



## **Swansea Asylum Seekers Support - Lone Working Policy**

### **1. Policy Statement**

SASS has a legal duty to ensure the health, safety and welfare of our staff and volunteers while they are at work, as set out in our Health, Safety and Wellbeing Policy.

We recognise that at any given time staff or volunteers may be working alone, whilst visiting hosts in their homes. Lone working is not inherently unsafe and proper precautions can reduce the risks associated with working alone. The Health and Safety Executive defines lone workers as those who work by themselves without close or direct supervision. This policy refers to frequent lone workers and occasional lone workers.

### **2. Responsibilities**

SASS has responsibility to assess the risks to lone workers and to take steps to avoid or control the risks where necessary.

Staff and volunteers have responsibilities to take reasonable care of themselves and others in lone working situations. Where you are concerned that you may be unsafe working alone in any particular context, you should discuss your concerns beforehand with your supervisor. All staff, volunteers and committee members, including lone workers, are responsible for following safe systems of work and should take simple steps to reduce the risks associated with their normal activities for SASS.



**Swansea Asylum Seekers Support**

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### **3. Risk assessment and precautions**

A risk assessment will identify the hazards of work. Volunteers and employees will be made aware of any risks associated with their work and the relevant safety precautions. Establishing safe working for lone workers is no different from organising the safety of other staff or volunteers, but the risk assessment must take account of any extra risk factors.

When a risk assessment shows that it is not possible for the work to be done safely by a lone worker, arrangements for providing help or back up by a volunteer or other employee should be put in place, or the work done in hours when the worker is not alone. Risk assessment will be carried out for normal working practice as well as in the case of an emergency, e.g. fire, sudden illness, a risk of violence, etc.

- Lone workers will receive guidance during their induction on SASS Lone Workers procedures.
- Lone workers new to a job or undergoing training may need to be accompanied initially.
- In any situation where staff or volunteers feel unsafe whilst working alone, they should remove them self from the situation immediately, and report the incident to their supervisor.
- Lone workers should never feel uncomfortable asking for advice.
- Regular contact by phone may be appropriate and we ensure that lone workers have a mobile phone available at all times to enable them to contact other staff or committee members in the event of an emergency.
- Lone workers should be capable of responding correctly to emergencies and will be made aware of special arrangements for out of hours incidents.
- Employees and volunteers likely to be lone workers will be advised on how to deal with difficult people.
- Lone workers will have access to a small first aid kit. SASS will discuss whether lone workers need first aid training.

Updated March 2020