



Lone Worker Policy

This document explains how Leicester Mammias CIC will protect their staff 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

Leicester Mammias CIC is committed to providing a safe working environment as far as reasonably practical that meets the needs of 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 and aggression and vehicles/driving.

- It is the responsibility of the Programme Lead to coordinate the risk assessment for lone workers in consultation with the Board of Directors;
- Anyone who is lone working shall be provided with a communication link to the Project/Programme Lead, 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 project leads to regularly re-assess risks, reporting the time and dates of monitoring and any changes to the Board of Directors;
- It is the responsibility of the Project Leads 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, Leicester Mammias CIC 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
- Carrying out work in someone's home other than their own
- Working in premises that are not leased or managed by Leicester Mammias CIC

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 or carry out home visits, managers should complete the relevant lone workers checklist.

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/volunteer feels that they are putting themselves at risk through lone working, they should discuss the situation with the Programme Lead. Further efforts 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
- 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.

Home visits

All staff or volunteers planning or making home visits shall:

- 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
 - Contact telephone number
- On arrival on site, telephone or text their designated associate with the following information:
 - The expected length of time on site
- On leaving the site, contact their designated associate 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 associate 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 Project Lead is aware of the worker’s movements during the visit/s.

All delegated associates must be made aware of the Programme Lead’s number. In the event that the worker does not telephone their designated associate after an outreach, the associate must contact the Programme Lead. The Programme Lead will endeavour to contact the worker, however if there is no response the police shall be informed.

General Support for Staff and Volunteers

All new staff and volunteers to Leicester Mammias CIC should receive an induction, including reference to the lone worker policy.

Staff and volunteers working for Leicester Mammias CIC 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. Managers must therefore ensure that all lone workers’ training needs are assessed and that they receive appropriate training.

Policy Review date – April 2022