



LONE WORKING POLICY

Objectives

In some areas of Leeds Baby Bank, trustees, volunteers and employees are required to work alone when carrying out their normal duties. Leeds Baby Bank ensures that such employees are not exposed to unnecessary or excessive risk. Under Section 2 of the Health and Safety at Work etc Act 1974 every employer has a duty to provide and maintain systems of work which are, so far as is reasonably practicable, safe and without risk to health. The employer is also required to provide the supervision necessary for the health and safety of employees.

To protect staff from the risk associated with working alone whether they are on Leeds Baby Bank premises, at venues used by groups, travelling alone on work duties or working in an isolated setting

To ensure that staff understand that Leeds Baby Bank as an employer, does not expect staff to expose themselves to unnecessary risks in the course of their work duties and that Leeds Baby Bank will support a member of staff if they leave a situation in which they feel at risk. This standard provides detail on Leeds Baby Banks principles relating to lone, solitary or peripatetic workers.

This standard applies to all Directorates of Leeds Baby Bank, and covers full-time, job share and part-time employees, temporary, agency and contract staff, volunteers and all other persons for whom Leeds Baby Bank has a direct or indirect responsibility. Complying with this standard will ensure that Leeds Baby bank fulfils its legal obligations under the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999.

Process

Risk Assessment

Where manager or trustee board identify duties that require employees to work alone, a risk assessment is made of all work activities. The risk assessment considers whether the work activities can safely be carried out by one unaccompanied person and takes account of normal work and foreseeable emergencies e.g. fire, equipment failure, illness and incident. The following points are considered:

- Does the workplace present a risk to the lone worker e.g:
 - public access/service
 - confined space
 - construction site
 - known area of high crime

- Night workers and others with prolonged/extended periods of non-contact

- Is there a safe way in and out for the lone worker?
- Consider if more than one person is needed to operate essential equipment controls
- Can any temporary access equipment which is necessary, such as portable ladders or trestles, be safely handled by one person?
- Is there a risk of violence?
- Is there a risk of allegation against staff?
- Working with vulnerable persons
- Are women or young workers especially at risk if they work alone?
- Is the person medically fit to work alone? Consider both routine work and foreseeable emergencies which may impose additional physical and/or mental burdens on the individual.
- What training is required to ensure competency in safety matters/ Training is particularly important where there is limited supervision to control, guide and help in situations of uncertainty. Training can include formal courses, briefings and toolbox talks. It is also important to update staff regularly on possible threats, e.g., potentially violent persons, increases in crime in certain areas
- Lone workers need to be sufficiently experienced and understand the risks and precautions fully. Risk assessment must be carried out and the contents shared with appropriate staff
- Limits will be set covering what can and what cannot be done whilst working alone, including:
 - dealing with the public
 - maintaining service standards
 - utilising safe operating procedures when working in hazardous conditions or with hazardous substances
- Lone workers should be competent to deal with circumstances which are new, unusual or beyond the scope of training e.g. when to stop work and seek advice, or how to handle aggression.
- Incident reporting, what to do in the event of:
 - Injury
 - violence or aggression
 - racial abuse
 - harassment
 - loss, theft or vandalism
- Hazard reporting
- What happens if a person becomes ill?
- What happens in an emergency?
- How will the person be supervised? The extent of supervision required depends on an assessment of risks and assessment the individual to identify and handle health and safety issues as they arise.
- Procedures should also be put in place to monitor lone workers to ensure they remain safe. These may include:
 - supervisors periodically visiting and observing staff
 - regular contact and supervision with the lone worker using telephone or radio
 - automatic warning/emergency devices which operate if specific signals are not received periodically from the lone worker
 - checks that a lone worker has returned to their base or home on completion of task and/or visit

When identifying suitable control measures to reduce the risk the following should be considered as a minimum:

Safe System of Work

Where risk assessment identifies a special risk to the solitary worker, a safe system of work, taking into account normal and abnormal working conditions, and foreseeable emergency situations, must be documented and implemented. This could involve the use of any of the following, appropriate to the degree of risk from the activity:

- a system of regular contact
- a permit to work system
- a lone worker alarm system linked to a control point

Training

Each employee, required to carry out lone, solitary or peripatetic work must receive training and information on the risks associated with the work activity. Every employee will be informed of all control measures in place to minimise the risk.

Personal Protective Equipment (PPE)

Suitable PPE must be issued to an employee when risk assessment has shown it to be necessary for safe operation, for example, inclement weather clothing or hi-vis. An attack alarm may be identified as necessary PPE for an employee carrying out lone, solitary or peripatetic duties.

Where PPE is issued, each employee should be trained in the correct application and use of the equipment.

Monitoring and Review

Incident data is regularly monitored by managing partners and trustees to identify risk areas and underlying trends

Definition

For the purpose of this policy, lone working will be categorised into three distinct types of work:

Working alone in Leeds Baby Bank premises or venues used by groups

Working alone while collection donations or delivering referrals

Travelling alone between the two categories above.

Roles and Responsibilities:

In addition to those referred to in the Health and safety Policy

Managing partners and trustees are responsible for:

- Ensuring those who conduct risk assessments have the required competence.
- Allocating responsibility for identifying lone working activities and conducting Health & Safety Management System

Supervisors are responsible for:

- Ensuring risk assessments are conducted for activities under their control, seeking advice from local HR health and safety teams and safety representatives where appropriate.
- Ensuring staff or their representatives are involved in the risk assessment process
- Ensuring that risk assessments are adequately recorded
- Ensuring that controls are put in place
- Taking account of disabilities or long-term health conditions avoiding assumptions and making reasonable adjustments.
- Bringing to the attention of the managing partners and trustees, if there is a control measure they are unable to implement
- Ensuring staff under their control are aware of the contents of risk assessments and the control measures for lone working, and that this information is recorded locally on the risk assessment instruction record and those records maintained
- Ensuring lone working controls are regularly reviewed on an ongoing basis to ensure continuous improvement and at a maximum, 12 month period, and in response to reported incidents.

Employees are responsible for:

- Complying with this procedure
- Complying with the control measures specified by risk assessment
- Reporting any deficiencies/hazards not identified

GENERAL RULES

Leeds Baby Bank must have details of your (work and personal if applicable) mobile number, your home contact number and a person to be contacted in case of emergencies.

A personal alarm will be provided if requested

A record of daily movements should be kept in the online calendar

Always make sure another member of staff knows where you will be, what time you be be finished, especially if you are collecting donations or delivering referrals.

A suitable portable First Aid kit is made available to any employee working alone and supplies replenished at no cost to the employee.

Any accident to an employee working away from base must be reported to the manager or supervisor and the Accident/Incident Form completed

Any employee using a company vehicle or their own transport whilst travelling to carry out duties away from base, must have a valid driving licence and be covered by relevant insurance. Any changes which may affect the employee's ability to use a vehicle must be reported to their manager or supervisor.

WORKING ALONE IN LEEDS BABY BANK PREMISES/VENUES

Having one person working alone in Leeds Baby Bank premises or venues is undesirable. However, as it is not practical to always ensure that two people are present then the emphasis of this policy is to reduce risk. When there is more than one person in the premises, there is still need for vigilance.

Before entering the unit

Ensure that the premises look as you would expect them to do – no signs of damage or occupancy and no signs of doors or windows forced or unlocked when you expect them to be locked

If you have concerns do not enter but contact your line manager or ask a second person to enter the building with you. **Do not enter alone.**

On entering the building

Ensure that the building and contents are as you would expect them – If you have any concerns leave the premises and contact your manager and security.

Whilst working alone in the building

- Work as near as possible to the telephone
- Ensure that the front door (door leading to the public area) is locked and that the security door and emergency fire exit doors are closed.
- Do not open doors unless you know or have checked the identity of any visitor
- When talking to anybody you do not know on the phone, do not tell them you are alone in the unit
- If you hear the fire alarm, apart from the regular test which will be explained to you on induction, exit the building in the usual way and contact your manager. If we are notified that there will be a fire alarm and it is known that you are scheduled to be the only person in the building you will be warned in advance.
- If anybody appears in the office that you do not know, remain calm and non-threatening – ask who they are and who they are looking for, explain that the person they are looking for is not present and escort them from the premises. Then contact security, your manager or emergency contact.

Always trust your instincts – if you do not feel comfortable about letting a person in the building, then ask them to return at a time when you will not be alone.

If you make an appointment with somebody for the first time or with somebody who you are not comfortable being with then arrange for somebody else to be in the office, or in the meeting with you, at the time of the appointment

On leaving the building

Ensure all doors are shut, and lock the front door.

If an incident takes place

If an incident occurs where there is a breach of your personal safety, you should complete an incident report including the date, time, location and description of the incident including names and contact details of any witnesses if known. This should be given to your line manager. This should be done no matter how minor the incident as the policies stated here may need to be reviewed.

WORKING ALONE WHILE COLLECTION DONATIONS OR DELIVERING REFERRALS

Only attend premises and homes if you have permission from a managing partner, trustee or supervisor.

Always ensure you have a contact identified who is part of Leeds Baby Bank that you have informed where you are going (full address and name of person you are visiting), what time you will arrive and will be leaving. This person will need to be notified when you leave so they know you are safe.

If you arrive at the premises of the donor or service user and you are not comfortable with going ahead with the appointment then leave and report this to your line manager or supervisor.

TRAVELLING ALONE DURING WORKING HOURS

Travelling alone holds the same risks whether or not you are travelling for work purposes or pleasure. However, it is far more likely that during working time you will be travelling in unfamiliar areas and therefore the planning of the travel is far more important.

The Suzy Lamplugh Trust recommends that an individual plans their movements whether at work or in daily life.

P*L*A*N

For being safe out and about

Prepare yourself for the journey

Look confident

Avoid risk

Never assume

Prepare yourself for your journey

Know exactly where you are going and how you are going to get there

Ensure that you have informed the office (by way of diary) or your line manager where you are going

Assess any risks there may be in doing the journey you are about to undertake

Ensure you have your personal belongings (e.g. keys, mobile, travel card) in your pocket and other items in a bag which sits close to your body with fastening innermost

Look confident

Stand tall and look as if you know what you are doing and where you are going
Be alert to what is going on around you
Do not wear a personal stereo
Carry a personal alarm
Ensure you have a working mobile phone with you

Avoid risk

Do not take short cuts unless they are as safe as the longer route
Do not change plans at the last minute

Never Assume

It won't happen to me
Do not ignore your instincts

REMEMBER NEVER PUT YOURSELF AT RISK – TRUST YOUR INSTINCTS!