



## **Lone Working Policy**

### **1. Policy Statement**

Where the conditions of service delivery or its associated tasks require staff to work alone, both the individual staff member and managers have a duty to assess and reduce the risks which lone working presents.

### **2. Lone Working Definition**

Any situation or location where someone is working without close or direct supervision. Such staff may be exposed to risk because there is no-one to assist them. The Wellbeing Warehouse volunteers may find themselves working alone when:

- Working in a Wellbeing Warehouse provided office
- Working from home

### **3. Purpose**

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks.

### **4. Scope**

This policy applies to all staff who may be working alone, at any time, in any of the situations described in the definition below.

### **5. Context**

Lone workers face the same risks as anyone else, as well as those directly related to their work. Within The Wellbeing Warehouse overall policy relating to safer working practices, support for lone workers is an essential part, and the same principles apply, particularly:

- A commitment to supporting volunteers and management both in establishing and maintaining safe working practices

- Recognising and reducing risk
- A commitment to the provision of appropriate support for staff a clear understanding of responsibilities

## **6. Mandatory Procedures**

### Personal Safety

- Try not to advertise that you work from home to prospective clients.
- Volunteers should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.

### Assessment of risk

In drawing up and recording an assessment of risk the following criteria should be considered, as appropriate to the circumstances:

- The context – nature of the task, any special circumstances
- The environment – location, security, access
- The individuals concerned – indicators of potential or actual risk history – any previous incidents in similar situations
- Any other special circumstances
- All available information should be taken into account and checked or updated as necessary
- Staff should be fully briefed in relation to risk as well as the task itself.
- Communication, checking-in and fall back arrangements must be in place.

### Reporting

- Should an incident occur, this should be reported to The Wellbeing Warehouse Line Manager or other responsible person assigned by the Line Manager if they are not available immediately.

## **7. Monitoring and Review**

- Lone working and risk assessments will be regular agenda items for team meetings.
- Any volunteer with a concern regarding these issues should ensure that it is discussed with the line manager or with the whole team, as appropriate.

- Any new tasks / roles / responsibilities will have a risk assessment completed before being introduced.
- The policy will be reviewed as part of the regular cycle of reviews, unless changing circumstances require an earlier review.

## **8. Support – Internal and External**

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All internal support should be directed to the line manager in all instances should any situation arise.

Suzy Lamplugh Trust

A leading charitable authority on personal safety. The Trust are a registered charity, and a leading authority on personal safety: <http://suzylamplugh.org>

Health and Safety Executive (HSE)

The HSE has published a range of guidance and support materials to help employers manage the risk of work-related violence to staff. This includes a set of case studies demonstrating good practice in managing the risks to Lone Workers. These are all available on the HSE website at: <http://www.hse.gov.uk/violence>