



**FLVC**

**Lone Working Policy**

**And**

**Procedures**

Date:

## FLVC Policy Statement

FLVC recognises that during the course of their work it may be essential for employees to work alone. This may occur as a regular part of an employee's working practice or may occur on an occasional basis. In either situation it will arise from the understanding that this is the most appropriate and effective way of working with a particular person. The safety of both the client and worker is paramount and FLVC is committed to minimising the risk of lone working for its employees.

## Policy

The purpose of this policy is to ensure that within FLVC the necessary systems and working practices are adopted and maintained to provide for the safety of all employees undertaking lone working.

- Management will ensure that systems are adopted and resources made available to support these systems, which will provide for worker safety.
- Training will be provided for all relevant staff members regarding the systems and procedures that have been adopted for lone working.
- All Lone Workers will be fully trained in the systems and procedures employed to ensure their safety, as well as training in the practical safety issues related to the content of their work.

## The training will include:-

- Initial generic lone working training
- Induction into the specific role
- Provision made for ongoing training and supervision

Only experienced workers who have completed the relevant training should undertake lone working.

## Systems and Procedures

- Prior to any worker undertaking lone working, any potential hazards *in that particular situation* will be identified and recorded and a risk assessment will be completed in conjunction with the worker.
- All relevant information about the client(s), including information from referral agencies, will be obtained and made available to the worker.
- Clear records will be kept of all lone working being undertaken within the organisation. Workers will give a name, address and concise relevant information relating to the circumstances of a lone working visit. Time of starting and finishing the visit will be recorded and a system will be

developed for the worker to have a contact colleague to log off after every completed visit.

- Procedures will be developed to cover actions to be taken if the worker fails to phone the base at the end of the visit, including time extensions, emergency passwords and ultimate actions of calls to the police.
- A record will be kept of any instances that constitute a threat or risk to the worker's safety and any instances of actual harm.
- A training programme will be developed and delivered to all staff relating to lone working procedures.

## **Procedures**

### **Procedure 1 (lone workers check)**

- Background information on client(s) they are to work with
- If appropriate, workers should gain some knowledge of the working area and associated risks within that area - e.g. drugs, criminal activity, etc

### **Procedure 2 (relating to period of lone working)**

Before leaving the worker should always inform a nominated member of staff:-

- Where they will be going and any risk factors
- Approximately how long the visit will last
- What time they are expected to return

Procedures need to be in place in the event of no contact from the worker, e.g.: -

- Ring mobile of worker
- Ring home/mobile of place visited
- Ring worker's contact
- Ring senior management
- Ring police

### **Procedure 3 (self check)**

- Do a risk assessment, identifying any potential risks
- Check that mobile phones, personal alarms, torches etc are fully charged and in good working order
- Always ensure you have a reliable contact and pre-arranged password in case of an emergency
- Always carry an up-to-date I.D card with picture

- Always keep timetable up-to-date - one for personal use and one to be left in office at all times
- First aid kit to be kept in car
- Wear appropriate clothing – i.e. flat shoes/boots and clothing that will not restrict worker from making a quick departure

### **Training for Lone Workers**

Training is particularly important with lone working in order to avoid panic reactions in unusual situations. All lone workers will be sufficiently experienced, trained and understand all risks and procedures before starting to work alone.

### **Training will heighten staff awareness with regard to:**

- Up-to-date emergency duty arrangements and after hours working procedures
- Workers being street wise, aware of potential risks of violence, verbal/physical aggression and allegations
- Maintaining a safe environment for staff at all times, including practical issues including the use of personal alarms and mobile phones
- Action to be taken if staff or volunteers are put at risk
- Worker to be de-briefed immediately

### **PERSONS TO BE AFFECTED BY THESE GUIDELINES:**

All FLVC paid full / part-time staff and volunteers. These guidelines apply within a varied working context, at all times of day or night.

Lone working has been acknowledged as “necessary” to progress in work with FLVC clients. However, this work needs to be as secure and as safe as possible at all times.