



Lone working policy template

Introduction and purpose

[Organisation name] recognises it has an obligation under the Health and Safety Executive regulations for the health, safety and welfare at work of its staff and volunteers. These responsibilities apply equally to staff and volunteers that, for whatever reason, work alone.

[Organisation name] has a duty to assess risks to lone workers and take steps to avoid or control risks where necessary to minimise the risk in these circumstances. The purpose of this policy is to emphasise the need for appropriate risk assessment, clarify responsibilities and describe some of the steps that can be taken to minimise risk and maximise personal safety.

Scope

This policy applies to all those carrying out duties for or on behalf of (organisation name) whether or not they are directly employed.

Definition of lone workers

A lone worker as any individual who, in the process of carrying out their duties on behalf of (organisation name), who may find themselves working alone or in an area isolated from colleagues. This could include:

- Staff/volunteers undertaking home visits
- Volunteer drivers

Policy Statement

The hazards of working alone

Some examples of hazards facing lone workers are:

- Fire
- Violence and personal safety issues
- Pets
- Moving and handling tasks

High risk activities may include:

- Undertaking work in isolated areas
- Undertaking work within known high-risk areas
- Working/visiting individuals in their own home
- Working alone at base
- Working with people with known risk factors, violence or mental health etc
- Times when employees are travelling between site/homes/offices
- Times when employees are handling cash and/or banking

This policy aims to increase staff and volunteers awareness of lone working safety issues and ensure that the risk of working alone is assessed to reduce risks to the lowest practicable level.

Responsibilities

The Chief Executive has overall accountability for ensuring the [organisation name] puts in place the necessary management systems for the effective implementation of all risk management related policies, including the promotion of this policy.

'Services coordinators' are responsible for ensuring that suitable and sufficient Risk Assessments are in place and transmitted to all appropriate staff and volunteers. To ensure that in the event of a physical assault or other incident involving a member of staff or a volunteer, systems are in place for immediately reporting to the police and assigned personnel. Further measures will be taken to ensure that staff and volunteers receive appropriate training in violence and aggression and conflict resolution procedures.

Lone Workers will follow the guidance attached to this policy (Appendix A) and will take reasonable care of themselves and other people who may be affected by their actions. Lone workers will assist in carrying out risk assessments and co-operate with (organisation name) by following agreed procedures and will ensure that:

- They have full knowledge of the hazards and risks to which they are exposed.
- That they know what to do if something goes wrong.
- That someone knows their whereabouts, and when they are due back.

Risk assessments

Risk assessments form the basis of a sound health and safety management system. Risk assessments must be carried out for all lone workers/volunteers annually

References

The Management of Health and Safety at Work Regulations 1999; Health and Safety at Work Act 1974.