



## Whole Again Communities Lone Working Policy

*Amended May 2019 to be reviewed May 2020*

### Definition of Lone Working

Lone working means operating in situations without the benefit of interaction with other workers or without supervision. It is therefore a broader definition than simply being physically alone. This policy addresses the possible hazards of lone working for **WAC** staff and volunteers which include:

- Accidents that may leave you incapacitated and/or unable to get emergency treatment
- Violence, aggression or assault by the person/people you are working with or other members of the public
- Risk of allegations made against you e.g. sexual or verbal inappropriateness

### Code of Practice for WAC staff and volunteers

It is good practice to always maintain professional boundaries:

- Be clear about the nature and limits of your role and **if in doubt**, check with the CEO.
- If you go beyond the boundaries of your role in befriending an attendee (for example), you may be misleading them and creating false expectations, thereby making yourself more vulnerable to expressions of disappointment or anger.
- Always use your professional judgement and assess the potential for risk when considering giving a lift in a car or van to a client or member of the public.

## WAC's Responsibility to You

There is no general legal prohibition on working alone. However **WAC** has a legal duty to assess all risks to health & safety, including the risk of lone working, therefore:

- **At least two people** will always be working together at the Treneere Community Space WAC sessions whilst open to the general public.
- In exceptional circumstances if a staff member or volunteer needs to visit the Treneere Community Space when it is not open to the public, **they must ensure the doors are locked** and they **must inform the CEO** or a **named lead volunteer of their whereabouts.**
- If you encounter an intruder on **WAC** premises, phone the police and await their arrival in a safe place

## WAC Soup Delivery and Community Activities

In order to minimise risk to yourself when making visits you should:

- Make plans in advance (where possible) making a staff member or volunteer aware of delivery times and expected time of return
- Devise an exit strategy
- Familiarise yourself with the locality in which you are working
- Have a means of transport in which to escape quickly where necessary
- Carry a working mobile phone which should be kept on during your **WAC** activities
- Keep the carrying of valuables to a minimum
- Be aware of risks when entering and exiting a building. If in doubt, do not proceed.
- If the person you are visiting becomes aggressive or agitated don't pursue the issue. Leave as soon as possible and contact the CEO as soon as possible
- If in doubt or feeling vulnerable, contact the CEO
- Make a report of the incident as soon as possible

## Risk Assessment

Each visit or lone working situation requires a risk assessment, which should be reviewed every six months. This will be done by the CEO and must consider:

- Whether the work can safely be done by one person
- What arrangements may be needed to ensure the lone worker is at no greater risk than people working together