



Lone Worker Policy

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Trustee Signature:

Lone Worker Policy

This document explains how Aspire Ryde will protect their staff, trustees and 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.

Purpose

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

Policy

All staff and volunteers should be made aware of this policy. Anyone who is or who potentially may 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 eg violence, aggression and vehicles/driving.

- It is the responsibility of volunteer co-ordinators to coordinate the risk assessment for lone workers in consultation with the Project Leader/CEO
- Anyone who is lone working shall be provided with or have access to a communication link normally a mobile phone;
- Anyone who is lone working shall be given the opportunity to be provided with a personal alarm;
- Lone workers shall follow all instructions contained in the procedures below;
- It is the responsibility of the Volunteer Co-ordinator to regularly re-assess risks, reporting the time and dates of monitoring and any changes to the Project Leader/CEO;
- It is the responsibility of the Volunteer Co-ordinators to ensure that workers do not suffer from undue stress as a consequence of lone working;
- It is recognised that some workers are required to work alone for significant periods of time without direct supervision and in these situations, Aspire Ryde will ensure that adequate support is provided.

Definition of lone working

Individuals are alone at work when they are on their own, they cannot be seen or heard by another worker, cannot expect a visit from another worker 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 the premises
- One person works separately from others
- One person works outside normal hours

- Working in premises that are not leased or managed by Aspire Ryde.

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 and 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.

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.

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 staff member or volunteer feels that they are putting themselves at risk through lone working, they should discuss the situation with their line manager/volunteer Co-Ordinator. Further efforts by the line manager/volunteer co-ordinator shall be made to eliminate or reduce hazards starting with a process of reassessment of the task.

Risks of lone working

Risk assessments for site based lone workers must include:

- Safe entry and exit
- Location, eg remoteness, transport, parking
- Risk of violence eg history of violence from the public or the client
- Safety of equipment for individual use
- Channels of communication in an emergency
- Site security
- Security arrangements ie alarm systems and response to personal alarms
- Level and adequacy of on/off site supervision

Risk assessments for mobile lone workers must include:

- Premises risk assessment where applicable
 - Travelling
 - 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.

Office based staff

Whenever staff or 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 someone on their own in the office they should ensure the client 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 someone on their own.

- If there are concerns about who they are meeting, the meeting should be held in the café area where other people are around or even in a public place off site.
- If this is not possible, make sure that the door is left open
- If a member of staff is seeing people in Aspire Ryde when no one else is around, check someone else is in the building and make sure the office door is left open and in view of CCTV.
- If a member of staff has not arrived by the stated time, a phone call will be made to contact that member of staff.
- If a staff member is working alone at Aspire Ryde and a service user arrives either drunk or mentally unwell, the staff member should encourage the service user to leave the building. If the staff member is concerned for their own safety they should call the Aspire Ryde duty phone for support and advice – 07933914552 or the police on either 101 or 999

Staff working out of office hours

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

- Text the Aspire Ryde duty phone with details of where they are going and what time.
- Once the meeting is finished text the Aspire Ryde duty phone.

All delegated associates must be made aware of the Aspire Ryde out of hours number. In the event that the employee does not telephone or text their designated associate after an appointment, the associate must contact the Project Leader or their designated deputy. . The Project Leader will endeavour to contact the employee however if there is no response the police shall be informed.

General Support for Staff and Volunteers

All new staff and volunteers to Aspire Ryde should receive an induction, including reference to the lone worker policy.

Staff and volunteers working for Aspire Ryde should 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.

Volunteer Co-Ordinators must therefore ensure that all lone workers' training needs are assessed and that they receive appropriate training.

