Green Corridor
Lone Working Policy & Procedure

DOCUMENT CONTROL

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PRINCIPAL RELATED POLICIES & PROCEDURES

Document Title	Location
14. Staff Handbook	GC Policies & Procedures
15. Health & Safety	GC Policies & Procedures
16. Health & Safety	Handbook Chapter 22.

CONFIRMATION OF RECEIPT OF POLICY & PROCEDURE

Name	
Job Title	
Line Manager	

I confirm I have received a copy of this policy and procedure and have read and understood the contents. I also confirm I have sought clarification from my line manager on any issues which I am not clear about.
Signed:
Date:

Please return this signed copy to your individual Polices and Procedures folder for future reference.

Contents

1. PURPOSE AND RATIONALE

Green Corridor staff work across our Learning and Development Centre, project sites and occasionally from home. In order to do this, there may be instances when staff are required to work alone. The charity has a duty to ensure the safety of our staff in these situations (Health and Safety at Work Act 1974 and Management of Health and Safety at Work Regulations 1999).

This policy and procedure provides a framework to ensure:

  a) a risk assessment is undertaken, and appropriate support provided if required;
  b) systems are in place to be able to locate mobile staff working in our communities;
  c) systems are in place to maintain the safety of office-based staff who need to work extended/amended hours either in the office or at home.

This policy will apply to any member of staff who is required to do any work alone or with limited back-up whether within our main office, at other premises or at home.

2. AIMS AND OBJECTIVES

Objectives of this policy are:

  a) to ensure safe lone working practices by staff across the charity
  b) to provide assurance that mechanisms to safely manage staff lone working throughout the charity are operational
  c) to provide a clear approach to how staff lone work and how line managers are responsible for these systems of working
  d) to ensure the policy is adhered to by all staff for the purpose of safe management of lone working

3. SCOPE

This policy and procedure applies to all Green Corridor staff when working alone, including seconded staff. This policy must be read in conjunction with Chapter 22 of our Health & Safety Manual giving advice on how staff can manage their personal safety in general and particularly when working alone

4. DEFINITIONS

Lone working is defined as any situation or location in which someone works without a colleague nearby or when out of sight or earshot of another colleague.

A **'Buddy'** is defined as - 'a person who is their nominated contact for the period in which they will be working alone'.

5. DUTIES

The following staff will have responsibility:

Chief Executive Officer (CEO)

To ensure that Line Managers are implementing this Policy

Heads of Department

Will ensure that their staff have access to this policy, and that systems and processes are in place to monitor the safety and whereabouts of lone workers. They will monitor the level of incidents and amend practices accordingly.

Lone Workers
Staff will ensure that they understand the contents of this policy before working alone and follow the guidance provided. They will report breaches of security and violent/ abusive incidents via the adverse incident process.

Buddies
A member of staff within a team who has been nominated to ensure that the contact details and whereabouts of Individual Lone Workers (IWL) are known and available.

6. PROCESS

The policy will consider the needs of staff working off site, those working alone in the office and those working from home separately.

6.1 Staff Working off site

Before working with learners, volunteers or members of the public off site a GC risk assessment must be undertaken and documented. This should take account of age, religious, disability, learning disability, sexual orientation, cultural or gender issues and give due consideration as to whether it is appropriate for a male or female member of staff to work alone. If there is insufficient information to inform a risk assessment then lone working will not be permitted.

The 'Buddy' system
It is essential that any Identified Lone Workers (ILW) keep in contact with colleagues and ensure that they make another colleague aware of their movements. This can be done by implementing various management procedures, such as the 'Buddy System'. Overall the line manager is responsible for ensuring that there are procedures and systems in place for the safety of their staff within their team.

ILW whilst working away from our main site must ensure:

a) that all electronic work diaries are updated on a daily basis
b) that all electronic work diaries have the necessary permissions to allow the team manager or nominated deputy to access
c) that all personal contact details are updated and changes made known to their line manager.

To support this process a member of staff can be nominated to ensure that the contact details and whereabouts of all ILW are known and available. This staff member is known as a 'Buddy'; in the absence of a 'Buddy' the contact details of each ILW must be accessible to the line manager.

The nominated 'buddy' will:

a) be fully aware of the planned movements of the ILW
b) have all necessary contact details i.e. mobile phone number
c) access to personal contact details, such as next of kin (not appropriate for infrequent lone workers)
d) have details of the ILW's known breaks or rest periods
e) attempt to contact the ILW, if the ILW fails to contact the 'buddy' as agreed
f) follow the agreed local escalation procedure for alerting their senior manager or the police, if the ILW cannot be contacted or if they fail to contact their 'buddy' within agreed and reasonable timescales

Essential to the effective operation of the 'Buddy System' are the following factors:

a) the 'buddy' must be made aware that they have been nominated and what the procedures and requirement for this role are

b) contingency arrangements should be in place for someone else to take over the role of the 'buddy' in case the nominated person is called away unexpectedly

c) there must be procedures in place to allow someone else to take over the role of the 'buddy', should the lone working situation extend past the end of the

nominated person's normal working day or shift.

A buddy system can be implemented as a control measure according to the risks presented and whether this control is required will be determined by undertaking a risk assessment.

Prior to undertaking work alone and away from our main site the member of staff should ensure that mobile phones are switched on and charged. Staff using our Staysafe Lone Worker app should ensure their phone is charged and follow all agreed procedures for their safe and effective use

If a member of staff does not report back as agreed then buddy / line manager should attempt to make contact on all numbers including home number.

If contact cannot be established with the member of staff, the manager should contact the service user to confirm the visit and then if necessary track back to the last known whereabouts of the staff member.

If the member of staff can still not be contacted, the nominated manager should be informed and take appropriate action, including contacting the police as appropriate.

6.2 Staff Working alone at Office

The CEO will set out a time when the building will be vacated by all staff and what processes are required if staff need to work beyond this time. Staff should only work alone in office accommodation with the agreement of their line manager and taking into account the following actions:

a) in occupied office accommodation staff working beyond normal working hours or during the weekends/holidays should identify if there are other people working in the building and how they can be contacted.
b) Staff should ensure that they are aware of how to contact support in an emergency
c) Staff needing to undertake amended hours and who will therefore be working alone should discuss the situation with their manager. The manager should then undertake an assessment of risk with them that will include the following:

   I. the general security of the building / site
   II. level of crime within the local community
   III. access to telephone / lone worker monitoring system
   IV. ability to access support from security services or other adjacent teams
   V. proximity of medical services and potential for service users entering premises
   VI. time of day the individual will be working
   VII. previous incidents of security breaches within the building

Dependent on the outcomes of the assessment the following should be considered;

a) an alternative base which is either occupied or is more secure should be identified where the individual can work
b) staff member should be allowed to work from home
c) staff should be allowed to work in their present office base if specific communication systems are adhered to

6.3 Staff Working alone at Home

Staff should only work from home with the agreement of their line manager and taking into account the following actions:

a) Staff should ensure that they are aware of how to contact support in an emergency
b) The manager should then undertake an assessment of risk with them that will include the following:

I. the general security of home environment
II. potential level of distraction at home e.g. children
III. access to telephone / lone worker monitoring devices (see below)
IV. time of day the individual will be working
V. DSE assessment at home

6.4 Use of Technology (Lone Working Devices)

It is widely recognised and accepted that lone working staff within Green Corridor face increased risks, in part because many do not have immediate support of colleagues. Lone workers may not be able to extricate themselves from a situation. They may be working in a high crime area or an isolated rural location; or they may be working at night, away from a main infrastructure, therefore effectively alone. In their role, they may be in possession of equipment that might be attractive to undesirables and who, in some cases, might turn to abuse or violence to achieve this.

In response to the risks we support the use of lone working technology if their use has been identified via risk assessment as a tool that would increase the safety of staff. Ultimately if a lone worker feels that there is a risk to their personal safety, they should always remove themselves from the situation and get help immediately. Although not a solution in itself, this guidance reflects the wide range of options available when supported by robust policies, procedures and systems.

6.4.1 Stay safe Lone Working Devices

Staysafe lone working devices provided for staff assessed as at risk has the following key features:

• The devices are uniquely styled as an identity badge.
• The app device is easy to use.
• Featuring red and amber alert capabilities.
• The push of a discreet button activates an audio call to the dedicated 24/7 Reliance

Monitoring Centre.
- An expert responder can pinpoint the user's precise location, assess and record unfolding events, take appropriate action and, if necessary, escalate the call to the emergency services.

Flow chart illustrating the procedure for agreeing and managing lone working at main office and surrounding site

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┌─────────────────────────────────────────────────────────┐
│ Line Manager must clarify with staff the working hours    │
│ and security arrangements for the building.               │
└─────────────────────────────────────────────────────────┘
                            │
                            ▼
┌─────────────────────────────────────────────────────────┐
│ All requests to work beyond normal arrangements or at      │
│ weekends must be considered by the Head of Department.     │
└─────────────────────────────────────────────────────────┘
                            │
                            ▼
┌─────────────────────────────────────────────────────────┐
│ A risk assessment should be undertaken to guide the        │
│ decisions made.                                            │
└─────────────────────────────────────────────────────────┘
              │                                   │
              ▼                                   ▼
┌──────────────────────────────────┐   ┌──────────────────────┐
│ Staff unable to work on another   │   │ Staff have the ability │
│ site/home due to: -               │   │ to work on another     │
│  ▪ Transport arrangements         │   │ site.                  │
│  ▪ Physical disability            │   └──────────────────────┘
│  ▪ Home circumstances             │               │
│  ▪ Operational considerations     │               ▼
└──────────────────────────────────┘   ┌──────────────────────┐
              │                          │ Staff attend another   │
              ▼                          │ office / working from  │
┌──────────────────────────────────┐   │ home.                  │
│ Risks identified as low, managers │   └──────────────────────┘
│ agrees to lone working, time of   │
│ amended working hours agreed.     │
└──────────────────────────────────┘
              │
              ▼
┌──────────────────────────────────┐
│ Buddy or Staysafe app informed of │
│ Lone Working taking place.        │
└──────────────────────────────────┘
              │
              ▼
┌──────────────────────────────────┐
│ Staff member provides contact     │
│ details – mobile / home telephone │
│ numbers and informs when task     │
│ complete.                         │
└──────────────────────────────────┘
              │
              ▼
┌──────────────────────────────────┐
│ Failed contact – Buddy / LM to    │
│ arrange for security to visit.    │
└──────────────────────────────────┘
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7. **TRAINING AND SUPPORT**

   All lone workers receive training on induction and line managers will ensure that risk assessments / local procedures are in place.

8. **MONITORING**

   The CEO reports H&S quarterly to the board including any issues over lone working and any gaps identified or remedial action required will be included in the report.

APPENDIX A

Step-by-step Lone Working Procedure

1. Individual Lone worker (ILW) speaks to Line Manager (LM), or vice versa, requesting lone working at a specific location, including from home.

2. LM assesses risk and creates specific risk assessment with ILW based on GC generic Lone Working Risk Assessment template.

3. All risk levels need to be acceptable i.e. rated low/medium after suitable control measures have been agreed to reduce risk to as low as reasonably practicable and deployment of buddy or StaySafe lone worker application.

4. If any risk remains high i.e. rated 10 or above on our risk grid (see H&S Manual page 17.) lone working will simply **NOT BE PERMITTED.**

5. ILW emails all relevant information to buddy/LM using ILW Log sheet in Appendix B (start/end time of lone working period, activities, contact details etc.)

6. If working on GC main site ensure double gates are closed but **NOT PADLOCKED** to allow for emergency medical access if required.

7. ILW duty to telephone designated buddy, LM or StaySafe at agreed intervals and especially at agreed end time of agreed lone working period (as shown on log sheet). Use hourly alarm feature on phone to remind yourself to contact buddy during lone working activity and most importantly ring in once activity complete and you have arrived home safely.

8. If no contact received at pre-agreed times and/or end time expires and no contact has been made between ILW and buddy/LM/StaySafe then escalation is required i.e. buddy to contact ILW and if no response then to contact LM and if no response to call out 24/7 emergency services? If using StaySafe then automatic escalation procedure in place.

9. A written record of all lone working events must be kept using attached ILW log sheet.

APPENDIX B - Individual Lone Worker Log Sheet

Name of Individual Lone Worker (ILW):	Mobile No:
Name of Site:	Location of Site:
Vehicle registration make / model and colour:	Planned destination after leaving site i.e. home address or alternative:
Name of GC lone worker buddy: Or are you using Staysafe Loneworker App. Y / N (please circle)	Buddy Mobile No: Mobile No: of StaySafe App if different from ILW above (i.e. lone worker duty phone)
Initial / On Site Call Received: Y / N	Time Received:

Activity of ILW (record in brief only significant activity as detailed in risk assessment):

Hourly (or alternative) Contact Required: Y / N (log calls below)

Call Due Time:	Call Received at:	Remarks:

Time Home Safe Call Received:

APPENDIX 3 - RISK ASSESSMENT FORM.

ACTIVITY: RA11 – LONE WORKING **LOCATION:** L&DC

ID Hazard	Who	Current Control Measures	S	L	R	Further Action Required	Who & When	S	L	R
Trips and falls	ILW	Ensure walkways are clear of obstructions, wear PPE	4	3	12	Prepare work areas prior to anticipated out of hours working	Staff on-going	4	2	8
Attack opening or closing site	ILW	Ensure double manning when opening closing site	4	3	12	Change gate codes annually	MC	4	2	8
Sudden heart attack / stroke	ILW	Deploy StaySafe Lone Worker app or ring buddy / 999	5	3	15	Train all staff in system	CEO by Sept 2019	4	3	1
Trespasser on site	ILW	Close but do not lock both sets of gates when on site alone to prevent trespass	3	4	12	Lock yourself in office and toilet and ring 999	Staff on-going	3	2	6
Insert specific activities …										

Date: 2nd April 2019   Assessed by: Tim Knight   Review: April 2021