

BUCKINGHAM ALMSHOUSES AND WELFARE CHARITY

Lone Worker Policy

1. Policy Statement

Where the day-to-day running of the Buckingham Almshouses and Welfare Charity (BAWC) requires either the secretary or any of the trustees to work alone, the Charity has a duty to assess and reduce the risks which lone working presents.

2. Purpose

This policy is designed to alert the secretary and the trustees to the risks presented by lone working, to identify the responsibilities each individual has in this situation and to describe procedures to mitigate such risks.

3. Scope

This policy applies to the secretary, any trustee or person commissioned by the Board who may be working alone, at any time and in any of the situations described in the definition below.

4. Context

Lone workers face the same risks as anyone else, as well as those directly related to their work. Within BAWC, it is recognised that lone working should be part of the wider issue of safer working with support for lone workers being an essential part.

5. Definition

A lone worker is an individual who performs an activity that is carried out in isolation from others without close or direct supervision. Such individuals may be exposed to risk because there is no one to assist them, and hence a risk assessment may be required.

6. Necessary Procedures

(i) Personal safety of the lone worker.

- It must not be assumed that having a mobile phone and a back-up plan is a sufficient safeguard in itself.
- The first priority is to plan a reduction of risk.
- All reasonable precautions should be taken by the individual to ensure their own safety.
- Before working alone, a risk assessment should be made, ideally with another person e.g. the secretary with a trustee, a trustee with the secretary or another trustee, or a contractor with the secretary or a trustee etc.
- The lone worker must inform another person when they will be working alone giving accurate details of their location and following an agreed plan to inform that person when the task is completed.
- When, for example, working to a pre-planned programme of tasks or visits, the lone worker must inform the person with whom they have originally

discussed their location and timetable, if there is any deviation from the programme.

- If the lone worker does not report in as expected, a previously agreed plan should be put into operation to initially check the individual's whereabouts and then to respond as appropriate.
- Where the lone worker happens to work alone for extended periods and / or on a regular basis, there must be provision for regular contact between that individual and another person, ideally the one who has details of the lone worker's programme or timetable.
- The lone worker should ensure that they have a charged mobile phone that is in working order with, if applicable, sufficient credit with the relevant telecom. provider. Consideration may be given to the provision and use of a personal alarm.

(ii) Risk assessment

- In drawing up and recording an assessment of risk, the following issues should be considered as appropriate: -
 - The environment – location, security, access.
 - The context – nature of the task, any special circumstances.
 - The individuals concerned – indicators of potential or actual risk history – any previous incidents in similar circumstances.
 - Any other special circumstances.
 - All available information should be taken into account and checked or updated as necessary.
 - Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to a second individual being present as well or making other arrangements to complete the task.
 - Safety has to be the prime concern overriding any resource implications.

(iii) Planning

- The secretary and the trustees should be fully informed in relation to risk.
- Adequate communication, checking-in and fall-back arrangements must be in place.

(iv) Reporting

- Should an incident occur, it should be reported using the Charity's established Complaints Policy and / or Complaints and Grievance Procedure, followed by a debrief involving the individual concerned and the secretary and/or three trustees.

(v) Other considerations

- As well as considering issues of personal safety, another aspect of lone working concerns the risk of a vexatious claim being made against the lone worker who is carrying out the particular task.
- In this situation where, for example, a resident, for whatever reason, makes a false accusation such as alleged theft of money or possessions, or inappropriate physical or sexual contact, the only remedy would be for the individual to be accompanied – the secretary by a trustee, a trustee by the secretary or another trustee, a contractor by the secretary etc. with the second person acting as a witness or preventative presence.
- Consideration must also be given to the lone worker, either secretary or trustee, having had an appropriate DBS (Disclosure and Barring Service) check; a non-DBS checked individual must never carry out a solo visit while it would be appropriate if a non-DBS checked person was visiting, they were accompanied by one who had had such a check.
- The risk assessment may have identified the potential for this type of occurrence, and appropriate action taken.
- It is assumed that tradespeople and suppliers used by the Charity will have their own lone worker policies which will be effected when that tradesperson or supplier is working with one of the residents in an almshouse but the Charity accepts that it has a part to play in ensuring safety for all.
- Copies of this policy will be given to all those commissioned by the Charity to enter one of its properties and they will be required to acknowledge receipt of this and their understanding of its contents.

Document Control

Name of Policy:	Lone Worker Policy
Version:	v.2
Purpose of Policy:	To safeguard the secretary, any trustee or any tradesperson commissioned by the Charity when working alone on behalf of the Charity
Policy applies to:	The secretary to the Charity, all trustees and any tradesperson commissioned by the Charity
Approved by:	The Compliance and Governance Committee
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