



Lone Workers Policy for staff and volunteers v2
Date of sign off and adoption by Committee: 17 August 2024
Review date: February 2024

Purpose

This policy aims to ensure the safety of Live Well in Branton staff and volunteers when working alone in the community or within its office.

Currently all Live Well in Branton meetings are held in public venues rather than in the homes of people / clients and all volunteer activity takes place outside of the client home environment. Wherever possible, volunteer activity in particular, should take place during Live Well in Branton's office hours.

The objectives of this policy are to:

- clarify the roles and responsibilities of Live Well in Branton, its staff and volunteers,
- enable Live Well in Branton to fulfill its legal obligations and to take action to minimise the risks of lone working,
- increase staff and volunteer awareness of safety issues related to lone working,
- ensure that all lone working is assessed in a systematic and consistent manner.

Policy Statement

Live Well in Branton recognises that some members of staff and volunteers may be required to work by themselves in the community without close or direct supervision, sometimes in isolated work areas or during out of office hours.

Live Well in Branton acknowledges that these workers and volunteers are potentially at risk and that these risks must be minimised as far as reasonably practicable.

Live Well in Branton has a duty of care to advise and assess the risk for all workers and volunteers under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

Live Well in Branton has developed Risk identification and Risk

Assessment reporting and recording procedures and set them out within the Policy in Practice section of this document. These should be followed and adhered to at all times, prior to or when working alone.

Policy Application

The Contracts of Employment for Live Well in Braunton's staff are hosted by North Devon Voluntary Services (NDVS). These staff should adhere to the NDVS Lone Workers policy and implement Live Well in Braunton's Lone Working policy and practice, adapted from NDVS policies.

All volunteers should adhere to the Live Well in Braunton's Lone Working Policy and practice.

In this policy any future reference to 'lone workers' includes employees and volunteers unless stated.

Definition of Lone Workers

For the purpose of this policy Lone Workers are defined as anyone who works alone, whether they are in the Live Well in Braunton Office or delivering a service out in the community. This includes:

- those working at their main place of work where only one person is, at a given time, working on the premises,
- people work separately from each other, e.g. in different locations,
- people are working outside normal office hours (with prior permission from the line manager/key contact) e.g. working in the evening, during weekends and bank holidays,
- those working away from the Live Well in Braunton office where one employee/volunteer is visiting another agency's premises or meeting venue or one employee/volunteer is working in the community as an individual.

Lone Working Principles

While many of the same health and safety risks affect both Lone Workers and other employees, there are other potential risks that are more likely to affect lone workers. These risks should be taken into consideration by all staff (line managers, employees and volunteers) prior to lone working taking place. Practice guidelines have been developed to assess and minimise any potential risks.

Lone Working Practice

Risk Assessments

The crucial element in ensuring the safety of lone workers is risk assessment. The main aims of the risk assessment are to find out:

- whether the work can be done safely by a lone worker,
- that the lone worker is not put at any greater risk than those who would do the job with another person,
- if any of the activities are too difficult or dangerous for a lone worker to carry out.

Risk assessments assist line managers, key contacts and lone workers to establish the right level of supervision and control measures required when lone working occurs.

Currently, Live Well in Braunton does not ask volunteers' to undertake any activity risk assessed as being anything other than 'acceptable risk'.

Other activities may need to be referred on to another appropriate external service or agency.

Responsibilities

Directors

The Directors have overall responsibility for Health and Safety for all employees and volunteers and for ensuring procedures are in place for the implementation, monitoring and review of this policy, including the Policy into Practice guidance outlined in appendices.

Line Managers

It is the responsibility of line managers to ensure:

- the Lone Worker Policy is brought to the attention of all new members of staff in their inductions and reiterated to staff under their supervision through team meetings and supervision sessions;
- that staff engaging in lone working have the opportunity to discuss challenges or concerns either as a staff team or in a 1:1 with their line manager;
- that the staff that they line manage are supported to attend training events on health and safety, lone working and risk management as appropriate;
- that staff are aware of their own responsibilities with regards to lone working.

- that a risk assessment is undertaken by each community-working/home visiting employee before they attend an out of office activity
- that systems are put in place to ensure staff who work alone are safe, including recording of lone working activities
- all assessment and safety measures identified are recorded and all incidents relating to lone working are reported initially to the Line Manager and recorded as an Incident Report;
- an investigation is carried out by a Director regarding any incident involving a lone worker and recommendations made to prevent a reoccurrence.

Key contacts for Volunteers

It is the responsibility of key contacts for volunteers to ensure:

- the Lone Worker Policy is brought to the attention of all new volunteers in their induction and training and through individual and group meetings;
- that volunteers engaging in lone working have the opportunity to discuss challenges or concerns with their key contact in a group or individual meeting;
- that the volunteers for whom key contacts are responsible are supported to attend training events on health and safety, lone working and risk management as appropriate;
- that volunteers are aware of their own responsibilities with regards to lone working;
- that risk assessments are undertaken by Live Well in Braunton for every activity to be undertaken by volunteers;
- that systems are put in place to ensure volunteers who work alone are safe including recording of lone working activities;
- all assessment and safety measures identified are recorded and all incidents relating to lone working are reported, initially to the Key Contact, and recorded as an Incident Report;
- an investigation is carried out by a Director regarding any incident involving a lone worker and recommendations made to prevent a reoccurrence.

Individual Responsibilities

All lone workers have a responsibility to:

- read and comply with this Lone Worker Policy and follow safe working practice guidance as set out in the policy and appendices;
- attend any relevant training at the request of their line manager/key contact.
- ensure that Line Managers/key contacts are informed of community-based activity in advance. Line Managers/key contacts should know the full address and postcode details of the location of these activities, together with a client's or contact's telephone number

- or other local arrangement where applicable,
- Arrange all Live Well meetings to be held in public venues and all client-based volunteer activity to take place outside of the client home environment.,
 - report any incidents or concerns as soon as possible in line with Live Well in Braunton's practice guidelines in the appendices to the Lone Workers policy,
 - ensure their line manager/key contact approves any hours worked outside of Live Well in Braunton's standard working hours (except where home worked) before they are worked,
 - ensure that when working out of office hours, a friend or family member is provided with all the information they require should there be a need to raise an alarm.

Staff should undertake risk assessments prior to making any off-site visits and be involved in the process of identifying safety measures.

Volunteers should make themselves aware of risk assessments prior to making any off-site visits and be involved in the process of identifying safety measures.

Appendices

Appendix 1

Live Well in Braunton key contact details for Lone Working

Name	Role	email	Text/ Phone number
Dr Susanna Hill	Chair, and key contact for the Community Garden volunteers	Drsrhill0@btinternet.com	07968 291622
Dr Nicola Relph	Director and Safeguarding lead	nicolarelph@nhs.net	07855473405 by Text message
Roger Byrom	Director	roger@rpbfunerals.co.uk	07974561646
Andrea Mules Core Working Hours: Monday to Thursday, 8.30-4.30 pm	Community Developer and key contact for Community Ambassadors And Wellbeing walks	connect@livewellinbraunton.co.uk	07751 313661
Janine Begley Monday – Thursday 9.00 – 2.00	Volunteer coordinator for all other volunteering activities	support@livewellinbraunton.co.uk	07840 298094

Appendix 2

Policy into Practice

Identifying and Assessing Risk

The risk assessment process:

The risk assessment process should be carried out using the appropriate Risk Assessment Proforma. This can vary depending on the activity and must be undertaken prior to any visit across all Live Well in Braunton work, to ensure all associated risks have been identified as far as reasonably practicable.

For employees, it is the individual's responsibility to ensure that the Risk Assessment has been undertaken.

Key contacts who are responsible for volunteers should ensure that a Risk Assessment is completed before their volunteers carry out community and client based activities.

Risk Assessment covers three aspects of an activity:

- What exactly is the risk – or risks – to be prevented?
- How severe will the outcome be if it does occur?
- How likely is it that the event will occur?

Risk Assessment Cycle



If at any point a member of staff or volunteer feels uncomfortable about undertaking a visit or potential risks are identified, individuals should discuss this with their line manager/key contact.

Knowing where Lone Working is taking place outside the Live Well in Braunton Office

To ensure that Live Well in Braunton is always aware of staff and volunteer's whereabouts, the following should take place:

- All staff and volunteers should ensure their Line Manager /Key contact is aware of Lone Working activities they are undertaking including the location and date/time of any visits or events they will be attending away from the Live Well in Braunton office or home during office hours. Full addresses, postcodes and contact telephone numbers **must** also be recorded for each community-based activity.
- Staff working extended hours out of the Live Well in Braunton office or home, either in the evenings or weekends, must inform their Line Manager of this.
- Volunteers must inform the key contact of their intention to work out of office hours, gain agreement to do so and let a friend or family member know the arrangements, including check in and alarm raising procedure
- Staff and volunteers should ensure that they are easily contactable by their line manager/key contact or family or friend (in the case of activity out of hours).

Guidance for Lone workers

The following constitutes general guidance to familiarise yourself with in the event that you are lone working.

- Ensure you have read the lone working policy and appendices.
- Keep to your schedule of work, if you are delayed for any reason let the office know
- Make sure you have all of the emergency phone numbers you need on your phone preferably on 'speed dial'
- Make sure you attend any training sessions that Live Well in Braunton provides or requires you to attend. Failure to do so may delay your volunteering or worst case scenario stop it from taking place.

Driving to an off-site appointment

- Avoid parking in a deserted place or where there is poor lighting.
- Secure the vehicle when you leave it and ensure that you do not leave belongings on show in the vehicle.
- Remember to charge and take your mobile phone with you, if you have one; and
- Ensure you fill your car up with fuel before your journey, if you are

running low.

- Keep all valuables in your car out of sight
- Ensure that your car registration is recorded with the Live Well in Braunton.

During a lone working visit

Ensure that you have the correct address for the person/organisation that you intend to visit and leave plenty of time to get there.

- Ensure that you are wearing your ID badge and that your telephone or communication equipment is within easy reach;
- Check the identity of the person you are helping.
- Check if there any difficulties which will prevent you from giving the help expected. If there are, leave and your Line manager/volunteer Coordinator know.
- If there are any safeguarding worries, follow the Policy to Practice Guidance contained in Appendix 2 of Live Well in Braunton's Safeguarding Policy.
- If you find there are pets in the house, and if appropriate, ask for them to be secured.
- If you reach the site/location and feel at risk or uncertain tell the client that you have received a phone call requesting that you return to the office/home immediately and that you will call to reschedule the appointment as soon as possible. Apologise for any inconvenience and leave.
- Report into the Live Well in Braunton office or to your Line Manager/key contact/ friend or relative after the visit;

Office based Lone working

Staff based in offices can also work alone from time to time and should therefore also be aware of lone worker practice guidance. The Live Well in Braunton Office is in a shared building. There will be occasions where Live Well in Braunton employees will be working in the office alone:

- you should inform and seek approval from your line manager if you are likely to be working extended hours,
- do not let anyone into the building whilst you are lone working, unless you are satisfied that they do not pose any risk,
- you should contact a family member or colleague when you are leaving the building so that someone is aware you are on their way home.
- whilst travelling to and from work areas and across car parks, you should remain alert and observant

Incident reporting

Staff should ensure that all incidents where they feel threatened or unsafe are reported in line with practice guidance.

Failure to Report completion of activity at expected time:

During office hours

The Line Manager/key contact should contact the Police on 999 and supply them with the information the member of staff or volunteer has provided them with about the Lone Working activity.

Outside of office hours

The nominated family member or friend should contact the Police on 999 with the information about the Lone Working activity the volunteer is undertaking.

Training

During Induction and supervision staff and volunteer training needs will be discussed and identified and appropriate action taken.

Appendix 3

Activity Based risk Assessments

Activity	Risk assessment Proforma
Wellbeing Walks	Ramblers Wellbeing Walks
Community Events	Live Well in Braunton
Community Garden	
Start Out Volunteering	Live Well in Braunton

Appendix 4

Lone working Key messages for Volunteers

It is Live Well in Braunton's responsibility to ensure that your lone working is as safe as possible.

Live Well in Braunton has:

- developed and shared with you the Lone Workers Policy
- assessed that the person you are helping, or the activity you are undertaking is not a risk to your safety, and that the offer of help is best matched to your interests, skills and experience.
- Will not ask you to do anything that endangers you.

Live Well in Braunton ask you to:

- Read the Lone working Policy and Appendices in full and use it to inform your work.
- Not enter a client's house.
- Not to give out personal contact details.
- Tell your key contact, a relative or friend where you are going, how long you think you will be, and phone when you have completed your work.