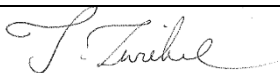


Sunbeams

LONE WORKING POLICY

Document Control Sheet

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Approved By	Jessica Zwiebel, Safeguarding Officer and Trustee
Signature	

Revision History

Version	Date	Author	Description of Change	Approved By
1.0	Sep 2018	Admin	Initial release outlining lone working procedures on and offsite.	Board of Trustees
2.0	Sep 2019	Admin	Review	Board of Trustees
3.0	Sep 2020	Admin	Review	Board of Trustees
4.0	Sep 2021	Admin	Minor update to offsite risk assessment requirements.	Board of Trustees
5.0	Sep 2022	Admin	Review	Board of Trustees
6.0	Sep 2023	Admin	Review	Board of Trustees
7.0	Sep 2024	Admin	Small clarification on check-in/check-out procedure.	Board of Trustees
8.0	Jan 2025	Admin	Review	Board of Trustees
9.0	Apr 2025	Admin	Review	Board of Trustees
10.0	Jul 2025	Admin	Review	Board of Trustees
11.0	Sep 2025	Admin	Comprehensive review; alignment with safeguarding and H&S frameworks.	Board of Trustees

1. Purpose and Scope

The purpose of this policy is to protect the health, safety, and wellbeing of all individuals who work alone or without close supervision while engaged in Sunbeams activities.

Lone working may occur in a range of contexts, including:

- Staff or mentors working alone with mentees in the community or offsite.
- Key holders opening or closing the Sunbeams Centre.
- Administrative or cleaning staff working on the premises outside of normal hours.
- Staff working remotely or conducting home visits.

This policy provides clear procedures to reduce risk and ensure that all staff and volunteers are aware of their responsibilities and safety measures when working alone.

2. Legal and Policy Framework

Sunbeams recognises its responsibilities under the following legislation and guidance:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Health and Safety (Display Screen Equipment) Regulations 1992
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- Working Alone: Health and Safety Guidance (HSE INDG73)

This policy should be read in conjunction with Sunbeams' Health & Safety Policy, Safeguarding Policy, and Confidentiality Policy.

3. Definition

“Lone working” refers to any situation where an individual carries out work activities without direct supervision or immediate access to assistance.

This includes both planned and unplanned situations where a worker is temporarily or consistently alone.

Examples at Sunbeams include:

- Mentors accompanying mentees offsite (e.g. cafés, parks, museums).
- Staff working alone in the building in the evening.
- A Key Worker visiting a family home for a scheduled meeting.
- A staff member working remotely from home.

4. Principles

Sunbeams are committed to:

- Reducing the risks associated with lone working through risk assessment, supervision, and communication.
- Providing staff and volunteers with guidance and support to work safely.
- Maintaining a culture where safety concerns are reported openly and acted upon immediately.
- Ensuring that lone working is avoided where unnecessary or unsafe.

5. Responsibilities

5.1 Trustees

- Approve and monitor the implementation of this policy.
- Review incident reports and ensure that lone working risks are managed across all programmes.

5.2 Director and Health & Safety Officer (Ruchi Ostreicher)

- Conduct annual lone working risk assessments.
- Maintain up-to-date contact numbers and emergency procedures.
- Ensure staff and mentors are trained in lone working safety.
- Investigate any lone working incidents or near misses.

5.3 Line Managers / Coordinators

- Ensure individual lone working arrangements are risk assessed.
- Check that staff know how to report their location and expected return times.
- Maintain regular contact with lone workers.
- Review and record any safety concerns raised.

5.4 Staff, Mentors and Volunteers

- Follow all guidance and procedures in this policy.
- Always carry a charged mobile phone when working offsite.
- Inform their line manager or designated contact of their working location and schedule.
- Report any concerns or incidents immediately.
- Never put themselves at risk – they have the right to withdraw from unsafe situations.

6. Risk Assessment

All lone working arrangements must be risk assessed before being approved.

Risk assessments should consider:

- Environment: lighting, accessibility, exits, neighbourhood safety.

- Activity: the nature of the work, equipment used, and potential hazards.
- Client: any known risk factors or behavioural concerns.
- Communication: how the worker will stay in contact and summon help if needed.

Assessments will be reviewed annually or following any significant incident.

7. Lone Working Procedures

7.1 At the Sunbeams Premises

- Ensure doors are locked when alone and do not open the door to unverified visitors.
- Keep personal mobile phones accessible.
- Use well-lit exits and avoid isolated stairwells.
- Do not undertake hazardous activities (e.g. lifting, moving equipment) while alone.
- Inform a colleague or supervisor upon arrival and departure.

7.2 Offsite / Community-Based Work

- Notify the line manager of destination, time, and expected return.
- Avoid meeting alone in private or unfamiliar places. Public, neutral spaces are preferred.
- If a home visit is necessary, ensure it has been pre-approved, and risk assessed.
- Keep valuables out of sight and personal items secure.
- Trust instincts—if a situation feels unsafe, leave immediately and report it.

7.3 Remote / Home Working

- Staff should ensure their home environment is safe, with suitable workspace and lighting.
- Personal data and records must be stored securely.
- Maintain regular contact with the line manager by phone or email.

8. Emergency Procedures

If an emergency arises while working alone:

1. Call emergency services (999) immediately if there is danger to life or serious risk.
2. Contact the Sunbeams office or designated emergency contact as soon as possible.
3. If unable to reach the office, notify a colleague or family member of your situation and location.

4. In all cases, incidents must be recorded on an Incident Report Form within 24 hours.

Emergency contact: Hatzola (average 3-minute response time).

9. Monitoring and Reporting

- All lone working incidents or near misses must be reported to the Health & Safety Officer within 24 hours.
- The Director and Trustees will review incident logs quarterly to identify any trends or training needs.
- Lone working risk assessments and procedures will be reviewed annually.

10. Training and Awareness

- All staff and volunteers receive lone working guidance during induction.
- Additional refresher training is provided annually or following any incident.
- Mentors are specifically trained in managing offsite safety, maintaining professional boundaries, and responding to emergencies.

11. Personal Safety Guidance (Appendix 1)

When working alone:

- Always carry a charged mobile phone.
- Always be aware of your surroundings.
- Keep exits clear and accessible.
- Avoid giving out personal information (e.g. home address, personal phone number).
- Use public transport or licensed taxis where possible.
- Trust your instincts — if you feel unsafe, leave the situation immediately.

When working offsite with mentees:

- Plan meeting places in public, well-lit areas.
- Avoid secluded spaces or private homes.
- Do not share transport unless pre-approved.
- Maintain appropriate professional boundaries.

12. Dos and Don'ts (Appendix 2)

Do:

- Plan your work and check in/out with your line manager.
- Keep communication lines open.

- Record any incidents or concerns.
- Follow all risk assessment recommendations.
- Carry identification and emergency contact information.

Don't:

- Undertake high-risk activities while alone.
- Meet service users in their home without prior approval.
- Share personal details or social media accounts.
- Ignore gut feelings of discomfort or risk.
- Fail to report incidents, however minor they seem.

13. Review

This policy will be reviewed annually by the Director, Health & Safety Officer, and Trustee Lead to ensure ongoing compliance and relevance to Sunbeams' operational context.

Signed: _____ Position: Trustee

Date: _____