



Lone Worker Policy

Points should be included in Induction and Health and Safety Briefings

Office-based staff which includes office-based volunteers, self-employed support staff, trustees, other volunteers.

Health & Safety directives place an obligation on Redbourn Care Group (RCG) that it must expect you:

- To conduct yourself safely while on the premises.
- Not to attempt to do anything using equipment with which you are unfamiliar and on which you have not been trained.
- To request training if asked to undertake such work.
- To call for assistance in dealing with day-to-day problems e.g. with heating, electrics, plumbing, leaks, doors, windows or alarms.
- To call for assistance in event of any medical emergency or exposure to threatening behaviour.

Health & Safety directives require RCG to enable you to complete your duties without harm to yourself and for this purpose, we recommend:

- That someone should be aware when you have completed your volunteering time safely if you are in the Office alone when the office closes. This will be important if you have any medical conditions which could prevent you leaving on time.
- That, if you live alone, you might wish to consider coming to an arrangement with a friend or neighbour to let them know when you leave the office.

Car & Minibus Drivers and Couriers

Health & Safety directives place an obligation on RCG that it must expect you:

- To conduct yourself safely while journeys and transporting clients to and from their homes and garaging the minibus.
- To be aware of visibility issues when travelling to or from visits in bad weather or after dark.

Health & Safety directives do not require the following, but nevertheless place upon us an obligation to bring to your attention that:

- You might consider carrying a personal alarm when you are on your own carrying out your voluntary duties for RCG, they are available by request.
- When journeys are made after dark, you might consider wearing high-visibility attire and carrying a small torch, these are available in the minibus and will be made available on request.

Health & Safety directives also require RCG to enable you to complete your duties without harm to yourself and for this purpose, we recommend that you keep someone at home (or a neighbour if you live alone) informed when you have completed your volunteering activities.

Outdoor Activities which includes representing RCG at public events such as Christmas Markets or any street activities.

Health & Safety directives place an obligation on RCG that it must expect you:

- To conduct yourself safely while undertaking your duties.
- To be aware of visibility issues during bad weather or after dark.

Health & Safety directives do not require the following, but nevertheless place upon us an obligation to bring to your attention that:

- You might consider carrying a personal alarm which can be made available on request if you do not already carry one.
- If you choose to go out after dark, you are expected to take appropriate precautions, and might wish to carry a small torch and consider wearing high-visibility attire (these are available in the minibus and may be made available on request).

Health & Safety directives also require RCG to enable you to complete your duties without harm to yourself and for this purpose, we recommend that, especially if you choose to go out at irregular times, you should keep someone at home (or a neighbour if you live alone) informed about your movements so that they will know if you do not complete your volunteering activity at the expected time.

This policy will be subject to review at intervals of two years.

Policy approved and adopted by all Trustees: September 2017

APPENDIX 1**Redbourn Care Group Health & Safety:****Risk Assessment scoring for Lone Working Scenarios****Risk Scores**

Severity		Likelihood		Score	
Trivial injury	1	Improbable	1	1-6	Low
Minor injury	2	Remote	2		
Major injury to one person	3	Possible	3	8-12	Medium
Major injury to several people	4	Probable	4	15-25	High
Death	5	Likely	5		

Risk Assessment

Work area	Severity	Likelihood	Score		Comment
Office	1-2	1-2	1-4	Low	Limited machinery and usually other people present
Car Driver	3	2-3	6-9	Low-Medium	Potential impact of traffic accidents/incidents and trips or falls Lone working
Minibus Driver	4	2-3	8-12	Medium	Potential impact of traffic accidents/incidents and trips or falls
Minibus Courier	4	2-3	8-12	Medium	As above
Outdoor	1-2	2-3	2-6	Low	Limited machinery and usually other people present or nearby

This assessment takes into account the fact that no-one undertaking work for RCG is required to use machinery which might pose a threat, or with which they are unfamiliar or untrained, and that RCG does not require its volunteers to undergo medical examination prior to taking on a role, so there is no allowance for pre-existing medical conditions.

While most incidents might result in no more than a trivial injury (1), the possibility of something more serious is allowed to push the score up, especially for driving or outdoor work, where the possible effects of traffic accidents come into play.

APPENDIX 2 - For annual review

Safety for office staff

- Provision of personal alarms – i.e. have a few in the desk drawer.
- Suggest staff take phone when leaving office e.g. to kitchen or toilet.
- Ensure the caretakers contact details are displayed in the office itself.
- If prefer not to be working in building alone – discuss with office manager, look at options, perhaps change your day – some days are busier than others in village hall.
- Are there occasions when two people should be in office such as times when village hall is closed/empty and office is open e.g. between Christmas and New Year.
- Investigate whether calls could be diverted directly to someone who is NOT physically in the office.
- Discuss individual H&S issues with office manager e.g. comfort of chair, height of desk, lighting etc.
- Ensure Lone Worker H&S issues are raised regularly at office staff meetings so staff have opportunity to share ideas, raise issues collectively.
- H&S for working in village hall – still outstanding e.g. when smoke alarm goes off, evacuation procedures.
- Always ask who is at the door when buzzer is pressed and only allow entry if satisfied, lock office door when in building alone.

Safety for minibus drivers and couriers

- Availability of high visibility jackets and personal alarms.
- Availability of torches.
- RCG mobile should always be switched.
- Courier should take mobile with her/him if away from bus with clients.
- Clients should have RCG medical card with them at all times.

Safety for car drivers

- Drivers may like to have personal mobile phones charged and switched on during all journeys.
- Clients should have RCG medical card with them on car and minibus journeys.
- Personal alarms, high visibility jackets, torches, lanyards are available to car drivers.

