

Appendix 1: Guidance to lone working

What is lone working and who does this apply to?

Lone workers are those who work by themselves without close or direct supervision.

All our staff and volunteers could find themselves lone working at some point however some roles are more high risk than others. Examples include but are not restricted to:

- Support volunteers
- Area support coordinators
- Campaign development managers
- Conference and events team
- Regional delivery managers
- Regional fundraisers

Why is it important to know about working alone?

There are more dangers when you work alone. There is no one there to help you if you have an accident or suffer sudden illness. You need to be able to recognise and avoid potential dangers. You also need to know how to get help.

No volunteer or member of staff should be in a situation where they feel at risk.

Legal Responsibilities

You and the MND Association share responsibility for your health and safety

This document should be read in conjunction with the Lone Working Guidance and Procedure document which outlines the arrangements we have in place, together with the key responsibilities.

The Health & Safety at Work Act 1974 states that employers have a duty to ensure the safety and welfare of their employees ('so far as reasonably practicable').

The Management of Health & Safety at Work Regulations 1992 (updated 1999) requires every organisation in the UK to undergo a proactive process of risk management.

- **The MND Association is responsible for assessing the potential dangers you may face in your role and reducing risks as much as practically possible**

Your responsibilities as a lone worker

- You are expected to take reasonable care of your own safety and that of others e.g. complete a suitable risk assessment. Please see the Facilities Team for a copy of the generic Lone Working Risk Assessment.
- Follow any personal safety practices outlined by the Association
- Report any accidents, incidents, injuries and 'near misses'

- Report any shortcomings or failings in safety practice

The purpose of this guidance is to help you to think about and improve your personal safety. Not everything you read will apply to you. A lot will depend on your role, or the tasks you do. The importance is to be aware of the risk, then take steps to reduce and adapt strategies to keep you safe.

Know the risks of your role

Take the PET check

People

Environment

Task

To examine the risks involved for you, you must look at the **people** involved, the **environment** you are in, and the **tasks** you are required to do.

Learning to assess risk can help you decide how safe a situation is and what action you should take to avoid personal risk.

People

Who are you going to meet? Are they...?

- strangers/members of the public
- people known to you
- new people
- people with a history of difficult behaviour

Environment

Where are you going to be? Are you...?

- a person who works from home or from a rented office
- a person who works alone for long periods
- going into someone's home or personal space
- a person who stays away from home overnight on their own for work purposes
- a person who travels on their own
- going to be out on the street amongst members of the public
- visiting a rural, isolated or unfamiliar urban area
- able to communicate with someone to let them know what you are doing, where you are and if your plans have changed

When are you working? Is it...?

- during the day when there are people around
- in the evening or early morning outside normal office hours, when less people are around
- during difficult or severe weather conditions

Task

What are you doing? Are you...?

For more information contact the Volunteering Team on 01604 611681 or email volunteering@mndassociation.org

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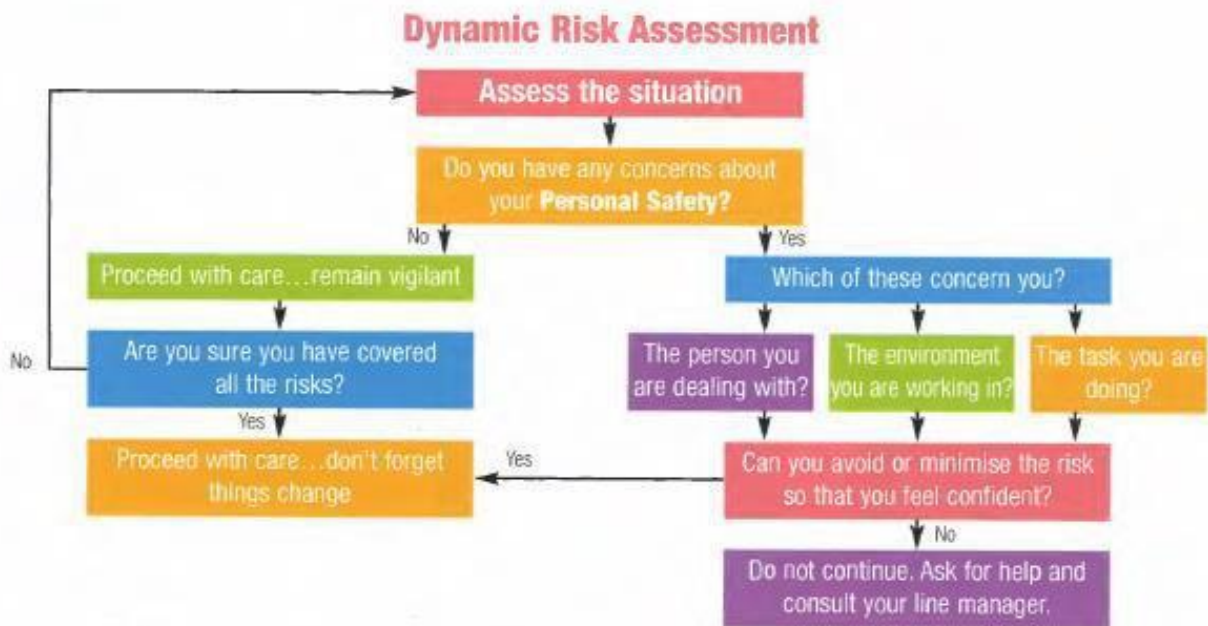
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- dealing with cash – collecting, receiving, counting, banking
- carrying valuables
- supporting people with MND

You

How are you? Do you....

- have any health issues that might affect your safety when alone, such as pregnancy, disability, or special medication?
- know what to do if you suddenly become ill or have an injury when working alone?



Protect your wellbeing

There are roles within the Association for both staff and volunteers, where working alone is unavoidable. We recognise that flexibility and being able to plan your own day in these roles is important to you. However, ensuring traceability is important in keeping you safe. Tracing is different to tracking. It is about ensuring someone knows where you are and what you are doing, and most importantly knows exactly what to do if you do not return at the expected time.

If there is a problem

How will you call for help?

Who will respond?

What will they do?

If you don't report back at the end of your activity/visit

Who will notice? What will they do?

Where are you going and who knows?

- Before you set out try to leave key information about your destination. Full address, telephone number, expected duration of visit
- For member of staff ensure your outlook calendar is up to date e.g. with RE number/postcode/name of hotel/meeting or conference venue
- For volunteers, if confidentiality is an issue, perhaps you can leave the key details in a sealed envelope with trusted family member or next of kin, within the remit of the Data Protection policy. Alternatively, your details could be left with your area support coordinator
- If possible, leave details of how you intend to travel to appointment e.g. driving route, mini cab firm number
- Expected time of return
- If plans change, please let someone know

Meetings

- We recommend that ID is worn
- Be alert of your surroundings, know your exit
- Where possible face you exit, and ensure this route is clear
- If you are visiting a home perhaps consider the following;
 - Prior to a first visit check available resources for any known issues, e.g. Raisers Edge, supporting staff member, supporting volunteers, the connect team etc.
 - Show your id at the door and state the purpose of the visit
 - Wait to be invited in
 - Don't enter if you have any concerns
 - Check how the front door locks and opens
 - Only take what you need with you and do not spread your belongings around as you may need to leave in a hurry
 - Ask for animals to be placed in another room, if applicable
 - If you are aware the meeting has the potential to become volatile or emotional, then take another Association member of staff of volunteer with you or alternatively agree to meet in a public place such as a café etc.
 - Anticipate that others may join the meeting

Travel

- Be organised, plan your route, and know where you are going
- Check the weather as this may have an impact on your travel arrangements
- Tell someone when you will be expected home
- Public Transport
 - Prior to travelling, check for any delays
 - On trains, avoid travelling in empty carriages
 - Wait in well-lit areas
 - Use reputable licensed taxi firms
 - Store taxi contact details in your mobile phone
- Driving
 - Ensure your vehicle is in good running order in line with Association policies
 - Always choose the safest, not necessarily the shortest, route
 - Give yourself time to take regular breaks. You will need to stop for at least 20 minutes every two hours
 - Make sure you have sufficient fuel for your journey

- When driving alone, particularly in traffic, lock your door
- Park somewhere well-lit where possible
- Ensure valuables are out of sight
- Do not use your mobile phone whilst driving
- Do not drive when you are tired or taking medication that could cause drowsiness
- Never drink and drive
- Know what to do in an emergency if your vehicle breaks down or you are involved in an accident

All staff who drive on Association business must comply with the Association's Fleet Policy.

All volunteers who drive on Association business must comply with the Vehicle use Guidelines for Volunteers document.

Overnight stays

- Carry the hotel contact details with you
- Ensure that your next of kin have the hotel contact details
- In the event that you are delayed contact the hotel to secure your room
- Whilst you are in your hotel room make sure your door is locked
- Ensure you know your nearest exit point (fire exit) in the event of needing to vacate the building

Mobile phone

- Ensure you have a mobile phone with you at all times
- Always ensure it is charged
- Do not use your phone whilst driving
- Ensure contact details are pre-programmed into your mobile

Relevant legislation

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

Other relevant Association documents:

- Health and Safety policy
- Data Protection policy
- Fleet policy
- Vehicle use Guidelines for Volunteers
- Disciplinary policy
- Managing Concerns about a Volunteer policy
- Risk Management policy
- Risk Assessment form
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Reporting – incidents/near misses/advice

- contact supporting staff member or line manager
- contact Facilities Manager at Francis Crick House
- completed risk assessment forms to be returned to Facilities Manager

Key contacts

- Facilities Manager – phil.day@mndassociation.org
- Head of Facilities - Darren.carr@mndassociation.org

Facilities Manager, Private and Confidential, MND Association, Francis Crick House, Summerhouse Road
Moulton Park, Northampton NN3 6BF.

References

www.suzylamplugh.org/

www.hse.gov.uk/