

# Lone Working Policy



## **1. Introduction**

- 1.1. The Eldonian Community Trust ("the Charity") is committed to ensuring the health, safety, and wellbeing of its trustees, volunteers, and staff who may be required to work alone without direct supervision.
- 1.2. This policy sets out the responsibilities, precautions, and procedures for managing risks associated with lone working.
- 1.3. Lone working may involve:
  - 1.3.1. Visiting venues or community partners alone
  - 1.3.2. Travelling to and from events
  - 1.3.3. Administrative or outreach duties conducted in public or private spaces
  - 1.3.4. Locking up or preparing venues

## **2. Scope**

- 2.1. This policy applies to all trustees, staff, and volunteers who undertake tasks alone on behalf of the Charity.
- 2.2. It complements the Charity's Health and Safety Policy and Risk Management Framework.

## **3. Definition**

- 3.1. A lone worker is anyone who carries out work activities in isolation from others, without close or direct supervision, where assistance may not be readily available.
- 3.2. Examples include:
  - 3.2.1. Trustees visiting a community centre alone
  - 3.2.2. Volunteers running errands or preparing for trips
  - 3.2.3. Individuals attending meetings or events without a colleague

## **4. Responsibilities**

### **4.1. The Board of Trustees**

- 4.1.1. Has overall responsibility for the safety of lone workers
- 4.1.2. Ensures risk assessments are completed and regularly reviewed

### **4.2. Health and Safety Lead (Vice Chair)**

- 4.2.1. Maintains oversight of lone working risks
- 4.2.2. Reviews any incidents or concerns and updates procedures as needed

### **4.3. Lone Workers**

- 4.3.1. Must follow this policy and associated safety protocols
- 4.3.2. Take reasonable precautions to protect their own safety

**4.3.3.** Report concerns, incidents, or near misses promptly

**4.3.4.** Risk Assessment and Planning

**4.4.** A risk assessment must be completed for any regular or higher-risk lone working activities.

**4.5.** Factors considered include:

**4.5.1.** Time and location of the task

**4.5.2.** Communication access (e.g. mobile phone signal)

**4.5.3.** Personal safety risks (e.g. isolated areas, cash handling)

**4.5.4.** Emergency procedures

## **5. Lone Working Procedures**

**5.1.** Individuals must:

**5.1.1.** Inform a colleague, friend, or family member of their location and expected return time

**5.1.2.** Carry a charged mobile phone at all times

**5.1.3.** Avoid entering private homes or isolated premises unless risk-assessed

**5.1.4.** Avoid lone working after dark unless necessary and safe

**5.2.** For visits or events:

**5.2.1.** Use a buddy system where possible

**5.2.2.** Ensure someone is aware of the visit details

**5.2.3.** Report back once the task is completed

## **6. Emergencies and Incident Reporting**

**6.1.** In an emergency:

**6.1.1.** Contact emergency services (999) immediately if required

**6.1.2.** Notify the Chair or Health and Safety Lead as soon as safe to do so

**6.2.** All incidents, near misses, or safety concerns must be reported and logged within 24 hours.

## **7. Training and Review**

**7.1.** Lone workers will receive basic safety training during induction or as required.

**7.2.** This policy will be reviewed every two years or following any lone working incidents.

## **8. Policy Approval**

**8.1.** This Lone Working Policy was approved by the Board of Trustees on Friday 9<sup>th</sup> May 2025 and will be reviewed regularly for effectiveness.