



FIRST STOP CENTRE

Lone Worker Policy and Procedures

Policy

1. There is no legal prohibition on staff working alone. However, the general duties contained in the Health and Safety at Work etc Act 1974 and the specific requirements to assess and control risks set out in the Management of Health and Safety at Work Regulations 1992 apply.
2. First Stop Centre recognises its duty to take reasonable steps to ensure that the risks to the health and safety of its staff, whether paid or voluntary, are not increased unacceptably by working alone. Lone working will not be permitted where such risks cannot be controlled to an acceptable level.
3. First Stop Centre defines lone workers as those staff, paid or volunteers, who work by themselves without close or direct supervision or other member of staff. This includes a person working alone either in the Centre or away from the Centre.
4. It is First Stop Centre's policy to take all reasonable steps to ensure that all persons working for or on behalf of the Centre or working on the Centre's premises are not exposed to increased levels of risk by working alone. This will be achieved, where reasonably practicable, by managing the need to work alone, controlling access to lone working situations, and controlling risks arising from a genuine need to work alone.
5. First Stop Centre will endeavour to ensure that, where persons need to work alone outside the Centre's normal hours, the necessary measures to monitor these instances are in place. Access to the Centre's premises outside normal hours should be exceptional and be fully controlled and managed.

Procedures

6. Procedures to achieve the policy aims will be implemented and kept under review. They may include
 - Risk assessments being carried out
 - Periodic visits to the lone worker
 - Regular contact between the lone workers and a colleague
 - Checks that a lone worker has returned to the Centre or home on completion of a task outside the Centre.



7. First Stop Centre shall ensure that there is a procedure in place in the event of a lone worker having an accident or becoming ill or if there is an emergency. A lone worker should be capable of responding correctly to emergencies. Information about emergency procedures should be given to lone workers who visit the Centre's premises (e.g. contractor's staff). Lone workers should have access to adequate first aid equipment.
8. First Stop Centre will carry out a risk assessment where lone working is a regular occurrence. The risk assessment should take into account the following:
 - Are there safe access and exit arrangements?
 - Is the lone worker familiar with how to respond in an emergency?
 - Is there access to a first aid kit?
 - Are there effective communication links so that the lone worker can make contact with another person?
 - Is the level of contact with another person sufficient to ensure that any problems are identified and dealt with?
 - Are there aspects of the lone worker's health that could lead to increased risk, e.g. if the worker has a specific health problem, would he or she have access to necessary medical equipment?
 - Is cash handled?
 - Is there access to an alarm and does the lone worker know how to use it?
 - Is the car parking safe?
 - Is there a risk of violence?
9. Staff who are the first to arrive at First Stop Centre premises should ensure the safety of their surroundings. If there is evidence of an unauthorised person being or having been in the premises, staff should leave immediately and contact the emergency services and the Centre Manager or other member of staff.
10. Staff working outside normal hours should ensure that another member of staff is aware of this and that entry doors are secure. Visitors should not be let into the premises.
11. When conducting one-to-one interviews, a member of staff should ensure that another member is aware of the interview and the approximate time the interview should finish. If there are particular concerns about the interview, the member conducting the interview should ensure that he or she sits between the client and the door and that another member of staff is specifically aware of the concerns.
12. A member of staff visiting other premises should always consider whether there is a potential risk to personal safety. Staff should always be contactable by mobile phone



and leave details of the premises they are visiting with the Centre Manager or other member of staff.

13. Staff who are called out to the premises as keyholders by the emergency services or alarm company should not enter the premises alone.
14. All lone workers should be sufficiently experienced and have a full understanding of the risks and necessary precautions involved in doing so. All staff should be clear about what can and cannot be done when working alone.