

## **Lone Worker Policy**

Due to the Nature of the services that Forest Pulse provides, there are occasions when we may require staff and Volunteers to work alone, and it is the responsibility of the staff and volunteers but also the Trustees and Management staff, to assess and reduce the risks which lone working presents.

Forest Pulse provides a range of services to its members and their families and also the general public on occasion. These services are often delivered outside traditional office hours, in a range of venues and may involve accompanying people in public places and/or in cars and mini buses. On occasions staff may work from their own home or have to visit the home of Members.

Forest Pulse has responsibility to:

- establish and maintain safe working practices,
- recognise and reduce risk,
- provide appropriate support to staff and volunteers,
- have a clear understanding of its responsibilities,
- have a commitment to providing appropriate training for staff,
- provide equipment such as mobile phones, Walkie Talkies etc as appropriate.

This policy is designed to alert staff and Volunteers 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. This policy applies to all staff and Volunteers who may be working alone, at any time when employed by or volunteering for Forest Pulse.

### **1. What is Lone Working**

Within this document, 'lone working' refers to situations where staff and Volunteers in the course of their duties work alone in the community, in the homes of individuals or in their own home, or may be the only staff member present in the Office or at any Activity Setting. They will be physically isolated from colleagues, and without access to immediate assistance. It may be representatives from other organisations are present where Forest Staff Member is working, are aware of their presence, have contact details for Forest Pulse management and can offer assistance if necessary, but if for some reason the Forest Pulse worker then finds themselves in a lone worker position they must then follow this policy.

### **2. Mandatory Procedures**

#### **2.1. Security of buildings**

- 2.1.1** Staff/Volunteers working alone must ensure they are familiar with the exits and alarms of the building they are in
- 2.1.2** There must be access to a telephone and first aid equipment for staff /Volunteers working alone. If the telephone is a mobile one then it must be charged and in good working order. The first Aid kit must be regularly checked and re-stocked.

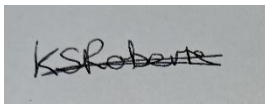
- 2.1.3** If there is any indication that a building has been broken into, staff/Volunteers must not enter alone.
- 2.1.4** In buildings where staff/Volunteers may be working with people in relative isolation, there should be an agreed system in place to alert colleagues in an emergency.
- 2.1.5** If working 'out of hours' at Vantage Point, staff have an entry fob to allow them to access the building, however the building will be locked to others.
- 2.1.6** When locking up a building / leaving a premises, where possible, a second staff member should wait until everything has been locked up and both staff members are safely in their vehicle.

## **2.2. Personal safety**

- 2.2.1** Staff/Volunteers 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.
- 2.2.2** Before working alone, an assessment of the risks involved should be made by management staff.
- 2.2.3** Staff/Volunteers must inform the nominated Trustee or other identified person when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person when the task is completed. This includes occasions when a staff member expects to go home following a visit rather than returning to their base.
- 2.2.4** Managers must ensure that there is a robust system in place for signing in and out and that all staff use it
- 2.2.5** If a staff member / volunteer does not report in as expected then the nominated person must attempt to make contact and check on the situation and then respond as appropriate.
- 2.2.6** Where staff are working alone for extended periods or on a regular basis, a member of the management team should make regular contact to monitor the situation and reduce the effects of working in isolation.
- 2.2.7** Any staff working on their own with a child / young person must hold a current DBS Check and have undergone Safeguarding Training, and any other training required for this role.
- 2.2.8** When working at Activity Sessions, all staff to carry Walkie Talkies so if they become isolated with a child they can call for assistance or just to check in.

## **3. Staff working at home**

- 3.1** Staff/Volunteers working from their own homes should take every reasonable precaution to ensure that their address and telephone number remain confidential.
- 3.2** There should be regular contact with the nominated or other designated person if working at home for extended periods, and an appropriate reporting-in system should be used if making visits from home.



Signed on Behalf of the Charity

Kim Roberts, Chief Executive Officer  
5.6.25