

**Spiral Sussex**

**Lone Working  
Policy**

**November 2018**

## Spiral Sussex

### Lone Working

### Policy

This policy and procedure has been approved by the Executive Committee of Spiral Sussex which are responsible for its review.

The original signed copy of this policy and procedure is kept at Spiral Sussex's office.

Signed: Mark Shanahan Date: 6<sup>th</sup> November 2018

Name: Mr Mark Shanahan

Chair of Trustees

Signed: Marc Blackwell Date: 6<sup>th</sup> November 2018

Name: Mr Marc Blackwell

Trustee

Record of adoption and review of this policy and procedure:-

- Adopted:
- To be reviewed: (+1 years from the adopted date)

# **Spiral Sussex**

## **Lone Working**

### **Policy**

#### **Introduction**

Under the Health and Safety at Work Act 1974 duty of care for the health, safety and welfare of employees is placed on the employer to the extent that it is reasonably possible.

Under the Management of Health and Safety at Work Regulations 1999 duty of care is placed on employers to ensure that they ensure all hazards are considered and risk of injury and ill health to employees is reduced.

#### **1. Definitions**

Lone workers are spending some or the majority of their time working by themselves including for the purpose of conducting home visits or because they work from home.

This document sets out the charity's policy and procedure for lone workers.

#### **Policy**

Safe working procedures are essential for lone workers and do not differ in this regard to concern shown for other Spiral Sussex activities. A risk assessment will be completed specific to the tasks under the responsibility of the lone worker. It is the responsibility of a senior manager to carry out this risk assessment.

The following will be considered in the risk assessment:

- Does the workplace present an increased risk to lone workers compared to working on the Spiral Sussex premises?
- Is there a safe way in and out of the premises?
- If equipment is required, is the lone worker able to carry all the necessary equipment?

- Does the lone worker require any personal protective equipment to carry out the work?
- Is there any risk of violence?
- Are women at risk if working alone?
- Are younger workers at risk if working alone?

It is the responsibility of the Chief Executive to ensure that lone workers are suitable to work alone and that their working circumstances conform health and safety requirements. They may seek guidance from an occupational health professional to ensure this.

Any identified risks must be communicated to the lone worker and a copy of the risk assessment provided, showing the identified hazards and control measures is also given to them. This remains the responsibility of the Chief Executive.

A system for emergencies must be established for the lone worker. All lone workers must be provided with a Spiral Sussex mobile phone and basic first aid kit.

## **Procedure**

All staff must adhere to the following when carrying out duties for Spiral Sussex, including lone workers:-

1. Meetings should take place at the Spiral Sussex or other neutral venue where possible and appropriate rather than a home visit.
2. Where home visits must be carried out, is the responsibility of staff to obtain information about any known risks associated with the person that they are planning to visit prior to the visit, for example, through contact with a care manager or social worker. In the case where potential hazards are identified, this must be discussed with a line manager and two members of staff must attend the home visit.
3. All details of the home visit, including the person's name, telephone number, address and so on of the person being visited, must be shared with the staff members line manager prior to the visit.

4. An agreed upon key phrase between the member of staff conducting the home visit and their line manager must be established prior to the home visit. In the case of a need for support without wanting to raise the alarm with the person(s) being visited, the staff member should use this phrase with their line manager or other staff member, who understands that this means the lone worker may be in trouble. Where a staff receives this message, they should notify the Chief Executive or, in their absence, the Chair of Trustees, immediately. On identifying the lone workers whereabouts, the police should be contacted, by dialling 999.
  
5. Following a home visit, if a lone worker does not intend to return to the office or on their return to the office, no other staff members are present, they must ensure they contact a colleague after their meeting to confirm that they are safe. If no contact is made by the lone worker following their home visit, the Chief Executive must be notified.

## **Staff responsibilities**

It is the responsibility of all staff to take due care of themselves and others whilst at work, including reading and ensuring that they have understood this document and associated policies, particularly the Risk Assessment Policy and Procedure.

Any changes to a staff member's practice that may require a review of associated risk assessments must be informed to their line manager.

Staff are responsible for ensuring that all accidents and incidents which they are aware of, including those which occur while lone working, are reported to the Chief Executive using the appropriate incident/accident report form. A central log of all accidents and incidents is kept at Spiral Sussex's offices.

## Audit Guidance

Check	Evidence
<p>Is a risk assessment conducted for each role within Spiral Sussex and updated every 2 years?</p>	<p>Ask for risk assessments by role.</p> <p>Check whether a risk assessment of lone working has been included where necessary and what measures have been taken to keep staff safe.</p>
<p>In cases where a member of staff working alone has a health condition/disability, have actions been taken to secure their safety?</p>	<p>Check what action has been taken.</p> <p>Has there been input from occupational health specialists, if so, do records exist which show the situation is being managed sufficiently?</p>
<p>Are the procedures outlined above being followed by staff?</p> <p>Do all staff know key phrase to be used in an emergency?</p>	<p>Do staff know about these procedures?</p> <p>Check whether these are being adhered to.</p> <p>Ask staff whether they know the key phrase. Check what action staff would take in this eventuality.</p>