Lone Working Guidance

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Review Date:	*January 2025*
Lead Executive	*Mark Chapman*
Author/Lead Manager:	*Darren Carr*

1.1 Policy history

Version	Author	Date	Change
1.0	Darren Carr	December 2016	Minor wording changes made but core principles remain unchanged
2.0	Darren Carr	December 2017	Change to section 7 to make reference to the Lone Working Guidance document.
3.0	Darren Carr/Neil Fray	November 2018	Description changed from a policy as required by HR. Other minor wording changes
4.0	Darren Carr/Mark Chapman	January 2022	Annual review – no significant changes

Lone Working Guidance

Contents

1. The Guidance

This guidance is designed to alert staff and volunteers to the risks presented by lone working, to identify the responsibilities each person has in this situation and describe procedures which will minimise such risks.

2. The Purpose

There will always be risks associated with lone working.

This guidance applies to all Association staff and volunteers, and it is the Association's expectation that it is adhered to.

The Association recognises that no two situations will ever be the same. The expectation is that the Association staff and volunteers will use the principles in this document to model reasonable approaches they can adapt as a lone worker.

3. Definition

Lone Workers are those who work by themselves without close or direct supervision in the carrying out of their duties.

Examples include, but are not restricted to:

- A person working from home
- A person who works alone for periods of time
- A person who works alone in an MND Association rented office/branch premises
- A person who works on their own outside normal office hours
- A person who carries out home visits alone
- A person who travels on their own to a meeting/event
- A person who stays away from home overnight on their own for work purposes

4. Principles

The following principles apply:

- No volunteer or member of staff should be in a situation where they feel at risk
- Everyone is responsible for avoiding and managing any risks that arise from lone working
- Where risks associated with lone working are identified, the Association will involve staff and volunteers in finding ways to manage them
- Lone working risks should be identified and eliminated where possible and where this is not possible, should be limited and actively managed
- Staff and volunteers are provided with support, guidance and where applicable, training to assist them to stay safe
- Where appropriate, specific situations will be assessed for risk and an approach agreed with the volunteer/staff member and the line manager or support function
- Precautions should consider normal working conditions and foreseeable emergency situations e.g., fire, equipment failure, illness, and accidents
- Failure to follow agreed safety procedures increases risk and is therefore considered to be a decision taken by an individual, for which they are personally accountable. This may be escalated and dealt with under the disciplinary policy for staff and in the case of volunteers, dealt with under the Managing Concerns about a Volunteer Policy.

5. Record Keeping

Line managers/supporting staff members will ensure that all lone working incidents are brought to the attention of the Facilities Manager, who in turn will investigate and report to the Director's Team where necessary. Some examples as follows:

- Driving incidents/near miss
- Incidents/near miss whilst working/volunteering from home
- Potential anxiety of working remotely

6. Lone working risk

The Association has identified the following general risk areas that may arise from lone working (this is not an exhaustive list):

- Home visits, including those to people affected by MND by staff and volunteers
- Meetings in unfamiliar venues
- Lone activities e.g., taking cash to the bank
- Travel by car
- Travel by public transport
- Overnight stays in hotels
- Meetings in public places

7. Responsibilities

The Facilities Manager is responsible for:

- Monitoring any lone working incidents or near misses
- Reporting to the Director's team
- Reviewing and revising this guidance with support from the HR and Volunteering teams
- Sharing of good practice

The Facilities team is available to provide support and guidance, risk assessment and other technical advice. Advice can be provided by the Facilities Manager in the event of any issues in the interpretation of this document.

HR team responsibilities include:

- Ensuring that staff are aware of this guidance within the Staff Handbook
- Ensuring that staff have access to the relevant mandatory Health and Safety and Lone Working e-learning modules.

Volunteering team responsibilities include:

- Ensuring the volunteers are aware of the guidance and procedure

- Ensuring volunteers have access to appropriate training, as necessary e.g., eLearning.

Line manager/supporting staff member responsibilities include:

- Communicating this document to direct reports and relevant volunteers
- Ensuring that direct reports have completed and understood the relevant mandatory training
- Making the relevant tools available for a risk assessment with the staff member/volunteer to identify controls associated with lone working
- Responsible for having up-to-date and accessible contact details for staff/volunteers
- Completing accident reports on behalf of staff or volunteers if they are unable to report the accident, incident, or dangerous occurrence themselves
- Ensuring that accidents and near misses are reported to the Facilities Manager
- Following this latest Lone Working Guidance

Staff and volunteer's responsibilities include:

- Undertaking the relevant mandatory eLearning training
- Avoiding lone working whenever practicably possible
- Identifying risks that may arise from lone working and completing risk assessments where applicable
- Taking precautions to ensure their own safety
- Complying with any precautionary measures agreed with the line manager e.g., using a 'buddy system'
- Reporting risks to the line manager and/or Facilities Manager
- Keeping your line manager/supporting staff member updates on your whereabouts

8. Assessing Risks

Safe working arrangements are based on the following process:

- An assessment of the likeliness and seriousness of the risk
- The limiting or elimination of the risk if possible
- Control or management of the risk

Line managers/supporting staff member will discuss risks with volunteers and staff who work alone, ensuring they are aware of the Association's guidance and procedures. The assessment of risks to which a lone worker may be exposed must consider:

- The individual's ability to carry out their activities safely in their own environment
- The potential for the individual to be subject to verbal or physical abuse
- The individual's ability to request assistance to withdraw safely from a dangerous situation.
- The individual's suitability to carry out the work alone
- Sudden personal illness, medical conditions, or personal emergencies
- The effects of social isolation
- Risks related to driving
- Any existing precautionary measures and emergency arrangements e.g., fire and safety regulations

The above list is not exhaustive, each situation is different and should be assessed accordingly.

Relevant Legislation/useful references

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Suzie Lamplugh Trust

Other Relevant Association Documents

- Health and Safety Policy (see 4 policies)