

## LONE WORKING POLICY



All reference to personnel includes both paid employees and volunteers.

The safety of personnel working off-site is of paramount importance to Anglia Care Trust. Anglia Care Trust recognises that it has a responsibility to ensure the safety of all its personnel including those people who work alone. Every member of personnel has responsibility for their individual personal safety and that of their colleagues. Anglia Care Trust will ensure that all personnel are provided with the relevant training, knowledge, equipment, support and understanding to assist them in coping with the fears of off-site working or lone working.

Anglia Care Trust believes that the more equipped personnel are, the better placed they are to avoid an incident or deal with the aftermath should one occur. Procedures will only work if they are taken on board and practised.

Anglia Care Trust personnel have a responsibility to comply with the Health and Safety at Work Act 1974, to take responsible care of themselves and of others, who may be affected by their acts or omissions, ensure that they do not misuse or interfere with anything that has been provided for their safety and to report all incidents. Under the provisions of the Management of Health and Safety at Work Regulations 1999, employers have a duty to carry out a risk assessment of the hazard to which their employees may be exposed.

### **Definition**

Lone working may be defined as any work activity which is intended to be carried out in isolation from other workers by an individual or small team of people. Therefore, lone workers are those who work by themselves without close or direct supervision.

### **Procedures**

In order to support personnel working off-site or working alone, Anglia Care Trust will require them to comply with the following:

- Emergency contact details must be kept up to date; please advise the Business Support Team of any changes
- Inform their line manager of their daily whereabouts
- Keep their electronic diaries up to date. This should include the nature of the appointment, location, details of person being visited, time of appointment, contact number and estimated time of completion. If there is poor mobile phone reception in the area please also note this. Any risk should also be noted, along with “JV” where joint visits are in place.

- Inform their line manager or Business Support Team if they are not intending to return to work after a visit or meeting or if they intend to go straight to a visit or meeting before attending their place of work
- Once off site, keep the Business Support Team informed of any unexpected changes to their planned working day. The Business Support Team will then update any changes to the electronic diary system.
- Keep their mobile phone switched on at all times -silent mode if needs be. If there is any time when you need to turn your phone off, this must be discussed with your line manager first
- Adhere to Anglia Care Trust's Health and Safety and Risk Assessment Policies.
- When attending the premises of other agencies, personnel must adhere to the agency's Health and Safety policy
- Inform their line manager if any equipment that is used whilst working off-site is faulty
- Report all incidents or concerns to their line manager relating to their work as soon as possible.

The Business Support Team will take the following action if contact is not made at the expected times:

1. Attempt to contact the lone worker's mobile number
2. If there is no response, phone any other numbers detailed on the electronic diary system
3. If there is no response, attempt a second contact on the mobile number and lone worker's home phone number
4. If the lone worker still cannot be contacted refer to their Line Manager or a member of the senior management team
5. If there is no response from the lone worker to confirm their safety the police will be contacted and informed of their last known whereabouts and vehicle details.

Non-compliance with these procedures may result in disciplinary action being taken against personnel.

## **Support**

Anglia Care Trust will endeavour to support personnel working off-site or alone by means of:

- Training and guidance. All personnel will undertake the relevant training prior to being allowed to lone work
- Formal and informal supervision, progress and performance review sessions
- Peer group mentoring
- Counselling if appropriate
- Provision of personal alarms and mobile phones
- Risk Assessments

## **Threat Identification**

Anglia Care Trust will operate a traffic light system for alerting the Business Support Team or line managers to a potential threat that personnel have identified:

1. If personnel ring in and ask for or mention a RED file, the police will be called immediately
2. If they ask for or mention a YELLOW file, they will be called back in 5 minutes and every 5 minutes thereafter until the member of personnel confirms either green status or that they have removed themselves from the area of risk
3. If personnel ask for or mention a GREEN file, no further action will be taken.

## **Buddy System**

Where practical, Operational Managers are encouraged to set up Buddy Systems within project areas for peer support however ACT recognises this is not always possible. It should be noted that such systems should not replace or contradict anything which is contained in this policy, nor become so onerous that it gets in the way of the effective management of resources.

## **Insurance**

Personnel working off-site or alone are covered by Anglia Care Trust's Public Liability and Employer's Liability Insurance. Equipment used when working off-site is covered by Anglia Care Trust's All Risks Property Insurance. However, no claim will be accepted for loss of items due to theft from an unattended vehicle and it will be the responsibility of the employee to reimburse Anglia Care Trust for replacement of such items.

Date of next review – October 2019