



## **Lone Worker Policy**

### **Purpose**

This policy aims to raise the awareness of and minimise the risks of lone working.

### **Scope**

This policy applies to any staff or volunteers working alone, whether in office premises, or at home, or on home visits in the community or otherwise. A lone worker is defined as a member of staff or volunteer who regularly or occasionally works on their own without immediate support from other employees or volunteers.

### **Context/Background**

Due to the isolated nature of lone working, lone workers may face specific risks that do not apply to other staff members and/or volunteers who do not work alone.

### **Risk Assessment**

In addition to the general risk assessment that is part of the Health and Safety Policy, Impetus and lone workers are jointly responsible for identifying any risks involved in lone working and putting measures in place to avoid or control these risks. This should be completed before embarking on any lone working. If an unacceptable level of risk is identified by Impetus or the worker, the nature of the work will be reviewed by Impetus in conjunction with the worker. The risk assessment should cover possible exposure to the risk of violence due to lone working. Workers should leave the workplace if there is serious and imminent danger of any sort and should contact their line managers.

### **Making Home Visits**

A worker making a home visit should inform their line manager, a team member or another responsible adult (who may be a friend or family member) about:

- Where are they going and who they are going to see (including contact details),
- How they are travelling to and from the visit,
- How long the visit should take, how frequently they will report in, and what time they expect to be back.

The worker should inform such persons of their return. If the worker does not return at the agreed time, the notified person should take appropriate action, such as contacting a member of Impetus' staff.

In addition to the above, when making home visits workers should:

- Carry official identification and emergency contact details,
- Carry a mobile phone at all times if possible,
- Park close to the building they are visiting in a well lit area if possible.

### **Use of Electronic Devices**

Mobile phones and personal alarms may help minimise the risks that lone workers could face. However, they should not be regarded as a solution in themselves and should be used in conjunction with adequate systems and procedures.

If a worker would like access to a mobile phone or personal alarm, this requirement should be discussed with their line manager who will assess the need. If a device is provided, Impetus is responsible for ensuring that workers are suitably trained in using the device. Staff and volunteers are expected to check that the device is charged and in proper working order on a daily basis, and to use the devices appropriately and for the intended purpose of improving the safety of lone working.

### **Training**

As Impetus expects workers to engage in identifying possible risks of lone working, sufficient training and information will be provided to the lone worker to enable them to identify risks and to take appropriate action. Workers should notify their line managers of any training needs.

### **Governing Documents**

- Health and Safety Policy and Procedures
- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999

### **Related Documents**

- Health and Safety Executive leaflet “Working Alone in Safety” (accessible at: [www.hse.gov.uk](http://www.hse.gov.uk))
- Lay Assessors Scheme Personal Safety Guidelines

**Date Approved: 27<sup>th</sup> March 2012**

**Review Date: April 2014**