

## **Allsorts Lone Working Policy**

### **1. Policy Statement**

1.1 Where an individual's role requires them to work alone, both the individual staff member and their manager have a duty to assess and reduce the risks which lone working presents.

### **2. Purpose**

2.1 This policy is designed to raise awareness of the risks presented by lone working, to identify the responsibilities each person has in this situation, and to give guidance on how to manage such risks.

### **3. Scope**

3.1 This policy applies to all staff who may find their self working alone at any time whilst undertaking duties for Allsorts, including both paid and voluntary staff.

### **4. Definition**

4.1 Within this document, 'lone working' refers to situations where staff in the course of their duties work alone or are physically isolated from colleagues and without access to immediate assistance.

4.2 This last situation may also arise where there are other staff in the building but the nature of the building itself may essentially create isolated areas.

4.3 This particularly refers to situations when staff members may find themselves working alone with members when no other staff members are present.

### **5. Mandatory Procedures**

5.1 Staff should avoid working alone whenever possible.

5.2 Where meeting a member at their home is necessary, staff should ensure their line manager (or other colleague if line manager is not available), is made aware of where they are conducting the visit and how long the visit is likely to last.

5.3 Staff must diarise all home visits and meetings in their Outlook calendar and call the office when they have left the location.

5.4 If a member of staff does not report in as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate.

5.5 Staff should never be alone in their car with another member, parent or child, in their car.

5.6 Staff should have a charged mobile telephone with them whenever they are lone working. If on PAYG, the mobile should also have enough credit to make a call if necessary.

5.7 Staff working alone must ensure they are familiar with the building's exits and alarms.

5.9 In buildings where staff may be working with members in relative isolation, there should be an agreed system in place to alert colleagues in an emergency.

5.12 Staff should take reasonable precautions when working alone – see appendix 1.

5.13 Staff should never work alone if they are concerned about risks to themselves or others in the situation.

5.14 Should an incident occur, the reporting and de-briefing involving an identified person should follow as soon as possible after the incident and no later than 24 hours after such incident.

5.15 Staff should report any incidents that place themselves or the members at risk to the Allsorts DSL.

## **6. Monitoring and Review**

6.1 The ongoing implementation of the Lone Working Policy will be monitored through feedback from staff to the Operations Manager.

6.2 The policy will be reviewed annually, unless changing circumstances require an earlier review.

**For further information, please see the Appendices below.**

## **Appendix 1 – Reasonable precautions for personal safety**

### **1. Personal Safety**

#### **1.1 Be aware of the environment**

- 1.1.1 Know what measures are in place where you work: if in your place of work, check out alarm systems and procedures, exits and entrances, and the location of the first aid supplies. If in a public place, e.g. a coffee shop, ensure you know where the exits are.
- 1.1.2 Make sure that your mobile phone is in good working order
- 1.1.3 If your work takes you into areas which are isolated, poorly lit at night or known for high crime rates arrange to check in when the visit is over.
- 1.1.4 If a potentially violent situation occurs, be aware of what might be used as a weapon against you, and of possible escape routes.

## Appendix 2 – Assessing risk

1.1 Potential risks that individuals could be exposed to during lone working for The Access Project include (but are not limited to):

- 1.1.1 Being the recipient of physical, emotional or sexual abuse
- 1.1.2 Being accused of perpetrating physical, emotional, sexual, or neglectful abuse
- 1.1.3 Neglecting one's own duties to safeguard children

1.2 When undertaking risk assessments, the following should be taken into consideration:

- 1.2.1 the environment – location, security, access
- 1.2.2 the context – nature of the task, special circumstances, likely outcomes
- 1.2.3 the individuals concerned – indicators of potential or actual risk
- 1.2.4 history – any previous incidents in similar situations
- 1.2.5 any other special circumstances

1.3 Staff members are expected to follow the guidance in this policy when assessing the location and always ensure they are aware of exits.