Lone working policy

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1. Scope and definitions

Lone working can present significant risks to workers' health and safety, and it is essential for charities to manage these risks effectively. This requires a comprehensive policy that includes a risk. Assessment, training and supervision, incident response procedures, and reporting and review.

Lone working includes:
- An individual working alone in the Ignite Life building
- An individual working alone in the Ignite Life with a young person or other beneficiary
- An individual working alone and visiting another organisation's business premises or a meeting venue
- An individual working along and make a home visit to an individual or group of two or more people

2. Purpose of the policy

Ignite Life is committed to creating and embedding a culture of vigilance which

• Ensures that our children and young people (CYP) and adults are safe and protected

• Ensures that they know who to talk to if they have concerns

• Ensures that they are supported, protected, and informed

• Ensures that they and supported in their development and learning to recognise and manage risk.

This policy applies to all staff, volunteers and children and young people and adults working with Ignite Life or accessing its services. It also applies to the young adults we support.

As part of this responsibility, it is Ignite Life's duty to assess risks to lone workers and to take

steps to avoid or control risk where possible.

Employees who work alone also have responsibility to take reasonable care of themselves and other people affected by their work.

3. Legal framework

● All action is taken in line with the following legislation/guidance: • The Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

4. Roles and responsibilities

The Designated Safeguarding Lead (DSL) and operations manager:

Ignite Life has a Designated Safeguarding Lead with responsibility for Child Protection. All staff and volunteers and providers must be made aware who the Designated Safeguarding Lead is and what their role is.

Laurie Davies is the Designated Safeguarding Lead for Ignite Life

Wayne Cockram is the Deputy Designated Safeguarding Lead

Rich Berry is the Safeguarding Trustee

Laurie Davies is the Operations Manager

The Operations Manager is responsible for:

● Ensure implementation of this policy

● Ensure there are arrangements for identifying, evaluating and managing risk associated with lone working

● Ensuring that there are arrangements for monitoring incidents lined to lone working

● Taking all possible steps to avoid lone workers from being at greater risk than other employees

● Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone

● Ensuring that risk assessments are carried out and reviewed regularly

● Ensuring that appropriate support is given to staff involved in any incident

Staff and volunteers are responsible for:

● Taking reasonable care of themselves and other affected by their actions

● Following guidance and procedures designed for safe working

● Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance where appropriate

- Reporting any dangers or potential dangers that they identify or any concerns they might have in respect of working alone

5. Risk assessments

Risks to consider:
- Vulnerable to violence, physical and verbal
- A person's medical suitability to work alone
- The workplace itself as an isolated area

Guidance for risk assessments of lone working
- Provide adequate channels of communication in an emergency
- Identify tasks or settings which present a special risk to the lone worker
- Identify situations where there is a risk of violence
- Consider alternatives
- Set up reporting and recording procedures
- Consider whether the employee is medically fit and suitable to work alone
- Take account of any known risks attached to a client or group

Monitoring safety issues

Lone workers must report incidents (including near misses, accidents and verbal abuse) to their operations manager and entries should be made in the Accident and Incident Log.

Concerns about personal safety in any situation must be referred to the operations manager as a matter of urgency.

*See appendix for risk assessments template

6. Lone Working Procedures

Prior to lone working in the Ignite Life premises:
- Read through and understand the Lone Working Policy
- Understand the methods used to diffuse potential conflict scenarios via informational handouts
- Be aware of the buildings exits and 'no go' areas for service users
- Understand the process for feeling unsafe when lone working (see appendix)

When working alone in the Ignite Life premises:

- Do not open the door to someone you do not know or who is not scheduled to visit
- A risk assessment for the client will be carried out to ensure there are no known risks with being alone with them
- Ensure you know how to diffuse potential conflict scenarios
- Wear the emergency button on the lanyard at all times, when pressed an alert will be sent to the Operations Manager and the police will be called
- Message the Operations Manager at the end of each session to confirm it has finished

and they have left safely
- Where possible, ask for a parent/carer to stay in the premises during the session

Appendix

Lone working risk assessment

What are the hazards	Who might be harmed and how	Current steps to mitigate	Actioned by	Action date
Verbal abuse or physical attack	Staff may be attacked by service users	Staff are trained to diffuse potential conflict scenarios Young people who have risk of violent attacks will not be assigned a counsellor who will be lone working Staff will be wearing the emergency button when lone working which, when presses, will send an alert to the operations manager who will call the police immediately and where possible make their way to the site As soon as possible, staff will make notes of verbal abuse for records	Bethanie Cundy	29/11/23
Sudden illness	Staff may face sudden illness themselves; or a service user may face sudden illness	All known health conditions are made aware of in referral forms Staff will be wearing the emergency button when lone working, if either a service user or staff member becomes ill in an emergency situation then this button should be presses for the police/ambulance to be called Where possible, staff should call 999 if there is a urgent sudden illness and also parents/carers	Bethanie Cundy	29/11/23
Injury	Staff may injure themselves Service user may injure themselves	Staff are made aware of where in the building they are not allowed to access when lone working for safety reasons to prevent injury Staff are made aware of first aid kit locations 999 should be called if there is an emergency Staff will be wearing the emergency button to press if there is an urgent injury where support is needed	Bethanie Cundy	29/11/23

Appendix

Diffusing conflict information leaflets:

Depending on the situation and what stage the conflict is at, the following de-escalation strategies can be used by staff to do this.

- **Active Listening**. Acknowledge the opinion of the other person and their feelings towards the situation (e.g. I understand why that would be frustrating). Communicate openly to help them see that you are on their side. This will help you work together towards a solution instead of fighting against each other.

- **Stay Calm** (even if you're not). This will help the student feel less threatened and more likely to communicate with you. Keep your temper and model respectful behaviour towards your student. It also helps to try and keep a friendly tone and lighten the situation with humour where appropriate.

- **Offer Positive Choices**. Instead of telling a student what to do or trying to force them to behave in a certain way, try giving them a few different options to choose from. This will prevent the student from feeling powerless or unheard and help direct them towards displaying desirable classroom behaviour.

- **Ask Questions**. Perhaps the student is struggling with something you can help with or needs something in order to focus. If you ask a student what you can do to help them focus, they may surprise you with some practical solutions.

- **Choose your battles wisely**. If something doesn't need to be a big deal, don't turn it into one. Consider how important an issue is in the grand scheme of things and don't sweat the small stuff, especially if it could escalate into a much bigger problem.

- **Use non-threatening body language.** By not blocking their exits, not crossing your arms and, in some cases, sitting down/on the floor to seam non-threatening, this can calm the student.

This following video has tips on how to de-escalate a situation.

https://www.youtube.com/watm1gococh?v=R2PSExM-NhU&ab_channel=DartmouthTraumaInterventionsResearchCenter

Appendix

Process for feeling unsafe when lone working

1. Always wear the emergency button on the lanyard when lone working
2. If there is an emergency, and you are able to do so, call 999
3. If you are unable to access your phone, press the emergency button and this will send a signal to the Operations Manager to call 999 and the parents/carers
4. The operations manager is on call and available to contact, have regular contact with them via phone call or messages – Bethanie Cundy 07943821633
5. Practice the de-escalating techniques taught
6. Write down and report all incidents and share with the operations manager to be logged in the Incidents and Accidents Log

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