



Yenaa Housing

Lone working Policy

February 2022



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Policy Checklist	
Date of Implementation	Feb 22
Date of Last Review	Feb 26
Date of Next Review	Feb 28

INTRODUCTION

This policy outlines the conditions and circumstances in, which lone working can take place within the organisation. In relation to the service we provide a lone worker would be any individual who:

- People work separately from others. Without direct supervision
- People work outside normal hours. E.g. on-call

Working alone can introduce or enhance hazards e.g. lack of assistance if needed, first aid cover, emergency situations, violent attack etc. There are inevitably periods of time where staff will be working alone.

- 1:1 session with Residents

WHAT IS THE LAW?

Can people legally work alone?

Lone working is not illegal; however certain requirements must be satisfied before such an arrangement is operated.

Relevant legislation

- The Health and Safety at Work etc Act 1974 ss.3 & 4 requires all employers to provide safe environment, safe equipment, and safe systems of work including those who work alone.
- The Management of Health and Safety at Work Regulations 1999 requires all employers to carry out Risk Assessments. This includes assessments of the particular risks associated with lone working.

Policy Statement

Yenaa Housing acknowledges there may be an increase in potential risks associated with lone working and requires all such work to be subjected to Risk Assessments and sensible controls to minimise the risk.

Responsibility

It is the responsibility of each homes support worker and project lead to implement the Policy and ensure the adaptation of the policy to meet the individual needs of staff as required.

Risk assessments are required under Reg. 3 of the Management of Health & Safety at Work Regulations 1999.

Risk Assessments are undertaken to select the appropriate action to be taken to minimise the risk.

Implement and monitor Policy in relation to its application and ensure that it is complied with taking appropriate action if the Policy is not complied with.

Ensure that copies of the Lone Working Policy are available and accessible to staff.

Risk Assessment

Where significant hazards exist, risk assessments of work activities shall be undertaken to comply with the Management of Health and Safety at Work Regulations 1999. Where those work activities are likely to be undertaken by a lone worker then these factors should be considered in the assessment.

Particular consideration shall be given to:

- The remoteness or isolation of the workplace
- Any problems of communication
- The possibility of a risk of violence.
- Emergency situations

Control Measures

To address the additional risks (if any) identified in relation to a lone working situation the project lead shall introduce control measures to eliminate or minimise the risks.

Such control measures may include:

- Risk assesses the work area to ensure provisions for emergencies are in place, i.e., fire precautions and first aid equipment.
- Ease of communication equipment, ie telephone contact and appropriate numbers etc.

The types control measures will vary depending on the type of work, location, experience of the worker and local conditions.

Assessment Records

Any individual assessment undertaken in relation to lone working should be kept on file. It must be accessible to staff and other authorised individuals. The assessment must look at all areas of potential risk including:

- Allegation
- Emergency support
- Risk of injury

Responsibilities of Staff

All staff has a responsibility to take reasonable care for their own safety whilst conducting lone working tasks. It is the responsibility of all staff to follow this policy, and follow the guidance where provided.

Action to be taken by lone working

There are obvious periods of time where lone working will take place. The basis for this will be the formulation of an individual risk assessment. The risk assessment will look at fundamental areas, which can affect Service Users and how they interact with staff and their ability to keep themselves safe.

In the event of accident, injury or ill health. On-call should be contacted immediately for support.

Staff who are working alone must ensure they have a phone on them at all times.

Staff should ensure they have their personal alarm with them at all times

1:1 session

There are periods when staff can find themselves working alone on a day-to-day basis. This will only take place where the Residents level of risk is such that they are safe with staff on their own.

- Staff need to be aware of where they meet residents and ensure others are aware of their scheduled meetings.
- Ensuring your phone is with you and fully charged in case of an emergency
- Have emergency numbers on speed dial
- Always position yourself nearest the door. In the event you need to leave a situation quickly.

Reporting Concerns

Yenaa Housing takes the issue of lone working very seriously and encourage staff to discuss any concerns they may have relating to the conduct of a resident.

- If a resident makes any comments verbally or by text etc that may cause concern

- If A tenant makes any comment, which is offensive or targets an individuals, sexual orientation, religious beliefs, Race, Cultures or identity.
- If a resident makes any sexually inappropriate comments.

LOCATION

Check list

Is there a risk of violence? ☐ YES ☐ NO

Is there safe access and exit for one person particularly at night and out of normal hours? ☐ ☐

Is the Lone Worker to be supervised for a period? ☐ ☐

Medical Fitness

Do the circumstances of working alone place additional requirements on employees in terms of their physical or mental stamina ☐ ☐

Is there a medical condition that makes them unsuitable for working alone? ☐

Remoteness and Isolation

Is there First Aid Provision? ☐ ☐

Is it necessary to carry out a First Aid Kit? ☐ ☐

Can the Emergency service approach close enough if necessary? ☐ ☐

Communication

Is there a system equipped for maintaining contact such as two-way communication telephone? ☐ ☐

Personal assault

Are young workers especially at risk if they work alone? ☐ ☐

What happens if a person becomes ill, has an accident or there is an emergency ?

Risk

Can one person adequately control the risk? ☐ ☐

Given the assessment should the individual work alone? (comment)

Signature

Date