

Lone Working Policy



POLICY TITLE:	Lone Working Policy
Persons Responsible for Policy:	Julian Alsop- Director Nicola Palmer- Operations Manager
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This policy has been designed as a source of advice for staff who may be required to lone work within the Miag organisation.

The guidance is to be read in conjunction with the organisation’s up-to-date risk assessments. Whilst it is the legal responsibility of the organisation to provide safe systems of work, individuals have a responsibility to follow safe working practices, both within the office environment and outside of it. These guidelines intend to protect young people, staff and volunteers from any potential risk, where working together one to one might expose them to physical, emotional, medical or other difficulties, and ensure that lone working sessions are well-planned and positive. It is important to note that lone workers should not be at more risk than other employees. This requires extra control measures. Precautions should take account of the work involved and unforeseeable emergencies.

SLT must ensure that they have put into place the following systems to ensure that, once a lone working necessity is identified, a risk assessment is completed which reflects the following:

- Who will be responsible for identifying all possible lone working situations?
- Which fully trained person(s) will complete the risk assessments?
- Who will review the risk assessments and how often?
- Who will be responsible for monitoring the lone working system to ensure it is working?
 - Who will co-ordinate any lone working “buddy system” or other introduced system?
- Who will implement any emergency procedures where necessary, and what will these entail?

Definition of a Lone Worker Lone workers are defined by the Health and Safety Executive (hse.gov.uk) as “those employees who work by themselves without close or direct supervision”. Any lone working requirements of a job must be explained during the recruitment and induction procedure. All persons falling into this category must have a risk assessment carried out for the time they are working alone, whether a short period or the majority of the time.

For example:

- Miag staff attending late meetings
- Working from home
- Attending Courses
- Transporting students

Risk Assessments:

The key to maximising Health and Safety wherever lone working is being considered is the performance of a suitable and sufficient risk assessment.

The risk assessment should address three main features:

1. Whether the work can be done safely by lone workers.
2. What arrangements are needed to ensure, so far as is reasonably practicable, that lone workers are not exposed to significantly more risks than employees who work together.
3. Deciding the level of additional training that will be required for persons working alone.

Risk Assessments will be carried out and must be read, approved and signed by SLT. The risk assessment should be about identifying who is at risk and from what, including if current control measures for lone working are adequate, or if more needs to be done to ensure that the person is not at a greater risk than any other employee. If the risk is greater, the employer has a responsibility to eliminate or reduce that risk as far as is reasonably practicable. It is important to note that, where a training need is identified in a risk assessment, then that training is mandatory and must be delivered within a suitable timeframe. Employers also have a legal duty to provide certain health and safety provisions for their employees and these duties will apply to lone workers and include facilities under the following legislation:

- The Health and Safety (First Aid) Regulations



- The Workplace (Health, Safety and Welfare) Regulations. Any accidents, near misses and dangerous occurrences must be reported to a relevant SLT and an incident report form be completed to record the event, making special reference to the fact that a lone worker was involved. All recorded accidents and near misses reported must be reviewed, to ensure lessons are learnt from the incident and if necessary, alterations to the lone working risk assessment and/or risk control measures are made, additional training will be required for lone workers, to promote:

- A reduction in possible incidents.
- A reduction in the seriousness of incidents.
- An improved response to incidents.
- Confidence in staff that they are being supported.

When staff are lone working, a member of SLT will provide information and contacts and/or be on call to the staff. SLT will contact staff regularly by text to ensure there are no issues that need support.

Travelling advice for lone workers:

Lone workers should provide their line managers with contact details, an explanation of the work they will be doing and the schedule they will be following or working out of hours. SLT with responsibility for lone workers should ensure that their mobile phones are switched on and that they are available. They should ensure there is an effective buddy system in place. They should also have access to SLT.

Establishing an Effective Lone Working Buddy System

A lone working buddy system is a way of staying in contact with someone who is working alone. The buddy is usually a designated person who the lone worker can contact at any time for the duration of their shift. It could also be an automated system that lone workers use simply to check in and out of their work activities.

It is the responsibility of the organisation to decide what level of supervision is required. It is not up to the individual lone worker to decide when they need assistance, or whether they require it at all.

Responsibilities of a Buddy:

The lone working buddy should be a colleague/staff member who understands the nature of the lone worker's job role. It is most important that they're immediately available throughout the duration of the worker's shift.

A lone working buddy should:

- Have all of the required contact details for the lone worker, including phone number and email address.
- If the lone worker has a vehicle, have details of the vehicle's make, model and registration number.

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- Be clear on all of the lone worker's predicted movements during the shift. The buddy must know where the lone worker is meant to be at all times.
- If the lone worker does not get in touch at the agreed intervals, attempt to contact the worker every 10-15 minutes for up to an hour, before escalating the matter.
- If the lone worker can still not be contacted after an hour, notify SLT in the first instance, and then the emergency services if the lone worker remains out of contact.

Careful consideration should also be given to the contingency arrangements:

- What will happen if SLT are not available?
- Is there someone else who is knowledgeable enough to take over if needed?
- Who will communicate this to the lone worker? Lone Working - one to one with children and young people
- The work of a Mentor may sometimes require an element of one-to-one working to allow the child to talk openly about sensitive issues. For the protection of children and adults, the settings chosen and behaviours adopted must be carefully considered.
- Staff and volunteers will choose public areas such as cafes, instead of secluded or remote meeting places, to meet a child or young person, and only with the knowledge and consent of management and parents/carers.
- Staff and volunteers will have appropriate background knowledge of the young person in advance of the session, including their personal risk assessment should they have one and any medical information. This information is used to plan for a session with a young person, in the choices made, consents sought and preparation for meeting the young person's needs throughout the session. If longer or high-risk activities are planned, this is shared in advance with the relevant SLT and advice followed.
- When lone working, staff and volunteers ensure they always have a charged mobile phone with them, that somebody knows where they are and for how long, and they are aware of the following contact numbers - office and designated staff mobiles.
- All lone working activities undertaken must be age-appropriate and meet requirements outlined in the Health & Safety Policy. Any exceptions to this are agreed and risk assessed in advance with the SLT. It is the responsibility of staff / volunteers to ensure that they and the young person have appropriate clothing, food, drink or equipment for any activities undertaken. Any incidents or accidents must be reported in accordance with our Health & Safety Policy.
- Staff / volunteers will not engage in lone work if either party is under the influence of drugs or alcohol. If the young person appears to be under the influence during the session, the adult ends it immediately and ensures the young person is safely returned home in the most appropriate manner.
- If the young person behaves inappropriately in a way likely to expose themselves, staff, volunteers or third parties to offence or harm, the adult must inform a designated member of staff immediately by phone and take their instructions.



- If during a lone working session a child or young person makes any allegations about the adult present or another volunteer or staff member, the adult must ensure the young person is safely returned home in the most appropriate manner and then immediately inform SLT
- It is sometimes necessary to collect or return a young person to their home. No home visits should be made other than that necessary. Visits are never without prior arrangement with the family and are always recorded. Staff and volunteers must never remain alone with the young person in their home or visit private areas such as a bedroom.
- The organisation assesses and mitigates any risk to staff or volunteers of visiting the young person's home prior to such an arrangement being made.
- If a child or young person becomes dysregulated in a lone working situation, this must immediately be reported to the SLT, who will take appropriate risk assessment action.

Miag has risk assessments for various activities, external trips (business settings) and lone working.