



Lone Working Policy

Policy Statement

The purpose of this policy is to give comprehensive guidance to ensure that our staff and volunteers recognise the procedures to follow when lone working. The definition of 'lone working' is:

Definitions of Lone Working

"Any situation in which someone works without a colleague nearby or when someone is working out of sight or earshot of another colleague".

"Those who work by themselves without close supervision or direct supervision".

This policy also demonstrates how we consider and take reasonable measures to reduce risk.

Our commitments:

We recognise that staff and volunteers provide services in sometimes challenging environments and that this has the potential to put some staff and volunteers at risk if they are working alone. Where the specific work tasks or activities introduce a potential risk, this policy outlines the process that should be followed to clearly establish the action that may need to be taken to ensure our staff and volunteers remain safe by eliminating or reducing the risk to the lowest level as far as is possible to do so.

When may staff or volunteers be working alone?

- Visits to Members home to offer advice and practical support
- Unaccompanied visits for medical appointments
- Drives to RSM clubs
- Companionship

What are the risks?

- Lack of nearby support from RSM staff in the event of an incident
- Limited ability to withdraw or defend oneself in the event of a threat

Operational procedures:

We aim to reduce risk for lone working so far as is reasonably practicable by:

1. Identifying the most suitable staff member or volunteer to attend any of the appointments listed above (by suitable we mean experienced and/or trained for the task).
2. Supporting lone workers by ensuring all relevant information is gathered and shared with the lone worker performing the visit/appointment. This could be written and/or verbal.
3. Ensuring that the information includes what is known of the following factors:
 - Member's name, full address and any relevant medical history (i.e. dementia, reduced mobility)
 - Source of the enquiry
 - The environment, including access and parking
 - Out of hours arrangements (only when Mon – Fri 9-5 is not possible)
 - The nature of the interaction to take place
4. Information will be stored and shared as follows:
 - **Drives** - Information will be gathered and retained on the transport spreadsheet and shared with the allocated driver via Whatsapp or verbally. Drivers will be asked to report any concerns to a member of the RSM team. NB: If a Member is having a procedure and could potentially be unwell on the return journey, we will request that they are accompanied. If this can't be arranged by the Member, RSM will put in place a second volunteer to support the driver.
 - **Companionship visits** - Volunteers will be asked to report back to the RSM Team after the initial visit and any future visits with any concerns they have. The volunteer will complete the 'Lone Worker Declaration Ongoing Visit Form' and this is filed with the RSM team. The RSM team will also speak to the visited member to check they are also happy with the arrangement.
 - **One-off visits – Repairs, IT support, Form Filling:** Information will be gathered and retained on Rotherfield Repairs spreadsheet/Access for Form Filling. In addition, when a visit is to support a member with form filling and financial information is required, the Lone Worker will ensure the 'Lone Worker Single Visit Declaration Form' is completed and filed with the RSM Team.
5. Turning down a proposed appointment where there is a perceived risk to the lone worker.
6. Pre-arranging the date and time of the appointment with confirmation.

7. Avoiding appointments after dark that could have been arranged in daylight hours wherever this is an option.
8. Ensuring that RSM staff are aware of the date and time of appointment at which the lone worker will be alone.
9. Fully supporting any lone worker who withdraws immediately before, or during, an appointment due to concerns for their personal safety.
10. Confirming that the lone worker has a charged mobile phone available to them at the time of the visit.
11. Ensuring that the lone worker has the contact details of the RSM office on their mobile phone/volunteer lanyard. On occasion an appointment might fall out of RSM office hours (e.g. medical drive running late) in this instance we will request that the lone worker advises the office if possible and a friend or family member of their whereabouts.
12. Discussing the possibility of the task overrunning into out of office hours and ensuring the volunteer is happy to continue if this is necessary. If there is a possibility of this happening the volunteer has the number for the member's NOK in case of any emergency enabling them to pass responsibility to them.
13. The volunteer has the right to refuse a drive or action that may take them out of office hours.
14. Ensuring that if the volunteer wishes to assist or support a member out of office hours they are aware this is their personal responsibility.
15. Ensuring the contact details of the lone worker's next of kin and any disclosed medical conditions are on file at RSM for reference in the event of an incident.
16. Reviewing any situations where a lone worker reports having experienced concerns for their personal safety with a view to introducing additional measures.
17. Ensuring that the lone worker has read and understood this policy.

This policy was written/reviewed by	Vicky Cheeseman
Adopted by	RSM Trustees at Board Meeting
Date	25 July 2023
Last Reviewed	12 August 2024 – VC 25 th February 2026 – Liz Matthews
Review Date	February 2027

Additional Information

The key pieces of legislation which apply to lone workers are:

Health and Safety at Work etc. Act 1974.

Management of Health and Safety at Work Regulations 1999..