

Lone Worker Policy

Responsible Officer	Director	Policy Approved	Trustees
Review Required	Annual	Date	25 th February 2025
Lone Worker Policy			

1. Statement

- 1.1. SoundCafe Leicester recognises that it is responsible for the health, safety and welfare of its staff and volunteers who undertake lone working or remote working on behalf of the charity.
- 1.2. The purpose of this policy is to ensure that there are adequate systems in place to ensure the health, safety and welfare of lone workers to reduce the risks of lone working as far as is reasonably practicable.
- 1.3. This policy is designed to:
 - raise awareness of the risks presented by lone working
 - identify the responsibilities each person has in this situation
 - give guidance on how to manage such risks.
- 1.4. Where an individual's role requires them to work alone, both the individual staff member/volunteer and their manager have a duty to assess and reduce the risks which lone working presents.

2. Scope

- 2.1. This policy applies to all SoundCafe Leicester employees, volunteers and helpers; casual workers and contractors undertaking work on behalf of the charity.

3. Outcomes

- 3.1. The aim of this policy is to ensure, so far as is reasonably practicable, to:
 - minimise the requirement for lone working
 - ensure that staff and volunteers who work alone are not exposed to undue risks to their health and safety
 - ensure compliance with legislative requirements
 - outline the steps to reduce and improve personal safety for staff who work alone
 - highlight potential risks so that appropriate control measures can be put in place
 - raise awareness of safety issues relating to lone working.

4. Key Definitions

- 4.1. **Lone Worker** - A lone worker is anyone who works/volunteers in isolation from their colleagues without close or direct supervision. Examples include (but are not limited to) working:
 - alone in premises

- at remote locations or escorting guests to another provider of services
- outside of normal working hours

5. Legal Requirements

5.1. SoundCafe Leicester has a duty under the Health and Safety at Work etc. Act 1974 Section 2(1), to ensure so far as is reasonably practicable, the Health, Safety and Welfare at work of all their employees. The Management of Health and Safety at Work Regulations (MHSWR) 1999 places a duty on employers, to identify foreseeable significant risks within the organisation and implement suitable control measures to reduce those risks so far as is reasonably practicable.

6. Objectives

6.1. The objectives of this policy are to ensure:

- Wherever possible, two people are with guests when away from the main group.
- Lone workers are identified.
- That risks inherent in lone worker situations are assessed and suitable precautionary measures taken.
- There is a local safe system of work which:
 - records the whereabouts of lone workers
 - follows an agreed system for locating staff/volunteers who deviate from their expected movement pattern where/if appropriate
 - identifies when lone working is not appropriate.

7. Risk Assessment

7.1. Risk assessment is the overall process of performing a systematic written risk analysis and evaluation to identify the measures required to control likelihood and consequences of risk.

7.2. Whilst this list is not exhaustive, typical risks faced by SoundCafe Leicester volunteers and helpers may include:

- Violence and aggression
- Isolated areas
- Sudden illness
- Building condition
- Weather hazards
- Attempting tasks which cannot be safely undertaken by one person

7.3. This list is not exhaustive and other risks may be identified during the assessment process.

7.4. When undertaking risk assessments, the following should be taken into consideration:

- the environment – location, security, access
- the context – nature of the task, special circumstances, likely outcomes
- the individuals concerned – indicators of potential or actual risk
- history – any previous incidents in similar situations

- any other special circumstances.

7.5. It is recognised that the SoundCafe Leicester operates out of buildings not within its immediate control and therefore will be unable to assess each individual location for risks. However, staff and volunteers are expected to follow the guidance in this policy when assessing the location and always ensure they are aware of exits.

7.6. SoundCafe Leicester will provide helpers and volunteers with any information regarding guests that they are working with that might suggest the guest poses a risk to themselves or others, in line with the appropriate safeguarding policy.

8. Organisational responsibilities

8.1. Charity Trustees are responsible for ensuring that:

- the management of Lone Working within the charity is adhered to
- all staff/volunteers who work alone are aware of the policy through induction and ongoing communication
- training is in place to support this policy
- risk assessments are carried out and reviewed regularly or when there is a significant change in circumstances
- this policy is monitored and updated as appropriate.

9. Employees and volunteers are responsible for:

9.1. Taking reasonable care of themselves and others affected by their actions or omissions.

9.2. Working in accordance with the SoundCafe Leicester's Safeguarding Code of Conduct.

9.3. Identifying and reporting any activity carried out by them which will involve them working alone for more than half an hour.

9.4. Be aware of their working environment and knowing what measures are in place in the relevant building including:

- fire and alarm procedures
- entrances and exits
- local first aiders.

9.5. Complying with any precautionary measures including guidelines such as a "buddy system".

9.6. Providing any of the following information that may be needed:

- reporting any unsafe or potentially unsafe situations (near miss), and to report incidents in which violence or aggression or threats using the internal incident reporting procedure.
- taking reasonable care for their own safety and that of others and not to expose them to unnecessary risk.

9.7. Attending any relevant training provided e.g. personal safety awareness.

9.8. Ensuring emergency contact details are up to date and include both mobile and land line numbers.

9.9. Being fully aware of this Policy and associated procedures.

10. Related Documents

- Safeguarding – SoundCafe Leicester
- Fire, Health and Safety Statement – SoundCafe Leicester
- SCL Risk Assessment SMdC
- SCL Risk Assessment St. Margarets Pastures.

