



## **LONE WORKERS POLICY**

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## 1 INTRODUCTION

Under the Health and Safety at Work Act 1974 and the YMCA Scotland Health and Safety Policy, YMCA Scotland has the responsibility for the health, safety and welfare at work of its employees and volunteers. These responsibilities apply equally to staff that are required to work alone.

The principle of this policy is that YMCA Scotland will assess lone working practices and deploy extra risk control measures that take account of lone working, to include any increased risk of accident, illness, violence, personal safety etc.

This policy applies to all staff employed by YMCA Scotland required to act as lone workers. For the purposes of this policy the term 'staff' also includes volunteers.

## 2 LONE WORKER

A person is considered to be working alone if they have neither visual nor audible communication with someone who can summon assistance in the event of an accident or illness.

Lone workers are also those who work offsite, by themselves and without close or direct supervision. The circumstances under which lone workers work away from their base may include:

- Visiting Local Associations
- Travelling to and from visits and meetings
- Foreign travel, conferences and events
- Working from home

It is recognised that any member of staff may spend a limited amount of time working "alone".

## 3 RISK ASSESSMENT

Lone workers should understand the Lone Worker Risk Assessment (Appendix 1) and consider the risks related to:

- Working alone in the YMCA Scotland office out with core office hours
- Travelling and transport between appointments
- Non-YMCA Scotland buildings and offices
- Personal safety and security
- Reporting and recording arrangements

### **Incident Reporting**

In order to maintain appropriate record of incidents involving lone workers, it is essential that all incidents be reported to your Line Manager. Staff should ensure that all incidents where they feel threatened or unsafe are reported. (Incident Report Forms available from Health & Safety Officer).

### **Responsibilities**

YMCA Scotland shall:

- Ensure safe working systems in relation to lone working to avoid or control risk where necessary

- Provide appropriate alternative arrangements for an accompanied visit where it is considered unsafe for staff to work alone
- Ensure that lone workers receive appropriate guidance at induction

Lone workers must:

- Ensure that they are aware of the policy and procedures relating to lone working and comply with them
- Ensure that their electronic/office diary is up to date as possible and accessible in the case of an emergency or;
- Telephone or email their line manager if they significantly change what is recorded on the electronic/office diary
- Take reasonable care to protect themselves and to implement all guidance policy and practice relating to risk arising from lone working
- If working from home ensure a home risk assessment checklist is complete (*See Appendix 2*)

#### 4 **GUIDANCE FOR LONE WORKERS**

The nature of the work of YMCA Scotland necessitates frequent visits to Local Associations, attending off site meetings and occasional working alone in the office.

The following guidance should be considered in all cases:

##### **Prior to making a visit:**

- Identify possible risks including; travel, location, time and nature of visit \*(see additional notes)
- Ensure that all appointments are recorded in your electronic/office diary and that the diary is accessible for others to view
- If you have concerns about your safety on any aspect of lone working, then discuss these in advance with your Line Manager

##### **When making a visit:**

- Ensure that you have your mobile phone with you, and it is fully charged
- Ensure that you have first aid kit and emergency breakdown kit in your car
- Ensure personal safety in relation to car parking and during hours of darkness
- When travelling in your car observe speed limits, ensure appropriate use of mobile phone (it is illegal to use your phone while driving unless you have hands free access such as a Bluetooth headset, voice comment or a dashboard holder) and take rests as required \*(see additional notes)
- Do not pursue any situation where you see a significant risk to personal safety

##### **In the event of an incident occurring:**

- In an emergency immediately contact emergency services where appropriate

- In the event of breakdown use the Breakdown service provided with your car and ensure your personal safety
- If violence is threatened or you feel uncomfortable withdraw from the situation as soon as possible
- On return to the office, notify your Line Manager of any incident, complete an incident report form (available from Officer Manager) and return this to the Health & Safety Officer

## 5 FIRST AID/ILL HEALTH EMERGENCIES

If you have an accident, feel unwell or there is any other emergency:

- Ring the police/ambulance for more serious accidents, ailments or emergencies
- Contact the office as soon as possible if you are unable to continue working
- Contact agency/colleague being visited and cancel visit
- Use items from first aid box for minor ailments \*(see additional notes)

*\*Additional Notes;*

*DVLA recommendations;*

- *Driving for long distances can be very tiring. Since fatigue can lead to increased potential for accidents, driving limit recommendations for all drivers are as follows:*
  - *Daylight travel: 5 hours at one time*
  - *Night-time travel: 3 hours at one time.*
- *In adverse weather conditions it is recommended that overnight accommodation is arranged (in line with YMCA Scotland terms & Conditions of Employment)*
- *The Highway Code recommends that drivers should take a 15-minute break every two hours*
- *All lone workers will be provided with a first aid box incident report forms to carry in their car and must ensure items are replaced as used. Please order first aid items through stationery ordering system.*

**Responsibility for Policy –**

**Operational Practice: National General Secretary**

**Executive Responsibility: YMCA Scotland Executive Committee**

**ACCEPTED AS LONE WORKERS POLICY BY THE EXECUTIVE COMMITTEE AT ITS MEETING ON 20 SEPTEMBER 2023**

**SIGNED \_\_\_\_\_ National Council Chairman**

**SIGNED \_\_\_\_\_ National General Secretary**

This policy will be reviewed at 18-month intervals.

## Appendix 1

### LONE WORKER RISK ASSESSMENT FORM

Name:	
Staff position:	
Title of YMCA programme/activity:	
Location(s) of work:	
Brief Description of Work:	

#### HAZARD IDENTIFICATION:

Please read the guidance notes before completing this form.

Identify all the hazards specific to the lone working activity; evaluate the risks (low/medium/high); describe all existing control measures and identify any further measures required.

HAZARD(s)	RISK L/ M/H	CONTROL MEASURES	RISK AFTER CONTROL L/M/H
<b>WORKPLACE:</b> Identify any hazard specific to the workplace / environment, which may create particular risks for lone workers e.g. client's home			
<b>PROCESS:</b> Identify any hazards specific to the work process, which may create particular risks for lone workers e.g. electrical systems			
<b>EQUIPMENT:</b> Identify any hazards specific to the work equipment, which may create particular risks for lone workers e.g. manual handling			
<b>VIOLENCE:</b> Identify the potential risk of violence			
<b>INDIVIDUAL:</b> Identify any hazards specific to the individual, which may create			

particular risks for lone workers e.g. medical conditions, female, age, inexperience, etc.			
<b>WORK PATTERN:</b> Consider how the lone worker's work pattern integrates with those of others workers, in terms of both time and geography / proximity to YMCA office			
<b>OTHER:</b> Please specify			

**SUPERVISION:** Identify the level of supervision required.

	YES	NO	N/A
Is suitable supervision in place? (identify all necessary supervisory measures)			
Periodic telephone contact with lone workers			
Check in with YMCA office			
Regular contact (telephone, radio, etc)			
Automatic warning devices e.g. motion sensors, etc			
Manual warning devices e.g. panic alarms, etc			
End of visit/appointment contact			
Other, specify			

**ADDITIONAL INFORMATION:**

Identify any additional information relevant to the lone working activity, including emergency procedures first aid provision.

**ASSESSMENT CARRIED OUT BY:**

Assessment carried out by:		Dates:	
Name:		Date:	
Signature:		Review Date:	

**NAME OF INDIVIDUALS INVOLVED IN LONE WORKING:**

Name:	Signature:	Date:

**GUIDANCE NOTES****What is Lone Working?**

Lone workers are those who work by themselves without close or direct supervision. This may include those who work alone on a specific YMCA Programme or may include mobile workers, who work alone but in a number of locations

**Hazards**

Identify all the hazards specific to the lone working activity; evaluate the risks (low/medium/ high); describe all existing control measures and identify any further measures required.

Some hazards to consider may include:

**Workplace:** Identify hazards specific to the workplace/environment, which may create particular risks for lone workers, e.g. client's homes, other agency premises, confined spaces. Consider access requirements, transport and parking arrangements, etc.

**Equipment:** Identify hazards specific to the work equipment, which may create particular risks for lone workers, e.g. car, public transport etc.

**Violence:** Identify the potential risk of violence. Is there a history of violence in the family? Have you been provided with adequate background information before carrying out a home visit?

**Individual:** Identify hazards specific to the individual, which may create particular risks for lone workers e.g. medical conditions, disabilities, female employees, expectant mothers, age, inexperienced, etc.

**Work Pattern:** Consider the lone worker's work pattern and how it relates to those of other workers, in terms of both time and geography.



**Control Measures**

Identify existing control methods, assess their effectiveness and specify any additional controls that may be necessary. Consider alternative work methods, training, supervision, protective equipment / devices, etc.

Some measures to consider may include: Specific information, instruction and training (e.g. emergency procedures, out-of-hours procedures, personal safety training, etc); Increased communication systems / procedures (e.g. regular pre-arranged contact by e.g. mobile phone); Increased supervision; Increased security (e.g. personal alarms)

**Persons at Risk**

Identify all those who may be at risk. It is important that these individuals are made aware of the outcome of the risk assessment and informed of all necessary control measures.

**Supervision**

The extent of supervision required will depend upon the level of risks involved and the ability and experience of the lone worker. Examples of supervisory measures which may be useful in some circumstances include: Periodic telephone contact; Regular contact with a designated staff member at the beginning and end of a home visit

## Appendix 2

### YMCA Scotland Home working risk assessment checklist

To be completed by every employee who may work from home

Name:

Address to which Risk Assessment applies:

Working from home has been approved by YMCA Scotland as long as the following points are complied with.

		Yes	No
1.	Suitable space to work with a desk or table at a comfortable height and a suitable chair		
2.	Secure storage for confidential information at home and in transit		
3.	Hazardous substances must not be used		
4.	Adequate means of escape in an emergency, no loose carpets or slippery surfaces. Work area should not be accessed by a ladder		
5.	The work area must be of comfortable temperature, well lit with sufficient ventilation		
6.	Display screens should be positioned without glare and reflection and at a comfortable height		
7.	To the best of your knowledge, the electrical wiring must be safe with sufficient sockets so that multiple adapters are not required. Extension leads must not cause a tripping hazard		
8.	YMCA Scotland laptops must be used, where possible. If not, the employee's own computer may be used, but documents relating to the YMCA must not be stored on this equipment		
9.	Electrical equipment must be switched off when not in use		
10.	If heavy equipment is to be moved, the employee must seek advice from the health and safety officer on how to do this safely		
11.	Toilets, fresh water and tea making facilities must be available		
12.	Telephone or mobile phone must be available for use in an emergency		
13.	Confidential waste, printer cartridges, batteries, packaging etc. must be disposed of appropriately or returned to YMCA Scotland for disposal		

Signature of Employee:

Date:

Signature of Health & Safety Officer:

Date: