



2021/22

Lone Working Policy & Procedure

LONE WORKING POLICY & PROCEDURE

Clean Slate is responsible for the Health and Safety of its employees as set out in its Health and Safety Policy, and as required by the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

As part of this responsibility, it is *Clean Slate's* duty to assess risks to lone workers and to take steps to avoid or control risk where possible.

Employees who work alone also have responsibility to take reasonable care of themselves and other people affected by their work.

SCOPE OF THE POLICY

This policy applies to all situations involving lone working arising in connection with the duties and activities of *Clean Slate* employees.

Lone working includes:

- An individual working alone in *Clean Slate* building.
- An individual working alone and visiting another organisation's business premises or a meeting venue
- An individual working alone and making a home visit to an individual or group of two or more people
- An individual working alone from home

Lines of responsibility

Responsibility for securing the health, safety and welfare of lone workers lies with *Clean Slate*.

The CEO is responsible for providing resources for putting the policy into practice, and for ensuring that the effectiveness of the policy is regularly reviewed.

The Trustees are responsible for:

- The implementation of this policy
- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working and
- Ensuring that there are arrangements for monitoring incidents linked to lone working

Line managers are responsible for:

- Ensuring that staff/volunteers are aware of this policy

Clean Slate Policies

- Taking all possible steps to avoid lone workers from being at greater risk than other employees
- Identifying situations where staff/volunteers could work alone and, where possible, adopting systems to avoid those situations
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone
- Ensuring that risk assessments are carried out and reviewed regularly
- Ensuring that staff groups and individuals identified as being at risk are given appropriate information, instruction and training, including training at induction, updating and refreshing this training as necessary
- Managing the effectiveness of preventative measures through a system of reporting, investigation and recording incidents
- Ensuring that appropriate support is given to staff involved in any incident
- Providing personal safety equipment where it is felt to be desirable

Employees are responsible for:

- Taking reasonable care of themselves and others affected by their actions
- Following guidance and procedures designed for safe working
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance where appropriate
- Taking part in training designed to meet the requirements of the policy
- Reporting any dangers or potential dangers that they identify or any concerns they might have in respect of working alone

Guidance for risk assessments of lone working

General arrangements

- Provide adequate channels of communication in an emergency
- Identify tasks or settings which present a special risk to the lone worker
- Identify situations where there is a risk of violence
- Consider alternatives to home visits
- Arrange safe travelling between appointments
- Set up reporting and recording procedures

Specific situations

- Consider whether the employee is medically fit and suitable to work alone
- Take account of any known risk attached to a client or group.

Monitoring safety issues

Lone workers must report incidents (including near misses, accidents, and verbal abuse) to their line manager and entries should be made in the Accident and Incident Book.

Concerns about personal safety in any situation must be referred to the line manager as a matter of urgency.

Line managers must exercise vigilance and ensure that incidents are not overlooked or ignored.

Lone Working Procedures

When making calendar entries for meetings outside *Clean Slate* premises you must show

- The name(s) and phone number(s) of the person or people you are meeting
- The name of the organisation they belong to
- The full address of the meeting place unless it is a familiar location
- The start time and an estimated finishing time
- The name of any other *Clean Slate* employee/volunteer who will be with you.

If you are travelling alone, making a home visit, or going to a meeting at an organisation's premises or other venue as a lone worker you must make arrangements to confirm to a colleague that you have returned safely to your home or office.

If you are the colleague above, it is your responsibility to take action if you do not receive confirmation.

If you are going to be alone in *Clean Slate* premises do not hold meetings with people, you don't know unless you have verified that they work for a recognised and trusted organisation.

If you are unexpectedly alone, for example when a colleague is absent at short notice and have arranged a meeting in *Clean Slate's* premises with someone you don't know, either postpone the meeting or hold it in a public place such as a cafe.

If you are working alone in *Clean Slate's* premises

- Do not open the door to someone you don't know
- Avoid making it known that you are alone
- Avoid doing any tasks involving physical risks such as going up ladders, or if unavoidable, let someone else know what you are doing and tell them when you have completed the task.
- Do not work alone with a child or an adult at risk (refer to your safeguarding policy for a definition of adult at risk).
- Do not hold meetings with clients in your home unless specifically authorised by your line manager.

Other considerations

- If you are working alone at home, make sure that you are using equipment safely.
- Consider carrying a first aid kit in your car.

Version	Date	Approved by
1.0	21/03/2022	Nadia Brown CEO