

IntaGR8 CIC has a responsibility under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 to provide a safe, secure environment for every member of staff. IntaGR8 CIC recognises that working alone can bring additional risks to a work activity and has developed policies and procedures to control the risks and protect employees. All staff working on their own should understand and follow these guidelines.

A lone worker definition applies to an employee or volunteer undertaking duties on their own or in an non accessible venue away from other members of staff. This policy also applies to a small group of employees working within isolated location and/ or when carrying out known high risk activities such as; known violent or aggressive behaviour, carrying cash.

Guidelines

All staff that are likely to be working alone should ensure that:

They have the knowledge and competencies to undertake their duties safely. They have a comprehensive knowledge and awareness of the hazards and risks to which they may be exposed. That they know what to do if something goes wrong. Someone else knows their whereabouts, what he or she is doing and when they should be expected back at their normal working base. Ensure that they do not undertake any unnecessary risks. Report promptly any threats or potentially dangerous situations

Although there is a legal responsibility placed on IntaGR8 CIC to provide safe systems of work it is also the employee's responsibility to follow safe working practices and inform their line manager of any concerns they may have. Line managers are responsible for assessing the risks and implementing guidelines to safeguard the member of staff while carrying out their duties.

Employees

A lone worker should not be at any greater risk than any other employees and should be able to function without risk and with confidence. It is therefore imperative that a lone worker considers:

Hazards and risks associated with the activity. Steps that are necessary to reduce risks. Any written instructions for the task/ activity. What to do if a problem is encountered. Steps necessary to minimise risks of violence. Procedure and arrangements for contacting their line manager should it be necessary.

Ref: IntaGR8 lone working policy

Risk Assessments

It is the line managers responsibility to ensure that all risk assessments are up to date and are reviewed on a regular basis (at least annually – and more frequently if there are any changes)

The risk assessments will consider the following:

Is the member of staff working alone competent to carry out the task is he/she medically fit to do the task Is he/ she aware of the risks. Does he/she know how to seek assistance if necessary? Has

Lone Working Policy

the member of staff any concerns about carrying out the task. Do they have a mobile phone and is there coverage. The time and location of the task

The line manager will ensure that the whereabouts of the member of staff is known with appropriate contact numbers and where necessary accompanied if the level of risk is of concern. Consideration will also be given to the most suitable venue for the task should there be significant concern about the safety of a member of staff.

Lone Worker Checklist

The checklist is not exhaustive

Before setting out:

Check the weather forecast and cancel the appointment if the weather conditions present a risk. Ensure the vehicle has sufficient fuel and is well maintained. Allow sufficient time for the journey so that you are not rushing. Make sure that you have all the equipment required to undertake the task/ activity. Drive with all bags/ equipment hidden. Inform colleagues/ line manager of all proposed visits, routes and timings and that your electronic diary is up to date with visit details. Ensure that a colleague/ line manager can make contact should they have any concerns. Make sure that any personal safety alarms, mobile phones are in working order/ charges and that you have your base number set up so that it can be dialled by just pressing a button. Ensure you have a contact number on your mobile phone for whom you are meeting in case of unexpected delay. Inform colleagues of possible dangers and concerns. Ensure you have a relevant map for your journey in the car. Ensure that a friend, relative or colleague is aware of your movements

Ref: Lone Working

In the event of an unexpected delay you have emergency supplies (bottle of water, energy food, and blanket). In the event of a vehicle breakdown, you have your garage/ vehicle rescue telephone number on your mobile phone

While travelling:

Lock your door whilst driving. Do not use mobile phone while driving unless connected to a hands free system

Home Visits:

Park as near as possible to the address and have a clear uninterrupted exit. At Night Park in a light area. Avoid, as far as possible, waste ground, isolated pathways and subways, especially at night. Assess the situation as you approach. If you are in any way unhappy be prepared to abandon or postpone visit. Do not enter the house if the person answering the door gives any cause for alarm; if the client is not there, alcohol on their breath etc. Always follow the occupants into the building If possible do not schedule a home visit for the last session of the day

If an incident occurs:

Put your own safety first If the client is aggressive, but the aggression is not directed at you, let them let off steam then calm them down and help them to think of ways resolving their problems. Do not be confrontational. Call for assistance from the Police or your team as appropriate

Lone Working Policy

After the incident has occurred:

Contact your line manager and return to base. Allow yourself time to recover and if necessary seek practical support from colleagues. Contact the Police as appropriate. Ask for debriefing and for further counselling if the post-trauma condition continues. Share information with others who may visit. Make a written report of the incident, a signed copy of which should be retained on file.

Working alone in the office

Ref: Lone Working

The employee will ensure:

If working alone outside of reception manned hours, ensure that all building entry routes are securely locked. They have received clear instructions regarding closure of the entrance doors, if you are the last person to leave the building.

People (eg family at weekends) are aware of your lone working situation (e.g. start/finish times).

Lone working from home

They are familiar with the location of the first aid kit.

They are familiar with the location of the fire exits.

Their car is located close to the nearest exit door.

All windows are secure.

You have a telephone/mobile close to hand. Make sure that your mobile is fully charged and switched on.

They know the procedure in the event of a power failure

An employee will ensure:

Other people are aware of your lone working situation (e.g. start/finish times)

You know the procedure in the event of a power failure.

You have a telephone/mobile close to hand. Make sure that your mobile is fully charged and switched on.

Make sure that IntaGR8 CIC have your home telephone number and emergency contacts for you.

That you have emergency telephone numbers close at hand.

Prepared by: R Raper 1/9/15 next review 1/9/16