



Lone Working Policy

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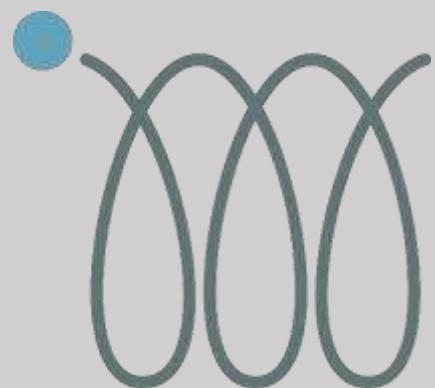
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1. Policy Statement

Grace Foundation is committed to ensuring the safety and wellbeing of all employees and volunteers. This policy provides clear guidance on lone working, ensuring that associated risks are assessed and managed effectively. It aligns with the Grace Foundation Risk Assessment for Lone Working, Home Visits, and Home Working 2025 and other relevant policies.

Where individuals are required to work alone, both the individual and Senior Leaders have a duty of care to assess and mitigate potential risks. While many hazards are easy to identify and control, some aspects of health and safety require ongoing awareness and precautionary measures.

Grace Foundation receives HR, IT, and Financial services from IMG (UK) Holdings Ltd and its subsidiary entities (collectively referred to as IMG). Any mention of IMG in relation to Grace Foundation pertains to these entities.

This policy is entirely non-contractual and does not form part of an employee's contract of employment.

2. Identifying Lone Workers

A lone worker is defined as:

“Those who work by themselves without close or direct supervision, either employees who work separately from others in an establishment or mobile workers who work away from a fixed base.”

Examples of lone workers include:

- Staff responsible for opening and closing buildings.
- Staff working outside normal working hours.
- School staff working during holiday periods.
- Staff working in isolated areas of the building.
- Family support workers and staff working away from a fixed base.
- Staff conducting home visits.

This list is not exhaustive. This policy applies to both staff and volunteers where applicable.

3. Context

Lone working presents potential risks, which must be considered and mitigated through:

- Commitment to supporting staff with safe working practices.
- Recognising and reducing risks.
- Ensuring staff have access to appropriate support and training.
- Clear understanding of responsibilities.
- Prioritising the safety of individuals.
- Ensuring adequate equipment where the risk assessment deems necessary (e.g., mobile phones, personal alarms, security devices)
- Specific measures to mitigate the risk of harassment, as outlined in the Anti-Harassment and Bullying Policy.

Grace Foundation does not tolerate sexual harassment in any form. Lone working can increase vulnerability to such risks, and all employees should be aware of the procedures for reporting incidents. Any concerns regarding harassment should be reported immediately in line with the Anti-Harassment and Bullying Policy. Employees must not undertake Lone Working or home visits without explicit permission from their line manager.

4. Assessing the Risks

Employees should follow the risk assessments provided by Grace Foundation and carry out a dynamic personal risk assessment to identify any additional risks before lone working. If any concerns arise, they must rely on their senses and professional judgment and err on the side of caution.

4.1 Access

- All staff, visitors, and volunteers must sign in and out at reception.
- Security measures must ensure restricted access to the building.
- Visitors must wear identification and be accompanied by an employee.
- Procedures must be in place for handling intruders or individuals causing a disturbance. In cases of intoxication, aggression, or unauthorised presence, staff should not approach the individual but call the police.

4.2 Isolation

- Employees working alone must inform designated colleagues of their whereabouts.
- Regular check-ins with line managers must be conducted.
- If staff members work in isolated offices, they must inform a designated colleague.
- Personal alarms, mobile phones, or security devices may be provided where necessary.

4.3 Lone Working Without a Fixed Location

- Staff must log their location and expected time of return with their line manager.
- Regular contact must be maintained throughout the day.
- Protection devices (e.g., SoloProtect Identicom 877) can be requested for safety.

4.4 Lone Home Visits

- Visits must only be made to pre-approved addresses.
- Visits should be conducted in pairs where possible.
- If working alone, staff must inform their line manager, provide visit details, and check in before and after.
- A dynamic risk assessment should be completed before entering a home.
- If concerns arise, staff should leave immediately and report them to the Ethos Lead.
- Where possible, meetings should take place in public spaces (e.g., coffee shops, libraries community hubs).
- Personal alarms or body cameras may be used as additional security measures.

4.5 Personal Safety

- Do not undertake high-risk activities (e.g., handling hazardous substances, heavy lifting) while lone working.
- Employees must ensure they are medically fit and suitable for lone working and inform their line manager of any concerns.
- All staff must be familiar with local fire evacuation procedures and first aid protocols.

4.6 Assessment of Risk

Risk assessments must consider:

- The environment (location, security, access, safety)
- The context (nature of the task, any special circumstances)
- Individuals involved (any known risks or concerns)
- History (previous incidents in similar situations)

All risk assessments should be updated regularly to reflect changes in risk levels.

4.7 Planning

- Staff must be fully briefed on possible risks before undertaking lone working.
- Communication, check-in procedures, and contingency plans must be in place.
- Line Managers are responsible for ensuring these arrangements are implemented.

5. Reporting

- Any incidents must be reported immediately to the Line Manager and, where necessary, escalated to the Principal and the Health and Safety lead for Grace Foundation.
- A debrief should follow any incident to review procedures and implement necessary changes.

6. Management Controls

To ensure effective management of lone working risks, the following controls must be in place:

- Clear communication and monitoring systems.
- Emergency procedures known to all staff.
- Appropriate training (e.g., handling difficult situations)
- Provision of necessary safety equipment and procedures.
- Fire evacuation and first aid procedures known to all lone workers.

Employees are encouraged to seek guidance from their Line Manager if they are uncertain about any lone working situation.

7. Lone Worker Risk Assessments

Risk assessments are available on the Grace Foundation Portal. Each lone worker and their Line Manager must ensure that the risk assessment covers all potential risks relevant to their specific circumstances.

8. Monitoring and Review

- Annual reviews of this policy will be conducted, or sooner if significant changes occur.
- Staff must report new hazards to the Ethos Lead or designated Health & Safety lead for their site.
- Training and refresher sessions will be scheduled for all staff involved in lone working.
- Staff must notify their Line Manager of any changes in their health that may impact their ability to work alone.

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