Lone Working Policy

1. Objectives

- To protect staff from the risks associated with working alone whether they are on Live Well with Cancer (LWWC) hired premises, at venues used by groups, travelling alone on work duties or working in an isolated setting.

- To ensure that staff understand that LWWC does not expect staff to expose themselves to unnecessary risks in the course of their work duties and that LWWC will support a member of staff if they leave a situation in which they feel at risk.

2. Definition

For this policy, lone working will be categorised into two distinct types:

- Working alone in LWWC hired premises or venues used by groups.

- Travelling alone between the two categories above.

3. General rules

LWWC must have details of your personal mobile number, your home contact number and a person to be contacted in case of emergencies.

- A personal alarm will be provided if requested.

4. Working alone in the organisation premises/venues

Having one person working alone in LWWC hired premises or venues is undesirable. However, as it is not always practical to ensure that two people are present then the emphasis of this policy is to reduce risk. When there is more than one person in the premises, there is still need for vigilance.

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 alone – contact a Trustee of LWWC 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 a Trustee of LWWC.

Whilst working alone in the building

- Work as near as possible to the telephone.
- Ensure that the front door is locked and that the security door and emergency fire exit doors are closed.
- Do not open doors unless you know or have checked the identity of any visitor.
- When talking to anybody you do not know on the phone, do not tell them you are alone in the building.
- If you hear the fire alarm, apart from the regular test, exit the building in the usual way and contact a Trustee. If we are notified that there will be a fire alarm and it is known that you are scheduled to be the only person in the building, you will be warned in advance.
- If anybody appears in the office that you do not know, remain calm and non-threatening – ask who they are and who they are looking for, explain that the person they are looking for is not present and escort them from the premises. Then contact your manager or emergency contact.
- Always trust your instincts – if you don't feel comfortable letting a person in the building, ask them to return at a time when you will not be alone.
- If you make an appointment with somebody for the first time or with somebody who you are not comfortable being with, arrange for somebody else to be in the office, or in the meeting with you, at the time of the appointment.

On leaving the building

Ensure all doors are shut and locked, setting the alarm as relevant.

5. If an incident takes place

If an incident occurs where there is a breach of your personal safety, you should complete an incident report including the date, time, location and description of the incident, including names and contact details of any witnesses if known. This should be given to a Trustee. This should be done no matter how minor the incident as the policies stated here may need to be reviewed.

6. Working alone at the venues of other organisations

Try to only arrange appointments at the premises of other organisations if you know that there will be more than one other person present. If this is not possible, arrange the appointment at THE ORGANISATION's offices.

If you arrive at the premises of another organisation and you are not comfortable with going ahead with the appointment, leave and report this to a Trustee.

Travelling alone during working hours

Travelling alone holds the same risks whether or not you are travelling for work purposes or pleasure. However, it is far more likely that during working time you will be travelling in unfamiliar areas and therefore the planning of the travel is far more important.

Plan for your safety

- Prepare for your journey
- Look confident
- Avoid risk
- Never assume

Prepare your journey

- Know where you are going and how you are going to get there.
- Ensure that you have informed a Trustee where you are going.
- Assess any risks of 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 kept close to your body.

Look confident

- Stand tall and look as if you know what you are doing and where you are going.
- Be alert to what is going on around you.
- Don't wear a personal stereo.
- Carry a personal alarm.
- Ensure you have a working mobile phone with you.

Avoid risk

- Don't take shortcuts unless they are as safe as the longer route.
- Don't change plans at the last minute.

Never Assume

- Don't think, 'It won't happen to me.'
- Don't ignore your instincts.

Remember never put yourself at risk – trust your instincts!

7. Document details

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This policy will be reviewed annually or in response to updated regulations or guidance.