

## **Skills & Volunteering Cymru (SVC)**



### **Lone Working Policy & Procedure**

**Reviewed August 2019**

	<b>Lone Working Policy &amp; Procedure</b>
<b>1.0</b>	<b>Introduction</b>
<b>1.1</b>	<p>As an SVC staff member or volunteer you may on occasion undertake visits/ meetings/ activities where you are working or volunteering alone, or on a one-to-one basis with a beneficiary.</p> <p>The majority of beneficiaries that SVC volunteers will visit/ meet will be within organisations/ schemes/ hospitals/ schools. In these environments there will usually be a staff member present who can provide support should a volunteer require any type of assistance.</p> <p>However on occasion, SVC staff or volunteers may visit/ meet beneficiaries within their homes where the beneficiary lives alone, or when no one else is in the home.</p> <p>SVC staff or volunteers may on occasion undertake tasks outside of a beneficiary's home, and visit/ meet with a beneficiary on a one-to-one basis, within the community.</p> <p>This may include activities such as going for a walk, shopping or other leisure activities.</p> <p>This policy aims to keep SVC trustees, volunteers and the staff who support SVC safe within their roles; help to prepare trustees, volunteers and staff for lone visits/meetings; advise trustees, volunteers and staff on the potential hazards to be aware of within a home; advise on SVC's procedures should any type of emergency, incident or concern arise whilst undertaking lone working or volunteering.</p> <p>These guidelines will be supported by training on particular topics.</p>
<b>2.0</b>	<b>Scope of the Policy</b>
<b>2.1</b>	<p>This policy applies to all situations involving lone working arising in connection with the duties and activities of SVC staff, volunteers and Trustees.</p> <p>'Lone workers' includes:</p> <ol style="list-style-type: none"> <li>1. Those working at their main place of work where: <ul style="list-style-type: none"> <li>• Only one person is working on the premises</li> <li>• People work separately from each other, e.g. in different locations</li> <li>• People working outside normal office hours</li> </ul> </li> <li>2. Those working away from their fixed base where: <ul style="list-style-type: none"> <li>• One worker is visiting another agency's premises or meeting venue</li> <li>• One worker is making a home visit to an individual</li> <li>• One worker is working from their own home</li> <li>• One worker is undertaking activities in the community</li> </ul> </li> </ol>
<b>2.2</b>	<p>It is hoped that all your questions relating to this policy will be clearly answered. However, if you have questions which remain unanswered, then please refer to the SVC Manager or SVC Board of Trustees (SVC staff may also refer to the HR department at Innovate Trust, as the employers of</p>

	SVC staff).
<b>3.0</b>	<b>Aims of the Policy</b>
<b>3.1</b>	<p>The aim of the policy is to: -</p> <ul style="list-style-type: none"> <li>- Increase staff, volunteer and Trustee awareness of safety issues relating to lone working.</li> <li>- 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 as possible.</li> <li>- Ensure that appropriate support and training is available to all staff, volunteers and Trustees that equips them to recognise risk and provides practical advice on safety when working alone.</li> <li>- Encourage full reporting and recording of all adverse incidents relating to lone working.</li> <li>- Reduce the number of incidents and injuries to staff, volunteers and trustees related to lone working.</li> </ul>
<b>4.0</b>	<b>Responsibilities</b>
<b>4.1</b>	<p>The SVC Board of Trustees are responsible for:</p> <ul style="list-style-type: none"> <li>• Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working;</li> <li>• Providing resources for putting the policy into practice;</li> <li>• Ensuring that there are arrangements for monitoring incidents linked to lone working and that the effectiveness of this policy is regularly reviewed.</li> </ul> <p>The SVC Manager is responsible for:</p> <ul style="list-style-type: none"> <li>• Ensuring that all staff are made aware of the policy;</li> <li>• Taking all possible steps to ensure that lone workers are at no greater risk than other employees and volunteers of SVC;</li> <li>• Identify situations where people work alone and decide whether systems can be adopted to avoid workers carrying out tasks on their own;</li> <li>• Ensuring that risk assessments are carried out and reviewed regularly;</li> <li>• Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone;</li> <li>• Ensuring that staff, volunteers, groups and individuals identified as being at risk are given appropriate information, instruction and training, including training at induction, updating and refreshing this training as necessary;</li> <li>• Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents;</li> <li>• Ensuring that appropriate support is given to staff or volunteers involved in any incident;</li> <li>• Providing a mobile phone, and other personal safety equipment, where this is felt to be desirable.</li> </ul> <p>Staff and volunteers are responsible for:</p> <ul style="list-style-type: none"> <li>• SVC staff must ensure all Lead Volunteers and volunteers are made aware of this policy;</li> </ul>

	<ul style="list-style-type: none"> <li>• Taking reasonable care of themselves and others affected by their actions;</li> <li>• Conducting Risk Assessments for their specific projects involving Lone Working;</li> <li>• Delivering training for their specific projects to give appropriate information, instruction and details regarding this Policy, Lone Working and SVC's associated procedures;</li> <li>• Following guidance and procedures designed for safe working;</li> <li>• Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate;</li> <li>• Taking part in training designed to meet the requirements of the policy;</li> <li>• Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.</li> </ul>
<b>5.0</b>	<b>Guidance for Risk Assessments of Lone Working</b>
<b>5.1</b>	<p>When Risk Assessing Lone Working for a volunteer, Trustee or staff member, the following must be considered-</p> <ul style="list-style-type: none"> <li>• Is the person medically fit and suitable to work alone?</li> <li>• Are there adequate channels of communication in an emergency?</li> <li>• Does the workplace or task present a special risk to the lone worker?</li> <li>• Is there a risk of violence?</li> <li>• Are women especially at risk if they work alone?</li> <li>• Is any known risk attached to a beneficiary?</li> <li>• Has an alternative to a home visit/ one-to-one meeting been considered?</li> <li>• Has safe travelling between appointments been arranged?</li> <li>• Have reporting and recording arrangements been made where appropriate?</li> <li>• Can the whereabouts of the lone worker be traced?</li> </ul>
<b>6.0</b>	<b>Good Practice for Lone Working</b>
<b>6.1</b>	<p>During their working hours, all staff and volunteers leaving the workplace (or home) should leave written details of where they are going and their estimated time of arrival back to the workplace/home.</p> <p>If, in the course of a trip away from the office, plans change significantly, this should be communicated back to the SVC office and/or partner organisation/ site of volunteering.</p> <p>If a visit is assessed to have sufficient risk, full details of the meeting should be left with a supervisor (SVC Manager, SVC Project Co-ordinator, Scheme Manager etc). Details should include name of the beneficiary, address of meeting, time of meeting, and expected duration of meeting.</p> <p>Once the meeting is complete, the lone worker (staff member or volunteer) should notify their supervisor immediately to let them know they are safe.</p> <p>Staff and volunteers should avoid being left on their own in the office with a customer they do not know. Additionally, all staff and volunteers should ensure they don't leave colleagues in a similar situation.</p> <p>Staff and volunteers should avoid meeting customers/ beneficiaries alone at</p>

	<p>the workplace. When this is unavoidable, staff and volunteers must make a risk assessment and obtain the prior agreement from the SVC Manager who will make any arrangements to ensure their safety.</p> <p>Lone workers should have access to adequate first-aid facilities and mobile workers should carry a first-aid kit suitable for treating minor injuries. First Aid kits are carried in each SVC vehicle, additionally there is a First Aid kit in the SVC office.</p> <p>Lone workers should be provided with a mobile phone and other personal safety equipment where this is necessary. Personal alarms are available from the SVC office upon request.</p> <p>Occasionally risk assessments may indicate that lone workers need training in first aid, this will be organised by the SVC office. All SVC staff will be registered onto basic First Aid courses.</p>
<b>7.0</b>	<b>Children and Vulnerable Adults</b>
<b>7.1</b>	<p>In general, staff and volunteers should never work alone with a child or with a vulnerable adult who displays challenging behaviour.</p> <p>Staff and volunteers should never transport a child or vulnerable adult alone.</p>
<b>8.0</b>	<b>Planning a Lone Worker Visit</b>
	<p>Before undertaking a lone worker visit or activity, it is the responsibility of the lone worker to ensure they have full knowledge of the hazards, and risks to which he or she may be exposed to, and apply control measures to eliminate or reduce the potential risks.</p> <p>Have you:</p> <ul style="list-style-type: none"> <li>• Checked the beneficiary/ customers records for up-to-date information?</li> <li>• Contacted the referrer for up-to-date information on the beneficiary?</li> <li>• Consulted other colleagues that may have worked with the beneficiary?</li> <li>• Read and understood any service user specific risk assessment documentation?</li> </ul> <p>Having collected all the relevant information you then need to plan your contact:</p> <ul style="list-style-type: none"> <li>• Trust your intuition and always think of your personal safety;</li> <li>• What is the best time of day to visit; assess the situation, are you familiar with the location?</li> <li>• Consider the weather/visibility; seasons - will you be driving in the dark?</li> <li>• Where is the most appropriate place to meet this person?</li> <li>• Do I need to take another staff member/ volunteer with me?</li> <li>• If another agency is involved can we undertake a joint visit?</li> <li>• Ensure someone knows where you are at all times; do not make last</li> </ul>

	minute/unplanned visits.
<b>8.1</b>	We hope that all your questions have been answered within this Policy, however if you require any further information then please contact the SVC manager.