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Signature:		Next review date:	March 2023

Lone Worker Policy

Scope

This document sets out our policy for providing a safe working environment for all Best Practice Network colleagues (staff and associates) who work alone, regardless of working hours or environment.

The Health and Safety Executive defines a lone worker as someone who works by themselves without close or direct supervision.

Purpose

Staff who work alone do not have colleagues in the vicinity to assist if an incident occurs e.g., violence, abuse, a fall or health issue. Lone working control measures are designed to safeguard colleagues who work alone either some or all the time (e.g., those working in the community visiting settings, schools or colleges).

This Policy sets out how:

- Colleagues are required to comply with all lone working controls that are put in place
- Colleagues must take responsibility for protecting their own safety
- Managers are expected to identify and minimise risks associated with colleagues who are identified as lone workers, and provide all necessary equipment and practical support

Legislation

Best Practice Network will comply with all relevant health and safety legislation

The Health and Safety at Work etc Act 1974

The Health and Safety at Work etc Act 1974 places general duties on both employers and employees, which are applicable to lone working, work related violence and personal safety, the three primary examples being:

- Section 2: It shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his employees
- Section 2: Employers must provide adequate information, instruction, training and supervision to ensure, so far as is reasonably practicable, the health, safety and welfare of their employees
- Section 7: Employees must take reasonable care for their own and others safety and must co-operate with employers so far as it is necessary to enable them to meet their own obligations

Management of Health and Safety at Work Regulations 1999

3.3.1 Regulation 3 of the Management of Health and Safety at Work Regulations 1999 requires risk assessments to be undertaken. Any lone working, violence at work and/or personal safety issues must be taken into consideration when conducting such assessments and, where any significant hazards are identified; specific risk assessments should be initiated.

Protecting colleagues

Best Practice Network believes that the protection of colleagues from violence, accidents, ill health and other risks when working alone is of the utmost importance.

The risks associated with lone working change depending on:

- Location
- The type of work being performed
- The potential for interaction with others

Suitable and sufficient control measures will be made to minimise these risks as far as is reasonably practicable.

Managers are responsible for ensuring that team-specific lone working risk assessments are undertaken, reviewed regularly and kept up to date. This includes colleagues working from home.

Managers are responsible for ensuring the appropriate buddy system is in place where the lone worker is required to 'check in' with their buddy at the end of each visit to a setting/school.

Each employee working alone is responsible for:

- Their own safety whilst working alone, for making dynamic assessments of risk and reacting accordingly
- Making themselves aware of the operational control measures that have been identified in their team's risk assessment
- Ensuring their outlook calendar is shared with their Line Manager
- Keeping their outlook calendar updated with appointments daily with key information such as name of setting/school and postcode, contact details for the person being visited and a phone number
- Ensuring that their mobile phone is charged, fully working and accessible always
- Reporting any work-related incidents of violence, assault or abuse to their Line Manager immediately
- Checking in with their nominated buddy at the end of each working day (no later than 6pm) where

a visit has taken place
- Reporting any safeguarding concerns as per the BPN Safeguarding Policy

Lone working in the BPN Office

We recommend that staff do not work in the office alone for extended periods of time.

Lone working in other locations, e.g., an individual's home

Where an individual works for BPN in their own home/other location the employee must take responsibility for:

- Their own health, safety and well-being - working conditions, lighting, seating, duration of working periods, breaks (individuals can contact the HR or IT teams should they need any support with these aspects)
- The security of BPN information /equipment – following BPN Data Protection Policy and guidelines for password protection and not leaving laptops/tablets open with BPN information evident

Monitoring and Review

This Policy will be reviewed in the event of any significant changes in legislation, guidance, operational controls or if an incident occurs which highlights weakness in the Policy that need to be addressed.