

10 June 2015



THE ALICE CROSS CENTRE

LONE WORKER POLICY

Version 1

Introduction

It is inevitable that some staff and volunteers working for the Alice Cross Community Centre and its projects will need to meet and work with people at the centre alone and on their own.

Working Alone

It is the responsibility of the centre manager to ensure that staff and volunteers working alone are placed at no more risk than employees and volunteers who work together. The manager will monitor tasks being undertaken the skills/experience of staff and volunteers. **Staff and volunteers have a responsibility to report concerns, seek advice and must never attempt to undertake tasks for which they feel unprepared, are uncertain of or believe will place them at risk.**

Support Systems

The centre manager will explain to all staff and volunteers working alone the procedures for contacting senior staff or trustees to seek advice or support. In addition they will establish clear channels of routine communication for each project under their management.

Other Policies

The induction of staff and volunteers working alone will pay particular attention to:

- Confidentiality Policy
- Safeguarding Policies

Safe Lone Working Practices

Whenever you are required to work alone you must keep to the following guidelines for working safely whilst alone.

- Do not climb or work at height, or lift heavy objects
- Use common sense in making decisions on what tasks you are carrying out
- Carry a mobile phone if possible
- Inform the manager or someone that you are working alone and expected finish time
- If you think there are intruders in the centre building call 999 and do not try to intervene
- Lock the front door to the centre

Monitoring safety issues

- Lone workers must report incidents such as accidents and near misses, including all incidents where they feel threatened. This includes incidents of verbal abuse.
- During supervision, managers will ask people working on their own whether there are any safety concerns that aren't being addressed. Lone workers are encouraged to seek help and advice if any safety concerns arise.

Lone Working Incident Reporting Form

To be completed by staff member / volunteer:	
Date	Time
Location	
Your name	
Client Supporting (if applicable)	
What happened:	
How do you think this could have been prevented?	
To be completed by line manager:	
Actions for line manager:	
Date	
Staff / Volunteer Signature	
Line Manager / Volunteer Coordinator Signature	
Review Date:	Reviewed?

Signed.....Chair of Trustees Date: