

Lone Working Policy

Lone working refers to situations whereas staff in the course of their duties work alone in the community, within a building or within other people's homes. They will be physically isolated from colleagues and without access to immediate assistance. The lone working risk may also arise where there are other staff in the building but by the nature of building itself, may essentially create staff being in isolated areas.

This policy is designed to help employees and volunteers to identify risks presented by lone working, to identify the responsibilities each person has in this situation, to identify procedures to minimise risks and to give staff a framework to manage potentially risky situations.

CANDI undertakes to: -

- support staff and volunteers to establish and maintain safe working practices.
- recognise potential risk and put measures in place to eradicate or reduce such risk.
- support staff in keeping self and others safe.
- prioritise the safety of individuals over property.
- provide training as required.
- provide such equipment as necessary, such as mobile phones, personal alarms and torches.

MANDATORY PROCEDURES

- CANDI trustees are responsible for ensuring access to the building is controlled and that emergency exits are clearly marked and accessible.
- Alarm systems and safety equipment should be tested weekly and recorded.
- Lone workers should ensure they are familiar with the exits and any alarm systems and procedures for alerting to risk.
- Lone workers must have access to a telephone and first aid equipment.
- If the building is suspected of being broken into, a staff member or lone worker should not enter alone but summon and await back up.
- In buildings where staff are working in relative isolation, there should be a system in place to alert colleagues in an emergency.
- Staff should be able to identify service users, and therefore a signing in procedure should be implemented for all people using the building.

PERSONAL SAFETY

Lone workers must not assume that having a mobile phone and a backup plan is sufficient to keep safe. The key to being as safe as possible is to plan for a reduction of risk.

Lone workers are expected to take all reasonable care and actions to ensure their own safety.

Mandatory procedures

- Lone workers must notify their line manager or other identified person when they will be working alone, give accurate details of their location and follow an agreed procedure for the task
- Lone workers are to notify appointed person when they leave or having left the building safely.
- Lone workers if waiting for a lift from the project site, should not wait outside of the building, but wait until their lift has arrived and then leave the building.
- If a lone worker does not attend as expected or arranged, follow up should be made to ensure that person is safe

Assessment of risk

Risk assessment should address the following factors: -

- Environmental and locations building security and access.
- Nature of the risk and any special circumstances.
- Consideration of individuals concerned – indicators of potential risk.
- History – any previous incidents or similar situations

PERSONAL SAFETY:- Guidelines for Staff and Volunteers.

CANDI has a responsibility to staff, volunteers and service users to ensure their safety, health and welfare, but as representatives of the charity you also have a responsibility to take reasonable care of yourselves.

Being safe and confident in your environment is supported by being able to recognise potential risks and dangers and taking positive steps to help reduce risk for yourself and others around you.

Lone Working Policy

Be aware of your environment

- Including alarms, exits, systems, procedures and location of first aid supplies and appointed person/or qualified first aider.
- Be aware of isolated and poorly lit areas at night, crime activities in the area.
- Park your vehicle within close distance to building and in well-lit area, if possible.
- Check out with designated person when leaving or having left the building.
- If you find yourself in a potentially dangerous situation – be aware of what is around you and what could be used as a potential weapon against you.
- Try and create a route of escape for both you and a potential perpetrator. E.g. leaving doors open, not blocking or trying to prevent a person leaving.
- If a service user is considered to present a potential risk to staff and other services users, an agreed working plan should be made with them with the support of other agencies if appropriate.
- Taking care when entering or leaving empty buildings especially at night.
- Ensuring that phone and laptops are carried discreetly.
- Do not try and deal with potentially dangerous situation on your own, if you suspect the situation will escalate call assistance. Including 999 if you feel you are at serious risk of harm.
- The agreed plan for contact or emergency response should be a standard one for the team to identify with the situation.
- A code word or phrase that alerts that assistance is required.
- Read the pocket guide from Suzy Lamplugh Trust.

Be aware of self

- Think about your body language and the message it may give to others.
- Be aware of your voice and choice of words. Could this be used to diffuse or escalate a situation.
- Be aware of your own triggers and think about what makes you upset or angry.
- Is what you are wearing suitable for the task? eg. Slogans, branded or political messages on clothing.
- Make sure your phone is charged/ personal alarm and that both are easily accessible. that you remember any code words to alert people.

Be aware of other people

- Note non-verbal signs.
- Be aware of other triggers
- Allow people space especially if they are upset or angry.
- Listen and show you are listening.
- Be empathetic to the needs of others
- Develop good communication skills.

REPORTING, MONITORING AND REVIEW

Should an incident occur, a report should be made to the manager and a lone worker debrief should follow. Post incident support should be offered.

The lone working measures and policy will be monitored through staff supervision and appraisal process and regular risk assessment of working environment and any potential risk within the environment or potential risk from service users.

Lone working and risk assessment will be a regular agenda item at team meetings.

Staff should report any concerns to manager/trustees.

Document control

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Next review	