

Safety for Lone Worker Policy

Background

It is the duty of LGEC to assess risks to lone workers and take steps to avoid or control risks where necessary. Employees of LGEC have responsibilities to take reasonable care of themselves and other people affected by their work and to co-operate with LGEC in meeting legal obligations.

LGEC recognises that when travelling in the course of their work, working away from the centre, working unsociable hours or making use of flexible working practices, members of staff may at times be alone for significant periods of time.

In order to ensure that LGEC fulfils its duty of care to all staff whether in or away from the main office base, the following procedures outline what LGEC will do to support lone workers and what is expected of LGEC staff in order that they fulfil their duty of care to themselves. This policy aims to put in place working practices that actively minimise additional risk to employees working alone and to ensure that staff working alone should not be at greater risk in their jobs than other workers.

According to the Health and Safety Executive, a lone worker is defined as:

- Someone working separately from others;
- Only one person working on the premises; or
- A mobile worker working away from their fixed base.
- Someone working from home.

Procedures

Communication

Communication is key to ensuring all lone workers are safe:

- All members of staff should ensure that they complete the diary as fully as possible as far in advance as possible. This is to ensure that it is possible to see when people will be in the centre, when they will be working late or at weekends, and to ensure that we have contact details for everyone at their location. Please ensure that in the diary you list the number you are contactable on, the contact number for the person/venue you are visiting, and the times you expect to be at that meeting.
- Report to line manager if you become aware of situations where it feels hazardous to be working alone.
- Report to line manager if you have or develop a medical condition which means you may be more at risk if working alone (e.g., epilepsy, diabetes, stroke). Your working conditions will then be risk assessed again and reasonable adjustments will be made, if necessary. This information will be kept confidential but will be shared on a "need to know" basis, negotiated between the worker and their line manager. This is to reduce the associated risk if the line manager is on leave and the worker is taken ill whilst working alone.

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Transport

Travelling to and from meetings and events is a crucial time in terms of safety

- When attending events after normal working hours in the evening within Preston it is *recommended* that you travel by taxi - LGEC has an account with AAA taxis that you can use. In normal circumstances, the Chief Executive should approve this in advance. Try to ensure that one other person from the event/meeting waits with you and sees you into the taxi (if they have private transport home).
- If you live outside of Preston and are attending evening events, it is *recommended* that you travel by taxi from the centre and back, or back to your car or to the bus or train station. LGEC has an account with AAA taxis that you can use. If it is possible, try to ensure that one other person from the event/meeting waits with you and sees you into the taxi (if they have private transport home).

Line management responsibilities

- Risk assessments for positions that are likely to involve regular lone working will be completed – these will be used to determine whether additional measures need to be taken to ensure the safety of specific workers (e.g., provision of mobile phone, etc).
- The extent of lone worker supervision should be determined by the risks involved and the ability of the lone worker to identify and handle health and safety issues. Employees new to a job, undergoing training or dealing with new situations may need to be accompanied at first. The level of supervision required is a decision which should be made by the Chief Executive based on the findings of risk assessment. The higher the risk, the greater the level of supervision required. It should not be left to individual staff to decide whether they require support or assistance.
- Should an incident arise, the worker's line manager or a trained assessor should accompany the lone worker(s) to perform an additional review the risk assessment of their situations in the light of this incident.

Events

- External events in the community such as at a youth centre should always be attended by a minimum of 2 staff members. One staff member may be from a partner organisation that the project worker is working with on the event.

First Aid

- Lone workers should be capable of responding to emergencies. Risk assessment should identify foreseeable events where this may arise. Lone workers should have access to adequate first-aid facilities, whether in the office, working from home or possibly carrying a first-aid kit in the staff member's car to treat minor injuries.
- A risk assessment may occasionally indicate that lone workers need training in first aid.

General

- If you are working alone in the centre, ensure the front door is secure and don't open without checking through the spyhole who is there. If you are at all concerned about the caller – do not open the door.

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- The building is equipped with panic alarms in all rooms which are connected to the alarm system. Use these if you are concerned about your safety in the office at any time.
- Do not attempt to lift beyond your capabilities. Do not remove objects from high shelves unless another member of staff is present and there is adequate equipment to be able to do so safely. This applies both when working alone at LGEC, when working from home or whether working alone at an event.
- Whilst the day to day work of LGEC does not involve the handling of any potentially dangerous substances, this must not be undertaken during working hours when working alone. This applies both when working alone at LGEC, when working from home and whether working alone at an event.
- If working with young people or vulnerable adults, ensure that you are not left working alone with them, unless you are in a public space (e.g., café, etc). This means that you are less open to accusations of misconduct. See the LGEC Child Protection Policy for further guidance on this matter.