and wellbeing of staff who lone work
- Identify the hazards, assess the risks and ensure that measures and controls are in place to manage lone working
- Provide a basis for monitoring and measuring the effectiveness of our lone working arrangements

2 Policy Statement

2.1 Principles

2.1.1 We are committed to protecting the health, safety and wellbeing of service users, staff and wider stakeholders by providing and maintaining safe working environments that protect both physical and mental wellbeing.

2.1.2 We recognise that staff who work alone may be exposed to hazards and risks which are not usually present when working along side other staff.

2.1.3 Our lone working arrangements will always be in accordance with current statutory legislation and, regulations which apply to the charity sector.

2.1.4 This policy applies to anyone working for us, who may lone work. This includes employees, workers and volunteers.

2.2 Definitions

- Lone Workers – are defined by the Health & Safety Executive (HSE) as those who work by themselves without close or direct supervision.

2.2.1 Lone worker can also be those working in small groups and who may be working in isolated locations and or when undertaking known high-risk activities such as working in confined spaces.

2.3 Legal and Regulatory Framework

2.3.1 We have a duty of care for the health, safety and wellbeing of our employees, workers and volunteers and other persons not in our employment who may be affected by our activities – this includes lone workers and is enforced by UK health and safety legislation.

2.3.2 The Health and Safety at Work etc Act 1974 sets out the general health and safety duties that we and our staff 'so far as is reasonably practicable' must comply with.

2.3.3 By ensuring a comprehensive Lone Working Policy is in place together with a detailed risk assessment, we are fulfilling our duty of care and ensuring compliance with this legislation.

2.4 Risk

2.4.1 This policy supports the management of our Corporate and Operational Risks in relation to the:

- Health, Safety & Wellbeing

3. Policy Detail

3.1 Lone Workers

3.1.1 All positions for which regularly working in isolation without close or direct supervision is necessary to successfully deliver the requirements associated with the role will be formally identified as 'lone worker roles'.

3.1.2 A list of lone worker roles can be seen below:

- Charity Manager
- Project Coordinator
- Operations Manager

3.1.3 This list will be reviewed and updated periodically and at least annually by the Charity Manager with any agreed changes being formally communicated.

3.2 Risks and Risk Assessments

3.2.1 The main risks associated with lone working include but are not limited to:

- Violence and aggression
- Stress and mental health or wellbeing
- An individual's medical suitability to lone work
- The workplace itself, for example the geographical and or physical location

3.2.2 A Generic Lone Worker Risk Assessment (appendix 1), has been developed for use where ad-hoc lone working may be undertaken.

3.2.3 The risk assessment will be issued to staff and line managers on induction and periodically thereafter by the Charity Manager.

3.2.4 Line managers are responsible for ensuring that their staff who may lone work on an ad-hoc and or regular basis review and comply with the risk assessment. Lone working should be discussed as part of one to ones which provides a formal opportunity to discuss any related issues and or concerns.

3.2.5   Risk Assessments will be formally reviewed and updated by the Charity Manager on at least an annual basis with any changes being communicated to staff and line managers accordingly.

3.3   Planning Lone Working Activities

3.3.1   All activities which are anticipated to involve lone working, even for short period of time, must be planned in advance. Travel, geographical and physical location must all be carefully considered in the planning process.

3.3.2   If lone working outside of normal working hours, staff must inform their line manager (or agreed delegate) when they have finished work and arrived safely at their final destination.

4.   Information Governance

4.1   The use of personal data and information under this policy will be treated with appropriate levels of confidentiality and will be fair and lawful. We will ensure that personal data and information is accurate; not kept for longer than is necessary; secure; and adequate, relevant and not excessive. All personal data and information will be processed in accordance with data protection rights.

5.   Equality, Diversity & Inclusion

5.1   We will ensure that this policy is applied fairly and consistently.

5.2   When applying this policy we will act in line with our values, with respect and in consideration of the diverse needs of individuals and the communities in which we work.

5.3   This policy can be made available in other formats as required for example other languages, braille, large print or audio.

6.   Roles & Responsibilities

6.1   All line managers are required to take personal responsibility for observing, upholding, promoting and applying this policy.

6.2   The Charity Manager is responsible for the review and update of this policy every 3 years or sooner if required.

7.   Training & Dissemination

7.1   Training will be applied in line with section 3 of this policy.

7.2   This policy will be formally launched and communicated via our website and via our induction and onboarding processes for new starters.

8.   Links to related Policies & Procedures

- Health, Safety & Wellbeing Policy

Appendix 1

A Generic assessment for Lone Working

Add/delete sections as necessary to customise for your event.

This risk assessment is a starting point for your assessment and provides examples of hazards and possible control measures while lone working at the centre. Not all of these circumstances may be applicable, and specific risk assessments must be carried out for specific situations/events.

It is important to recognise that the control measures must be proportionate to the risk. It is the responsibility of the line manager to ensure a risk assessment is completed, and the responsibility of the individual to ensure that any procedures put in place are adhered to.

Hazard Something with the potential to harm: hazards listed should be all those present before controls are in place.	Who May be at harm and how?	Risk rating H, M, L Indicate the rating prior to controls being in place. (See page 7 for guidance on rating the risk.	Detail existing controls Provide details of control measures already in place. If measures are detailed in other documents, state where.	Revised risk rating H, M, L Indicate the rating following implementation of controls.
Injury while nobody around, personal danger, lack of knowledge of emergency procedures	Staff may be subject to injuries resulting in soft tissue damage, bruising or broken bones	M	· No working out of office hours unless with prior arrangement with line manager and special arrangements put in place · Only those with key/code access are authorised to access the building out of hours · If large loads need to be moved, leave them until someone else can help you – don't struggle on your own · Any equipment needed can be adequately handled by one person · No use of ladders · The attic space must not be accessed · If you feel unwell do not work alone out of hours, if you are lone working within working hours speak to your line manager · Any medical conditions to be addressed as part of an individual risk assessment · Ensure that you are familiar with the first aid arrangements · Ensure that you are familiar with the accident reporting processes · Ensure you are familiar with the fire arrangements in your building including how to raise the alarm · There may be an out of hours signing in book in operation in your area · Telephone number for on call manager is listed in the alarm cupboard and on the staff notice board · Any additional local arrangements are documented · Individual risk assessment carried out for individual situations where necessary	L
Social isolation,	Staff may be subject to	M	· Situations/workloads may become more burdensome when carried out alone, regular	L

lack of supervision	increased stress levels		communication with line manger and regular supervision	
Working with with public in the centre	Personal attack, theft, violence or abuse from members of the public	M	· Zero tolerance approach in operation . Make it clear that violence and harassment are unacceptable · Conflict resolution training provided for all relevant staff · Telephone contact available at all times (on call numbers in alarm cupboard and staff notice board) . Processes are in place for the handling of cash in the centre	L

All incidents/near misses must be reported so they can be monitored.

If there are any issues such as leaks, break-ins, thefts, intruders, loss of service or any other building safety or security the charity Manager should be contacted on 07849110343.

Date:	Assessed by:		Validated by:
Reason for lone working:			Lone worker:

Risk rating

This is **your** evaluation of the potential impact and likelihood of harm occurring.

Risk rating	Action required
High For example, • fatality possible to one or more individuals however infrequent • major injury to few individuals occurring frequently • likelihood of long term muscular-skeletal problems affecting significant numbers of staff.	Immediate action required.
Medium For example, • major injury to one/few individuals occurring infrequently • likelihood of long term muscular-skeletal problems affecting some staff.	Requires attention as soon as possible.
Low For example, minor injury occurring infrequently to few staff.	Not a priority, may need attention if not as low as reasonably practicable.

A copy of this form is available on the staff OneDrive that can be edited.