



Lone Working Policy

1. Introduction

FRESH's has a legal and ethical responsibility to try and ensure that all employees and volunteers remain safe while working for us. This is especially important when they are working on their own, at home, in local communities, or travelling to and from meetings in different places.

The aim of this policy is to reduce the risks associated with working alone, by:

- using regular risk assessments to identify potential risks and hazards for employees and volunteers working alone
- raising awareness among employees and volunteers of the systems, procedures and equipment available to deal with those risks
- ensuring that employees and volunteers have access to training, support and advice to enable them to remain as safe as possible when working alone

2. What is lone working?

Lone working is working without direct supervision, and without other employees or volunteers present.

3. Policy

The Directors are committed to meet legal requirements, using them as a minimum standard and seeking to exceed them when appropriate to protect employees and volunteers. The Directors are committed to ensuring a healthy and safe working environment.

4. Implementation

The safety of employees and volunteers is of paramount importance and the Directors will ensure that:

- Risk Assessments are carried out where appropriate for lone working, which will be used to define and prioritise actions and resources to minimise identified hazards
- Procedures are developed and safe systems of work introduced which incorporate appropriate support



- Advice and guidance covering personal safety and security for lone working is provided for employees and volunteers
- Appropriate equipment is made available to enable employees and volunteers to work safely alone, including where appropriate mobile phones and personal attack alarms
- Where appropriate, training will be made available covering:
 - Emergency response procedures
 - Dealing with violence and aggression
 - Personal safety and security
 - Support procedures

5. Responsibilities

5.1. Directors are responsible for:

- Ensuring the continued relevance of this policy
- Consistent application of this policy
- Monitoring its effectiveness
- Ensuring sufficient resources are available to implement lone worker procedures and systems for all relevant employees and volunteers

5.2. The Secretary is responsible for implementing this policy, and will ensure that:

- Employees and volunteers are familiar with the policy and any supporting procedures and guidelines, and that they understand the requirements
- Risk assessments are carried out as appropriate
- Action is taken to minimise identified hazards
- Employees and volunteers are given copies of risk assessments, and work within the identified procedures
- Employees and volunteers are trained in relevant procedures and safe systems of work
- Sufficient resources are available to provide the necessary equipment
- Employees and volunteers follow the procedures and safe working systems

5.3. All employees and volunteers are responsible for:

- Ensuring they have read and understood this policy and any supporting information
- Ensuring they have read the outcomes of risk assessments



- Ensuring they regularly review risk assessments and inform the Secretary of any shortcomings in the arrangements
- Following any systems used for their protection while working alone
- Sharing with the Secretary and any colleagues information about their work location
- Informing the Secretary or a Director of any concerns about working on their own
- Reporting to the Secretary any incidents involving lone working, to enable systems to be reviewed and revised

6. Risk Assessments

Before any new lone working is undertaken, a risk assessment must be carried out using the form at Appendix 2, and the findings must be recorded. The assessment includes:

- Hazards within the workplace or area to be visited
- Methods of communication – for example, any employees and volunteers for whom it is deemed necessary to have mobile phones when working alone must use them according to the relevant guidelines
- The provision of equipment such as personal attack alarms
- “Buddy” working in pairs when problems are anticipated
- The possibility of violence
- When working in the community, the history of individuals, households or groups with whom work is to be done – is it safe to visit alone?
- Risks associated with lone working for people with protected characteristics
- Medical fitness of the person working alone – possibility of illness or deterioration of their condition
- The possibility of accidents, considering the activities taking place e.g. setting up equipment, moving furniture
- Ease of access to support, advice, supervision
- How an alarm can be raised if there is no contact within an agreed time

7. Monitoring and audit

The following will be used to monitor and audit the effectiveness of this policy:

- Review of measures produced in response to risk assessments
- Analysis of support system information
- Actions in response to any adverse incident reports and investigations



8. Review

- This policy will be reviewed annually by the Board on or around the anniversary of its adoption.
- Date of next scheduled review: November 2014





Appendix 1: Risk assessment for lone visits

| No. | Factor | Yes | No |
|-----|--|-----|----|
| 1 | Have you checked whether you need any specific information before your visit? | | |
| 2 | Does anybody know where you are lone working and how long you will be? | | |
| 3 | Are there arrangements for someone to take action if you do not respond to check calls? | | |
| 4 | If your appointment schedule changes have you informed the person who would take such action? | | |
| 5 | Have you made sure that you can be contacted? | | |
| 6 | Have you avoided or minimised carrying cash and having valuable items visible? | | |
| 7 | Will you pass on to colleagues and other agencies any aspects of incidents or practice that need to be shared? | | |
| 8 | Do you carry a personal alarm? | | |
| 9 | Do you carry a mobile phone? | | |

