



# **Lone Working Policy and Procedure**

**Approved by Board of Trustees on July 1<sup>st</sup> 2026**

**To be reviewed every three years. Next review 2029.**

**Lead Staff Member: Jackie Rosenberg**

**Lead Trustee: Thienhuong Nguyen**

## **Introduction**

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, PDT has the responsibility for the health, safety and welfare at work of its employees. These responsibilities apply equally to staff that, for whatever reason, work alone.

Lone workers should not be more at risk than other employees. This may require the organisation to deploy extra risk control measures, which take account of normal work and other foreseeable emergencies, for example, accident, illness, violence, etc. and a person's individual circumstances e.g. mental health issues, neurodiversity etc.

This policy applies to all staff employed by the organisation whose job role may require them to work on their own, in the community or within people's homes.

The principle of this policy is that PDT will assess lone working practices and take steps to prevent or control risk where necessary.

## **Definition of Lone Working**

For the purposes of this policy, Lone Working is when an individual member of staff has to work by themselves without close or direct supervision. The main circumstances under which this may occur are: -

- Visiting local residents in their homes
- Travelling to and from visits to residents
- Walking around the local neighbourhood meeting local people etc.
- Working alone in their office

The definition does not include staff working from home.

## **Risk Assessment**

Risk assessment is essential to good risk management. Risk assessments shall be carried for and by all staff whose working practice makes them vulnerable.

Risk assessments for staff who visit residents in their homes should include reporting and recording arrangements - so that other colleagues know where you are.

## **Personal safety and security incident reporting**

In order to maintain appropriate record of incidents involving lone workers, it is essential that all incidents be reported to your Line Manager. Staff should ensure that any incidents where they feel threatened or unsafe are reported even if this was not a tangible event/experience.

## **Responsibilities**

**PDT Line Managers shall be responsible for:-**

- Assessing the need for lone visits
- Implementing safe working systems in relation to lone working to avoid or control risk
- Ensuring that appropriate risk assessments are undertaken in regard to lone workers
- Providing appropriate alternative arrangements for an accompanied visit where it is considered unsafe for staff to work alone
- Ensuring that the systems are in place for staff to be traced and that systems are regularly checked.

**Lone workers must: -**

- Ensure that they are aware of the policy and procedures relating to lone working and comply with them
- Ensure they report to their line manager or colleague, the names, addresses and phone numbers and time of visit and expected time of return to the office
- Telephone their line manager or colleague if they unexpectedly go straight home at the end of the day
- Take reasonable care to protect themselves and to implement all guidance policy and practice relating to risk arising from lone working. (see appendix - guidance for lone working)

## **Training**

Staff working for PDT should know that their safety comes first. Staff should be aware of how to deal with situations when they feel they are at risk or unsafe. Staff should also be able to recognise how their own actions can influence or even trigger an aggressive response.

Line Managers will ensure that lone workers receive appropriate training.

# Appendix: Guidance for Lone Working

The nature of your work for PDT may necessitate occasional visits to local residents' homes and occasional working alone in the office. The following guidance should be considered in all cases:

## Prior to making a visit to a local resident you should

- Identify possible risks from the visit by speaking to colleagues about the visit and informing yourself of any known history or possible problems ie. mental health concerns, anger etc.
- Ensure that you record the name, address, time and likely duration of your visit and that you make this available to your line-manager or relevant colleague and ideally leave this information available for others to view.
- It may be appropriate for you to be accompanied by a colleague in certain cases and you should discuss this with your line-manager.
- If you have serious concerns about your safety on any particular spell of lone working, you should discuss these with your Line Manager.

## When making a visit

- Ensure that you have your mobile phone with you.
- Check your mobile phone is left on answer phone,
- Try and return any calls received within 30 minutes.
- Identify yourself clearly, make sure you carry your identity card with you and show it when visiting the resident's home.
- In the event of a problem notify the office immediately using the password system detailed below.
- If felt appropriate contact the police on 999
- Try and avoid confrontation. If a situation does become heated, try to stay calm and pacify the resident.
- If violence is threatened or you feel uncomfortable withdraw from the situation as soon as possible.
- On return to the office, notify your Line Manager of any incident

## When working alone in the office

- Ensure your Line Manager is aware when and for how long you will be working alone

- Ensure all external doors are securely locked, ensuring that escape routes are not blocked and that doors can easily be opened in the event of fire or other emergency.
- Do not allow entry to any unknown person
- Should an incident occur, contact the police immediately.

### **Changes to your original plans**

- Contact the office if you are going straight from home to a visit
- Contact the office if your movements do not correspond with details left, ie going straight home from a visit or onto another visit or if delayed etc.

### **First Aid/ Emergencies**

If you have an accident, feel unwell or there is any other emergency you must contact the office as soon as possible with details.

### **Password System**

It is important that staff can relay their fears or concern back to the office to summon support without further upsetting or alarming the aggressor. In the event that staff require support, they should contact the office and use a previously agreed shared password.

When making the call staff can inform the aggressor that they are phoning to see if there is anyone in the office who can be of further assistance.