



YuGo Lone Working Policy

POLICY STATEMENT

If you require this information in any other accessible format please contact:

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Where an individual's role requires them to work alone, both the individual staff member and their manager have a duty to assess and reduce the risks which lone working presents.

PURPOSE

This policy is designed to raise awareness of the risks presented by lone working, to identify the responsibilities each person has in this situation, and to give guidance on how to manage such risks.

This policy applies to all staff and volunteers who may find themselves working alone at any time whilst undertaking duties for YuGo.

DEFINITION

Within this document, 'lone working' refers to situations where staff or volunteers in the course of their duties work alone or are physically isolated from colleagues and without access to immediate assistance.

This last situation may also arise where there are other staff in the building but the nature of the building itself may essentially create isolated areas.

This particularly refers to situations when staff members may find themselves working alone with service users when no other staff members are present.

It also refers to situations where staff are lone working off-site.

YuGo: Exercise Engagement Pioneers
Company Number 13937536

c/o Allsorts, Unit 9, Third Floor, Brunel Mall, London
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MANDATORY PROCEDURES

Staff should avoid working alone whenever possible.

Staff should take reasonable precautions when working alone – see appendix 1.

Staff must diarise their daily whereabouts in their Outlook calendar, especially any lone home visits and lone meetings so their whereabouts and expected return time is known.

If a member of staff does return home or to the office as expected, this should be followed up initially to check on the situation and then to respond as appropriate. It is the responsibility of the line manager to escalate this, or if they are not available, the senior member of staff in the office.

Staff should never be alone in their car with another service user, parent or child, in their car

Staff should have at least one charged mobile telephone with them, if appropriate, whenever they are lone working. If on PAYG, the mobile should also have enough credit to make a call if necessary.

Staff working alone must ensure they are familiar with the building's exits and alarms.

If a member of staff is lone working in the Activity Hub they should lock the outer door to avoid having to answer the buzzer when alone. Staff should not open the door to anybody if they are lone working including members.

In the Activity Hub where staff may be working with members in relative isolation, there should be an agreed system in place to alert colleagues in an emergency which is a doorbell under the reception desk which alerts colleagues in the office that help is needed.

Staff should never work alone if they have additional concerns about risks to themselves or others in the situation by lone working. This can be discussed in confidence with their line manager.

Should an incident occur whilst lone working, an incident form should be completed and followed up by the line manager.

Staff should report any incidents that place themselves or the members at risk to the YuGo DSL.

Staff should plan to avoid lone working with a young volunteer or member of staff (under 18 years old). There is a specific Risk Assessment for under 18 workers and volunteers which should be followed.

Staff should leave the office with a colleague to avoid lone working. Ideally two people should be locking the office together in the evening when it is generally quieter.

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MONITORING AND REVIEW

The ongoing implementation of the Lone Working Policy will be monitored through feedback from staff to the Head of Operations as per the Health and Safety Hazard Reporting process.

The policy will be reviewed annually, unless changing circumstances require an earlier review.

APPROVAL

This policy has been approved by the Board of Directors and will be reviewed at least every 3 years.

Name	NAOMI BOAST
Signature	
Approval Date	14/02/2024
Review Date	14/02/2027

See appendices below





APPENDIX 1 – REASONABLE PRECAUTIONS FOR PERSONAL SAFETY

Personal Safety

Be aware of the environment

- Know what measures are in place where you work: if in your place of work, check out alarm systems and procedures, exits and entrances, and the location of the first aid supplies. If in a public place, e.g. a coffee shop, ensure you know where the exits are.
- Make sure that your mobile phone is in good working order
- If your work takes you into areas which are isolated, poorly lit at night or known for high crime rates arrange to check in when the visit is over.
- If a potentially violent situation occurs, be aware of what might be used as a weapon against you, and of possible escape routes.

APPENDIX 2 – ASSESSING RISK

Potential risks that individuals could be exposed to during lone working for YuGo include (but are not limited to):

- Being the recipient of physical, emotional or sexual abuse
- Being accused of perpetrating physical, emotional, sexual, or neglectful abuse

When undertaking risk assessments, the following should be taken into consideration:

- the environment – location, security, access
- the context – nature of the task, special circumstances, likely outcomes
- the individuals concerned – indicators of potential or actual risk
- history – any previous incidents in similar situations
- any other special circumstances

Staff members are expected to follow the guidance in this policy when assessing the location and always ensure they are aware of exits.

