Lone Worker Policy

1. Policy Statement

Due to the nature of the work within   , a number of employees are required to work alone. This policy sets out the approach that   will undertake in managing the safety, health, and wellbeing of our lone workers.

has a legal duty to look after the health, safety and welfare of its employees and this includes a duty of care to reduce, as far as reasonably practicable, the risks associated with lone working.

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. Purpose

is committed to the provision of a safe place of work for all employees, clients, visitors, contractors, volunteers and those affected by or involved in our business activities.

This policy is designed to raise awareness among our employees regarding the risks associated with lone working. By defining roles and responsibilities, it establishes a clear framework for safety and best practices to actively reduce risks.

3. Scope

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

This policy applies to all staff including permanent, temporary, contract or agency staff representing

4. Context

, has a legal duty to ensure the health, safety and welfare of employees and volunteers while at work or engaged in volunteer activity. We are responsible for assessing the risks to lone workers and taking steps to avoid or control the risks where necessary. These duties are set out in the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Safety Representatives Safety Committee Regulations 1977.

Employees and volunteers also have a responsibility to take reasonable care of themselves and others in lone working situations. Lone working is not inherently unsafe, but taking precautions can reduce the risks associated with working alone. This policy is designed for employees and volunteers who either frequently or occasionally work or volunteer alone.

Our Lone Worker Policy aligns with our broader safety initiatives and existing workplace safety policies and procedures.

5. Definitions

The Health and Safety Executive (HSE) explains that a lone worker is *"someone who works by themselves without close or direct supervision"*. Such staff may be exposed to risk because there is no one to assist them in the evet of an incident.

This includes; home workers

6. Mandatory Procedures

Personal Safety

To ensure the safety and wellbeing of lone workers, we have established a set of proactive measures and guidelines that must be followed:

- Staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for a reduction of risk.

- Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.

- Before working alone, an assessment of the risks involved should be made in conjunction with the line manager.

- Staff must inform their line manager or other identified person when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person when the task is completed. This includes occasions when a staff member expects to go home following a visit rather than returning to their base.

- Managers must ensure that there is a robust system in place for signing in and out and that staff use it.

- Staff such as home support workers, who work on a pre-planned program of visits, must inform their line manager if they deviate from the program.

- If a member of staff does not report in as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate.

- Arrangements for contacts and responses should be tailored to the needs and nature of the team. Issues to take into account include:

    o staffing levels and availability

    o the identified risks

    o measures in place to reduce those risks

- Where staff work alone for extended periods and/or on a regular basis, managers must make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation.

- Staff working in the community should be issued with a mobile phone; they are responsible for checking that it is charged, in working order, and with sufficient credit remaining with the relevant provider. Personal alarms may also be provided.

Assessment of risk

To safeguard our employees and provide a secure working environment, we have implemented comprehensive safety protocols tailored to the specific risks and tasks employees complete.

can present unique challenges and potential hazards that employees should be aware of. Before conducting a visit, employees will be briefed on the risks associated with   and the specific tasks they will be performing.

Potential risks during   may include:

Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task. While resource implications cannot be ignored, safety must be the prime concern.

Planning

- Before conducting any lone work, staff will be fully briefed in relation to risk as well as the task itself.

- Communication, check-in and fallback arrangements are in place as outlined above. These procedures must be followed at all times.

-                        is responsible for agreeing and facilitating these arrangements.

Reporting

In the event of an incident or near miss, employees must promptly notify their line manager. Detailed company guidelines for reporting incidents can be accessed in   . If employees have any queries about reporting, please contact   .

This reporting process is critical for promptly addressing safety concerns and creating a safer working environment.

Lone worker devices

To enhance the safety of lone workers, we have provided all appropriate employees with a Peoplesafe lone worker   .

Procedures for using Peoplesafe technology:

- When lone working, employees must ensure their lone worker   is switched on and active.

- At predetermined intervals or as outlined in their task plan, employees should perform periodic check-ins to confirm their wellbeing. These check-ins provide real-time updates on their safety status.

- Once the lone work task is completed, employees are required to perform a check-out procedure to signal that they have finished their work and are safe.

- For lone workers completing potentially high-risk activities, such as   , timed activities should be used to provide an estimated time of completion.

- Employees are responsible for ensuring that device batteries are fully charged before commencing any lone work.

- It is the responsibility of   to provide comprehensive training to   users. This training will cover the proper use of the device, alarm activation, and check-in procedures, as well as troubleshooting and reporting issues.

- Employees are responsible for maintaining the functionality of their   . They should actively keep their devices in good working order, promptly reporting any issues to their line manager or   .

-                        hold the responsibility for the overall monitoring of lone worker device usage within their teams. They will oversee adherence to procedures, provide necessary support, and troubleshoot usage problems raised by users.

9. Known Risks and Procedures

Ensuring lone worker safety in the event of   is critical. This section outlines the necessary guidelines and protocols to safeguard lone workers in such situations.

- If   is known, the lone worker should be informed and instructed on appropriate safety measures before conducting any work.

- Lone workers are encouraged to use their best judgment when evaluating a situation involving   and take steps to prioritise their safety.

- In the event of   , workers should prioritise their wellbeing and avoid escalating the situation. If they perceive a risk to their safety, they should activate their Peoplesafe   , immediately withdraw from the work and report the incident to their line manager as soon as possible.

- In the event that work has to be cut short due to   , alternative arrangements should be made for the visit. This could involve   .

10. Monitoring and Review

The policy will be subjected to routine annual reviews and immediate revisions in response to lone worker incidents resulting in harm, near-miss situations, legislative or regulatory changes, or the introduction of new safety-related processes. The next review of this policy is scheduled for   .

Responsibility for this process lies with the   , who will assess its relevance and engage relevant stakeholders. These assessments, in turn, will lead to necessary updates to the policy, ensuring its continued alignment with the needs of our organisation and the safety of our lone workers.

11. Support – Internal and External

If you have any queries about this policy, you can contact   .
Additionally, the below resources can provide extra guidance.

- **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