



Lone Working Policy

Richmond Good Neighbours

Policy effective from: November 2023

Approved by: Board of Trustees

Last reviewed on: July 2024

Next review due by: July 2027

Version history

Version	Description of change	Author	Approved
2.0	Standardised formatting.	Richard Seaborne	Board of Trustees, July 2024
1.0	Original version.	Anne Ardis	Unapproved – draft, November 2023



Introduction

A lone worker can be defined as:

Any situation or location in which a member of staff or a volunteer works without a colleague nearby; or when someone is working out of the office alone whilst engaged on Richmond Good Neighbours (RGN) business.

There are some heightened risks associated with lone working, which include:

- Personal safety – the RGN office is in a shared building, which may pose a risk of physical and verbal abuse from unauthorised visitors.
- Visiting clients in their own home whilst befriending, collecting or returning from an appointment and when delivering shopping.
- Lifting and handling tasks when assisting a client into a car may result in injury.
- Driving between one location and another when an accident may occur.

RGN is responsible for ensuring that their employees are suitably trained in relation to lone working. This may include, but is not limited to, verbal briefing (e.g. on the risks and mitigations), written guidance (e.g. procedures for unlocking and locking of the RGN office, logging instructions for drivers picking up/dropping off clients), or training sessions (e.g. manual handling safe practise for assisting clients into and out of cars). The risk assessment of the role will identify suitable training.

Driving, Befriending and Shopping for RGN Clients

Always arrange any driving, befriending or shopping for RGN clients through the RGN office.

The Suzy Lamplugh Trust recommends that a person plans their movements whether at work or in daily life as follows:

P*L*A*N for being safe when out and about:

- P - Prepare yourself for the journey
- L - Look confident
- A - Avoid risk
- N - Never assume



Know exactly where you are going and how you are going to get there. Assess any risks there may be in doing the journey you are about to undertake. Ensure you have your personal belongings (e.g., keys, travel card) in your pocket and other items in a bag which sits close to your body with fastening innermost. Ensure you have a working mobile phone with you.

If the client does not answer the door after several rings, try phoning their number, check with neighbours or look through windows if safe to do so. If you have emergency contact details for the client, call them. If you still get no response, call the RGN office or outside office hours call 999.

RGN does not expect anyone to expose themselves to unnecessary risks in the course of their work duties and RGN will support a member of staff if they leave a situation in which they feel at risk. If you feel uncomfortable, decline to carry out the job – making an excuse in front of the client as necessary - and call the RGN Organiser as soon as possible.

If an incident occurs where there is a breach of your personal safety or an accident, make notes of the incident including the date, time, location and description including names and contact details of any witnesses if known. This should be done no matter how minor the incident. Call the RGN Organiser as soon as possible.

Working alone in the RGN office

If you arrange to work outside the normal office hours, make sure the RGN Organiser knows your plans.

Before entering the building, ensure that the premises look as you would expect them to do – no signs of damage or occupancy and no signs of doors or windows forced or unlocked when you expect them to be locked. If you have concerns do not enter but contact the RGN Organiser or ask a second person to enter the building with you.

On entering the building, ensure that the building and contents are as you would expect them – if you have any concerns leave the premises and contact your manager.

Ensure that the front door is closed behind you and that the emergency fire exit doors are closed. Keep the office door closed. Make sure the office telephone is working (and mobile phone if you have one).

Do not open the office door unless you know or have checked the identity of any visitor. Always trust your instincts – if you do not feel comfortable about letting a person in the building, then ask them to return at a time when you can arrange for someone else to be with you.