



## Lone Working Policy and Procedures

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# Lone Working Policy

## Purpose

This policy establishes the guidelines for lone working. Lone work is work which is specifically intended to be carried out unaccompanied or without immediate access to another person. It is not the same as the chance of finding oneself on one's own; for example, in every workplace there is someone who leaves last or a member of staff within Suffolk Artlink may need to go unaccompanied to a storeroom. A member of staff who has either a visual or audible communication with another person would not be considered as working alone.

Suffolk Artlink has in place policies, which require health and safety to be proactively managed by carrying out assessments of activities and adopting safe working arrangements to control risks.

The guidelines of the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations (1999) have been considered in the preparation of this policy.

## Definitions

Lone working may take place when staff:

- Work as individuals at a fixed site but are separated from other Suffolk Artlink colleagues e.g. when working alone in buildings or interviewing **service users** alone in interview rooms
- Work alone away from base e.g. home visiting, community visits etc (but not when working from home)
- Work outside normal working hours e.g. attending meetings in the evening, responding to out of hours emergencies
- Travel alone as part of their work e.g. travelling to meetings, properties or sites

## Persons Affected

All Suffolk Artlink staff

## Policy

Although there is no prohibition on working alone, the broad duties of the Health and Safety and the Management of Health and Safety at Work Regulations 1999 will apply. Therefore, a risk assessment will be systematically conducted as follows where staff work alone.

Suffolk Artlink staff should not meet or work with service users (participants) who are children or vulnerable adults unless there are other staff or appropriate adults in close proximity either in the same room or, when using a custom space, close by and able to observe (for example, where a musician provides a tutorial in a room with a glass observation panel and the door is open onto the area where other staff are working and will actively observe).

Where a member of staff is working alone and meeting another person out of the office this should be in a public space such as a cafe. Examples might include meeting a staff member of a partner organisation or an artist working on a programme.

### Identify the hazards associated with the work and carrying it out unaccompanied.

The hazards associated with the work are likely to be the same whether it is carried out alone or unaccompanied although the possibility of **physical violence or verbal attack towards** the lone worker should always be considered.

The Co-Directors, General Manager or staff delegated to carry out the assessments should therefore use the techniques they normally employ for hazard identification when considering hazards of lone working.

Assess the risks associated with the work and decide on the safe working arrangements to control the risks.

Although lone working alone may not introduce any new hazards, the risks may differ significantly when a task is carried out unaccompanied. Assessments may be carried out generically, for example to consider all work within a project or individually, for example to consider a specific request from a member of staff.

Should an assessment already exist for a task that is routinely conducted with others the previous assessment must be reviewed before permitting the same task to be carried out unaccompanied.

### Record the findings of the assessment.

Specific assessments will be recorded individually and will include information on: The hazards identified, the safe working environment arrangements that are necessary, including physical controls, the contingency plan, the limits to what can and cannot be done while working alone, in the case of work outside working normal hours, the definition of normal working hours, the date of assessments and that of review.

Staff training needs must be identified by the risk assessment.

## Lone Working Procedure

### Purpose

This procedure establishes the guidelines for lone working. It follows advice given by the Suzy Lamplugh Trust.

### Responsibilities

Staff have the responsibility for their own, and colleagues' personal safety.

Staff have a responsibility to share any concerns relating to their own or colleagues' lone working with a Co-Director or the General Manager.

### Reporting

Staff must report any incidents to a Co-Director or the General Manager.

### Procedures

The following lone working procedures will be observed by all staff:

#### Office and venue based;

Staff should never be alone with a child/young person or vulnerable adult in a room unobserved.

If staff have to work in an office alone out of normal office hours, they should inform another member of staff when they begin work as well as when they leave the building.

Line managers should complete lone working risk assessments (see appendix A) on an annual basis as part of a worker's Regular Work Review

Be careful not to tell anyone **other than an appointed colleague** that you are alone in the workplace. This applies to people who telephone or e-mail you, as well as to visitors.

#### General advice for working alone:

P - Plan to meet first time visitors in a busy public place, rather than your workplace, if possible (**whilst respecting the need for confidentiality**).

L - Log in your visitors with a buddy and phone after to let someone know you are safe.

A - Avoid situations which could be difficult

N - Never assume it won't happen to you

Ensure colleagues know where you are. Keep your Google calendar up to date. If you work alone outside your agreed hours you must notify a Co-Director or the General Manager.

#### When traveling:

DO Look at a map, plan your route and write down some directions if you are going somewhere new or unfamiliar.

DO Keep a map handy so that you don't need to ask directions.

DO Let someone know where you are going or leave details in an obvious place, including the time you expect to arrive

DO Check you have enough fuel before making any journey, however short.

DO Check the oil and tyres and think through what you would do if you had to change a tyre, especially if you are going a long way.

DO Check that your breakdown organisation membership is up to date and keep the number handy - or become a member of one.

DO Ensure you have a mobile phone with you to call for help in case of emergencies (remember, do not use your phone while driving).

DO Let someone know if you change your journey plans.

DO Seek assistance straight away if you break down - don't delay.

Keep anything of value, such as bags or mobile phones out of sight - they make easy pickings for a snatch thief in stop-go traffic, especially if left on the front passenger seat.

Lock the doors whenever you are in the car. If you are in an accident, windows can easily be broken to get you out. You are much safer driving along with the doors locked.

Keep windows closed in busy areas and use the sun roof or fan for ventilation.

#### When parking your car

Avoid using poorly lit car parks. Whenever possible, choose a manned carpark and park as close as you can to the attendant.

Reverse into the space. Hide away all valuables and obvious possessions.

Make sure the interior light is working. Shut all windows. Lock all doors.

Note exactly where you have parked your car.

If you collect a ticket on entering the car park, do not leave it in the car, as this will make it easier for a thief to steal your vehicle.

When returning to your car, have your keys ready so that you can get in quickly. Before entering scan the back seat to check no-one has climbed in.

Once you are in the car lock the doors immediately and drive off quickly.

Doors - Lock them every time you leave your car.

Windows - Close all windows. Etch an identification number on all windows, headlamps and sunroof.

Ignition Keys - Remove your ignition key on every occasion you leave your vehicle. Invest in security devices to help prevent or detect any criminal activity.

Stereos - Security code your stereo equipment

Documents - Never leave vehicle documents in your car. Your registration document, MOT and insurance certificate will help the thief sell your vehicle.

Luggage and Valuables - Do not leave any luggage or valuables on display, as they will catch the eye of the opportunistic thief.

Credit cards should never be left in the car. One in five of all credit card thefts occur from unattended vehicles.

### Verification

Line Managers will verify lone working arrangements with staff during supervision and appraisal.

These procedures will be annually reviewed by the General Manager annually by the Board of Trustees triennially.

Date approved	Dates amended
15/11/2021	
	08/04/202

08/04/2025	08/04/2025

# Appendix A: Lone Working Risk Assessment Form

Assessor name:..... Assessment Date:.....

Role under assessment:.....

Line manager of role:.....

Question	Yes / No / NA	Actions
Location		
Is there a risk of violence?		
Is there safe access and exit for one person particularly at night and out of normal hours?		
Is Manual Handling undertaken?		
Is the Lone Worker to be supervised for a period?		
Medical Fitness		
Do the circumstances of working alone place additional requirements on employees in terms of their physical or mental stamina?		
Is there a medical condition that makes them unsuitable for working alone?		



<p>Remoteness and Isolation</p> <p>Is there First Aid Provision?</p> <p>Is it necessary to carry out a First Aid Kit?</p> <p>Can the emergency service approach close enough if necessary?</p> <p>Is there a clear understanding how long the work should take?</p> <p>Are transport arrangements to and from the workplace adequate?</p> <p>Conditions of the Workplace</p> <p>Are there safe means of entry and exit?</p> <p>Is illumination adequate?</p> <p>Physical terrain.....</p> <p>Welfare</p> <p>Arrangements for meals and drinks?</p>		
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<p>Appropriate welfare facilities?</p> <p>Communication</p> <p>Is there a system equipped for maintaining contact such as a two-way communication pager?</p> <p>or personal alarm ?</p> <p>Is there a closed circuit television (CCTV) system on site and will it be monitored ?</p> <p>Personal assault</p> <p>Risk of Violence:</p> <p>Carrying cash?</p> <p>Laptops ?</p> <p>Mobile Phones ?</p> <p>Robbery or attack?</p> <p>Are young workers especially at risk if they work alone?</p> <p>What happens if a person becomes ill, has an accident or there is an emergency?</p> <p>Tools &amp; Equipment</p> <p>Will machinery be used ?</p>		
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<p>Will flammable, toxic substances etc. be in use? COSHH</p> <p>Does work involve confined spaces? (lack of adequate ventilation)</p> <p>Does work involve exposure to gases?</p> <p>Is equipment suitable for one person to handle?</p> <p>Permits to work (if necessary)</p> <p>Confined Space? Roofs? Hot Work?</p> <p>Excavations? Electrical safety?</p> <p>Procedures</p> <p>Are there any written Fire Procedures?</p> <p>In addition, the following questions should be answered where the post-holder is involved in lone working with vulnerable adults or children:</p> <p>Personal Benefit (including Financial Abuse)</p>		
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<p>Is the post holder has a responsibility for financial transactions with users - If yes, are detailed receipts issued for all transactions?</p> <p>Are detailed breakdowns sent to each user of payment expectations (eg rent, personal charge, other charges)?</p> <p>Is a complaints policy in place and promoted with users?</p> <p>Are alternative mechanisms in place to ensure users can confidentially report concerns of financial and other abuse?</p> <p>Is a disciplinary policy in place safeguarding the needs of both the alleged victim and alleged perpetrator</p> <p>Does the post holder hold and <i>Advanced</i> DBS check? Date of last DBS check: ..... Date next DBS check due:..... Have references been received for employment of post-holder?</p> <p>Does the post-holder have at least monthly structured and minuted supervision sessions with</p>		
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<p>line managers?</p> <p>Has the post holder completed Suffolk Artlink's induction programme?</p> <p>Does the post holder require additional training?</p>		
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