

BURTON HOPE Charity No.1187330

Lone Worker Policy

This policy and guidance will be reviewed annually or if there are any changes in the related legislation or when an incident dictates. This will ensure that this document is current and fit for purpose.

This Policy was approved by **BURTON HOPE
CHARITY ON**

JAN 2020

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Lone Worker Policy

LONE WORKING POLICY

1. Introduction.

This document explains how **BURTON HOPE** will protect staff/volunteers/volunteers as far as is reasonably practicable from the risks of lone working. Working alone is not in itself against the law and it will often be safe to do so. However, the law requires employers to consider carefully, and then deal with any health and safety risks for people working alone.

2. Purpose

BURTON HOPE is committed to providing a safe working environment as far as reasonably practical that meets the needs of its staff/volunteers. Consideration shall therefore be given to the health and safety implications in respect of lone working.

3. Policy

All staff/volunteers should be made aware of this policy. Anyone who is or who may potentially be a lone worker shall receive information, instruction and relevant training in respect of all identified hazards and the risks involved and all associated risks e.g. violence and aggression and vehicles/driving.

- It is the responsibility of team leaders/line managers to coordinate the risk assessment for lone workers in consultation with the trustees/manager/co-founder's;
- Anyone who is lone working shall be provided with a communication link to a central point/office base or person in responsibility, this will normally be by mobile phone;
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- Lone workers shall follow all instructions contained in the procedures below;
- It is the responsibility of the team leader/line manager to regularly re-assess risks, reporting the time and dates of monitoring and any changes to the trustees/manager/co-founder's.
- It is the responsibility of the team leader/line manager to ensure that workers/volunteers do not suffer from undue stress as a consequence of lone working;

- It is recognised that some workers/volunteers are required to work alone for significant periods of time without direct supervision and in these situations BURTON HOPE will ensure that adequate support is provided.

4. Definition of lone working

Individuals are lone working when they are on their own, they cannot be seen or heard by another worker/volunteer, cannot expect a visit from another worker/volunteer for some time and/or where assistance is not readily available when needed.

Therefore, lone workers are those who work by themselves without close or direct supervision. This includes establishments where:

- Only one person works on site or in the building/premises
- One person works separately from others
- One person works outside normal office hours
- Carrying out work in someone's home other than their own
- Working in premises that are not leased or managed by BURTON HOPE

5. Aims of the policy

The aim of the policy is to:

- Increase awareness of safety issues relating to lone working;
- Ensure that the risks of lone working are assessed regularly and that systems are put in place to minimise the risk as far as is practical;
- Ensure that appropriate training is available to staff/volunteers 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 and reduce the number of incidents/injuries relating to lone working.

6. Risk assessment

Risk assessments must be carried out for and by all individuals whose working practice makes them vulnerable and recommendations should be made to eliminate or reduce the risk as far as possible. Where individuals work alone in buildings or carry out home visits, line manager/managers/group leaders should complete Risk Assessments.

7. Procedure

Individuals will receive information, instruction and supervision in respect of the hazards and risks associated with lone working. All individuals are to take relevant and sensible precautionary measures whilst lone working. If a member of staff or volunteer feels that they are putting themselves at risk through lone working, they should discuss the situation with their line manager. Further efforts by the line manager shall be made to eliminate or reduce hazards starting with a process of reassessment of the task.

8. Risks of lone working

Risk assessments for site based lone workers must include:

- Safe entry and exit
- Location, e.g. remoteness, transport, parking
- Risk of violence e.g. history of violence from the guest/service user
- Safety of equipment for individual use
- Communication in an emergency, how?
- Site security
- Security arrangements i.e. Set time call's/text message to group leader/line manager

Risk assessments for mobile lone workers must include:

- Premises risk assessment where applicable
- Arrangements for home visits including consideration of alternatives
- Travelling between appointments
- Reporting and recording arrangements
- Communication and traceability
- Personal safety and security

Following completion of risk assessment, consideration must be given to any appropriate action that is required.

9. Office based staff/volunteers

Whenever staff/volunteers work within the office they should try to ensure that there are other members of the organisation in the building.

If a worker is meeting a guest/service user on their own in the office/closed space they should ensure the guest/service user does not sit between them and the door and that they have clear access to leave via the door. It is also advisable to tell someone they are meeting with on their own.

- If there are concerns about a guest/service user, they should be seen with someone else present
- If this is not possible, make sure that the door is left open
- If a member of staff/volunteer is seeing guests/service users in the office when no one else is around, check someone else is in the building and make sure the office door is left open
- Staff/volunteers must record all details of any visits to line /group leader, including estimated time of return
- If a member of staff/volunteer has not arrived by the stated time, a phone call will be made to contact that member of staff/volunteer

10. Staff/volunteers working out of office hours (Monday-Friday, 9am-5pm)

All staff/volunteers working out of office hours shall – whether in the office or on site:

- Contact a designated associate and leave the following information before attending the visit:
 - Name
 - Destination
 - Expected time of arrival on site

- Vehicle make and registration or expected bus route
- Contact telephone number
- On arrival on site, telephone or text their designated line manager/group lead with the following information:
 - The expected length of time on site
- On leaving the site, contact their designated line manager/group lead with the following information:
 - Time of leaving the site
 - Expected home time or details of next destination
- On arriving at home/next destination, contact their designated line manager/group lead with the following information:
 - They have arrived safely home, or if at a new destination give another “expected length of time on site”. The process will then recommence until such time as the lone worker completes all works and has arrived safely home. The procedure ensures that the line manager is aware of the staff/volunteers movements during the visit/s.

All staff/volunteers must be made aware of the line manager’s number. In the event that the employee/volunteer does not telephone their designated line manager/group lead after an outreach, the employee/volunteer must contact the line manager/group lead. The line manager will endeavour to contact the employee however if there is no response the police shall be informed.

11. General Support for staff/volunteers

All new staff/volunteers to BURTON HOPE should receive an induction, including access to the lone worker policy.

Staff/volunteers working for BURTON HOPE know that their safety comes first. They should be aware of how to deal with situations in which they feel at risk or unsafe. They should also be able to recognise how their own actions could influence or even trigger an aggressive response. Managers must therefore ensure that all lone workers’ training needs are assessed and that they receive appropriate training.

ADOPTED BY BURTON HOPE ON DATE.....Jan 2020.....

Signed.....

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Review Date.....

Review Annually or sooner if changes are needed

Foot note. BURTON HOPE Do not have paid staff currently. The service is unpaid Volunteers at this moment in time.