

## LONE WORKING POLICY

POLICY MONITORING	
<b>Person responsible for policy</b>	Chief Executive
<b>Committee responsible for approval</b>	Board of Trustees
<b>Policy approved</b>	Approved July 2020; July 2023
<b>Frequency of review</b>	Three yearly
<b>Date of next review</b>	July 2026

### 1. Policy statement

The purpose of this policy is to ensure that Lymphoma Action considers and implements the right measures to protect the health, safety and welfare of lone workers. We do this so that we can reduce the risks of lone working as far as reasonably possible.

Due to the nature of their work, lone workers need additional support, management, training and guidance to deal with increased risks, as well as being empowered to take a greater degree of responsibility for their own safety and security. The *Lone Working Procedure for Staff* and the *Volunteering Lone Working Procedure* set out the responsibilities of Lymphoma Action, managers and employees for lone working and provide the guidance to keep people safe.

Note that the principles of this policy apply at all times but may vary at time of national crisis in line with Government guidance.

### 2. Definitions

Lone working is defined by the Health and Safety Executive as *‘those who work by themselves without close or direct supervision’*. This does not always mean that the employee is physically alone. It can mean that they are in a separate location to the rest of their team or manager or working out of sight or earshot of another colleague.

A lone worker includes those who:

- work alone at a fixed base
- work separately from other people on the same premises or outside normal working hours
- are normally home-based but who go on external visits
- are charity volunteers carrying out work on their own.

Lone working may be part of a person's usual job or it could happen rarely, as and when circumstances dictate. Many more of our employees may be lone working if they are asked to work from home during times of emergency. This may result in more people working alone at home and more people working alone in the office.

### **3. Scope**

This policy applies to all employees of Lymphoma Action and includes any agency workers, contractors, visiting professionals employed to provide services; homeworkers; and also students, young people and vulnerable adults. Note: volunteers are covered by the separate policy and procedure documents.

### **4. Legal Framework**

The law requires us to make sure that our employees are 'reasonably safe' and put measures in place to satisfy this. Relevant legislation that we must comply with:

- The Health and Safety at Work Act 1974
- Safety Representatives and Safety Committees Regulations 1977 (a) and The Health and Safety (Consultation with Employees) Regulations 1996 (b)
- Management of Health and Safety at Work Regulations 1999
- The Corporate Manslaughter and Homicide Act 2007
- The Health and Safety Offences Act 2008

### **5. Policy and procedural aims**

- Identifying who is a lone worker.
- Improving the personal safety of lone workers through training and practical advice.
- Reducing exposure to risks through assessment, training and practical advice.
- Emphasising the priority placed on the safety of the individual over property.
- Ensuring that there is the right organisational structure, communication links, technology and defined roles to support people and that they are aware of these and know how to access them.
- Encouraging full reporting and recording of any adverse incidents relating to lone working, both internally and to external organisations/bodies.
- Encouraging reviews of the policy and procedures after any incidents to make sure that our working practices are current and effective.
- Identifying when lone working is no longer appropriate for the role or individual.

### **6. Responsibilities**

## **The role and responsibilities of Lymphoma Action**

Under health and safety legislation we have a legal duty to ensure that employees are safe, so far as is reasonable and realistic, and to look after their welfare at work. Lymphoma Action should ensure that measures to protect lone workers comply with all relevant health and safety legislation, and other relevant guidelines. Responsibility for the application of this policy is delegated to the Senior Management Team who must ensure that:

- Lone working policies, procedures and systems are known by employees and are communicated well to them whatever their roles and responsibilities are, whether they are managers of lone workers or lone workers themselves.
- We reduce the need for lone working unless it is the only option.
- Risk reporting, assessment and management processes for the protection of lone workers are overseen effectively. Where there are foreseeable risks, line managers should be confident that all steps have been taken to avoid or control the risks.
- All incidents and near misses are reviewed at SMT level to ensure both policy and operational changes and, where necessary, report externally, i.e. RIDDOR/Police.
- We agree provision of equipment, where appropriate, and ensure it is available and tested/reviewed in a planned cycle.
- We have appropriate guidance in Homeworking Guidelines which recognises that many employees may be working alone at home or in the office environment.

### **Responsibility of Employees**

- Employees have a responsibility, jointly with Lymphoma Action, to take reasonable care for their own safety, and that of colleagues, in line with current legislation and internal procedures.
- Make full use of the appropriate training, risk assessment and reporting of near misses/incidents.
- Employers must be made aware of any existing medical conditions an employee has that could affect their work
- Report or flag any emerging issues including notifying managers of supporters and beneficiaries who may be placing unreasonable demands on staff.

## **7. Risk Assessment**

Managers will be responsible for risk assessment and risk evaluation to make sure that:

1. Key lone-working activities have a risk assessment that identifies potential risks and mitigating actions.
2. The lone worker knows fully the potential hazards and risks which they are being exposed to and knows what to do if something goes wrong.
3. A suitable person knows the whereabouts of a lone worker and what they are doing.

## **8. Other related documents**

- Lone Working Procedure
- Homeworking Guidelines and Homeworking Risk Assessment
- Equality, Diversity and Inclusion policy
- Health & Safety Policy
- Safeguarding Policy
- Guidance regarding giving talks within the community.

## **9. Policy owner**

This policy is owned by the Chief Executive and maintained by the HR & Governance Officer.

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Approved July 2020; reviewed by SMT June 2023