

## CHARLTON ATHLETIC COMMUNITY TRUST

### Lone Working Policy

#### Policy Statement

Charlton Athletic Community Trust (CACT) recognises that staff required to work by themselves, in remote locations or out in the community, face increased risks without the immediate support of colleagues or others if an incident occurs. CACT is committed to protecting such staff, so far as is reasonably practicable, from the risks of lone working by assessing lone working practices and taking steps to prevent or control risk where necessary.

This policy is supported by a procedure and should be read in conjunction with the CACT Health and Safety Policy. See also HSE '*Working Alone in Safety*' INDG73 (rev) <http://www.hse.gov.uk/pubns/indg73.pdf> and '*Violence at Work*' IND69 (rev) <http://www.hse.gov.uk/pubns/indg69.pdf>.

#### Definition

Lone workers are those who work by themselves without close or direct supervision and are:

- People in fixed establishments such as an office, eg where only one person works on the premises, people working separately from others, people working outside normal hours, or people working at home
- Mobile workers working away from their fixed base, eg visiting domestic and/or commercial premises, working by themselves delivering an activity

#### Legislation

The key legislation for this Policy includes:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at work Regulations 1999
- Corporate Manslaughter and Corporate Homicide Act 2007
- Safety Representatives and Safety Committees Regulations 1977
- The Health and Safety (Consultation with Employees) Regulations 1996
- Regulatory Reform (Fire Safety) Order 2005
- The Reporting of Injuries, Diseases and dangerous Occurrences Regulations 1995 (RIDDOR)
- Control of Substances Hazardous to Health (COSHH) Regulations 2002

#### Aims and Objectives

CACT acknowledges its responsibilities, and in order to meet these it aims to:

- Increase staff awareness of safety issues relating to lone working
- Ensure that the risk of lone working is assessed and that safe systems, methods of work and procedures are put in place to reduce the risk, so far as is reasonably practical. This includes

- i) Lone workers are identified
  - ii) Tracks the movement of Lone Workers including deviation from normal or agreed work patterns
  - iii) Identifies where Lone Working is no longer appropriate to carry out
- Ensure that appropriate training is available to staff that equips them to recognise risk and provides practical advice on safety when working alone
  - Ensure appropriate support/supervision is available for lone workers
  - Encourage reporting and recording of any accidents/incidents relating to lone working where staff felt threatened or unsafe

### Categories of Work

The level of risk will be determined from completing the risk assessment.

#### Low risk activities

Should only be undertaken by persons authorised to do so by their line manager or supervisor who conducted the risk assessment with the employee. Work falling into this category is deemed to be safe to be undertaken by lone workers (e.g. general office work during core hours, employee carrying out a home visit in a low risk pre-risk assessed setting)

#### Medium risk activities

Should only be undertaken if there is at least one other person present either in the same room or in adjoining room. The person should be competent at the task or activity and familiar with emergency procedures.

#### High risk activities

Can only be undertaken if there is at least one other person present in the same room, who is competent at the task or activity and familiar with emergency procedures. Suitable emergency arrangements, such as immediate access to a first aid kit must be made.

### Working from Home

When staff are working from home CACT will:

- Communicate with employees to establish if they are able to work from home and feel safe doing so
- Identify the tasks that can be done at home and those that cannot
- Support employees to make reasonable adjustments to facilitate working from home i.e. providing equipment so the employee can work safely, ensure they are equipped to undertake a risk assessment of their workstation, has the appropriate support and receives all relevant H&S guidance
- Maintain regular contact with employees through line managers, regular on-line meetings, Newsletters, regular staff updates, CPD events (virtual or in person) etc
- Ensure employees receive up to date guidance and information regularly to support employees working from home
- Circulate questionnaires regularly to give employees the opportunity to raise issues or concerns
- Consider individual employee's needs, for example childcare responsibilities, long term health conditions, or a disability

- Ensure mental health is discussed particularly during periods of enforced isolation if the office is closed or working on a limited capacity, (for example during the Covid-19 pandemic) and information is readily available about how to access support
- Remind staff to check their home insurance / mortgage terms if they are working from home and if using work equipment.

**Working from home – Employees responsibilities include:**

- Keep in regular contact with their managers
- Inform their manager about any health and safety or other issues that arise
- Inform their line manager if there is any change in homeworking arrangements
- Taking responsibility to have regular breaks and exercise away from the work station during the day

**Specific Responsibilities**

**Directors and Heads of Departments shall ensure that:**

- All employees in their departments are aware of this policy and any local arrangements for lone working
- A risk assessment of lone working for their departments is carried out and a record is made of this with any control measures that have been identified are implemented accordingly

**Line Managers/Managers with responsibility for employees who work alone will:**

- Ensure that lone working is considered in all risk assessments carried out in their area of responsibility
- Consult staff on lone working policies and procedures
- Maintain and record regular contact with the employee
- Provide training for lone workers especially enabling workers to cope with the unexpected i.e. violence etc when a colleague is not immediately available to assist
- Carry out a risk assessment with the employee(s) to identify and control risks associated with lone working, based on the findings of the risk assessment
- Communicate this policy to all their employees
- Check that appropriate precautions are being taken in accordance with the suggested control measures to reduce risks.
- Ensure that the necessary records are kept e.g. copies of risk assessments on lone working, documented procedure to be followed by lone workers, communication arrangements, supervision etc.
- Carry out a safety training needs analysis of lone workers within their area of work; ensure all relevant employees receive core health and safety training and strategies for the prevention of violence.
- Complete accident reports on behalf of employees or others that are unable to report the accident, incident or dangerous occurrence themselves.
- Telephone the health and safety officer immediately if an accident/incident involving an employee working alone appears to come under RIDDOR.

**Employees shall ensure that:**

- Lone working is avoided wherever possible (outside of a normal office environment).
- Comply with any precautionary measures including guidelines laid down by managers

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Barry Simmons Safeguarding and Health and Safety Officer

## APPENDIX A

### RISK ASSESSMENT CHECKLIST

The risk assessment can be carried out using the standard CACT Lone Worker risk assessment form but detailed below is a checklist of points to be covered. This list is not exhaustive and each situation can vary. Using the checklist will assist you to determine whether lone working is acceptable within the activity you are risk assessing.

If you are unsure of what is required, please seek advice and support from the CACT Health and Safety office in the first instance.

#### In the Workplace

1. Does the workplace present a special hazard i.e. possible threat of violence or injury?
2. Is the person more vulnerable to any risks (i.e. are they s young person, pregnant, disabled or a trainee?)
3. Is the access to, or exit from, the workplace safe?
4. Are the lighting and ventilation sufficient?
5. Will other adjacent processes and activities present a risk?
6. Is equipment safe and regularly maintained?
7. What risks will the employee be exposed to in the event of equipment failure?
8. Can substances and equipment be handled safely i.e. chemicals.
9. Does the employee have the appropriate personal protective equipment and are they trained in its use?
10. Has the employee been trained to do the task properly?
11. Has the employee demonstrated their ability to do the task satisfactorily?
12. Is the employee medically fit to undertake the task?
13. Has the employee sufficient information about the job, equipment and people they are meeting?
14. Is cash being handled, will they be at a risk of violence?
15. Is the employee known to be reliable and seek help when they reach the limit of their knowledge or experience?
16. What is the appropriate level of supervision for the task?
17. What first aid provision is required?
18. How will you communicate with the employee to ensure his/her wellbeing?
19. What are the arrangements for the employee in the event of an emergency?
20. If the lone workers first language is not English then are there procedures for clear communication.

### Some useful pointers for managers

- Carry out informal inspections of the workplace and access on a regular basis to make sure the workplace is safe and that people are working safely. With regards to home visits it is advisable that the manager and the member of staff visit the house on the first visit.
- Try to avoid lone working where there is construction going on in and around the building.
- Ask yourself how you would feel working there - would you feel safe?
- Check to make sure equipment is being maintained properly and records are kept.
- Consider if the employee has a medical condition that this may make lone working more of a risk.
- Are there any reasons why the member of staff may be more vulnerable i.e. if they are young, disabled, pregnant or a trainee.
- Make sure materials safety data sheets are available for all materials used and stored on the premises.
- Make sure risk assessments of all processes and activities are available for workers to refer to and that safe working procedures are available.
- Make sure you know workers are fully aware of local rules, especially those related to "working out of hours".
- Build in specific reviews to find out if they have any concerns that can be dealt with easily and update the risk assessment.
- Make sure they know you do not want them to put themselves at risk. Ask them how the job could be made safer.
- Make sure you have a reliable system for contacting the lone worker and for establishing they are unharmed – this could be by a call-in system, a tracking device, a mobile phone, etc.
- Consider what emergency situations could arise and make sure you have procedures in place to cover them.

### For home visits and meeting the public

Have your lone workers:

1. Been fully trained in strategies for the prevention of violence?
2. Been briefed about the areas where they work, or will work?
3. Been given all available information about the client from all relevant agencies?
4. Understood the importance of previewing cases?
6. Left an itinerary?
7. Made plans to keep in contact with colleagues?
8. The means to contact you?
9. Got your home telephone number (and you theirs)?
10. A sound grasp of your organisation's lone working policy?
11. Authority to arrange an accompanied visit, security escort, or use of a taxi

## How the Lone Working Policy and Lone Working Procedures / Risk Assessment link

