



Version history	
Created	16 May 2019
Reviewed and confirmed by Directors	29 October 2019

Transition Town Worthing CIC Lone Worker Policy

1. Statement of Policy

- 1.1 Transition Town Worthing CIC (TTW) believes that in the majority of its working environments there is no more risk attached for staff and volunteers than is encountered in day to day living.
- 1.2 TTW recognises that it has a duty of care towards staff and volunteers who may be working in isolation. However, staff and volunteers also have personal responsibility to take adequate precautions to safeguard their own safety, by vigilance, working within TTW policies and procedures, maintaining professional boundaries, working within the scope of their role and attending relevant training.

2. TTW Premises

- 2.1 TTW premises will have secure exit and entrances, with public access gained through a single access door or by ringing the door bell. Where staff or volunteers work on sites not owned by TTW, staff should familiarise themselves with the security arrangements provided for the premise and operate within the locally agreed procedures. Where staff consider these arrangements to be inadequate they should report the matter to a TTW director.

2. Staff working alone in the TTW office or in a Community Base office during working hours should:

- Ensure that they are near a telephone, call for help if needed
- Make sure their working areas are safe; being particularly careful in layout of furniture and equipment
- Ensure their manager/colleagues know they are working alone and know where they are working alone
- Secure money and valuables in an appropriate place (i.e. not on show)
- If they become anxious for their safety, call security or emergency services for help
- Avoid meeting people if they are alone in the workplace (arrange to meet elsewhere)
- If they are meeting someone, let other people know who they are meeting what time and where on the electronic diary
- Not let visitors place themselves in front of the exit point
- Not tell any potential visitors that they are alone in the workplace
- Not open doors to any strangers, unless identification is checked or they were expected

- Make sure fire escapes routes are available and not locked or blocked
- If fire alarm activates, vacate the building immediately

3. Staff working in the community or off site

Staff and volunteers working alone in the community are expected to be aware of their environment, and to identify report and avoid (or reduce) any risks where possible.

Staff and volunteer induction will include 'personal safety' before any work alone in the community is undertaken. All staff and volunteers must work strictly in accordance within the limits of their roles and the policies of TTW and follow the Lone Worker procedures (see appendix 1).

Staff and Volunteers working late or alone, should, for their own safety not carry large sums of money.

When making lone worker visits it is important to communicate with others about their intentions:

They must inform a colleague or named buddy of:

- The location of the visit/meeting
- A contact telephone number, if possible
- The time of the appointment
- The likely or estimated length of the meeting/visit
- The time when they are expected to return to the office/base or call in
- If not returning to the office, the time and location of their next visit or the time when they are due to arrive home
- If driving, car make, registration and model

2.4 If there is an emergency or a colleague does not return

If a lone worker has not contacted their buddy or colleague in the office within 1 hour of their anticipated finish time, an attempt should be made to contact them. If no contact is made with the lone worker after 2 hours or if there is an emergency situation, where the lone worker had indicated they are in danger the emergency procedure must be followed (see appendix – Red File). A TTW director must be informed.

A list of the relevant telephone numbers is attached. Please ensure these numbers are entered into your mobile telephone memory.

This lone worker policy will be reviewed annually and updated where necessary.