



LONE WORKING POLICY

Date Approved by Board	February 2024
Next Review Due	August 2024

Note: APTCOO as an organisation may also be referred to as ‘The Charity’ throughout this policy.

1.0 Introduction

The trustees and Chief Executive Officer of APTCOO (A Place to Call Our Own) are committed to protecting the health, safety and welfare of the employees, volunteers and clients. We recognise that lone working is a health and safety issue that needs specific guidance to protect the workers.

This policy will apply to everyone employed by APTCOO. The senior management team is responsible for implementation and the Charity is responsible for providing the necessary resources, with the Board of Trustees maintaining an overview.

2.0 Definition of lone working

The Health and Safety Executive define lone workers as “those who work by themselves without close or direct supervision”.

Lone workers within APTCOO are staff who:

- work within a permanent employment base but separate from others, this could be due to the size of the building, working outside normal hours of work or being the only worker available within the team

or

- Mobile workers working away from their permanent employment base performing a range of duties for and on behalf of APTCOO, for example outreach duties, home visits, attending meetings or transporting equipment.

Lone workers should not be more at risk than other employees.

3.0 Policy

APTCOO will continue to identify all opportunities where a worker will be working alone. A risk assessment will be created for each identified occurrence and controls put in place to maintain the health and safety of the workers. Risk assessments will be regularly reviewed. APTCOO can consult with Trade Union of Safety Representatives for guidance on good management and support of lone workers. APTCOO will provide training for all managers and supervisory staff in good management practices.

APTCOO will offer guidance and support to workers who work alone giving them the skills to maintain their own well-being and monitor their safety.

The Charity will provide adequate resources to enable managers to implement the Charity’s agreed lone working risk management strategies.

4.0 Responsibilities

4.1 Managers

- Conduct and implement recommendations of risks assessments within their jurisdiction.
- Ensure good communication between management and staff, particularly where there concerns about specific risks with lone working.
- Agree a 'buddy' system for reporting in following lone working, with either a peer worker or designated manager.
- Ensure staff are fully trained to work alone in a safe manner, capable of assessing risk as they work.
- Empower workers to put their safety and well-being first, as well as have the authority to cancel, re-think or change any activity identified as an unmanageable risk.
- Provide adequate and regular supervision, according to APTCOO's supervision arrangements.
- Monitor working hours to ensure unnecessary lone working is not carried out.
- Attend training as requested in good management practice and health and safety.
- Be vigilant and offer additional support to a member of staff who has concerns about specific lone working activity or contact with a particular family / client group.

4.2 Employees

- Raise issues of concern with your management team.
- Attend scheduled supervision sessions with your manager, when arranged.
- Accept opportunities for training and further development, where appropriate.
- Act in accordance with 'reporting in' system with either a peer worker or designated manager

4.3 Role of the Board of Trustees

- The Board will perform a pivotal role in ensuring that this policy is implemented.
- The Board will oversee monitoring and effectiveness of the policy and other measures to reduce lone working risks and promote workplace health and safety.

5.0 Risk Assessments

All risk assessments should consider whether the identified risks of the activity can be adequately controlled by one person.

All risk assessments must consider the following:

- Does the workplace present a special risk to the worker?
- Is there a safe way in and out for one person?
- Can all equipment be handled safely by one person?
- Is there a risk of violence?

- Are women especially at risk if they work alone?
- Is there a public health risk, including possible transmission of disease?
- If working from home, are there consistent lines of communication with the lone worker?
- Are young or older workers especially at risk if they are alone?
- Is the person medically fit and suitable to work alone?
- What training is required to ensure competency in safety matters?
- How will the person be supervised?

Controls that may be put in place include:

- Supervisors/line managers periodically visiting and observing workers working alone
- Regular contact between a lone worker and line manager / supervisor by telephone
- Panic alarms provided to workers
- Checks that a lone worker has returned to their base or home on completion of their task.

What happens if a worker becomes ill, has an accident or if there is an emergency with a lone worker on duty?

The Health and Safety Executive's guidance leaflet "Lone Working" states that:

"Lone workers should be capable of responding correctly to emergencies. Risk assessment should identify foreseeable events. Emergency procedures should be established and employees trained in them. Information about emergency procedures and danger areas should be given to lone workers who visit your premises. Lone workers should have access to adequate first-aid facilities and mobile workers should carry a first-aid kit suitable for treating minor injuries. Occasionally risk assessment may indicate that lone workers need training in first aid."

This guidance will be taken into consideration when controls are being put in place to manage lone working.

Basepoint Unlocking and Locking Procedures

Each basepoint has its own unlocking, locking and security procedures as part of induction all staff will be fully briefed and trained on the relevant security processes for each site.

Each member of staff will be made aware of the site hazards and site risk assessments.

Policy/ procedure for: Lone Working Policy

RECORD OF CHANGES

DATE	AUTHOR	DETAILS OF CHANGE
19 th April 2022	Compliance Lead	Addition of new basepoint security (locking and unlocking) procedures
1 st February 2024	Compliance Lead	Annual review – removal of reference to personal alarms as no longer relevant to procedures in place.

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