

Date: 17 January 2017
For: Employees, volunteers



Lone Working Policy

Introduction

Lone working is a situation where a Trustee, employee or volunteer is required to work for Ride High without the assistance of colleagues either with or on behalf of children/young people (hereinafter together referred to as “young people”), or in the office, clubroom or portakabin. It does not apply to working at home.

Lone working does, necessarily, happen at Ride High and is acceptable provided a risk assessment identifying hazards has been conducted in advance and all necessary steps to eliminate or reduce any risks identified have been taken. The risk assessment must be read by the person proposing to work alone before lone working is undertaken. **Lone working must not be undertaken if the risk assessment identifies significant risks that cannot be satisfactorily managed.**

All Trustees, employees and volunteers are responsible for their own health and safety and must exercise due diligence, take all reasonable precautions to ensure their own safety and ensure that they follow Ride High’s lone working procedures.

It is a matter of Ride High policy that lone working may not be undertaken in the following circumstances:

- **Clubroom sessions with one or more young people.**
- **Field trips with one or more young people.**

Any employee or volunteer with a concern about lone working issues should ensure that it is discussed with the Operations Manager or Trustees as appropriate.

Risk assessment of the activity

Any employee or volunteer planning to undertake lone working should familiarise themselves with all relevant pre-existing risk assessments (as provided for in our Health and Safety Policy). However it is essential that a risk assessment is also completed prior to lone working in order to identify any specific significant risks and appropriate control measures. Factors to take into account, depending on the circumstances, include the following:

When working in the office, clubroom or portakabin

- Who knows you are there?
- How would you summon help if you needed it?
- Are you planning to undertake any hazardous tasks?
- How will you leave safely?
- Do you know how to contact a first-aider?
- Do you know the location of the first aid box?
- What are the fire precautions/evacuation procedures?
- Do you know the location of the fire extinguisher(s)?
- What would you do if an intruder entered?

When visiting the home of a young person

- Have you checked the records to see if any previous violent incidents or potential hazards (eg a dangerous dog) within the household or the local community have been recorded?
- Is a home visit the most appropriate way of dealing with the issue?
- If you have concerns about your personal safety, have you worked out a clear strategy for dealing with the visit?
- Does anyone know where and when the visit is taking place?

When carrying one or more young people in your car, the people carrier or the minibus

- Have any of the young people you are carrying been involved in previous incidents of violence?
- Does anyone know where and when you are driving to and from?

Possible controls

When working in the office, clubroom or portakabin

- Assess if it is appropriate for you to carry out the tasks on your own.
- Let someone know when you plan to be there and inform them of any changes.
- Have a fully charged mobile phone in your possession, ensure that it is switched on and that others know your number.
- Know how to contact the appropriate person/authorities in an emergency.
- Know where the first aid kit is kept.
- The Operations Manager should ensure that all appropriate steps are taken to control access to these areas and that all emergency exits are accessible.
- Alarm systems will be tested regularly, and all employees and volunteers must be familiar with the alarms and emergency exits.

When visiting the home of a young person

- Make an appointment prior to the visit and contact the young person's parent/carer to confirm the arrangements.
- Ensure that details of the appointment are given to a colleague ("the Designated Person") and recorded in the office so that your whereabouts are known and the alarm raised if you do not return/make contact at the expected time.
- Always inform the Designated Person how long you intend to be. Phone them on your return, or if the home visit takes longer than anticipated, phone to say that you are running over. Always inform the Designated Person if you make any other changes to your arrangements or timings.
- Always take a fully charged mobile phone with you and leave it switched on. Ensure that the Designated Person knows your number.
- Do not visit outside normal working hours unless it is absolutely essential.
- Before making a home visit, give time to find out as much factual information as possible (for example, checking our records to see if any previous violent incidents or potential hazards (eg a dangerous dog) within the household or local community have been recorded).
- If you have concerns about your personal safety, you must have worked out a clear strategy for dealing with the visit.
- If you are anxious on arriving at a location and feel that your safety could be compromised, do not take the risk of proceeding any further. Phone the house to advise that you are unable to attend, and make alternative arrangements.
- If at any time during a home visit you feel vulnerable or a potentially violent or aggressive situation is developing, you should leave immediately.
- **If no parent/carer, pre-arranged other adult/relative or other professional is present, terminate the visit immediately.**
- All home visits must be recorded with the reason for the visit, points discussed, agreements reached and any concerns that you may have from the meeting, however trivial they may appear at the time. Clear and detailed record-keeping may prevent problems in the future.

When carrying young people in your car, the people carrier or the minibus

- Ensure that someone knows where and when you are going.
- Do not sit a young person in the front passenger seat unless all other seats are taken or you otherwise believe there is good reason for doing so
- Ensure that someone knows what time you are expected to return. Phone them when the pick-up has been completed and again on drop-off.
- Have a fully charged mobile phone in your possession, ensure that it is switched on and that others know your number.
- Ensure that the car, people carrier or minibus is in good working order and fully insured, and that details of the car, people carrier or minibus (make, registration number etc) are kept in the office.

Responsibilities of Operations Manager

While the Children’s Manager has responsibilities in connection with home visits generally (whether or not carried out alone) as provided for in our Home Visits Policy, the Operations Manager has the following responsibilities in connection with lone working:

- To ensure the lone working is necessary and that there is no alternative.
- To ensure that a risk assessment for the activity has been undertaken.
- To ensure the lone worker is aware of any risk assessment for a young person, if appropriate, and any other relevant pre-existing risk assessments.

Training and awareness

A copy of this Policy will be shown to all employees and volunteers, and each must sign the list attached to the original to indicate they have read and understood it.

Approval and review

This Lone Working Policy was approved at a Board Meeting of the Trustees on 17 January 2017. It will be reviewed each September thereafter, or more frequently if appropriate.

Signed.....

Date.....