New Creation

Lone Working Policy

Contents

1. Purpose

1.1 The purpose of this policy is to set out the framework for dealing with and managing the potential risks associated with lone working. It also provides guidelines which offer support and practical guidance for employees who find themselves working alone either in their normal place of work or whilst out on New Creation business for some or all of the working day.

1.2 This policy is not intended to be restrictive or provide definitive guidance for every individual situation or set of circumstances.

1.3 This procedure is effective from 11 January 2016 as approved by the Joint Leadership Team of New Creation (hereafter referred to as NC).

2. Applicability

2.1 This policy applies to all employees of New Creation and Volunteers authorised by NC.

3. Roles and responsibilities

3.1 Line managers are responsible for;

3.1.1 Assessing risks associated with lone working for members of their department; and

3.1.2 Introducing safe systems/procedures for members of their departments which ensure reasonable precautions are taken to maintain their safety.

3.2 Employees And Volunteers are responsible for:

3.2.1 Raising concerns and highlighting risks associated with lone working with their line manager; and

3.2.2 Following practical steps set out by their line manager and NC to ensure their safety and taking every general precaution for their safety when they are out and about fulfilling the duties of their role.

3.3 Human Resources Representative is responsible for:

3.3.1 Providing advice and guidance on this policy; and

3.3.2 Updating this policy as appropriate to ensure compliance with legislation

4. Principles

4.1 A lone worker can be anyone who works by themselves. It could be that employees may, because of their roles and responsibilities, on occasions; work late in the office, work from home on their own, travel to external meetings at night and at weekends, and be out in areas which they are unfamiliar.

4.2 The NC and employee must work closely together to share the responsibility of identifying concerns and issues of risk and taking steps to minimise these risks.

4.3 Under health and safety legislation NC has a duty for the health and safety of its employees. Where working alone in the workplace is identified we have a duty to identify issues, assess risk and put measures in place to avoid, or control risks.

4.4 At all times employees should remain alert to their own security and should not take unnecessary risks. Where an employee believes that they are in serious or imminent danger they should where possible, cease or postpone the work activity and should remove themself to a place of safety. The employee should inform their line manager of any such situation and the reasons for their actions at the earliest opportunity.

4.5 Under no circumstances will an employee be required to attend an event/travel where there are known high risks to personal safety and security.

5. Assessing risk and determining precautions

5.1 All line managers are responsible for considering the wellbeing and safety of any of their employees and volunteers who may be subject to lone working. Where lone working is likely to occur the line manager should discuss with the employee what risks might exist, the level of risk and as a result any possible precautions that can be taken to minimise risk.

5.2 When carrying out an assessment of the risks to which a lone worker may be exposed the following should be considered:
- The individual's ability to carry out their activities safely on their own in their environment
- The potential for the individual to be subject to violence
- The individual's ability to request assistance or to withdraw safely from a dangerous situation
- The individual's medical fitness to carry out the work alone
- What would happen in the case of sudden illness or emergencies
- Effects of social isolation
- Risks related to driving
- Fire safety
- Any existing precautionary measures and emergency arrangements

5.3 Examples of precautions which may be appropriate to minimise risk include:
- Leaving clear details with work colleagues about where the employee is going, who they are meeting, the time of the meeting and a contact number
- Parking somewhere where people are about and in well lit areas when it is dark
- Setting up a 'buddy system' with set call times to ensure personal safety
- Agreement of a distress code word
- Deciding that lone working is not appropriate for a particular task and therefore two members of staff must carry out the activity
- Training on dealing with violent/aggressive clients
- Clear understanding of emergency procedures and locking up protocols
- Ensuring the availability of first aid facilities, which might include carrying one in the employee's car
- Recommending breakdown cover insurance is in place for those travelling around the area
- Carrying a mobile phone which is charged
- Carrying a panic alarm when on a visit particularly late at night

6. Monitoring

6.1 Line managers are responsible for monitoring the effectiveness of precautionary control measures and making adaptations where measures or strategies are not working.

6.2 Where a risk is identified as being a significant risk or where an incident or 'near miss' occurs whilst an employee is lone working this should be reported to any NC Minister or the HR Representative.

7.   Review

7.1   This procedure will be reviewed to respond to any changes in the employment legislation, and at least every three years.