

Lone Working Policy



The organisation does everything they can to ensure the health, safety and welfare of volunteers while engaged in volunteer activity. At any given time, volunteers may be alone, either in our premises or when operating on our behalf externally.

We assess the risks to lone workers and take steps to avoid or control the risks where possible. Volunteers have responsibility to take reasonable care of themselves and others in lone working situations. Lone working is not inherently unsafe. Taking precautions can reduce the risks associated with working alone. This policy is designed for volunteers who either frequently or occasionally volunteer alone. It also refers to both high and low risk Activities. The organisation works on the principle that lone workers should not be at more risk than other employees and volunteers, and that lone working is to be kept to a minimum whenever possible, particularly in the evening. The organisation understands lone workers to be those who work without close or direct supervision or company for substantial periods of time. This includes cooking and delivery staff and volunteers.

The organisation recognises that staff and volunteers working alone need to rely on their own judgement and initiative and may be at a greater risk of making mistakes or errors. We understand that training is particularly important for lone workers and that adequate training is a really important part of responding well to new situations.. Lone workers need to feel confident to work alone, to be sufficiently experienced and to understand the risks and precautions needed. The organisation understands its duty to ensure employees and volunteers are confident to deal with circumstances which are new, unusual or beyond the scope of their training, plus the day to day activities.

The organisation believes that supervision helps to ensure that employees understand the risks associated with their work and that the necessary safety precautions are carried out. The extent of supervision required depends on the risks involved and the ability of the lone worker to identify and handle health and safety issues. Simple steps like having a charged phone, and staying in contact with plans are key. If your physical safety or well being is at risk remove yourself from the situation and contact the police. Untoward incidents, including all incidents which involve the use or threat of aggression or violence, should be discussed with us.

All staff must read this policy and be trained in personal security procedures. Security training is included in the induction training for all new staff and in-house training sessions on security are conducted at least annually and all relevant staff & volunteers must attend. As part of the induction process supervisors must satisfy themselves that each person is competent and safe to work alone and that they are clear about how to act in ways that will maximise their own safety and about what to do in an emergency situation.