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Heart for
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POLICY:

Lone Worker

Implemented:

Date of last review:

Date of next review:

December 2024

This Policy applies to all activity undertaken by Heart for Chorley in pursuing its purpose as a Registered Charity serving its beneficiaries, partners and the community.

Purpose

This Lone Worker Policy is established to ensure the safety and well-being of employees and volunteers engaged in lone working activities within Heart for Chorley. The policy outlines the procedures and measures to be followed by lone workers to mitigate risks associated with their roles, especially when working with the vulnerable, at risk, addicts, or offenders in the community and visiting their homes.

Scope

This policy applies to all employees, volunteers, and contractors of Heart for Chorley who may be required to work alone while providing support services to beneficiaries in the community and during home visits.

Responsibilities

- The management of Heart for Chorley is responsible for:
 - Identifying and assessing the risks associated with lone working.
 - Implementing control measures to reduce identified risks.
 - Providing necessary training and resources for lone workers.
 - Regularly reviewing and updating risk assessments.
- Lone workers are responsible for:
 - Familiarising themselves with and adhering to this policy.
 - Participating in relevant training programs.
 - Reporting any concerns or incidents promptly.
 - Cooperating with risk assessments and following control measures.

Risk Assessment and Control Measures

- Risk Assessment:
 - A thorough risk assessment will be conducted for each lone working activity.
 - Specific consideration will be given to potential risks associated with working with vulnerable adults, addicts and offenders.
- Control Measures:
 - Where possible, pair working or buddy systems will be implemented.
 - Clear communication procedures, including check-in protocols, will be established.
 - Access to personal safety devices, mobile phones, or communication devices will be provided or permitted use of workers' own devices (see data protection policy).
 - Lone workers will be equipped with information about the individuals they are visiting and any potential risks.

Training and Information

Lone workers will receive training on:

- Recognising and managing risks associated with their work.
- Emergency procedures and how to summon assistance.

- Effective communication and de-escalation techniques.

Communication and Check-in Procedures

- Lone workers must establish regular check-ins with a designated contact.
- Emergency contact details for both the lone worker and the individuals they are visiting will be maintained and regularly updated.

Reporting Incidents and Concerns

- Lone workers must report any incidents, near misses, or concerns promptly to their line manager or designated contact.
- A procedure for reporting and investigating incidents will be in place.

Review and Monitoring

- The Lone Worker Policy will be reviewed annually or as circumstances dictate.
- Any changes in lone working practices or identified risks will prompt an immediate review.

Legal Compliance

- This policy will be reviewed regularly to ensure compliance with relevant UK laws and regulations, including the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.