



RETAS LEEDS

Lone Worker policy – September 2018

The Lone Working policy applies to all RETAS staff, including the Chief Executive, Trustees, employed staff, Volunteers, Students or anyone working on behalf of RETAS LEEDS.

1. POLICY STATEMENT

- 1.1 The individual staff member and their Line Manager, have a duty to assess and reduce the risks which lone working presents.
- 1.2 This Policy should be read in conjunction with the RETAS Health & Safety and Safeguarding Policies, including, where appropriate, those of Partnership organisations.

2. PURPOSE

This Policy is designed to alert RETAS staff to the risks presented by lone working, to identify the responsibilities each person has in this situation and to describe procedures which will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations

3. SCOPE

- 3.1 This Policy applies to all staff who may be working alone at any time and in any of the situations described in the definitions below.

4. CONTEXT

If staff work outside office hours and/or alone, due to flexible working patterns and/or to undertake their job role e.g. Tutors, One to One work, volunteering mentoring. RETAS's principles for supporting workers include:

- 4.1 A commitment to supporting staff and managers, both in establishing and maintaining safe working practices
- 4.2 recognising and reducing risk
- 4.3 A commitment to the provision of appropriate support for staff
- 4.4 a clear understanding of responsibilities
- 4.5 The priority placed on the safety of the individual over property
- 4.6 A commitment to providing appropriate training for staff



4.7 equipment, such as mobile phones will be made available, as appropriate

5. DEFINITION

Within this Policy, “lone working” refers to situations where RETAS staff, in the course of their duties, work alone or are physically isolated from colleagues, and without access to immediate assistance. This last situation may also arise where there are other staff in the building but the nature of the building may create isolated areas.

6. MANDATORY BUILDING PROCEDURES

6.1 Security of buildings

The CEO, any Line Managers and their employees, must ensure that:

- 6.1.1 All appropriate steps are taken to control access to the building and that emergency exits are accessible
- 6.1.2 Alarm systems are tested regularly – both fire and intruder
- 6.1.3 If working alone, they are familiar with exits and alarms
- 6.1.4 There is access to a telephone and first aid kit
- 6.1.5 If there is any indication that the building has been broken into, they call for assistance before entering
- 6.1.6 External doors are locked to avoid unwanted visitors, if working alone

6.2 Working alone at another building/location

The CEO, Line Managers and their employees, must ensure that:

- 6.2.1 All appropriate steps are taken to control access to the Building/room and that emergency exits are accessible
- 6.2.2 They are familiar with the fire and, if applicable, intruder alarm procedure and know the location of both exits and alarms
- 6.2.3 When making a booking at a venue, there will be somebody else present in the building and that this person can be contacted in the event of an emergency
- 6.2.4 There is access to a telephone and first aid kit
- 6.2.5 If there is any indication that the building has been broken into, they call for assistance before entering

6.2.6 Staff are familiar with the no-smoking rules and procedures

6.2.7 Whenever possible, that they park in a well-lit and busy area

6.2.8 Ensure 'sign in' and 'sign out' procedures are followed

7. PERSONAL SAFETY

7.1 Staff should avoid working alone if not necessary and wherever possible, a minimum of two people should be working at the same time and leave the building together.

7.2 Staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for a reduction of risk.

7.3 Staff should take all reasonable precautions to ensure their own safety as they would in any other circumstances.

7.4 Before working alone, an assessment of the risks involved should be made , in conjunction with the CEO or Line Manager

7.5 Where required staff must ensure that they sign in and out of building registers

7.6 Staff must inform the CEO or Line Manager, or any other identified person, if they will be working alone, giving accurate details of their location and following an agreed plan to inform the person when the task is completed. This includes occasions when a staff member expects to go home following an external commitment, rather than returning to their base.

7.7 Staff such as Tutors, who work to a pre-planned programme of sessions must inform the Learning Manager if they deviate from the programme.

7.8 If a member of staff does not report in as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate using emergency contact information, if necessary.

7.9 Arrangements for contacts and response should be tailored to the needs and nature of the team. Issues to take into account include:

7.9.1 Staffing levels and availability

7.9.2 The identified risks

7.9.3 Measures in place to reduce those risks

7.10 Staff working away from the office should ensure that they have access to a mobile phone at all times. Staff may use their own mobile phone for this purpose. Staff are responsible for ensuring that the mobile phone is charged, in working order and with sufficient credit remaining.

8. ASSESSMENT OF RISK

8.1 In drawing up and recording an assessment of risk, the following issues should be considered, as appropriate to the circumstances.

8.1.1 The environment - location, security, access

8.1.2 The context – nature of the task, any special circumstances

8.1.3 The individuals concerned – indicators of potential or actual risk

8.1.4 History – any previous incidents in similar situations

8.1.5 Any other special circumstances

8.2 All available information should be taken into account and checked or updated as necessary. Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker, or making other arrangements to complete the task.

9. PLANNING

9.1 Staff safety should be considered when choosing locations for Training etc

9.2 Staff should be fully briefed in relation to risk, as well as the task itself.

9.3 Communication, checking-in and fall-back arrangements must be in place. Staff should ensure someone is always aware of their movements and expected return time.

9.4 The CEO or Line Manager is responsible for agreeing and facilitating these arrangements, which should be tailored to the operating conditions affecting the staff member.

10. STAFF WORKING AT HOME

10.1 Staff working from their own homes should take every reasonable precaution to ensure that their address and telephone number remain confidential.



10.2 Staff working from home should be in regular contact with the CEO or Line Manager, or other designated person, if working at home for extended periods.

10.3 The CEO and Line Managers should be particularly aware of the importance of such arrangements for staff who live alone.

11. PRACTICE GUIDANCE – PERSONAL SAFETY

‘Reasonable precautions’ might include:

11.1 checking directions for the destination

11.2 ensuring your car, if used, is road-worthy and has break-down cover

11.3 ensuring someone knows where you are and when expected home

11.4 avoiding, where possible, poorly lit or deserted areas

11.5 taking care when entering or leaving empty buildings, especially at night.

11.6 ensuring that items such as laptops or mobile phones are carried discreetly.

For more information, see the Suzy Lamplugh Trust website <http://www.suzylamplugh.org/personal-safety/personal-safety-tips/> which gives further advice and information

REVIEW

The effectiveness of this policy and associated arrangements will be reviewed annually by the Board of Trustees under the direct supervision of the RETAS Chief of Executive.

Review Date: September 2019