

Definitions

- Lone workers are those who work by themselves without close or direct supervision.
- It will often be safe to work alone. However, the law requires employers to think about and deal with any health and safety risks before people are allowed to do so.

Employees and volunteers may work by themselves in the following situations:

- work outside normal working hours. e.g. working with people who use services in the evening, during weekends and bank holidays;
- visiting people in their own homes;
- travelling to quiet areas, or high risk urban areas.

Lone workers in the community setting can encounter a number of problems associated with these situations, for example:

- being accosted by people on the street in quiet areas, during darkness or on public transport;
- parking in unlit, isolated areas;
- suffering accidents from using equipment belonging to or used with beneficiaries;
- theft;
- manual handling problems.

Fulham Good Neighbours responsibilities

We have a duty to assess risks to lone workers and take steps to avoid or control risks where necessary. This must include:

- involving workers when considering potential risks and control measures;
- taking steps to ensure risks are removed where possible, or putting in place control measures;
- providing instruction, training and periodic supervision.
- being aware that some tasks may be too difficult to be carried out by an unaccompanied worker or may be unsuitable for some volunteers;
- when it is not possible for the work to be conducted safely by a lone worker e.g. making arrangements for 2 people to visit or perform tasks together.

We should take account of normal work and foreseeable emergencies, e.g. fire, illness and accidents. We should identify situations where people work alone and consider the following:

- Does the workplace present a specific risk to the lone worker, for example due to access or equipment, such as portable ladders that one person would have difficulty handling?
- Is there a safe way in and out?

- Is there machinery/equipment involved in the work?
- Are chemicals being used that may pose a particular risk to the lone worker?
- Does the work involve lifting objects too large for one person?
- Is there a risk of violence and/or aggression?
- Are there any reasons why the individual might be more vulnerable than others and be particularly at risk if they work alone (for example if they are young, pregnant, disabled or a trainee)?
 - If the lone worker's first language is not English, are suitable arrangements in place to ensure clear communications, especially in an emergency?

Lone worker responsibilities

Lone workers also have a responsibility to:

- Take reasonable care of their own and other people's safety.
- Have an awareness of their surroundings and the possible threats to their personal safety when working alone.
- Be actively involved in assessing risk and identifying safety measures.
- Leave the working environment if there is an imminent danger to their safety.
- Undertake and follow any training provided to ensure their safety.
- Follow the organisation's policies and procedures set up to protect their safety.
- Use any equipment in accordance with the training given and not misuse it.
- Tell Fulham Good Neighbours when safety measures are not adequate. This includes reporting episodes of aggression or violence.
- Tell Fulham Good Neighbours when you have encountered a 'near miss' or have identified additional risks to their safety that were previously unidentified.
- Report any actual accidents or incidents that occur, using organisational procedure.

If you have any concerns about your working environment or the tasks you are asked to perform, please contact a member of staff at Fulham Good Neighbours.

What happens if you are ill, have an accident, or there is an emergency?

- If you are ill and cannot work, or you become ill while working, please inform a member of the Fulham Good Neighbours staff as soon as possible.
- All accidents, including 'near misses', should be reported to Fulham Good Neighbours staff as soon as possible.
- For groups that meet at the Fulham Good Neighbours premises at 70 Rosaline Road, a first aid kit and staff trained in first aid are available on-site, if required.
- In an emergency please call 999 and request the relevant rescue service: ambulance, fire or police.
- If you need support out of hours or there is no one in the office at Fulham Good Neighbours during office hours, please contact LBHF Adult Social Care on 020 8753 4198 – Option 3.

Tips for keeping yourself safe when working alone

- Keep to your scheduled work/assignment times.
 - If you are delayed for any reason, please let the office know.
- Make sure you have all the emergency phone numbers you need on 'speed dial' in your phone, including the office number for Fulham Good Neighbours.
- When entering someone's home, note the exit upon your arrival.
- If you are concerned for your safety in any work situation, remove yourself from the area as soon as possible & report it to the office as soon as possible.
- Attend any training sessions like half-yearly inductions provided by Fulham Good Neighbours.
- Be aware of your surroundings, particularly in quiet areas, after dark or when travelling on public transport.
- If you use your car, consider parking in well-lit areas. Any valuables left in your car should be left out of sight to reduce the risk of theft.