



# Lone Working Policy

## Purpose

To protect staff from the risk associated with working alone whether they are on Leicestershire Cares premises, at venues used by groups, travelling alone on work duties or working in an isolated setting.

To ensure that staff understand that Leicestershire Cares as an employer, does not expect staff to expose themselves to unnecessary risks in the course of their work duties and that Leicestershire Cares will support a member of staff if they leave a situation in which they feel at risk.

## Definition

For the purpose of this policy, lone working will be categorised into two distinct types of work:

- Working alone in Leicestershire Cares premises or venues used by groups
- Travelling alone between the two categories above.

## General Rules

Leicestershire Cares must have details of your (work and personal) mobile number, your home contact number and a person to be contacted in case of emergencies. A record of proposed daily movements should be kept.

## Working alone in Leicestershire Cares premises/venues

Having one person working alone in Leicestershire Cares premises is undesirable. However, as it is not practical to always ensure that two people are present then the emphasis of this policy is to reduce risk. When there is more than one person in the premises, there is still need for vigilance.

Staff are not permitted to lone work with a participant on Leicestershire Cares premises. There must always be at least two members of staff in the building if a participant is present. It is up to staff to ensure that this is the case when booking appointments with participants.

### Before entering the building

Ensure that the premises look as you would expect them to do – no signs of damage or occupancy and no signs of doors or windows forced or unlocked when you expect them to be locked.

If you have concerns do not enter but contact your line manager or ask a second person to enter the building with you. **Do not enter alone.**

### On entering the building

Ensure that the building and contents are as you would expect them – if you have any concerns leave the premises and contact your manager.

### Whilst working in the building

Work as near as possible to the telephone.

Ensure that the front door is locked and that emergency fire exit doors are closed.

Do not open doors unless you know or have checked the identity of any visitor.

When talking to anybody you do not know on the phone, do not tell them you are alone in the building.

If you hear the fire alarm, apart from pre-planned tests, exit the building in the usual way and contact your manager.

If anybody appears in the office that you do not know, remain calm and non-threatening – ask who they are and who they are looking for, explain that the person they are looking for is not present and escort them from the premises. Then contact your manager or emergency contact.

**Always trust your instincts – if you do not feel comfortable about letting a person in the building, then ask them to return at a time when you will not be alone.**

If you make an appointment with somebody for the first time or with somebody who you are not comfortable being with then arrange for somebody else to be in the office, or in the meeting with you, at the time of the appointment.

On leaving the building, ensure all doors are shut.

### **Working alone at the venues of other organisations**

Try to only arrange appointments at the premises of other organisations if you know that there will be more than one other person present. If this is unlikely, arrange the appointment at Leicestershire Cares' office.

If you arrive at the premises of another organisation and you are not comfortable with going ahead with the appointment then leave and report this to your line manager.

Staff can meet participants one-to-one in public places such as cafes and libraries. However, they are not permitted to lone work with participants in the venues of other voluntary or private organisations. This is to reduce risk of harm or false allegations.

When meeting one or more participants in a public place, ensure that your meeting can be viewed by others on the premises, and that you have informed the office or your line manager where you are going, who you are meeting and the duration you expect to be there. Let the office or your line manager know when the meeting has finished.

### **Travelling alone during working hours**

Travelling alone holds the same risks whether or not you are travelling for work purposes or pleasure. However, it is far more likely that during working time you will be travelling in unfamiliar areas and therefore the planning of the travel is far more important.

**P\*L\*A\*N** - For being safe out and about:

Prepare yourself for the journey

Look confident

Avoid risk

Never assume

#### Prepare yourself for your journey

Know exactly where you are going and how you are going to get there.

Ensure that you have informed the office or your line manager where you are going.

Assess any risks there may be in doing the journey you are about to undertake.

Ensure you have your personal belongings (e.g. keys, travel card) in your pocket and other items in a bag which sits close to your body with fastening innermost.

#### Look confident

Stand tall and look as if you know what you are doing and where you are going.

Be alert to what is going on around you.

Do not wear a personal stereo.

Ensure you have a working mobile phone with you.

### Avoid risk

Do not take short cuts unless they are as safe as the longer route.  
Do not change plans at the last minute.

### Never assume

It won't happen to me.  
Do not ignore your instincts.

## **Transporting participants by car**

All projects have a travel budget, so try to use taxis/public transport if possible.

However, there will be cases where it makes sense to transport participants by car, especially if taxis are very expensive, public transport isn't a possibility, and/or if you are attending an appointment with a young person.

When transporting young people by car, make sure an appropriate adult, preferably someone with safeguarding responsibility, knows your time of departure and estimated time of arrival. Check-in and out with this person so they know you have arrived and returned safely. The participant should travel in the back of the car.

## **If an incident takes place**

If an incident occurs where there is a breach of your personal safety, you should complete an incident report including the date, time, location and description of the incident including names and contact details of any witnesses if known. This should be given to your line manager. This should be done no matter how minor the incident as the policies stated here may need to be reviewed.

## **Related policies and procedures**

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents:

- Safeguarding policy
- Safeguarding and child protection procedures
- Code of conduct for staff and volunteers
- Code of conduct for children and young people
- Health and safety
- Induction, training, supervision and support

**Policy reviewed by:** Charlotte Robey-Turner, Head of Children and Young People

**Last updated:** July 2022

**Review date:** July 2023