THE ASSOCIATION OF TEESDALE DAY CLUBS
Policy Document
Number 15 Issue 01

Lone Working Policy

It is the policy of the Association of Teesdale Day Clubs (hereafter referred to as the Association) to ensure that all employees working alone to provide a service to our members (service users) are as safe as possible. It is accepted that not all risks can be avoided and that accidents may happen when people are working on their own. Employees have a personal responsibility to work within this policy to minimise the risks to themselves and others.

Lone working situations

There are three main categories of lone working that arise within the Association.

- Working alone in the office
- Driving to meetings or to home visits
- Working alone to make home or doorstep visits

Office work

The office team is small and part-time and so it is frequently the case that someone is working alone in the office.
Most of the time, there are other people in the building, but the building is large and activities in different parts of the building are not visible to everyone.
The door to the building is often left open to the public during office hours and it is possible for the public to enter the building without anyone knowing.
There are also times when an employee may work early or late and the building will be empty, although locked to the public.
There may be times when an employee has a visitor in the office when they are alone.
Our policy is to advise all office-based employees to keep doors locked when working alone and to only see visitors by prior arrangement. If a visitor arrives unannounced, there is no obligation to see them.
When working alone in the office during office hours all employees should:

- Stay alert to any members of the public arriving in the upper part of the building.
- Ensure that their personal belongings are not left unattended in the office without locking the door.
- Keep the office door locked if the building is open to the public when they are alone.
- Ensure that the building is securely locked if they are alone in the building.
- NOT feel obliged to see an unannounced visitor or to see visitors at all when the building is empty.
- When seeing visitors alone and the content of the conversation is not confidential, consider leaving the office door open.

Driving for work-related journeys

- It is the responsibility of all employees to ensure that they hold a valid driving license and they must notify their line manager to any changes to their license or ability to drive.
- Employees must ensure that they hold valid insurance and that their vehicle is safe to drive when using it for activities on behalf of the Association. Proof of valid insurance and business use will be required.

- Employees must comply with all road laws and any fines and legal costs associated with breaking the law will be their own responsibility.
- It is also the employee's own responsibility to ensure that they are healthy, not tired and fit to drive before making a journey and should alert their line manager if they are unwell.
- An employee must not drink alcohol or take any illegal drugs when driving at work.
- Any journey should be planned in advance, and your line manager should be informed of your plans.
- It is important that you tell someone when you are expected to return home after making a work-related visit and that they know how to inform the Association if you do not return from work on time.
- When possible, always carry a mobile phone so that you can phone for help in the case of breakdown or emergency.
- All accidents when at work, however trivial, must be reported to the office as soon as possible and recorded in the accident book.

Home visits and doorstep and drop (outreach services)

Our community service delivers home visits and one-to-one support to our members for the purpose of alleviating loneliness or isolation, providing practical support, helping with the completion of paperwork, or providing transport to an appointment.

During a pandemic and at other critical times, we may provide temporary outreach services to members such as 'doorstep' visits to alleviate loneliness or isolation, run an errand such as picking up and dropping off medications, or doing small amounts of shopping.

All these activities require employees to work alone. There are some basic principles that everyone should follow when making visits alone.

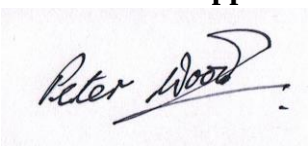
- Employees must make themselves familiar with any risk assessment or safety guidelines for a specific project or activity and abide by the actions relating to their role.
- Employees making visits to member's homes should only do so with their line managers knowledge and all visits should be planned.
- When possible, a member should always be informed prior to a visit being made.
- Club staff making visits as part of specific project activity will only visit existing members. All visits to new or potential new members will only be made by the Club and Community Services Manager.
- Employees will immediately withdraw from a situation that becomes uncomfortable or dangerous for them. Discomfort is a personal reaction and an employee should trust their own response and leave a visit immediately if they feel at all uneasy and inform their line manager as soon as possible.
- Employees should be assertive about any personal safety issues that arise when making a home or doorstep visit and read warning signs of things not being OK as early as possible.
- Employees are encouraged to always take a common-sense approach to a situation that arises and pay attention to their own gut reaction; they will not be criticised for doing so.

- Visits should be confined to daylight hours wherever possible.
- Employees will be fully supported with any personal safety concerns.
- Lone working training will be made available where necessary to ensure that employees feel confident and equipped to make visits to members if this is required as part of their role.

As part of this policy, all employees must:

- Adhere to the Association's other related health, safety and safeguarding policies at all times, raising concerns immediately with their line manager or the Designated Safeguarding Person/Manager as appropriate.
- Take reasonable care of themselves and others who may be affected by their own acts of omission.
- Not endanger themselves or others and avoid using provocative language or gestures towards anyone they encounter as part of their work.
- Not put at risk his or her own life, or the lives of others, whilst attempting to help in the event of an accident or intervene in an act of violence.
- Always contact the emergency services immediately when appropriate.
- Always inform their line manager and make a formal report as soon as possible of any acts of violence, verbal abuse or threats made against them when they are at work.

Reviewed and approved by the Board of trustees and signed on their behalf by Chair:



Date: 05 Aug 20