

ABBNEYFIELD POLICY & PROCEDURE/GOOD PRACTICE GUIDELINES

Policy Ref:	S016P
Owner:	Abbeyfield Oxford Society

Effective date:	May 2015
Next review date:	May 2017

TITLE	LONE WORKING
1 Background	The Policy has been developed to minimise the risk to undertaking work activities when working alone compared to when performing these tasks with other people present.
2 Objectives	<p>The purpose of this policy is to:</p> <p>Assess all staff workplace activities and put in measures to prevent and reduce the risks from working alone.</p> <p>Any member of staff who has to work alone should not be put at any extra unnecessary risk whilst carrying out their role</p>
3 Scope	All staff and volunteers working in houses
4 Policy 4.1	<p>Definition</p> <p>Lone workers are those who work by themselves without close or direct supervision. Lone workers should not be at more risk than other employees although this may require extra risk-control measures. Precautions should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents.</p>
4.2	<p>Roles and Responsibilities</p> <p>A staff member has the responsibility to;</p> <ul style="list-style-type: none"> • Act in such a way so as not to put themselves at risk. • Take reasonable care of themselves and others affected by their work and to co-operate with their employers in meeting their legal obligations. • Report any issues and concerns to their line manager immediately. • Undertake training as appropriate to assist with their role. <p>A line manager has the responsibility to;</p>

ABBNEYFIELD POLICY

	<ul style="list-style-type: none">• Supervise lone workers via means such as regular meetings, telephone discussions and other appropriate methods.• Have regular contact between themselves and the lone worker.• Ensure training is provided in sensitive areas (e.g. reactions to verbal abuse/hostile attitudes, threatening practices) and on subject areas where necessary as part of the job role.• Complete the Lone Worker risk assessment form and ensure this policy is available to view.• Report any areas of concern to the Health and safety department. <p>The Abbeyfield Oxford Society has the responsibility to;</p> <ul style="list-style-type: none">• Provide the policy and risk assessment forms to all staff so they can be followed and completed accordingly.• Provide advice and training where necessary for working alone.
4.3	<p>Arrangements</p> <p>All workers, but particularly lone workers will be informed by their line manager who they should contact for help and support in fulfilling their duties.</p> <p>Where workers are expected to work alone after dark, adequate lighting will be provided at exits. Lone workers who live alone should be encouraged to make appropriate arrangements with family or friends to check that they have got home safely.</p> <p>Where an incident in which the well-being or safety of a staff member or others may be threatened is foreseeable, a risk assessment must be carried out with the identification of suitable control measures; these will include two persons in attendance at all times and if necessary informing the local police.</p>
4.4	<p>Risk Assessment</p> <p>A lone worker risk assessment will be carried out with staff members and volunteers whose job involves working alone. This will identify relevant control measures that are specific to the individual, the workplace and job activities being undertaken.</p>

ABBNEYFIELD POLICY

4.5	Supervision Although lone workers cannot be subject to close and constant supervision, line managers will ensure their health and safety at work and will provide guidance in situations of uncertainty. Line Managers will regularly check the progress and quality of work by meetings, telephone discussions or other appropriate method. Generally, regular contact between the line manager and lone worker is encouraged.
4.6	Training Training will be provided on Lone Working as part of the Health and Safety Awareness Training and as specific training in areas where not having this information can put the worker at risk or in a vulnerable situation (e.g. First Aid and Fire training). Where training is seen as essential for a staff member's job it is a mandatory requirement that they attend when training sessions are arranged to ensure the company complies with their legal duty in managing lone working.
5 Supporting Appendices	Lone Worker Risk Assessment
6 Linked Policies	Health and Safety Policy Risk Assessment Policy
7 Legislation / Regulation	Health and Safety at Work Act 1974 Management of Health and Safety at Work Regulations 1999
8 Review	Every 2 years, subject to any regulatory or legislative updates.