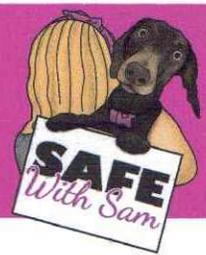


LONE WORKING POLICY



Objectives

- To protect staff from the risk associated with working alone whether they are on Safe With Sam premises, at venues used by the charity, travelling alone on work duties or working in an isolated setting.
- To ensure that staff understand that Safe With Sam as an employer, does not expect staff, paid or voluntary, to expose themselves to unnecessary risks in the course of their work duties and that Safe With Sam will support a member of staff if they leave a situation in which they feel at risk.

Definition

For the purpose of this policy, lone working will be categorised into two distinct types of work:

- Working alone in Safe With Sam premises or venues used by the charity
- Travelling alone between the two categories above.

GENERAL RULES

- Safe With Sam must have details of your (work and personal) mobile number, your home contact number and a person to be contacted in case of emergencies. These should be help by **the secretary** of Safe With Sam.
- A personal alarm will be provided if requested
- A record of daily movements should be kept in the Outlook calendar and a copy/access rights given to **the secretary** of Safe With Sam

WORKING ALONE IN THE ORGANISATION PREMISES/VENUES

Having one person working alone in Safe With Sam premises or venues is undesirable. However, due to the nature of our services, it is not possible to avoid these situations. The emphasis of this policy is to reduce risk. When there is more than one person in the premises, there is still need for vigilance.

Before entering the building

- Ensure that the premises look as you would expect them to do – no signs of damage or occupancy and no signs of doors or windows forced or unlocked when you expect them to be locked
- If you have concerns do not enter but contact your line manager or ask a second person to enter the building with you. **Do not enter alone.**

On entering the building

- Ensure that the building and contents are as you would expect them – If you have any concerns leave the premises and contact your manager.

Whilst working alone in the building

- Work as near as possible to the telephone
- Ensure that the front door is locked and that the security door and emergency fire exit doors are closed. **Do not** pull the security guard across the fire door until you leave.
- Do not open doors unless you know or have checked the identity of any visitor
- When talking to anybody you do not know on the phone, do not tell them you are alone in the building
- If anybody appears at the premises that you do not know, remain calm and non-threatening – ask who they are and who they are looking for, explain that the person they are looking for is not present and escort them from the premises. Then contact emergency contact (Secretary of Safe With Sam)
- **Always trust your instincts – if you do not feel comfortable about letting a person in the building, then ask them to return at a time when you will not be alone.**
- If you make an appointment with somebody for the first time or with somebody who you are not comfortable being with then arrange for somebody else to be in the office, or in the meeting with you, at the time of the appointment

If an incident takes place

If an incident occurs where there is a breach of your personal safety, you should complete an incident report including the date, time, location and description of the incident including names and contact details of any witnesses if known. This should be given to The Chair of Trustees. This should be done no matter how minor the incident as the policies stated here may need to be reviewed.

WORKING ALONE AT THE VENUES OF OTHER ORGANISATIONS

Try to only arrange appointments at the premises of other organisations if you know that there will be more than one other person present.

If you arrive at the premises of another organisation and you are not comfortable with going ahead with the appointment then leave and report this to The Chair of Trustees immediately.

TRAVELLING ALONE DURING WORKING HOURS

Travelling alone holds the same risks whether or not you are travelling for work purposes or pleasure. However, it is far more likely that during working time you will be travelling in unfamiliar areas and therefore the planning of the travel is far more important.

The Suzy Lamplugh Trust recommends that an individual plans their movements whether at work or in daily life.

P*L*A*N

For being safe out and about

Prepare yourself for the journey

Look confident
Avoid risk
Never assume

Prepare yourself for your journey

Know exactly where you are going and how you are going to get there
Ensure that you have informed the office (by way of diary) or your line manager where you are going
Assess any risks there may be in doing the journey you are about to undertake
Ensure you have your personal belongings (e.g. keys, travel card) in your pocket and other items in a bag which sits close to your body with fastening innermost

Look confident

Stand tall and look as if you know what you are doing and where you are going
Be alert to what is going on around you
Do not wear a personal stereo
Carry a personal alarm
Ensure you have a working mobile phone with you

Avoid risk

Do not take short cuts unless they are as safe as the longer route
Do not change plans at the last minute

Never Assume

It won't happen to me
Do not ignore your instincts

REMEMBER NEVER PUT YOURSELF AT RISK – TRUST YOUR INSTINCTS!

Adopted by the Trustees 15th April 2014

Date to be reviewed: April 2015

Signed: *Christopherson*

Chair of Trustees