



Lone Working Policy

Policy Statement

MCFT will make best endeavours to ensure there are always at least 2 members of staff at the hub (and other sites when required), however, it is possible from time-to-time staff and volunteers may find themselves without close or direct supervision and support.

MCFT take their duty of care in respect of lone workers seriously and as an organisation will do everything it can to minimise the occurrence and manage the risks of lone working of paid staff and volunteers.

Staff and volunteers also have a responsibility to take care of their own Health and Safety and that of others who may be harmed by their actions at work or whilst volunteering and to co-operate with their employers in meeting their legal obligations.

Scope

This Policy document has been written using up to date guidance from the Health and Safety Executive and their “Protecting lone workers: How to control the risks of working alone” document published in March 2020.

The purpose of this policy is to ensure that the necessary systems and working practices are in place and maintained to provide for the safety of all staff, volunteers and users of MCFT when lone working is unavoidable.

MCFT Commitments

MCFT will:

- maintain an up-to-date risk assessment considering all aspects of lone working including:
 - Potential violence and abuse
 - Manual handling issues
 - The medical suitability of the individual to work alone
 - Whether the workplace itself presents a risk to individuals
 - Requirements for training
 - Levels of experience and how best to monitor and supervise lone workers
 - Access to emergency support

- Devise and apply control measures appropriate to the level and likelihood of potential hazards including having systems in place to keep in touch with staff when lone working and respond to any incident.
- Provide a copy of this policy and training for staff and volunteers including advice on how to minimise any risks associated with lone working.
- Review the Lone Working Policy annually or more often should an incident or change in law occur that may necessitate changes.
- Manage staff annual leave and absence to ensure that at least 2 people are always available.
- Maintain a record of all room bookings to ensure that staff and volunteers are aware of times when they will be opening, closing or managing the building alone.

Staff actions:

- Staff should check that they have their mobile phone with them and that this is charged prior to commencing a period of lone working.
- On entering or leaving the building alone, staff and volunteers will walk through the whole building to ensure that doors and windows are locked, and no hazards are present. If there are any safety concerns, the Community Centre Manager should be contacted.
- Lone workers should ensure that the inner front-entrance sliding doors remain accessed by key to open to allow a secure conversation to take place with unknown visitors before granting access. Other exterior doors should be left closed/locked.
- Those staff or volunteers opening, closing or using the facility alone are advised to use a buddy system whereby they inform a colleague (or family member if no colleague available) of their whereabouts, correct mobile phone number and expected time of return.
- If the volunteer, staff member or user does not return at the expected time, the buddy should be made aware that they should attempt to contact them on the mobile. If there is no answer, the police should be alerted and the Centre Manager informed (07476 053954). This includes occasions when a staff member expects to go home following a visit rather than returning to their base.

A copy of the organisation Lone Working risk assessment is included at Appendix 1 and the individual assessment at Appendix 2.



Signed:

Chair of Trustees

Date: 9th March 2023

Date agreed by MCFT trustees: March 2023



Appendix 1: Organisational Lone Working Risk Assessment

Risk	Likelihood	Impact	Mitigations And Controls	Responsible Person	Review date
Violence and/or abuse by a service user	2	4	- Lock doors to control access - If there are concerns do not admit the person and summon help eg police	Last staff member or caretaker	1.6.24
Slips/trips/falls	2	3	- Check the environment on entering and leaving for spills, loose or uneven flooring and trip hazards - Do not leave items on the floor unattended	All	1.6.24
Interrupting a robbery or other crime at the Hub	1	5	- If in doubt do not enter and summon help - On discovering unauthorised person/s in the building on arrival or at any time, leave the building through nearest exit if safe to do so. - If not able to leave eg person between self and exit try to find a safe space and summon help. - If money or equipment is demanded by intruders do not try to prevent them from taking this, people are more important than equipment	All	1.6.24
Equipment failure eg electronic doors, burglar alarm	2	4	Via helpdesk if during working hours Surrey CC keyholders if out of hours contact numbers to be identified	All	1.6.24
Fire	2	5	- Fire safety training to be made available - Where regular lone working is part of the role Fire Marshall training to be provided - Follow fire safety procedure	All Caretakes and staff All	1.6.24

Prevented from leaving by a service user or other either inside or outside the Hub	1	5	If not able to leave try to find a safe space and summon help.	All	1.6.24
Power failure/blackout	1	3	Use Mobile Phone torch and emergency lighting to safely navigate to exit and evacuate the building	All	1.6.24
CCTV failure	1	2	- When CCTV in exits is compromised, check through windows that it is safe to leave - Report the fault to the Manager asap	All	1.6.24
Allegations made by a service user against the staff member	2	3	- Report the incident to your manager the next working day and complete an incident form whilst the circumstances are fresh in your mind. - Manager to follow the complaints procedure and consider if the allegation should be reported in line with Safeguarding and Serious Disclosure policies - Request Surrey CC to review CCTV footage to evidence what happened if the allegation is serious	Manager Manager	1.6.24
Manual handling issues	2	4	Follow Manual Handling policy and guidance	All	1.6.24
Buddy fails to fulfil their responsibilities	2	4	Ensure buddies are aware of their responsibilities and have the correct contact information	All	1.6.24
Training not adequate	1	3	Training programme and content to be reviewed regularly and used to inform overall training plan	Manager	1.6.24
Inability to summon help eg no mobile signal or injured			- Staff to keep mobile with them at all times and ensure this is properly charged before any period of lone working - Use buddy system to identify when there's an issue	All	1.6.24

Prepared by:
Date:

Signature:
Role:



Staff Lone Working Risk Assessment

Staff/volunteer Name:

Date:

	Yes/No	Mitigations And Controls	Responsible Person	Review date
Where will the lone working take place		See organisational policy		
Health conditions that may cause an increased risk when lone working				
Does the lone worker have access to mobile phone?				
Does the staff /volunteer have a nominated buddy? Has the staff/volunteer explained buddy responsibilities to their nominated buddy? Buddy's Name: Buddy's Phone Number:				
Are there any concerns that the staff/volunteer has that need to be addressed or managed?				
Has the staff/volunteer had access to the lone working policy?				
Do they understand their responsibilities?				

Prepared by:

Signature:

Date:

Role: