



STaSS Lone Worker Procedure and Policy MAY 2015

1. Introduction

A lone worker is defined by the Health and Safety Executive [HSE] as an “employee who works by himself/herself without close or direct supervision”. This includes one person working:

- In a fixed establishment or home
- In a remote location
- Mobile workers
- At another employer’s premises
- At service users’ homes

STaSS recognises that some of its staff and volunteers work alone and is committed to ensuring their Health and Safety [H&S]. We have undertaken risk assessments and taken adequate measures to ensure risks identified have been minimised as far as possible. Risk assessments will be reviewed regularly. The risk assessment procedure will be covered as part of the staff induction process. Failure to adhere to STaSS procedures may lead to disciplinary action being taken.

2. Positions affected

All staff, community champions and some volunteers within STaSS spend time working alone and are therefore vulnerable.

3.1 Aim

STaSS is committed to ensuring that the risks associated with lone working are identified and action is taken to eliminate or minimise those risks.

3.2 Principles

STaSS recognises that lone workers can find themselves in potentially hazardous situations. STaSS will undertake risk assessments on all lone worker/volunteer positions and is committed to minimising risks. We will provide training on assessing, controlling and minimising the risks of lone working. We provide personal protective equipment e.g. mobile phones and staff must ensure that the director’s out of hours mobile number is on speed dial.

It is the responsibility of the Board of Trustees to:

- Ensure that local operational procedures, training and guidance are put in place to minimise general risk
- Ensure that all staff and volunteers are trained and understand what is required of them
- Ensure that employees and volunteers follow agreed practices and procedures

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- Take action to eliminate, minimise or transfer risk

3.3 Review

The director and Board of Trustees will review the operation of this policy regularly.

4.4 Procedures for all lone workers, including volunteers who visit service users.

4.1 Equipment etc.

- Must carry and use all equipment provided for their safety e.g. mobile phones, and make sure the equipment is working and any batteries are charged.
- Ensure that their vehicle is in a roadworthy condition and has sufficient fuel/oil/water.
- Park in a well-lit area if the visit is being made after dark
- Take sensible precautions when weather is poor or dangerous conditions are expected and use the AA or other road traffic reporting services to check road conditions before deciding whether or not to travel.

4.2 Information/Record Keeping/Communication

- Must check all recently recorded information on clients before a home visit and take heed of any warning notes.
- All contact information with clients **MUST** be recorded on the STaSS database within 72 hours of contact; staff **MUST** inform their line manager if they are unable to comply with this.
- Must comply with requests for information on their whereabouts from managers. Support workers **MUST** keep their online diaries and calendars up to date.
- Inform the director or service manager or anyone in the office by telephone or failing that by text message or email immediately of any serious or potentially serious incidents
- Must make a written report of any serious or potentially serious incident immediately
- Keep in touch with the office and always phone in or text the out of hours mobile at the end of the working day or leave a message on voice mail.

4.3 General

- Volunteers must not visit clients who are judged by the director or support workers to present a threat and support workers must visit in pairs
- Put your own safety first. Leave a situation if you feel unsafe

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- Follow the occupants in when visiting a building and do not obstruct your exit route. Sit close to the door or look out for your nearest exit route.
- Do not enter a location if there is any uncertainty over safety. Make an excuse not to go in if the person answering the door gives any cause for concern e.g. is drunk, or the person being visited is not in.
- Do not take unnecessary risks
- Follow all health and safety policies and procedures and if uncertain seek advice from the director or other staff members in the absence of the Director
- Re-assess risks regularly and do not enter a location if you do not feel safe.
- If visiting a problem area, schedule the visit for a busy time of day e.g. in the morning when parents are taking their children to school, and park as close to the property you are visiting as possible.

4.5 Lone Working at the STaSS Office

Staff work alone within the STaSS offices and a single member of staff can regularly be the only person in the entire building.

- Staff must not arrange to have meetings at the office with new service users or those who have a history of mental illness, violence or any sort of threatening behaviour when they know they will be alone.
- When the buzzer sounds check who is at the front door before releasing the catch. If you are uncertain do not open the door.
- When a member of staff has left the building through the back door always ensure that it is locked immediately.
- Always lock the STaSS office door when you leave the office, even when you are staying within the building.

5. Procedures for the Outreach team including Community Champions and volunteers

5.1 Equipment etc.

- Must carry and use all equipment provided for their safety e.g. mobile phones, and make sure the equipment is working and any batteries are charged.
- Ensure that their vehicle is in a roadworthy condition and has sufficient fuel/oil/water.
- Park in a well-lit area if the event is being held after dark

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- Take sensible precautions when weather is poor or dangerous conditions are expected and use the AA or other road traffic reporting services to check road conditions before deciding whether or not to travel.
- Ensure all outreach equipment i.e. display board, resource box etc. are in working order and have the appropriate resource for the event you are attending

5.2 Information/Record Keeping/Communication

- Must check all information for an event is clear and accurate before attending the event and take heed of any warning notes or cautions.
- All reports or outcome of an event **MUST** be recorded on the STaSS database within 10 working days; **MUST** inform line manager if unable to comply with this.
- Must comply with requests for information on your whereabouts from managers. Outreach workers **MUST** keep their online diaries and calendars up to date where applicable.
- Inform the director or anyone in the office by telephone or failing that by text message or email immediately of any serious or potentially serious incidents
- Must make a written report of any serious or potentially serious incident immediately
- Keep in touch with the office and always phone in or text the out of hours mobile at the end of the working day/event or leave a message on voice mail.

Signed:.....

Print Name:.....

Dated:.....

Policy Review

The Director and Board of Trustees are responsible for reviewing this policy annually and ensuring that it is compliant with current legislation and good practice.

REVIEWED MAY 2015, NEXT SCHEDULED REVIEW MAY 2016

Working in partnership with:





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