



growing points

Lone Worker Policy

This Lone Worker Policy applies to everyone working with and/or on behalf of Growing Points, including Trustees, Volunteer Guardians, Operations Director, Development Director and others who are associated with Growing Points in different capacities. Growing Points aims to, so far as is reasonably possible, through best practice, manage risks associated with lone working.

1. Purpose

This Lone Worker Policy is designed to alert Growing Points staff and volunteer guardians to potential risks associated with lone working, to identify the responsibilities of each person has in such situations and to identify procedures which will help minimise such risks. In the context of Growing Points, therefore, this policy deals with situations where:

- i. The member of staff and/or volunteer guardians work alone (this is because the nature of work at Growing Points is mainly through outreach activities)
- ii. Situations where member of staff and/or volunteer guardians meet service users in non-office environment such as public libraries and cafes
- iii. Situations where member of staff and/or volunteer guardians visit other organizations to meet service users

2. Scope

This policy applies to all the locations where Growing Points' staff and volunteer guardians undertake their works. It also applies to all staff and volunteer guardians, who, because of the nature of our work, will be working alone at any time and in any situations where risks may exist.

3. Requirement

To comply with all safety policies and procedures associated with Growing Points safeguarding policies and those of partner organizations.

4. Context

As Growing Points does not have a permanent office base, it is incumbent upon us to ensure that Lone Worker Policy is in place as it is expected that staff members and/or volunteer guardians may undertake their works during unsocial hours (including weekends), in different locations and alone. Growing Points Lone Worker Policy therefore seeks to:

3.1 Support staff and volunteer guardians in maintaining safe working practices

3.2 Identify, raise/communicate and reduce risks in a timely manner

3.3 Where necessary, provide appropriate support to staff and volunteer guardians

3.4 Ensure that staff and volunteer guardians have quick access to designated line managers who are available to provide advice

5. Responsibilities for Management, Staff and Volunteer Guardians

5.1. The individual Volunteer Guardians, Hidden Talents Co-ordinator and Operations Director have a duty to undertake the required assessments and reduce the potential for risks associated with lone working.

5.2. The Operations Director and Hidden Talents Co-ordinator have a responsibility to ensure that policies are made known to all involved

5.3. Any concerns raised are communicated and addressed on a timely basis

5.4. The Lone Worker Policy is followed at all times by staff and volunteer guardians

5.5. Volunteer guardians to notify relevant staff and/or line managers of any safety issues

5.6. Staff and volunteer guardians must ensure that they have enough knowledge of locations for meetings, including exits and alarms

5.7. Take suitable and sufficient breaks when travelling and park in well-lit/busy area

- 5.8. Staff and volunteer guardians should take all necessary measures to ensure their own safety as they would in any other circumstance
- 5.9. Operations Director and Project/s Co-ordinator to manage and communicate with staff and volunteer guardians with the aim of minimizing risks associated with lone working
- 5.10. Staff and volunteer guardians to seek to implement agreed safety measures and advice
- 5.11. Staff and volunteer guardians to ensure that service users are comfortable with and feel safe about meetings
- 5.12. This policy should be read in the context of Growing Points Safeguarding, including, and where relevant, those of partnership organizations.

6. Procedures of Lone Worker Risk Assessment

All work undertakings involve some degree of hazard and risks associated with them and it is important that we put in place process, procedures and policies pertaining to lone working. It is therefore important to consider some (or all) of the following situations:

6.1 What type of safety risks can occur?

6.2 Is the meeting place safe? How well do staff and volunteer guardians know about the location? Is it public area?

6.2 What type of transport is used?

6.3 Is there any gender related safety issue?

6.4 Are staff and volunteer guardians aware of non-smoking rules and sign-in and –out requirements?

6.5 In the event of booking venues for meetings, will other people be present and can they be contacted in the event of emergency?

7. Control Measures

Staff and volunteer guardians should always undertake their works in accordance to agreed control measures. Different control measures

corresponding to different work activities should be identified; and could include:

7.1 Regular contact (email or telephone) with Operations Director and/or Project/s Co-ordinator must be maintained

7.2 A clearly defined professional boundary between staff/volunteer guardians and service users must be established

7.3 Meetings must be arranged in safe public places

7.4 Regular review of risk assessments must be carried in consultation with volunteer guardians and service users

8. Definition

‘**Lone Worker**’ in the context of this policy should be understood to mean any member of staff, management team, trustees and volunteer guardians who undertake their works remotely and without close supervision, nor do they have instant access to other staff. It should also be read in relation to the existing policies on safeguarding.

9. Review

The effectiveness of this policy will be reviewed on annual basis by the Board of Trustees under the supervision of the Operation Director.

Next Review Date: April 2020