

HOPE 4 (Rugby) Ltd. LONE WORKER POLICY

1 INTRODUCTION

Rationale Under the Health and Safety Act 1974, (HSW Act) and the Management of Health and Safety at Work (MHSW) Regulations 1972, Hope 4 (Rugby) Ltd. has a responsibility for the health, safety and welfare at work of its employees. These responsibilities apply equally to all employees that for whatever reason, work alone. Lone workers should not be more at risk than other employees. This may require the Charity to take extra risk control measures which take account of normal work and other foreseeable emergencies such as accidents, illness, violence etc.

Scope This policy applies to all the people employed Hope 4 (Rugby) Ltd, whether as volunteers, support workers and any others who are working in a professional capacity at the Centre.

Principles The principle of this policy is that Hope 4 (Rugby) Ltd. will assess lone working practices and take steps to control risks identified. Where it is possible, systems will be adopted to avoid employees working alone. In cases where this is not possible, Hope 4 (Rugby) Ltd. will give the appropriate level of guidance and support to employees, so that they are aware of, and comply with, best practice in relation to lone working.

2 DEFINITION OF LONE WORKER

2.1 Lone workers are those who work by themselves without close or direct supervision such as:

- a) **Employees in fixed establishments**
 - Where only one employee works on the premises
 - Employees work separately from others
 - Employees work outside normal hours
- b) **Mobile workers working away from the office in**
 - Client's homes
 - Public venues
 - Elsewhere outside the Charities control

2.2 Young persons under the age of eighteen are not allowed to work alone and must work under the direct supervision of a competent person.

3 RISK ASSESSMENT

3.1. Management must consider whether systems can be adopted or improvements made to avoid workers carrying out work on their own. Where improvements are identified detailed schedules and timings for implementation and for a further review must be agreed.

3.2. Risk assessment is essential to good risk management and must be carried out by a member of the Hope 4 (Rugby) Ltd. Board. Assessments shall be carried out for, and by all employees, whose working practices makes them vulnerable. The assessment will need to cover both kinds of employees as identified above.

3.3. Risk assessments on site for lone workers must include:

- Safe access
- Risk of violence
- Safety of equipment for individual use
- Channels of communication in case of emergency
- Site security
- Security arrangements e.g. alarm systems and response to personal alarms

3.4 Risk assessments for mobile workers must include:

- Client risk assessment where appropriate
- Risks when parking and retrieving vehicles
- Reporting, recording and information sharing
- Communication and traceability
- Personal safety and security

4 INCIDENT REPORTING

4.1. In order to maintain an appropriate record of incidents involving all lone workers, it is necessary to maintain a record of all incidents and 'near misses' of incidents through the Hope 4 log file reporting system.

4.2. Incidents reported by lone workers can often be anecdotal in nature and it is important that the Board of Trustees represented by the Company Secretary receive – in writing - not only the perception of the employees but also details of actual incidents or near incidents.

4.3. Employees should ensure that all incidents are reported – in writing - where they are threatened or feel unsafe.

5 RESPONSIBILITIES

5.1 Board of Trustees:

- The Company Secretary must identify all workers who are defined as lone workers as per this policy.
- The Board must review and assess the need for lone working in all these cases.
- The Company Secretary must ensure that appropriate risk assessments are undertaken in regard to lone workers and must devise and implement safe working systems in relation to lone working to avoid or control risk where necessary.
- The Company Secretary must provide appropriate alternative arrangements or provide back-up when it is not safe for employees to work alone.
- The Company Secretary must ensure that systems are in place for employees to be traced and that these systems are regularly checked.
- The Company Secretary must maintain up-to-date records of vehicles used by lone workers.
- The Company Secretary should be aware of circumstances within the community that may increase risks for lone workers and communicate such changes to Hope 4 employees.

5.2. Employees:

- Employees must ensure that they are aware of policies and procedures relating to lone working and comply with them.
- Employees must advise their Line Manager and seek guidance if they find they are (unusually) working alone.
- Employees working alone must ensure that they comply with reporting-in systems and inform their appropriate colleague or Line Manager if they are not maintaining their usual schedule.
- Employees must take reasonable care to protect themselves and to implement all guidance, policy and practice relating to risks arising from lone working.
- Employees must inform managers of circumstances or changes within their locality, which pose increased risk to them or other employees.
- Employees should ensure that information relating to increased risks is shared with their colleagues through written memos, emails or text messages.

6 TRAINING

The Company Secretary will identify training needs in relation to lone working for those employees who work in this position and link them with appropriate training provisions as and when they become available.

Signed:

Date:

Agreed by the Board of Trustees, June 2015

Review date: **annually**

Reviewed June 2016. June 2017.