Acharya Mentoring Ltd

Lone Working Policy

Acharya Mentoring Ltd
Lone Working Policy

Document Owner: Acharya Mentoring Ltd
Document approved by: Bethany Vaughan
Date Policy approved: 25.11.2022
Next review Date: 25.11.2024

Contents

Policy Statement

Acharya Mentoring takes the health and safety of its staff and students seriously. We have a legal duty to ensure the health, safety and welfare of our employees and students while at providing mentoring as a service. We realise that at any given time, staff may be working alone.

Aim and Scope

This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is designed to give staff a framework for managing potentially risky situations.

Context

Acharya Mentoring has a legal duty to ensure the health, safety and welfare of staff while at work. At any given time, staff may be required to work alone. We are responsible for assessing the risks to lone workers and taking steps to avoid or control the risks where necessary. Staff have responsibility to take reasonable care of themselves and others in lone working situations. Lone working is not inherently unsafe. Taking precautions can reduce the risks associated with working alone. This policy is designed for staff who either frequently or occasionally work alone. It also refers to both high and low risk activities.

Definition

The Health and Safety Executive defines lone workers as those who work by themselves without close or direct supervision. For example:

• People working separately from others in a building

• People who work outside 'normal' hours

• People who work away from their fixed base without colleagues

• People who work at home other than in low risk, office-type work

The definition covers staff in situations with varying degrees and types of risk. It is important to identify the hazards of the work and assess the risks involved before applying appropriate measures.

Potential Hazards of Working Alone

People who work alone will of course face the same risks in their work as others doing similar tasks. However, additionally they may encounter the following:

• Accidents or sudden illnesses may occur when there is no-one to call for help or first aid available

• Fire

• Violence or the threat of violence

• Lack of safe way in or out of a building for example, danger of being accidentally locked in

• Attempting tasks which cannot safely be done by one person alone

Measures to reduce the risk of lone working

To reduce the risk for people working alone we carry out a risk assessment of the following issues, as appropriate to the circumstances:

• The environment – location, security, access.

• The context – nature of the task, any special circumstances.

• The individuals concerned – indicators of potential or actual risk.

• History – any previous incidents in similar situations.

• Any other special circumstances.

All staff are to ensure a third party are aware of their whereabouts when lone working. Communication must be sent to a third party when the worker arrives at a session and when they leave. A plan must be communicated to ensure the third party are aware of the time the worker expects to leave and when they should be expected to return. If the third party has any concerns, emergency services must be contacted if communication cannot be established with the worker in the first instance.

All available information should be taken into account and risk assessments should be updated as necessary. Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a third party or making other arrangements to complete the task. In any situation where staff are operating alone and feels unsafe, they must remove themselves from that situation immediately and report the incident to the Disability Student Assessor or Student Finance England. In any situation where staff are operating alone and an incident occurs, this must be reported as soon as possible. An incident is any situation where the health and safety of the worker is compromised and may include and accident, fire, violence or threat of violence (this is not exhaustive).

Supervision

Lone workers are by definition not under constant supervision. We ensure that you understand the risks associated with your work and the relevant safety precautions.

• Staff will be given training that covers lone working where appropriate

• Regular contact by phone with a third party may be appropriate and we ensure that staff carrying out duties alone have a mobile phone available at all times to enable them to contact the office in the event of an emergency.

Accidents and Emergencies

Employees and volunteers operating alone should be made aware of the process for responding correctly to emergencies.

Conclusion

Establishing safe working for lone workers is no different from organising the safety of workers when working remotely, but the risk assessment must take account of any extra risk factors. Acharya Mentoring ensures that measures are in place to reduce risk and that expectations have been communicated to staff operating alone and appropriate training provided. All staff, including lone workers, are responsible for following safe systems of work and should take simple steps to reduce the risks associated with carrying out their normal duties.