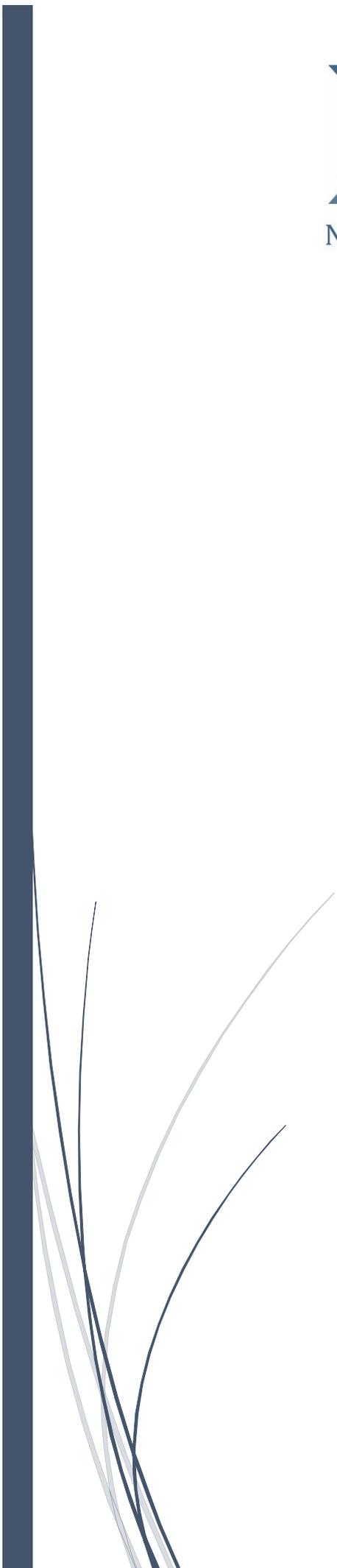




Northern Independent Mediation

Lone Working Procedures

March 2018 Version 1



Lone Working Procedures

Introduction

Northern Independent Mediation has a statutory and common law duty to provide a safe and secure environment for all its staff, clients and visitors. Under the Health and Safety at Work Act 1974, the company will ensure, so far as reasonably practicable, that staff who are required to work alone or unsupervised for significant periods of time are protected from risks to their health, safety and welfare.

The company provides mediation services at the offices of other organisations for clients. This will involve travelling to and from these locations and the delivery of service at locations not under the direct control of the company. This procedure sets out the arrangements that the company has in place to help minimise risk to staff working alone.

Purpose

The purpose of this procedure is to set out the way in which the company will meet the following objectives:

- To protect staff, in so far as it is reasonably practicable, by adopting appropriate risk management measures identified through risk assessments and learning from incident reports.
- To provide lone workers with specific support including personal alarms and mobile phones.
- To promote safe working practices in relation to protection of staff working alone.

The Scope

This procedure applies to all staff employed by the company, including students, volunteers and freelance contractors that are required to work as 'lone workers' as part of their job role. The arrangements also apply to the way in which managers and staff should seek to protect staff that are required to work out of hours on main trust sites. The procedure intentionally does not set out to identify any particular staff group as 'lone workers', as any member of staff may on occasions find themselves in a position when they are required to be in a 'lone worker' situation. The overarching principle must be that lone working can take place anywhere, at anytime and within any group of staff.

Definitions

A lone worker is defined as:

“A worker whose activities involve some or most of their working time operating in situations without the benefit of interaction with other workers or without supervision”.

Examples of lone working (HSE 2000) would include:

- Those isolated from other staff within a building, for example, reception staff, professionals in sessions with clients alone who may experience difficulties in obtaining assistance dealing with incidents such as abusive or intimidating behaviour and violence.
- Those working outside normal work hours, or staff working in the community in non-company buildings and /or who carry out home visits, who may experience additional difficulties in obtaining assistance dealing with incidents such as abusive or intimidating behaviour, or vehicle breakdowns.

Duties and responsibilities

Directors

The Directors have ultimate responsibility for ensuring compliance with the Health and Safety at Work Act 1974 and staff safety and security

Managers

- Managers are responsible for being pro-active in the protection of staff members' personal safety and for identifying all members of staff under their control who work alone and to have in place the following measures:
- Safe systems of work are adopted; Ensuring that personal safety risk assessments are undertaken in the workplaces for which they are responsible and that the assessments, and the action taken from them, are appropriately recorded
- Allocating the resources and time required to implement the action plans resulting from the risk assessments • Reviewing the assessments annually, or whenever circumstances change, and acting upon the outcomes of those reviews as appropriate
- Ensure all staff follow their localised lone working procedures for the safety of all staff working remotely or in the community and on home visits
- Using Incident reporting to identify training needs and review risk reduction plans
- Ensuring Health & Safety and Security training is available and provided
- Records on all lone workers are regularly maintained; Diary and work schedules, all personal contact details, changes to working practise and any leave or absence
- Ensuring statutory health & safety requirements and compliance
- Effective communication and support for lone workers

In circumstances where a Lone Worker has been subjected to a violent or abusive incident, the relevant line manager should offer the lone worker a range of the following as appropriate:

- Debriefing
- Staff Consultation Service
- Mental Health First Aid Support
- Post-trauma support
- Peer support
- Access to Occupational Health services for psychological support
- Access to a professional or trade union representative.

In addition, there may need to be assistance in dealing with press/media enquiries so that the member of staff's privacy may be maintained.

All Staff

All staff are required to take all reasonable precautions to protect their own safety and ensure that they adhere to Company Procedures designed to protect staff. In respect of personal safety when lone working all staff must:

- Alert their manager to any change of contact details (home/mobile)
- Follow recommendations of any risk assessments undertaken to protect their safety.
- Report any incidents and near misses that they experience in a lone worker setting.

Procedure

The Company recognises that assessing risk is an effective way of ensuring that known risks are mitigated, transferred or terminated. In respect of lone working in the Company it is not possible to undertake a risk assessment of each unique lone working situation, but it is possible to undertake some general risk assessments that cover 'usual' lone working scenarios common to our service.

As such we have created a general risk assessment to assist all staff to think through the anticipated risks to lone working, considering environmental and client issues. This should be considered alongside any individual risk assessment for an individual client and location that is able to be carried out.

Reporting Incidents Experienced

All incidents (particularly violent or abusive incidents) occurring whilst 'lone working' must be reported to your manager and the responsible director.

Where actual bodily harm has been incurred, a medical examination and statement of injury should be obtained as soon as possible after the event. Further help can be sought from the responsible director.

Training Requirements

Implementation

This procedure will be made available to all staff via Lamplight. All managers of staff who are classed as lone workers will ensure that their staff are provided with access to a copy of this procedure and follow the requirements in practice.

Induction and Training

The procedure will be promoted at Induction and to any staff that request training. The responsible director will provide annual training to all staff.

Process for Monitoring Compliance

The responsible director will monitor compliance by way of an annual report. This will include any incidents involving abuse, threats or violence by way of an annual report on 'Violence against staff and contractors'.

Equality Analysis

Completed by Alexander James McCulloch (Director) on the 5th March 2018

The following questions determine whether analysis is required

| | YES | NO |
|--|-----|----------|
| Do Policy outcomes and service take-up differ between people with different protected characteristics? | | x |
| If there is a greater effect on one group, is that consistent with policy aims? | | x |
| Does the policy miss opportunities to advance equality of opportunity and foster good relations? | | x |
| Do other policies need to change to enable this policy to be effective? | | x |

If one or more answers are yes, then the policy may be unlawful under the Equality Act 2010 and further advice should be sought.

Lone Worker Risk Assessment

| Controls | Controls | L | M | H |
|---|--|---|---|---|
| Staff working alone in a building or outside of working hours | <p>Staff know building exits</p> <p>Staff have access to a phone</p> <p>Staff ensure managers are aware of their presence and location</p> <p>Staff contact manager once safely left building or environment and returned safely</p> | X | | |
| All staff have had training in lone working and adhere to local procedures | <p>Staff have received specific lone working training</p> <p>Staff have consulted and have a copy of the Health & Safety handbook (Current Version)</p> | X | | |
| Lone working procedures | <p>Staff to communicate their diary to their manager, preferably shared electronic Outlook diary updated daily</p> <p>Staff to have a mobile phone or personal alarm at all times</p> <p>Staff have received lone worker training</p> <p>Calling an on-call manager within a pre-arranged time when working out of hours</p> | X | | |
| Home visit risks | <p>Staff aware of any individual risk assessment of a client before any visit</p> <p>Pre-visit phone call to ensure clients readiness for visit</p> <p>Visits should be re-arranged where concerns exist.</p> | X | | |

Lone Worker Assessment Review

The assessment and policy must be reviewed at least annually by the responsible director to ensure that hazards are still current, and the control measure remain effective. They should also be reviewed upon any significant changes to the working environment or working practice and following any serious accident or incident. The risk assessment record should be held at the main office and by the responsible director for information purposes.

All significant risk issues must be communicated to the responsible director for monitoring purposes. All staff that may be at risk must be informed of the significant hazards and any control measures they may need to implement as part of their work activity.

Record of Annual Reviews

| Date | By Whom: | Position | Comments |
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Responsible Director

The Director responsible for this policy is Mr Alexander James McCulloch

Signed: 

Date: 05th March 2018