

Purbeck Youth & Community Foundation Lone Worker and Volunteer Procedures

This policy refers to paid staff and volunteers. Where the word 'worker' or 'staff' is used it should be taken to mean any person who carries out tasks on behalf of PYCF, where paid or unpaid. It does not mean that PYCF regards its volunteers as having the same statutory or employment rights as its paid staff. It does mean that PYCF considers that many areas of good practice (including this lone worker and volunteer policy) relate equally to paid staff and to volunteers. PYCF recognises its duty of care for the health, safety and security of staff working, either in paid roles or as volunteers, alone.

Although there is no general legal prohibition on working alone, the broad duties of the Health and Safety at Work Act 1974 (HASAW) and the Management of Health and Safety at Work Regulations 1999 MHSW are applicable. These require identifying hazards of the work, assessing the risks involved, and putting measures in place to avoid or control the risks. PYCF's Lone Worker and volunteer policy must be applied to all situations covered in section 2.

Staff must feel safe in lone working and will not be asked to undertake any work where this is not the case. Lone Workers and Volunteers Definition Lone workers can be anyone who works by them selves without close or direct supervision. This includes the following situations:

- • Working at an outreach location. •
- • Working outside standard working hours e.g. working with people who use services in the evening, during weekends and bank holidays. •
- • Working from home. •
- • Attending events or conferences. •
- • Meeting young people outside youth group sessions.

Responsibilities

PYCF's responsibilities

- • Carry out a risk assessment – this responsibility cannot be transferred to the lone worker.
- •• Put systems in place to ensure staff who work alone are safe.
- •• Record all assessment and safety measures identified to alleviate risk. •• Regularly evaluate the systems to ensure they are still valid.
- •• Ensure that if a risk cannot be made safe, two workers carry out the task.
- •• Ensure staff training takes place.
- •• Know where lone workers are during working hours.
- •• Ensure lone workers are supervised regularly.
- •• Ensure that the company is insured to cover lone working.

Employee's or volunteer's responsibilities

- Take reasonable care of their own, and other people's, safety.

- Have an awareness of their surroundings and the possible threats to their personal safety when working alone.
- Carry and use a mobile phone, making sure batteries are working.
- Inform the designated person of any changes to their movements or if their vehicle breaks down.
- Ensure that office Calendar has up-to-date information about meetings they attend
- Be involved in assessing risk and identifying safety measures.
- Leave the working environment if there is an imminent danger to their safety.
- Follow the organisation's policies and procedures set up to protect their safety.
- Undertake and follow training provided to ensure their safety.
- Ensure they take regular breaks to avoid working excessively long hours.
- Tell the employer when safety measures are not adequate.
- Tell the employer when they have encountered a 'near miss' or have identified additional risks to their safety that were previously unidentified.
- Report to the employer any actual accidents or incidents that occur, using proper organisational procedure.

Risk Assessment

A Risk Assessment should be carried out or arranged by the Manager on Lone Workers and volunteers and their environment and updated at regular intervals.

Any significant risk should be written down and kept as a matter of record.

Appendix 1 Lone Worker Risk Assessment Template Communication

Maintaining effective communications with staff in lone situations is essential. It will help to ensure that staff can keep colleagues informed of their whereabouts but also provides a means of making contact in an emergency therefore enhances an individual's sense of security.

All staff or volunteers who work alone outside the PYCF's offices will be provided with a mobile phone or an agreement made to use their own. Whenever they are going out alone to meet a young person, they should ensure that a relative, friend or PYCF colleague knows where they are going and when they expect to return AND THAT THEY HAVE RETURNED. All staff and volunteers should ensure that the PYCF contact register contains up-to-date details of their next of kin or people to contact in emergency.

Procedures for Lone Working Working at an outreach location

- All regularly used outreach locations will have an initial Health & Safety risk check and this is then annually updated.
- The Leader in Charge at these locations is provided with or has agreed to use their own mobile phone. Working outside standard working hours •
- When and what the member of staff are doing to be logged in Office Calendar.

- The member of staff to be contactable via their mobile phone or put details in Office Calendar of another number that they can be contacted on.

Working from home

- 'Working from home' to be logged in Office Calendar.
- The member of staff to be contactable via their mobile phone or information shared about their landline number that they can be contacted on.

Attending events or conferences

- Information about the event and its location to be recorded on Office Calendars.

Meeting young people outside youth group sessions

- Initial contact with a young person will be made in a public place.
- Another member of PYCF staff must have prior knowledge of the contact and where it is taking place. Usually this will be the Line Manager.
- The staff member must have a mobile phone with them.
- If the Line Manager (or other agreed member of staff) has not received a text or a phone call from the worker within half an hour of the arranged ending time of the meeting then they must make urgent contact with the member of staff to check on their safety.
- .If an emergency situation occurs and police intervention is required IF POSSIBLE staff member should call their line manager (or other agreed member of staff) and say "can you get the RED DIARY OUT FOR Mia" , Line manager will then contact the police for assistance giving location of worker.

Monitoring and review of the Policy

This policy is to be monitored on an ongoing process by the Manager and Trustees to ensure that it meets current needs, and is to be reviewed every three years by the Board.

For further information about personal safety see: <http://www.suzylamplugh.org/> Agreed by Trustees 21.2.2018

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