

# PO116 LONE WORKING POLICY AND PROCEDURE

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## Policy

CVS Falkirk recognises that some staff are required to work by themselves in the community without close or direct supervision, sometimes in isolated work areas or out of office hours.

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, CVS Falkirk has a duty of care to advise and assess risk for workers when they work by themselves in these circumstances. However, employees have responsibilities to take reasonable care of themselves and other people affected by their work.

To get some useful tips on personal safety CVS Falkirk recommends useful guidance sheets produced by the Suzy Lamplugh Trust which can be downloaded from: [www.suzylamplugh.org.uk](http://www.suzylamplugh.org.uk) under Campaigns and Community.

**It should be noted that CVS Falkirk does not permit any staff (employees or volunteers) to meet clients or organisations in private residences/homes under any circumstances.**

### Policy statement:

This policy applies to all situations involving lone working arising in connection with the duties and activities of CVS Falkirk's staff, contractors, volunteers and trustees.

'Lone workers' includes:

Those working at their main place of work where:

- Only one person is working on the premises
- People work separately from each other, e.g. in different locations
- People working outside normal office hours, e.g. cleaners

Those working away from their fixed base where:

- One worker is visiting another agency's premises or meeting venue
- One worker is working from their own home.

## Guidance

The aim of the policy is to: -

- Increase staff awareness of safety issues relating to lone working
- Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far is reasonably practicable
- Ensure that appropriate support and training is available to all staff that equips them to recognise risk and provides practical advice on safety when working alone

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- Encourage full reporting and recording of all adverse incidents relating to lone working
- Minimise the number of incidents and injuries to staff related to lone working.

## **Responsibilities:**

The CEO is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working
- Providing resources for putting the policy into practice, and
- Ensuring that there are arrangements for monitoring incidents linked to lone working and that the effectiveness of this policy is regularly reviewed.

Line managers are responsible for:

- Ensuring that all staff are aware of the policy;
- Taking all possible steps to ensure that lone workers are at no greater risk than other employees.
- Identify situations where people work alone and decide whether systems can be adopted to avoid workers carrying out tasks on their own
- Ensuring that risk assessments are carried out and reviewed regularly;
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone;
- 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 an effective system of reporting, investigating and recording incidents;
- Ensuring that appropriate support is given to staff involved in any incident;
- Providing a mobile phone, and other personal safety equipment, where this 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 as appropriate;
- Taking part in training designed to meet the requirements of the policy; and
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.

## **Mandatory standard of practice lone workers:**

During their working hours, all staff leaving the workplace (or home) must leave written details of where they are going and their estimated time of arrival back at base. If, in the course of a trip away from the office, plans change significantly, this must be communicated back to the office on 01324 692000.

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Details of the planned visit must be recorded in the electronic diary. Arrangements must be made with a manager or colleague to check that a lone worker has returned to their base or home on completion of a task on time, telephone contact is advisable.

Staff must avoid being left on their own with a client in the workplace, or leaving a colleague in this situation. When this is unavoidable, staff must obtain the prior agreement of their line manager who will make any arrangements to ensure their safety. This must be recorded in the bookings diary, giving contact details of the person who is being met.

Staff who are working early or late, outside of normal working hours, or otherwise find themselves alone in the office, are required to set the outside doors to disable opening from the outside without a key, to avoid anybody entering the office unnoticed.

## **Children and Vulnerable Adults:**

Please refer to the relevant Policies (PO21 and PO221). In general, staff should **never** work alone with a child or vulnerable adult. Staff should never transport a child or a vulnerable adult on their own.

## **Reporting abuse:**

Lone workers must report incidents such as accidents and near misses, including all incidents where they feel threatened, in the accident book (PO1 Accidents). This includes incidents of verbal abuse.

During support and supervision (PO181 & PO186), managers will ask people working on their own whether there are any safety concerns that aren't being addressed. Lone workers are encouraged to seek help and advice if any safety concerns arise.

Related Policies: PO1 Accident  
PO21 Child Protection  
PO221 Vulnerable Adult Protection  
PO181 Support & Supervision – Paid Staff  
PO182 Support & Supervision - Volunteers

Related Documents: none  
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