

**Great Yarmouth & Gorleston Young Carers**

**Lone Working Policy**

Definition of Lone Workers

Lone workers are those who work by themselves without close or direct supervision such as employees/volunteers in fixed establishments or online where:

* only one person works on the premises
* people working separately from others
* people working outside normal hours.
* Undertaking home visits
* Undertaking one to one support

Aims of Policy

The aim of the policy is to:

* increase everyone’s awareness of safety issues relating to lone working
* ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk as far is reasonably practicable
* ensure that appropriate training is available in all areas that equips individuals to recognise risk and provides practical advice on safety when working alone
* ensure that appropriate support is available who have to work alone
* encourage full reporting and recording of all adverse incidents relating to lone working
* reduce the number of incidents and injuries to employees related to lone working.

**Responsibilities**

**Managers**

Managers are responsible for:

* ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working
* providing resources for putting the policy into practice
* ensuring that there are arrangements for monitoring incidents linked to lone working and that the Board regularly reviews the effectiveness of this policy.
* ensuring that everyone is aware of the policy
* ensuring that risk assessments are carried out and reviewed regularly
* putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone
* ensuring that people identified as being at risk are given appropriate information, instruction and training, including training at induction, updates and refresher training as necessary
* ensuring that appropriate support is given to everyone involved in any incident
* managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.

**Individuals**

Individuals are responsible for:

* taking reasonable care of themselves and others affected by their actions
* co-operating by following rules and procedures designed for safe working
* reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate
* taking part in training designed to meet the requirements of the policy
* reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.

**Risk Assessment**

Risk assessment is essential for good risk management. Assessments will be carried out for those whose working situations/environments which makes them vulnerable.

Recommendations will be made to eliminate or to reduce the risk to the lowest level reasonably practicable. In all cases there is a fundamental question about the need for lone working.

The Manager must decide whether systems can be adopted to avoid employees carrying out tasks on their own. If this is not possible the working practice of employees plus other contributory factors must be risk assessed.

Risk assessments for lone workers include:

* safe access and exit (if applicable)
* risk of violence
* safety equipment for individual use
* channels of communication in an emergency
* level and adequacy of on/off site supervision.

Following completion of the risk assessment, consideration should be given to any appropriate action that is required. The manager must ensure that risk assessment systems are in place to meet the specific needs of all lone workers within their area of control.

**Communication**

The organisation will ensure that a mobile telephone is available together with a charger. In all possible circumstances, individuals are requested to keep with them their own charged mobile telephone for use in an emergency. Any charges incurred for organisational purposes will be reimbursed in full on the production of an itemized bill.

**Checking In / Out**

Employees/volunteers are required to contact the Office to inform them that they will be lone working and explain the situation with times and place and notify them of finishing times. This can do done through email or work plan must be in writing with all relevant details. Once they have completed the work, they are undertaking they must contact the relevant person to say they have finished and where they are going next, this can be through conversation, email or text.

If a worker does not contact the Office at the stated time, they will call the worker to find out why they have not called. If there is no response where possible they will contact the place the worker was working. No response and the police will be contacted and the situation explained.

**Incident Reporting**

An incident can be defined as an unplanned or uncontrolled event or sequence of events that has the potential to cause injury, ill health or damage. In order to maintain an appropriate record of incidents involving lone workers it is essential that all incidents are reported to the Manager.

Individuals should ensure that all incidents where they feel threatened or ‘unsafe (even if this was not a tangible event/experience) are reported. This includes incidents of verbal abuse.

**Contacting/Involving the Police**

If a situation arises which precipitates the need for Police attendance, the individual at risk should dial 999.

The organisation is actively committed to protecting workers from violence and assault and will support criminal proceedings against those who carry out assault. All workers are encouraged to report violent incidents to the police and will be supported by the organisation throughout the process.

Except in cases of emergency, individuals should inform their line manager of any incidents immediately who will thereafter take responsibility for contacting the Police to report the details of the incident.

**Support for Individuals**

All new workers will receive the Lone Workers Policy, and this will be highlighted as part of the organisation’s induction. Individuals should know that their safety comes first and should be aware of how to deal with situations where they feel they are at risk, or unsafe. They should also be able to recognise how their own actions could influence or even trigger an aggressive response. The manager will therefore ensure that all lone workers training needs are assessed and that they receive appropriate training.

Name ……………………………………………………………………………………………………………………………………

Signed ……………………………………………………………………………………………………………………………………

Date ……………………………………………………………………………………………………………………………………

Date of review………………………………………………………………………………………………………………………..