



Dunbritton Housing Association Limited

Name of Policy	Lone Workers
Responsible Officer	Chief Executive
Date approved by Board	18 November 2020
Date of next Review	November 2023
Section	Corporate Services
Reference	C 9

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Introduction

- 1.1 Dunbritton Housing Association takes the health, safety and welfare of all its staff extremely seriously. We recognise that some staff may be required to work by themselves for significant periods of time without close or direct supervision, in the community or in isolated work areas.
- 1.2 The purpose of this policy is to enable us to meet our duty of care to protect such staff, so far as is reasonably practicable, from the risks of lone working.

2. Definition and Scope

Dunbritton Housing Association defines lone workers as:

'staff whose working activities involve situations where they are without any kind of close or direct supervision.'

This policy applies to all staff including temporary and agency staff, volunteers, interns, and those on work experience. It forms an integral part of the organisation's Health and Safety policy and applies along with specific local guidance on lone working. The policy applies to all situations involving lone working arising in connection with the duties and activities of our staff.

3. Aims of the Policy

This policy aims to:

- Increase staff awareness of the safety issues related to lone working
- Ensure that the risk of working alone is assessed in a systematic and ongoing way and to ensure that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable.
- Ensure that appropriate training is available to staff to enable them to recognise risk and work safely while working alone.
- Ensure that appropriate support is available to staff who have to work alone
- Encourage full reporting and recording of all adverse incidents relating to lone working
- Reduce the number of incidents and injuries to staff related to lone working

4. Responsibilities

Lone working environments present a unique health and safety challenge. Although there is no specific legal guidance on working alone, under the Health and Safety at Work etc. Act 1974, and the Management of Health and Safety Regulations 1999 (as amended), we recognise that we must organise and control the health and safety of lone workers. Under our duty of care we have specific responsibilities to our staff as detailed below:

The CEO is ultimately responsible for ensuring that:

- Arrangements are in place for identifying, evaluating and managing risk associated with lone working
- Arrangements are in place for monitoring incidents linked to lone working, and that the Management Team regularly reviews the effectiveness of the lone working policy and procedures, and that this information is provided to the Board
- Resources are available to put the policy into practice.

Managers are responsible for ensuring that:

- All staff are aware of the policy.
- Risk assessments are carried out and reviewed regularly
- Staff groups and individuals identified as being at risk are given appropriate information, instruction, and training to mitigate risk and work safely.
- Appropriate support is given to staff involved in any incident
- Preventative measures are effective, and we have robust systems for reporting and investigating incidents.
- Safe systems of work are in place to eliminate or reduce the risks associated with working alone.

All staff are responsible for:

- Taking reasonable care of themselves and other people who may be affected by their own actions
- Co-operating by following rules and procedures designed for safe working
- Reporting all incidents that may affect the health and safety of themselves or others, seeking guidance as appropriate
- Taking part in training designed to meet the requirements of the lone working policy
- Reporting any dangers, they identify or any concerns they might have in respect of working alone

5. Risk Assessment

The Corporate Services Manager is the Association's 'responsible person' in terms of Health & Safety and as such will assume responsibility for ensuring that a robust system of risk assessments are in place to eradicate (or at least minimise and control as far as is reasonably practical), all risks related to lone working.

This will be done in conjunction with relevant managers, and the individuals concerned to ensure that all risks are identified, assessed, and controlled

effectively. Following on from the risk assessment process, safe systems of work will be identified and implemented.

The relevant staff will then be consulted and trained on the safe systems to ensure that they are fully aware of their responsibilities, and what to do should they have any concerns.

6. Equality & Diversity

As a service provider and employer, we recognise the requirements of the Equality Act 2010, oppose any form of discrimination, and will treat all customers, internal and external, with dignity and respect. We recognise diversity and will ensure that all of our actions ensure accessibility and reduce barriers to employment and the services we provide.

7. Review

7.1. This policy will be reviewed three-yearly or in line with relevant legislation.