



Lone Worker Policy

Purpose

This policy sets out the rationale for why KEY requires a lone worker policy and what should be undertaken by the various parties for lone working to be made as safe as possible within the organisation.

Lone Working

At times, a KEY employee will be in situations where they are working on their own in a place that is not their own home, at these times they are a 'lone worker'. These situations include:

- The Office space (6 Market Square, Milnthorpe).
- Working away from the office visiting other sites.
- Working to prepare for / clear away after clubs or activities.
- 1:1s with young people which may be in or outside.
- Travel with a young person including appropriate consent and insurance (Business Class 1)
- Work in public spaces eg at fetes which are in public but no other KEY workers or officers are present.

Whilst it must be recognised that KEY, as an employer, does not have the structure associated with a large business, it aims to be a good employer who is concerned about the safety of its employees.

The responsibilities below aim to be realistic about what can and cannot be put in place.

Responsibilities of the employer

- To assess the 'reasonably foreseeable risks' and mitigate against them.
- To provide mobile phones that enable workers, particularly when alone, to keep in touch with colleagues or Trustees as necessary.
- To ensure that a system is in place for calling for help if it is needed.
- To keep on file the employee and their next-of-kin contact phone numbers.
- To keep records of any health issues that may affect the employee whilst working alone.
- To ensure that the employee receives a Health and Safety Induction.

The risk assessment should cover the scenarios when lone working takes place and the issues that may occur including:

- The remoteness of the workplace.
- Potential for communication issues.
- Potential for verbal and physical abuse.
- Vulnerability of lone workers to feeling of isolation, stress and depression.

- Whether or not any activities that are being requested require more than one person to undertake safely.
- How the lone worker will obtain help in an emergency such as medical, assault, vehicle breakdown, accident or fire.

Responsibilities of the employee

- To take reasonable care for your own safety during all work hours.
- To always carry their work mobile phone and ensure it is charged when working alone.
- To input into the risk assessment and ensure that the actions set out in it are followed.
- To arrange to meet unknown individuals with another person present or in a public place.
- If making a home visit, to make sure that someone knows where you are going and that you have a mobile phone with you turned on.
- If practical, on leaving your work base tell someone where you are going and when you hope to be back.
- If practical, to leave a note stating who and where you are visiting and how you will get there.
- To consider carrying Personnel Alarms or other safety devices.
- To report any incidents of violence or aggressive or abusive behaviour.
- To always be 'streetwise' and vigilant, taking note of what is going on around you.