SHREWSBURY HOUSE
COMMUNITY ASSOCIATION

Bushmoor Crescent, Shooters Hill, London SE18 3EG

Tel: 0208 854 3895

Email: manager@shrewsburyhouse.org

Website: www.shrewsburyhouse.org

LONE WORKING POLICY

Approved by SHCA Board March 2019

Review Date: March 2022

Charity No. 1011659

Company No. 2695822

supported by

ROYAL *borough of* GREENWICH

Author(s)	**Maggie Aiken & Policy Review Group SHCA Trustees**
Version	**1.0**
Version Date	**March 2019**
Implementation/Approval Date	**March 2019**
Review Date	**March 2022**
Review Body	**SHCA Board**
Policy Reference Number	

Contents Page

1.0 Summary

Shrewsbury House Community Association (SHCA) takes seriously its responsibilities to ensure the health, safety and welfare of all staff, trustees, users and volunteers who use the Centre. SHCA is committed to reducing risks and protect the safety of all staff, users, volunteers and Trustees who use the Centre.

SHCA recognises that it has a duty of care for employees who may work alone at times, without close or direct support or supervision. Those working alone are more vulnerable than those who do not. They get less support from colleagues and it is often more difficult to summon help if things go wrong. The purpose of this policy is to ensure that there are adequate health and safety systems in place to reduce the risks of lone working for employees as far as is reasonably possible and practicable. To this end SHCA looks to minimise/eliminate lone working and where this cannot be achieved look to remove hazards aggravated or mitigate risks caused by lone working.

2.0 Introduction and Objectives

The purpose of this policy is to help employees and Trustees of SHCA think about and improve their personal safety, be aware of potential risks in lone working and to take practical steps to reduce and adapt strategies to ensure their personal safety.

While SHCA aims to eliminate lone working, it is not always practicable to do so.

At times when staff are working alone SHCA will:

- Assess potential risks/hazards to lone workers and seek to reduce these
- Implement procedures that help ensure health, safety and well-being of all staff.
- Ensure reasonable precautions are in place

Factors to be taken into consideration for lone workers are:

The environment – location, security, access.
The context – nature of the task, time of day, any special circumstances.
The individuals concerns – indicators of potential or actual risk
History – any previous incidents and lessons learned
Any special circumstances.

Hazards to lone working:

- Physical and verbal aggression
- Use of technology (e.g. handling a phone can make the lone worker a target for attack)
- Tasks that include manual handling (e.g. some loads cannot be lifted safely by one person)
- Fire
- Hazardous chemicals and other dangerous substances
- Isolated and remote areas
- Risk of robbery and danger to staff

Reasonable precautions include:

- Employee Safety Training: Appropriate provision of training for staff (customer service, health and safety, dealing with conflict/aggression)
- Staff fully understand the procedure for dealing with aggression or violence: This includes aggressive or inappropriate contact which may or may not result in pain and/or injury or offence and other non-physical abuse including verbal, racial or sexual abuse, threatening behaviour, gesturing, swearing, shouting, insults, innuendo, intimidating behavior that causes fear or emotional upset.
- All staff fully understand the procedure for raising an alarm/triggering an alert and alerting emergency services.
- Staff ensure someone else is easily contactable if working alone.
- Ensure arrangements are in place for lone workers to reporting at regular intervals.
- Ensure staff have effective means of communication (e.g. mobile charged)
- Ensure lone workers have an up to date contact list and telephone numbers.
- Ensure lone workers have access to all basic facilities such as toilets and first aid equipment
- Ensure lone workers are fully briefed about the locations in which they work.
- If going off site (in working hours), ensure that another member of staff/ Centre Manager knows where he or she is going and when they are expected to return.
- Taking care when entering or leaving empty buildings, especially at night.
- Ensure that equipment (laptops/mobile phones etc.,) is carried discreetly/not obviously visible.
- Using a cashless system as far as is reasonable

3.0   Scope

This policy applies specifically to all employed staff at Shrewsbury House Community Association and Trustees of SHCA.

It should be read in conjunction with the following SHCA policies and procedures:

- Health & Safety Policy
- Safeguarding Policy for Adults & Children
- Whistleblowing Policy
- Procedure for Dealing with Aggression
- Procedure for Raising an Alarm

4.0   Definition

A lone worker is defined as an employee 'who works away from other staff without direct support or supervision'.

This could include:
- Receptionists workers that work unsupervised
- Out of hours workers, such as cleaners/caretakers/janitorial staff
- Staff that attend unmanned sites
- Staff that open or close sites/buildings
- Staff requested to travel in the course of their work on specific tasks.
- Periods of time a worker may be left to work for a short period of time while waiting for other staff to provide cover.

Lone worker safety risks are often unique to the setting/environment. The Centre Manager needs to perform thorough risk assessments of the environments that their lone workers operate in, to create a reliable health and safety plan and ensure proper protection of the workers.

5.0   Roles & Responsibilities

Legislation:

While there is no legal prohibition on working alone, under the Health & Safety at Work Act (1974) and the Management of Health and Safety at Work Regulations (1999), employers must ensure all risks to health and safety are assessed, including those caused by working alone. Employers must also report certain accidents suffered by employees, including physically violent incidents under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (2013)

SHCA is a recognised 'place of safety' in the community. Every effort is made to ensure that SHCA provides a welcoming and safe place to undertake activities by all members of the local community, this includes compliance with health & safety procedures and legislation and appropriate insurance cover to ensure the safe running of the building.

Group Leaders:

All those leading activities at SHCA have responsibility for ensuring the health and safety of those who are participating in the activity they are leading, as far as is reasonable. Those leading activities should be made aware of polices and procedures of SHCA that apply to health and safety, personal safety and safeguarding.

Volunteers:

Volunteer supervisors are responsible for volunteers under their supervision. Volunteers would normally have a volunteer supervisor who has responsibility for ensuring the personal safety of volunteers working within specific projects.

This may include volunteers undertaking roles such as:

· _befriender
· _fundraiser
· _buddy
· _community worker
· _events assistant

Employed staff working at SHCA work as a team to ensure that:

- All reasonable precautions are taken to ensure that SHCA is a safe place to work
- All staff will take reasonable steps to ensure their own personal safety and will not place themselves in danger or at risk in the course of their work.
- To report to the Centre Manager any concern or potential risk posed to their personal safety or the safety of others.
- Participate in training as required to ensure personal safety and the safety of others.

The Centre Manager will

- Ensure that all staff are aware of and fully implement the policies and procedures that will ensure the health and safety and well being of staff and for lone workers.
- Ensure that staff will participate in appropriate training, to ensure their own personal safety in the course of their work and the safety of others.
- Eliminate lone working as far as is possible.
- Ensure that any potential risks to personal safety/potential hazards to lone workers are risk assessed.
- Maintain records of assessments and ensure Board review of these.
- Ensure that any incident that may occur is fully reported and investigated and that a summary of the investigation and lessons learned are reported to the Board.
- Where there is any reasonable doubt about the safety of a lone worker, consideration must be given to making other arrangements to undertake the task (e.g. providing more staff cover at certain times; re-design work plans as necessary).
- Ensure Health & Safety Audits are undertaken.

It is the responsibility of **The Board of Trustees**:

- To ensure that SHCA complies with current legislation (health and safety, duty of care to employees).
- To exercise a duty of care to all its employees.
- To ensure that appropriate policies and procedures are in place
- To ensure that these policies are regularly monitored and reviewed

- To address any incident that may occur and ensure it is fully investigated and reported to the Board.
- To ensure any lessons learned from incidents or complaints related to personal safety are implemented.
- To review risk assessments undertaken on a regular basis. (At least annually)
- To consider and decide if there needs to be financial investment on safety measures/systems/equipment to mitigate risk (e.g. CCTV cameras, security systems or provide members of staff with personal alarms/smart phone apps.)

6.0   Training

SHCA has a statutory duty to have in place appropriate policies and procedures to comply with relevant legislation and to enable staff to fulfill the requirements of their role safely and competently.

In addition, SHCA has a responsibility to ensure appropriate training to all staff and Trustees. For paid staff this is assessed by the Centre Manager, in line with the specific roles members of staff undertake. Training needs are identified and reviewed during staff appraisals.

A record of training of staff and the Trustees is maintained and reported to the Board at regular intervals.

Date Policy approved by Board:

……………………………………………………………………….

Signature of Chair:

……………………………………………………………………….

References:

Working Alone – a health and safety guide on lone working. UNISON

HSE websites (www.hse.gov.uk)

Lone workers. Available at www.hse.gov.uk/toolbox/lone/htm