# Lone Working Guidance

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| *Target Audience:* | *All staff* |
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| *Lead Executive* | *Neil Fray* |
| *Author/Lead Manager:* | *Darren Carr* |

## History

| Version | Author | Date | Change |
|---|---|---|---|
| 1.0 | Darren Carr | December 2016 | Minor wording changes made but core principles remain unchanged. |
| 2.0 | Darren Carr | December 2017 | Change to section 7 to make reference to the Lone Working Guidance document |
| 3.0 | Darren Carr | November 2018 | Description changed from a policy as required by HR. The user document previous known as the Guidance is now included as appendix 1 to this document. Other minor wording changes. |
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# Lone Working Guidance

## Contents

# 1.    The Guidance

This guidance is designed to alert staff and volunteers to the risks presented by lone working, to identify the responsibilities each person has in this situation and describe procedures which will minimise such risks.

# 2.    The Purpose

There will always be risks associated with lone working.

This guidance applies to all Association staff and volunteers and it is the Association's expectation that it is adhered to.

The Association recognises that no two situations will ever be the same. The expectation is that Association staff and volunteers will use the principles in this and supporting documents to model reasonable approaches they can adopt as a lone worker.

# 3.    Definition

Lone workers are those who work by themselves without close or direct supervision in the case of their duties.

Examples include, but are not restricted to:

- A person who works from home
- A person who works alone for periods of time
- A person who works alone in an MND Association rented office/branch premises
- A person who works on their own outside normal office hours
- A person who carries out home visits alone
- A person who travels on their own
- A person who stays away from home overnight on their own for work purposes

# 4.    Principals

The following principles apply:

- No volunteer or member of staff should be in a situation where they feel at risk
- Everyone is responsible for avoiding and managing any risks that arise from lone working
- Where risks associated with lone working are identified, the Association will involve staff and volunteers in finding ways to manage them

- Lone working risks should be identified and eliminated where possible and where this is not possible, should be limited and actively managed
- Staff and volunteers are provided with support, guidance and where applicable, training to assist them to stay safe
- Where appropriate, specific situations will be assessed for risk and an approach agreed with the volunteer/staff member and the line manager or support function
- Precautions should take into account normal working conditions and foreseeable emergency situations e.g., fire, equipment failure, illness and accidents
- All incidents and 'near misses' arising from lone working must be reported to a line manager, supporting staff member and/or to the Facilities Manager for monitoring and reporting purposes
- Failure to follow agreed safety procedures increases risk and is therefore considered to be a decision taken by an individual, for which they are personally accountable. This may be escalated and dealt with under the disciplinary policy for staff and in the case of volunteers, dealt with under the Managing Concerns about a Volunteer Policy and Procedure

## 5. Record Keeping

Line managers/supporting staff members will ensure that all lone working incidents are brought to the attention of the Facilities Manager, who in turn will monitor the situation and report to the Director's team where necessary.

## 6. Lone working risk

The Association has identified the following general risk areas that may arise from lone working (this is not an exhaustive list):

- Home visits, including those to people living with or affected by MND by staff and volunteers
- Meetings in unfamiliar venues
- Lone activities e.g. taking cash to the bank, parking vehicles at night
- Travel (car)
- Travel (public transport)
- Overnight stays
- Meetings in public places

# 7.  Responsibilities

**The Facilities Manager is responsible for:**

- Monitoring any lone working incidents or near misses
- Reporting to the Director's team
- Reviewing and revising this guidance annually with support from the HR team and the Volunteering team
- Sharing of good practice

The Facilities team is available to provide support and guidance, risk assessment and other technical advice. Advice can be provided by the Facilities Manager in the event of any issues with the interpretation of this document.

**HR responsibilities include:**

- Ensuring that staff are aware of the guidance and procedure within the Staff handbook.
- Ensuring that all staff have access to the relevant mandatory Health and Safety and Lone Working e-learning training modules

**Volunteering Team responsibilities include:**

- Ensuring that volunteers are aware of the guidance and procedure
- Ensuring volunteers have access to appropriate training, as necessary

**Line manager/supporting staff member responsibilities include:**

- Communicating this document to direct reports and associated volunteers
- Ensuring that their direct report has completed and understood relevant mandatory training
- Make the relevant documents and tools available for a risk assessment with the staff member/volunteer to identify and control risks associated with lone working
- Responsible for having up-to-date and accessible contact details for staff/volunteers
- Following latest Association guidance and procedure
- Completing accident reports on behalf of member of staff or volunteer if they are unable to report the accident, incident or dangerous occurrence themselves
- Reporting incidents and near misses to the Facilities Manager

**Staff and volunteers' responsibilities include:**

- Build their understanding by undertaking relevant mandatory training
- Avoiding lone working wherever possible
- Identifying risks that may arise from lone working
- Taking precautions to ensure their own safety

- Following Association guidance and procedure
- Complying with any precautionary measures agreed with their manager for example a 'buddy system'
- Completing risk assessments
- Reporting risks to the Association
- Keeping your line manager/supporting staff member updated on your whereabouts

**Further information can be found in MND Association Guidance to Lone Working document which can be found in the Facilities area of Sharepoint**

## 8.    Assessing Risk

Safe working arrangements are based on the following process:

- An assessment of the likeliness and seriousness of the risk
- The limiting or elimination of the risk if possible
- Control or management of the risk

Line managers/supporting staff member will discuss risks with volunteers and staff who work alone, ensuring they are aware of the Association's guidance and procedures. The assessment of the risks to which a lone worker may be exposed must take account of:

- The individual's ability to carry out their activities safely in their own environment
- The potential for the individual to be subject to verbal or physical abuse
- The individual's ability to request assistance or to withdraw safely from a dangerous situation
- The individual's suitability to carry out the work alone
- Sudden personal illness, medical conditions or personal emergencies
- The effects of social isolation
- Risks related to driving (see Other Relevant Association Documents below)
- Any existing precautionary measures and emergency arrangements, e.g. fire safety and regulations

The above list is not exhaustive, each situation is different and individual risks for situations must be considered.

Completed risk assessments should be forwarded to the Facilities Manager for safe keeping and for comment/action.

**Relevant Legislation**

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999

**Other Relevant Association Documents:**

- Health and Safety policy
- Data Protection policy
- Fleet policy
- Vehicle use Guidelines for Volunteers
- Disciplinary policy
- Managing Concerns about a Volunteer policy
- Risk Management policy
- Risk Assessment form
- e-learning platform

**Reporting – Incidents/Near Misses/Advice**
- Contact supporting staff member or line manager
- Contact Facilities Manager at David Niven House
- Completed risk assessment forms to be returned to Facilities Manager

**Key Contacts**
- Facilities Manager – phil.day@mndassosociation.org or Head of Facilities - darren.carr@mndassociation.org
- Facilities Manager, Private and Confidential, MND Association, David Niven House, 10-15 Notre Dame Mews, Northampton, NN1 2BG

**References**
- Health and Safety Executive
- Suzy Lamplugh Trust