

## **Lone Working Policy**

### **Purpose**

The purpose of this policy is to describe the measures that Dyslexia Cornwall considers necessary to manage the risk present when staff or volunteers are required to work alone. This should be read in conjunction with Dyslexia Cornwall's Health and Safety Policy and inclusion of all the relevant requirements set out in that policy implemented.

### **Definition**

Lone workers are those members of staff or volunteers who are working alone in the community (including working from home) and where there will be no close, frequent or regular involvement with other colleagues or supervisors. Although the term "employee" is used throughout this policy it equally refers to volunteers.

When defining lone working it is important to consider the work activity, the work environment and the system of supervision.

### **Policy**

Dyslexia Cornwall will, as far as is reasonably practicable, ensure that:

1. Employees required to work alone are protected from risks to their health, safety and welfare.
2. The risks to the employees' health & safety will be identified by line managers by the Risk Assessment process of that activity before lone working is undertaken
3. Control methods will be identified from this exercise and all results will be fully discussed with the category of staff
4. Lone workers must never compromise their safety (or anyone else's) by their personal actions and must stop whatever they are doing and leave, if they feel insecure in any way. Such action and concerns must be reported immediately to their line manager.

### **Legal Responsibilities**

Section 2(1) of the Health & Safety at Work Act 1974 places a duty on every employer to ensure, so far as is reasonably practicable, the health, safety and welfare of employees. In addition, the Management of Health & Safety at Work Regulations 1999, places a duty on the employer to consider all reasonably

foreseeable hazards and to take the appropriate action to reduce the possible risk of injury to the lowest level that is practicable to achieve.

### **Who is at risk**

All staff who, as part of their contracted duties, are required to work alone and without direct supervision

This policy does not set out to identify all the situations where staff may be at risk from working alone but concentrates on describing the arrangements that must be in place to eliminate or manage the risk of lone working.

Lone working itself is not necessarily a high risk but the activity that is performed may well be

### **Assessing the risk**

Managers are responsible for identifying and assessing the risks of also the severity of the injury.

Consider if the activity is one that may be safely accomplished by one person or whether the presence of another team member would be advisable.

If the risk cannot be eliminated completely the necessary action must be taken to reduce the risk to the lowest level practicably achievable.

### **Specific Guidance**

Managers should take account of the following factors when evaluating the risk:

- i. the degree of isolation of the member of staff
- ii. the type of work activity carried out
- iii. the current system of supervision and support
- iv. the possibility of contact with members of the public

Any person who may be recruited for a job likely to involve lone working should be reasonably physically fit and must declare if they have any medical disability that may put them at risk whilst working alone e.g. heart disease, diabetes.

A first aid kit should be always carried in order to render first aid for minor injuries should they be sustained.

All lone workers must be issued with a mobile telephone which must be switched on to summon emergency assistance and enable them to be contacted. For all high-risk activities, particularly where activity is remote, it is imperative that the worker gives clear guidance to their manager as to their location(s) during the day.

Lone Workers in this situation should arrange to call in at a specific time and failure to do so would then activate a safety protocol.

Lone Workers should be offered a personal alarm.

Lone workers must phone in to a nominated person in the Centre before they finish work for the day if they intend to go directly home.

If planning to work out of standard hours this must be agreed ahead with the manager and a special contact number must be provided in case of an emergency.

Visiting clients in their own homes is not permitted and Outreach Workers should meet clients in a public place such as a library or at another organisation's venue.

### **Manager's Duties**

To fulfil its statutory responsibilities, Dyslexia Cornwall places specific duties on all managers to ensure:

- i. A Risk Assessment is undertaken on all activities of lone workers and that the recommendations are shared with their members of staff
- ii. Staff adhere to any safe system of work that may be developed for that purpose
- iii. All incidents and / or accidents that are reported are investigated thoroughly. An accident form or the accident book, which is kept in the Drop-in Centre, should be filled in for all incidents even minor ones as they may signal a further potential risk.

### **Employee's Duties**

Employees have a duty to:

- i. Abide by the safe system of work as identified by risk assessment
- ii. Follow all information, instruction and training provided by the line manager
- iii. Report all incidents and accidents that may occur whilst working alone to their line manager

## **Review of procedures**

All Risk assessments together with approved procedures must be reviewed at regular intervals or immediately whenever information is learnt from an incident or accident. An accident form or the accident book, which is kept in the Advice Centre, should be filled in for all incidents even minor ones as they may signal a further potential risk.

## **Monitoring and review**

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

**This policy has been approved and authorised by the Trustees of Dyslexia Cornwall.**

Signed:



Name: Barbara Hewett-Silk

Position: Chairperson

Date: 28<sup>th</sup> October 2023

Next review due: October 2024