

**AUKKC Lone Working Policy**

**Age UK Kensington and Chelsea**

**Policy review extension form**

Policy title	Lone Working Policy
Current date of expiration	Feb 2020
Extension period request	31 <sup>st</sup> October 2021
Reason for extension request	The unprecedented circumstances of the Covid-19 Pandemic significantly affected our organisational capacity to update our Policies as resources were focused on our large-scale Emergency Response. Our Board have now initiated a full external Policy review of all our Policies which is being carried out by the Policy Review Team and this will be complete by the end of October 2021.
Does this extension request pose any risks?	No – our Policy Review team have given assurances that this extension is appropriate
Summary of risks e.g. not meeting national guidance	
Has this document previously been granted an extension? Add details e.g. 2 previous extensions amounting to 6 months	No

Name and Job title of person completing this form	Jess Millwood, CEO
Date of completion	30/07/2021
Name and Role of Board Member Approving Extension	Christine Morgan, Trustee, Chair Quality, Performance, Development & Human Resources Committee

### AUKKC Lone Working Policy

Is the Extension Approved? If no, reason why not	Yes
Date of Extension Approval	05/08/2021
Date Policy Tracker Updated to Record Extension	

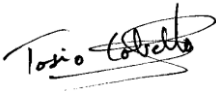
#### Document Control Information

Version History			
Version	Date	Detail	Author
2.0	Oct 2015	Policy added to MDI. Full review of content scheduled	Richard Brine
2.1	Feb 2018	Update of contents	Tasio Cabello

Current Version	
Name of Group Approving the Document	N/A
Date of Group Approval	N/A
Date Added to Master Document Index	23/10/15
Review Date	06/02/2018
Version Number	2.1
Related Documents	
Author	Richard Brine
Service Unit	All
Consultation Tracking Sheet	No

Approval Signature			
Version	Date	Signatory (Print)	Signature

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2.1	Feb 2018	Tasio Cabello	

## AUKKC Lone Working Policy

### CONSULTATION TRACKING SHEET

This document must be completed and accompany the document through the final ratification and authorisation process. A copy of this sheet should be included at the front of the final published policy.

**Name of Document:** AUKKC Lone Working Policy

Name of person / team / committee asked to provide feedback	Date feedback request sent	Feedback received (Y/N)	Feedback incorporated into Policy (Y/N)

### Document History and Change Record

The following are registered holders of controlled copies of this document:

Position	Version
Business Manager (Management Representative)	2.0

Amendment History			
Version	Date	Amendment	Approved By
2.0	Oct 2015	Document control information added	Richard Brine

**AUKKC Lone Working Policy****LONE WORKING POLICY**

Age UK Kensington & Chelsea will comply with the requirements of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 regarding lone workers.

Age UK Kensington & Chelsea aims to ensure that arrangements are in place to enable the assessment of the risks presented to lone workers, and isolated workers, and to introduce adequate control measures to eliminate or reduce the level of risk so far as is reasonably practicable.

A lone worker is classed as an individual who is working in an area where there are no other workers present and has no close or direct supervision.

**Areas of Action**

1. Managers/supervisors must identify those employees and volunteers who are required to work alone or in isolation.
2. Managers/supervisors must carry out a suitable and sufficient risk assessment; this may be in conjunction with the lone worker
3. Any risk assessment should take into account both physical and emotional factors such as isolation
4. Any risk assessment for young people under the age of 18 will take into account their psychological or physical immaturity, inexperience, and lack of awareness of existing or potential risks
5. Where it is identified through risk assessment that the work cannot adequately be done safely by one person, alternative arrangements are to be devised.
6. Managers/supervisors must establish regular contact between the lone worker and supervisor, using either mobile phones, telephones, radios or e-mail, bearing in mind the worker's understanding of English;
7. Managers/supervisors must provide employees and volunteers with adequate training where the risk assessment has identified the need.
8. Managers/supervisors must bring to the attention of the employees and volunteers the results of the risk assessment and the control measures required.
9. Wherever possible, managers/supervisors must monitor lone/isolated workers and have details of the name, location and working hours of the worker.
10. Where required, managers/supervisors should introduce the following procedures to ensure the safety of lone workers. This should include regular and routine contacts and booking in/out procedures. If a risk assessment identifies any specific further action this should be followed to ensure the safety of the employees or volunteers. This could be contacting the line manager of another colleague when finishing a home visit if it has been scheduled for the end of the day with no return to the office until the following working day.
11. Every employee must use their outlook calendar to let the organisation know where they are at all times and inform the office of any changes.

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12. Managers/supervisors must review, and if necessary modify their risk assessment for lone workers whenever there are developments such as accidents, violent incidents etc., that suggest that they may no longer be valid or there has been a significant change in the matter to which the assessment relates. In any case the Manager should review assessments annually.
13. Any training provided must be suitable and sufficient and be regularly reviewed and updated.
14. Staff should take all reasonable precautions to ensure their own safety as they would in any other circumstances.
15. Information should be shared with due regard to issues of confidentiality and data protection.

### Responsibilities

1. Line managers are responsible for ensuring that those employees and volunteers in their area of responsibility who are required to work alone are identified and a risk assessment undertaken for all work activities.
2. Line managers should consult employees and volunteers on the finding of any risk assessment. This can also often be a valuable source of information.

### General

Once an employee or volunteer has been identified as being required to work alone, the process of risk assessment should begin. Risk assessment should be carried out in accordance with the following procedure:

- a. Classify work activities
- b. Identification of hazards
- c. Determine risk
- d. Decide if risk is tolerable
- e. Prepare risk control action plan
- f. Review adequacy of action plans

### Risk assessment

1. **Task:** Age UK Kensington & Chelsea has adopted a task based approach toward risk assessment, i.e. work activities are broken down into individual manageable tasks. This approach should lead to a thorough and comprehensive assessment taking into account the preparation of the task, the task itself, and the completion of the task.
2. **Equipment:** Any equipment to be used should be considered during the assessment. This may range from use of bathing equipment, gardening or DIY tools, to using a mobile phone; for example does the mobile phone have an answerphone function?
3. **Substances:** Where hazardous substances are to be used by lone workers particular care should be taken and reference given to 'The Control of Substances Hazardous to Health'.

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4. **Environment:** Where practical, the workplace (or places) must be assessed and the risks identified.
5. **Procedures:** The risk assessment should take into consideration procedures that are in place, for example dealing with a 'no response'.
6. **Individual:** The employee or volunteer must have a sufficient level of competence in order for them to carry out their work in a safe manner. This may result in the need to provide information, instruction and training both before starting work and then at regular periods. They must also have been fully briefed and have access to the risk assessment.
7. **Medical Conditions:** Special care should be taken to ensure the health and safety of the employees and volunteers with medical conditions that might increase the levels of risk.
8. **Violence:** Particular consideration should be given to those members of staff who may be exposed to an increased level of attack or assault. Individuals should never work alone where the task has been identified as being a two-person task.

### **New and Expectant Mothers**

In the case of new and expectant mothers, further assessments should be made to prevent exposure to risk that may affect health and safety.

### **Supervision**

Levels of supervision should be based on the findings of the risk assessment. An employee or volunteer who is new to the job will require a higher level of supervision than their more experienced counterparts; the higher the risk, the greater the level of supervision.

### **Training**

The identification of training requirements should be based on the outcome of the risk assessments. Any training provided must be suitable and sufficient and be reviewed periodically.