



PACTO

Pembrokeshire Association of Community Transport Organisations
Cymdeithas Mudiadau Cludiant Cymunedol Sir Benfro

Lone Working Policy

1. Scope

This policy applies to staff and volunteers working *directly* for the charity known jointly as Pembrokeshire Association of Community Transport Organisations. Staff and volunteers working for other community transport services and schemes which operate within Pembrokeshire are governed by their own policies and procedures.

2. Statutory Requirements

The Health and Safety at Work Act 1974 places duties on employers to ensure that their employees and others affected by their undertakings are working safely etc. The Management of Health and Safety at Work Regulations 1999 require risk assessments to be carried out to ensure that significant risks are addressed. It is within these assessments that any specific risk faced by lone workers should be addressed.

3. Definition of lone workers

PACTO defines lone workers as:

'Staff or volunteers whose working activities involve situations where they are isolated and do not have direct contact with other staff members or volunteers'.

Lone working is carried out on a greater scale than is perhaps realised. There is therefore a need for guidance on the subject to assist staff and volunteers who may be classed as lone workers and to formulate a safe system of work for them after considering hazards and any risks that may be involved.

Lone working can range from a staff member or volunteer working alone in an office or working alone off site including driving, escorting passengers or undertaking site or home visits.

4. Policy Aims

This policy aims to:

- Increase staff and volunteer awareness of safety issues to lone working
- Make sure that the risk of working alone is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce risk so far as is reasonably practicable.
- Make sure that appropriate training is available to staff and volunteers in all areas that equips them to recognise risk and provides practical advice on safety when working alone.

- Make sure that appropriate support is available to staff and volunteers who have to work alone.
- Encourage full reporting and recording of all adverse incidents relating to lone working.
- Minimise the number of incidents and injuries to staff and volunteers related to lone working.

5. Responsibilities

The Trustees and Line Managers are responsible for:

- Making sure that there are arrangements for identifying, evaluating and managing risk associated with lone working.
- Providing resources for putting the policy into practice.
- Making sure that there are arrangements for monitoring incidents linked to lone working and that the Board regularly reviews the effectiveness of the policy.

All staff and volunteers are responsible for:

- Taking care of themselves and other people who may be affected by their actions at all times.
- Follow rules and procedures designed and put into place by the management for safe working.
- Taking part in training offered which is designed to meet the requirements of the policy.
- Reporting incidents that may affect health and safety of themselves and others.
- Reporting any dangers they identify or any concerns they might have in respect of lone working.

6. Assessing Risk

Lone workers should not be put at more risk than any other employee or volunteer.

A Lone Worker risk assessment should be carried out in all areas of work where working alone poses an actual or potential risk to staff and/or volunteers and should be adjusted to take into account the particular needs of specific staff members or volunteer as necessary.

Factors to consider when carrying out the risk assessment include the following:

- Does the workplace present a special risk to the lone worker? (Is it isolated, cold, poorly ventilated, poorly lit etc. If transport is used, it is appropriate, reliable, safe etc.)
- Are there systems in place for contacting and tracing those who work alone and how can they summon help if needed? (e.g. phone, mobile, panic alarm, alarm bell system)
- Is there a risk of violence?
- Are people of a particular gender especially at risk if they work alone?
- Are young workers especially at risk if they work alone?

Other procedures for monitoring may also be appropriate and should be considered in the light of the findings of the Risk Assessment. These may include:

- Periodic visits by the line manager
- Regular communication with the line manager by e mail or telephone
- Personal panic alarms and mobile phones
- Introduction of a system to ensure that the lone worker has returned to their base or home on completion of a task that may take them out and about. This may be particularly relevant for staff members who live alone or who are returning to an empty home, without anyone to raise the alarm should they fail to return home.

10. Emergencies

The lone worker should be able to respond correctly in an emergency situation. Procedures for emergencies should be covered during induction and reviewed in supervision as necessary.

11. Reporting and Recording

Staff and volunteers must report all incidents (including near misses) to their Line Manager at the earliest opportunity.

The Line Manager must record and investigate all reports, ensuring that PACTO's Manager and, if appropriate Trustees, are kept informed. The Line Manager should seek support and input from PACTO's Manager and Trustees as appropriate.

12. Monitoring and Review

To ensure that this policy is adhered to as fully as possible, PACTO will:

- Monitor compliance with the policy and rectify any breaches.
- Review the policy periodically to take into account changes in legislation or in PACTO's activities. The policy will be reviewed as a matter of course every two years.

Signed _____

Signed _____

Date: 10/2/23

- Will cash be handled and will it increase the risk of violence?
- Is the person medically fit and suitable to work alone?
- What happens if a person become ill, has an accident, or if there is an emergency?
- Does work involve coming into contact with members of the public who are likely to become aggressive?
- Is there a risk of compromise for a single worker on their own with service users?
- Is the worker working in a host venue, and if so are there any special arrangements for lone working which need to be observed?
- Have staff/volunteers received the training necessary to allow them to work alone?

Details of all risk assessment must be recorded and information from the risk assessment should be passed to PACTO's manager. Risk assessments should be reviewed and updated annually (or sooner should circumstances change).

7. Volunteers and Staff Members with medical conditions and disabilities

As an organisation, PACTO should check that lone workers have no medical conditions which put them at more risk if they are working alone. Where Lone Working will form a significant part of a job or volunteering position, any such conditions should be identified during the interview process, and considered as part of the Risk Assessment.

8. Training

Training may be crucial to avoid panic reactions in unusual circumstances. Lone workers need to understand the risks and precautions fully. The limits of what they can and can not do needs to be explained to them. They need to know when to seek advice from their line manager if they have to cope with unusual situations over and above the scope of the training they may have received.

Lone worker training will be available to staff and volunteers on request or if identified as necessary in the Risk Assessment.

9. Monitoring and Supervision

It is impossible to constantly supervise a lone worker. However, it is the employer's responsibility to ensure their health and safety at work.

The level of supervision required should be a management decision, based on the findings of the Risk Assessment. The higher the risk the greater level of supervision is required.

It should not be the individual's decision to decide whether they require assistance. However, it is vital that staff or volunteers who are to work alone are fully involved in the setting up of any systems that would ensure their safety as they are often able to provide valuable information relating to potential hazards.

A regular supervision meeting between the lone worker and their Line Manager/Volunteer Coordinator should be established for this purpose.