



Lone Working Policy

Purpose

This policy is designed to alert staff and trainee coaches to the risks that may be presented by lone working; to identify the responsibilities each person has in this situation and to describe procedures which will minimise such risks.

Scope

This policy applies to all staff and trainee coaches who may be working alone and/or away from base, at any time, and in any of the situations described below.

A risk assessment will take place prior to new staff, new trainee coaches, volunteers and contractors being asked to work alone.

Reference should be made to the Adult Safeguarding Policy and Appendix 1 of this document before preparing lone working risk assessments.

Definition

HSE defines a Lone Worker as someone who works by themselves without close or direct supervision. Trainee coaches are also considered to be working alone if they have neither visual nor audible communication with others in the event of an incident.

Lone working within this document refers to situations where trainee coaches work alone or are physically isolated from colleagues and without access to immediate assistance. This situation may also arise where there are other trainee coaches in the building but the nature of the building itself may essentially create isolated areas.

Responsibilities

Managers and Supervisors Shall:

- Support trainee coaches to identify situations where they may be exposed to foreseeable risks.
- Support trainee coaches to produce Risk Assessments and implement controls, reviewing their effectiveness regularly or when a significant change in circumstances occurs and following any incident.
- Establish clear procedures to set limits as to what can and cannot be done whilst working alone, and where appropriate, when to stop work and seek advice.
- Ensure that lone workers know where to receive appropriate support including via telephone, 1 to 1 meetings, team meetings etc as appropriate
- Take account of possible risks to safety and make arrangements for their avoidance or control when planning changes in service provision.



- Support the trainee coach to identify a lone working buddy, who they can contact to let them know when they will be starting coaching sessions and finishing them, along with agreeing a code word if an emergency arises during a coaching session.
- Monitor reports of Accidents/Incidents or Near Misses to ensure that correct action is taken to prevent a recurrence.
- Ensure trainee coaches receive appropriate training: Free course can be accessed here: https://alison.com/course/safety-for-lone-workers?utm_adgroup=Course-4947_Safety-For-Lone-Workers

Security of Organisations' Buildings

Managers/Supervisors and trainee coaches must ensure that:

- Appropriate steps are taken to control access to the building and that all exits are accessible.
- Both fire and intruder alarm systems are tested regularly and records maintained.
- When working alone, trainee coaches are familiar with fire exits and alarms.
- There is access to a first aid kit and telephone.
- If there is any indication that the building has been broken in to, assistance is called for, before entering the building.
- When working alone external doors are locked to avoid unwanted visitors.
- All trainee coaches must follow the "signing in and out" procedures of each location.

If Working Alone At Alternative Building/Location

Managers/Supervisors and trainee coaches must ensure that:

- A Risk Assessment is prepared and reviewed before lone working commences away from an individual's working base.
- All appropriate steps are taken to control access to the building/room.
- Trainee coaches are familiar with the fire and intruder alarm procedure; emergency exits are known and accessible.
- In the event of an emergency, trainee coaches have contact details for the relevant person
- There is access to a telephone and first aid kit.
- If there is any indication that the building has been broken in to, assistance is called for before entering the building.
- Whenever possible, trainee coaches will park in designated parking bays or local well lit areas.
- All trainee coaches will follow the "signing in and out" procedures of each location, or with their lone working buddy.



Safe Working Arrangements

Establishing safe working arrangements for lone workers is no different from organising the safety of other trainee coaches, visitors etc. Lone workers should not be exposed to significantly higher risks than others who work together.

Precautions should take account of normal working conditions and foreseeable emergency situations e.g. fire, equipment failure, illness and accidents. When considering safe working arrangements, staff and trainee coaches will need to follow a hierarchical system based on the following:

- a) Assessment of the seriousness of the risk.
- b) Avoidance of the risk.
- c) Control of the risk to the greatest possible degree.
- d) Provision of Personal Protective Equipment (PPE) and security equipment and facilities where appropriate.

Incidents can have a detrimental effect on the individual. Managers/Supervisors must ensure that trainee coaches are properly cared for after such incidents. Even those trainee coaches not directly affected can suffer anxiety and concern.

Lone Workers in Offices and Other Premises

Where there is a situation where employees are in a lone working scenario, they should, where possible, ensure most/all of the following items are adhered to:

- a) Ensure that you have control of the access to the building/room.
- b) Lock yourself in, whilst ensuring you can get out quickly if necessary.
- c) Only give access to others if you are sure you know who they are.
- d) Arrange for someone to ring you/or you to ring them, at a predetermined time to check that you are alright.
- e) Check on means of escape from the building in an emergency, e.g. fire doors.
- f) Check your access to a telephone/mobile. Keep your mobile with you, fully charged and switched on.
- g) Trainee coaches must have some form of identification with them.
- h) Try to plan appointments etc. so that other people are in the building with you.
- i) Keep your calendar up to date with as much information as possible.
- j) Keep valuables - handbags, cases, laptops, equipment etc. out of sight.
- k) If you are assaulted or threatened contact the Police immediately on 999.
- l) If you are verbally abused or receive indecent telephone calls report the matter as soon as possible to the appropriate person
- m) Report all Accidents/Incidents or Near Misses to the appropriate person and record using the Accident/Incident Report Form within 24 hours of the incident occurring.
- n) Follow the agreed service reporting procedure when finishing appointments.
- o) Trainee coaches should not arrange to meet with coachees in their own home or anyone else's home



Driving

As the trainee coaches are self-employed, they need to have appropriate business car insurance when they are using their vehicle to drive to and from clients. Trainee coaches should contact their insurance company to provide appropriate cover, as it is their responsibility to ensure they are legal to drive for work purposes.

We do not recommend trainee coaches take clients in their vehicles under any circumstances.

Group Sessions/Training Sessions

The process as noted in 'Lone Workers in Office and Other Work Based Premises' above must be followed.

If a coach has serious concerns in relation to a particular venue, client or group of clients, a risk assessment should be carried out and appropriate action agreed and implemented.

Managing a one to one meeting

- a) Always introduce yourself and clearly explain what the meeting is for/about.
- b) When talking with a client remember that what seems like a trivial matter to you, may be important to them.
- c) Try not to keep clients waiting for a long time, if this is unavoidable, keep them informed.
- d) Always place yourself near the door to allow a quick exit.
- e) Try to keep calm and be empathetic to their needs.
- f) If possible, use a room with an internal window to allow other users of the building to observe.
- g) Agree with your lone working buddy a "Code word" which can be used if anyone feels threatened.
- h) Consider the type of furniture in use within the room. Try not to have anything that can be used as a weapon.
- i) If at any time you feel at risk then take appropriate action.

Safety in the Street

When walking back to the car or between appointments or using public transport always:

- a) Be alert, walk with purpose and confidence.
- b) Avoid short cuts through unlit or deserted areas such as alleys or waste ground.
- c) Do not overload yourself with packages or bags.
- d) Walk near to the kerb edge and away from buildings and alleys so that someone lurking in an alley has further to come and reach you.
- e) Walk facing the traffic so that a car cannot pull up behind you unnoticed.
- f) If you feel someone is following you, try and get to the closest place where people are and is fully lit i.e. a public house, launderette, shop and telephone the Police.
- g) Kerb-crawlers – do not take notice of them, turn in the opposite direction and continue walking. If persistent, take a note of the car registration and report to the Police as soon as it is safe to do so.



- h) Keep your bag/handbag as close to your body as possible. If someone grabs for your bag, let it go rather than risk injury.
- i) If you are carrying a large sum of money, split into smaller amounts and place it around your body such as pockets, bag, trousers.
- j) Carry your keys in your pocket.
- k) Keep your attack alarm/mobile phone accessible and consider pre-setting emergency call numbers.

Supervision

Coaching supervision can help to ensure that trainee coaches understand the risks associated with their work and that the necessary safety precautions are carried out.

The frequency of coaching supervision meetings required should be based on the findings of the Risk Assessment. The higher the risk, the greater the level of supervision required. The trainee coach can also ask for support from their lone working buddy.

Training/Support

All trainee coaches will receive awareness of this policy through their Health and Safety training, and through their lone working training.

If identified as appropriate, counselling / alternative support can be explored to individuals.

Referred to Documents and forms

Risk Assessment Form

Safeguarding Adults Policy

Accident/Incident and Near Miss Reporting Forms

Appendices

Appendix 1 - Lone Working Risk Assessment Questionnaire



Policy amended: 19/11/24
To be reviewed: 19/11/25

Lone Working Risk Assessment Questionnaire

Assessment Carried Out By:		Lone Working Staff Member	
Date of Assessment		Date of Review	

1.0 Workplace and Work Risks

No.	Question	Yes	N/A	Action
1.1	Does the workplace present any special risks to person working alone			
1.2	Is there a safe access/egress point			
1.3	Can all equipment be used during lone working be safely handled			
1.4	Can any manual handling instances be carried out by one person			
1.5	Is there a risk of violence			
1.7	Are there adequate arrangements for travel at work times			

2.0 Emergency Arrangements

No.	Question	Yes	N/A	Action
2.1	Are adequate first aid facilities available			
2.2	Is there a need to train the lone worker in first aid			
2.3	In an emergency can the Emergency Services find the lone worker			

3.0 Communication and Supervision

No.	Question	Yes	N/A	Action
3.1	Are there arrangements in place for regular contact between the lone worker and Manager/Supervisor			
3.2	Will the Manager/Supervisor regularly visit the site to review the location			
3.3	Does the lone worker have access to appropriate monitoring and warning devices (eg mobile phone/personal alarms)			
3.4	Is there easy access at all times to the emergency services			

4.0 The Lone Worker

No.	Question	Yes	N/A	Action
4.1	Has the worker any issues/concerns they would like to raise regarding working alone			
4.2	Is the lone worker sufficiently experienced for the task			
4.3	Has the lone worker been provided with adequate information about the risks involved with the task			
4.4	Has the lone worker been provided with sufficient information to allow the premises, equipment to be safely used			
4.5	Has the lone worker been provided with suitable training for them to deal with any unforeseeable emergency			

