



LONE WORKING POLICY

Policy Statement

Collingham Rural Advice and Resource Centre recognises the danger of any individual advisor, committee member, volunteer or individual working in or attending CRARC offices or at any other location.

This policy is in place to protect from the dangers of working alone and requires the committee to ensure that no-one is left alone on the premises of any CRARC-based activity.

Scope

This policy applies to all CRARC advisors, committee members, volunteers or visitors who may be working alone, at any time, in any of the situations described in the definition below.

Definitions

A 'lone worker' is anyone associated with the CRARC who performs an activity that is carried out in isolation from other colleagues. Such personnel may be exposed to risk because there is no-one to assist them in case of an emergency or should they witness any incident.

Mandatory Procedures

- The Committee are responsible for ensuring that there is a minimum of two people in the offices at any one time, excluding visitors
- There must be a rota of cover agreed in advance of Committee members/volunteers who should be in the outer office at all times
- There must never be anyone left alone in the CRARC offices or any other location that may be being used.
- Visitors must never be left alone
- Telephones must be working; individuals must have mobile phones with them and with mobile signal availability checked at the outset
- If any one rota'd person has not arrived, for whatever reason, a replacement or stand-in must be located and on the premises before the doors are unlocked

Personal Safety

- Personnel must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for a reduction of risk.
- Personnel should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- If under extenuating and pre-arranged circumstances anyone is working alone, an assessment of the risks involved should be made in conjunction with at least two committee members and signed off
- There must be a robust system in place for agreeing and circulating rotas, including signing in and out
- Home support visits must only be undertaken by the Citizens Advice Advisor who is operating under Citizens Advice protocols.
- If a person does not report in as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate.
- Arrangements for contacts and response should be tailored to the needs and nature of the team. Issues to take into account include:
 - attendance levels and availability
 - the identified risks
 - measures in place to reduce those risks

Reporting

- Should an incident occur, the reporting and de-briefing should be undertaken immediately by the full committee and documented.
- Actions agreed must be published and all personnel briefed as to how a further incident will be avoided

Monitoring and Review

- The ongoing implementation of the Lone Working Policy will be monitored through the annual Policies review or as and when required, if sooner.
- Lone working and risk assessment will be regular agenda items for committee meetings.
- Anyone with a concern regarding these issues should ensure that it is discussed with the committee as appropriate.