

LONE WORKING POLICY

Age UK Surrey (AUKS) recognises that some staff and volunteers are required to work by themselves.

AUKS will ensure, so far as is reasonably practicable, that staff and volunteers working alone are provided with adequate information, instruction, and training to understand the hazards and risks and the safe working procedures associated with working alone. The most important are listed below:

- The lone worker has full knowledge of the hazards and risk to which they may be exposed.
- All available information on clients is reviewed before visiting.
- The lone worker knows what to do if something goes wrong.
- A lone worker system is being utilised so that someone knows the whereabouts of a lone worker and the length of time that he/she will be working alone.

Responsibilities

Managers will ensure that a Risk Assessment for each area of service is completed prior to employees and/or volunteers working alone.

Risk Assessments and precautionary measures should take account of:

- Remoteness of the place visited.
- Means of travel
- Potential communication problems
- Likely weather conditions
- Access to telephones or provision of mobile phones and alarms
- Emergency contact arrangements
- Medical conditions which might make a person unsuitable for lone working.
- Providing and implementing safe systems of work
- Agreeing arrangements for the provision and use of work equipment
- Assessment of manual handling activities and suitable training
- Agreeing a lone working system which enables every lone worker to have a named member of staff who is aware of their anticipated work pattern.

Staff and volunteers new to the job may need to be accompanied during their 'induction' period since it is likely that they will be required to make decisions on site without reference to their Line Manager or deal with situations which are new to them and may present special risks.

It is the responsibility of individual line managers to monitor the tasks being carried out by staff or volunteers. They are responsible for ensuring that if the nature of the task changes in any way a new risk assessment is carried out. Line managers must ensure that any lone worker follows good working practices and safe systems of work.

AUKS will ensure that emergency procedures are in place so that members of staff

and volunteers working alone can obtain assistance if required.

All Staff and Volunteers will be required to:

- Follow the safe working arrangements developed for lone working.
- Take reasonable steps to ensure their own safety.
- Inform their line manager of any incidents or safety concerns.

These Procedures should be read and followed in conjunction with the Guide to Safe Lone Working.

Review - This policy will be reviewed every three years.

Issue	Date agreed by Board of Age UK Surrey	Reviewed
2	29 th September 2011	July 2014
2	17 th July 2014 (no changes required)	July 2019
3	September 2019	Oct 23 and Dec 2023
	Agreed by Governance Committee	
4	16 th January 2024	