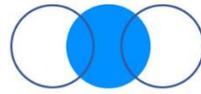


<b>Code</b>	<b>LW.001</b>
<b>Title</b>	<b>Lone Worker Policy</b>
<b>Status</b>	<b>Active</b>
<b>Prepared by</b>	<b>Stuart Hanson</b>
<b>Approved by</b>	<b>Andrew Buckingham</b>
<b>Date Approved</b>	<b>09.11.17</b>
<b>Revision Number</b>	<b>Version 1.0</b>
<b>Date last amended</b>	<b>09.11.17</b>
<b>Date of next review</b>	<b>09.11.19</b>
<b>Contact Officer</b>	<b>Stuart Hanson</b>
<b>Distribution Status</b>	<b>Controlled</b>

Lone Worker Policy	LW.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 1 of 16



## LONE WORKER POLICY

### AIM

This policy is concerned with the mediators of Direct Mediation Services who may be required to 'work alone' or work in an isolated working environment at some time during the course of their work.

### RATIONALE

Direct Mediation Services recognises that it has a duty of care towards its mediators and that reasonable steps should be taken to ensure their Health, Well Being and Personal Safety at all times.

In drawing up this policy, due account has been taken of the following: Health and Safety at Work Act (1974), Management of Health & Safety at Work Regulations (1999) and HSE (1988).

### DEFINITION OF "LONE WORKER"

Lone workers are those who work by themselves with out close or direct supervision. Such as:

- There is only one person working in a premises
- Mediators are working separately from others or outside normal working hours e.g. evenings and weekends
- Mediators who work away from the centre, off site working, outreach and home visits

### RISK ASSESSMENT / CONTROL MEASURES

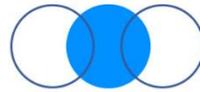
Direct Mediation Services will ensure so far as is reasonably practicable that employees are protected when working alone through the process of hazard identification, risk assessment and elimination; or where elimination of the risks is not possible, to reduce the risks to an acceptable level.

Risk assessments shall be carried out for and by staff whose working practice makes them vulnerable. Recommendations will be made to eliminate or reduce the risk to the lowest level reasonably practicable.

Where staff either work alone / carry out home visits team managers will first complete the lone workers' checklist (Appendix 1)

The checklists should be used as a tool to assist managers to identify if existing control measures are adequate and if not what modifications or additional actions can be considered necessary to help reduce the risks associated with lone working. (See Lone worker risk assessment; Appendix 2)

Lone Worker Policy	LW.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 2 of 16



Risk assessment for based site lone workers include:

- Safe access and exit
- Risk of violence
- Safety of equipment for individual use
- Communication systems in an emergency
- Site security
- Security arrangements i.e. alarm systems and response to personal alarms. Level and adequacy of on/off site supervision.
- Coming into and leaving the centre.
- Channels of communication in an emergency
- Risk Assessment carried out (Appendix 2)

Risk assessment for mobile lone workers must include:

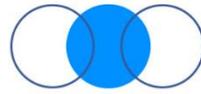
- Client risk assessment where applicable
- Arrangements for home visits or off site working including consideration of alternatives
- Traveling between appointments
- Reporting and recording visits
- Communication and traceability
- Personal safety and security.
- Risk Assessment carried out (Appendix 2)

## PERSONAL SAFETY

Direct Mediation Services has the main responsibility for protecting the health and safety of lone workers. However, lone workers also have a responsibility to:

- Take reasonable care to look after their own health and safety
- Safeguard the health and safety of other people affected by their work
- Cooperate with their employer's health and safety procedures
- Use tools or equipment properly, in accordance with relevant safety instructions and training they have been given
- Not misuse equipment provided for their health and safety.

Lone Worker Policy	LW.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 3 of 16



## INCIDENT REPORTING

If mediators find themselves in a situation which makes them feel unsafe they should be aware of how to deal with that incident and how to report it appropriately.

Any incident must be recorded through the incident reporting system; including where staff feel threatened or unsafe.

- Verbal report to Head of Practice
- Written report
- Completion of the Incident Report Book

## INDUCTION & TRAINING

Employees must be provided with appropriate information, instruction, training and supervision to enable them to carry out their duties in a safe manner and to identify hazards and risks associated with lone working.

Managers must identify the training requirements of their employees during supervision sessions and give employees the opportunity to have input into this process. Managers must then ensure that relevant training courses are identified and employees have the opportunity to attend.

All new members of staff will undertake shadow visits with the team manager and/or experienced member of staff prior to lone working.

## MANAGERS RESPONSIBILITIES

To identify mediators who are lone workers and implement this policy.

To ensure that a relevant risk assessment is undertaken to highlight all appropriate risks that lone working presents.

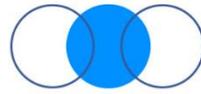
To identify control measures, communication systems and training requirements for mediators who work alone within the confines of the building, or community venues.

To ensure the safety of all mediators is paramount and all reasonable and sensible assessments of the risks factors are undertaken.

Direct Mediation Services must assess the need for lone working in all cases and must provide alternative arrangements or support when it is unsafe to work alone.

That all new mediators are aware of the policy and procedures as part of their induction programme.

Lone Worker Policy	LW.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 4 of 16



Direct Mediation Services must ensure that systems are in place for staff to be traced and that these systems are checked and reviewed on a regular basis.

To support staff in the:

- Risk assessment of clients
- In the event of an incident which may have caused distress
- Until the individual Direct Mediation Services is comfortable with unsupervised visits.
- To ensure relevant training

See the checklist for Working Alone in Buildings (Appendix 4) and Lone Worker within the home (Appendix 3). Appropriate risk assessments to be carried out in this regard (Appendix 2).

**MEDIATOR RESPONSIBILITIES**

To ensure your own personal safety at all times therefore mediators must not take unnecessary risks.

Mediators to be aware of policies and procedures relating to lone working and must comply with them.

Mediators must seek the advice of the Managing Partner if there are any doubts or concerns.

Mediators must comply with the reporting, tracing systems and must inform the appropriate person if they need to make a necessary change.

Mediators should gain prior knowledge of the family whenever possible.

Mediators must take all reasonable care to protect themselves and to implement all guidelines, policy and practice relating to working alone.

To have with you if required a mobile phone which can be used to summons help. It is the workers responsibility to check the equipment is working, charged and fit for purpose.

Where possible to liaise with other agencies involved with the family to establish any concerns.

Ensure that the office always knows when you have an appointment.

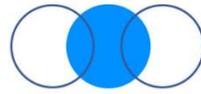
If there are any doubts or concerns about a visit or client, then it is the responsibility of the worker to discuss with the Head of Practice.

If a mediator feels uncomfortable / vulnerable at any time, then a joint visit with another mediator can be arranged.

Do not carry expensive equipment, or wear expensive jewellery.

Dress appropriately for the area or client and be aware and sensitive to the client’s culture.

Lone Worker Policy	LW.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 5 of 16



Before entering the outreach centre the mediator must make a quick assessment of the environment and if in any doubt to stay out.

All mediators should ensure they have a safe exit once in the home. Any concerns then the mediator must politely make their excuses and leave immediately.

Report any concerns or incidents to the Managing Partner and record in the Incident Book, as indicated in the policy and procedure.

### **Lone Workers Traveling**

Both Direct Mediation Services and mediators have a responsibility to ensure working arrangements are as safe as possible. A key factor in this is the Head of Practice (or other staff) knowing where mediators plan to be and for there to be the means for two-way communication whenever possible.

Where there is a situation where mediators are in a lone working scenario undertaking traveling, they should, where possible, ensure most/all of the following items are adhered to:

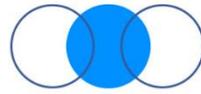
- a) Plan your route, whether driving, walking or using public transport.
- b) All mediators must leave a record of visits, (names and addresses) and time scale with Direct Mediation Services staff and expected time of return to home.
- c) Ensure visits are carried out in daylight. In exceptional circumstances – where agreed by the Head of Practice, visits may require staff to work up to and beyond 4:30 pm.
- d) If on arrival to the outreach centre, you meet with a situation that you did not expect to which gives you concern, leave and make other arrangement.
- e) You should never enter an outreach centre if you are suspicious
- f) Lone working mediators must contact the Head of Practice when the session is likely to take longer than anticipated and give an updated return time.

Failure to check-in at the expected time must be reported to Head of Practice and a decision taken on the most appropriate course of action at that point. (see escalation procedure for more detail).

This may include:

- Ringing the mediator
- Ringing the outreach centre
- Contacting the Police

Lone Worker Policy	LW.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 6 of 16



- g) Keep car doors locked when traveling. (see Appendix 5 for essential car users)
- h) Keep valuables etc out of sight in the car, ideally locked in the boot.
- i) Try to park in open, well-lit places.
- j) When returning to your car, have the key ready and enter quickly. Lock the doors as a routine.
- k) If walking, keep to main streets/roads. Do not take detours through parks etc. Ensure you do not accept lifts from clients/people you do not know. Always use reputable public transport.
- l) Avoid walking in isolated or poorly lit places or in subways whenever possible.

**Escalation Procedure**

If a mediator is concerned about their safety during a visit they must make their excuses and return home.

If a member of staff feels in danger and is unable to do this they must ring the Centre’s emergency mobile number 07748966211 with the Emergency Code word ‘Red File’. This mobile is to be kept in the admin office and will be kept on charge at all times. This mobile is not to be removed from this office at any time.

If the code word is used – reception staff will

1. Contact the police (giving staff name / address of location)
2. Inform Head of Practice
3. Inform Office Manager

If it is necessary to use the escalation procedure out of hours – ring the line managers mobile. The Head of Practice will then contact police and contact at the centre.

**Lone Working within the Main Centre in Leeds**

Staff must come straight into the building, disarm the alarm, lock the front door behind them and sign in.

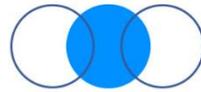
Key holders must not access the building other than at times they are permitted to do so. If additional access is required, you must gain permission from the Head of Practice first.

When in the building alone, you must carry your mobile phone with you (ensuring contact numbers are up to date) and the main centre’s keys, to ensure you can follow fire procedures, if they occur. If a problem arises contact the Head of Practice immediately.

Lone workers should also ensure that family members know the time you are expected home. Please use the Centre phone to let family know when you are leaving the building.

Lone workers should keep a copy of the Head of Practice’s contact details at home.

Lone Worker Policy	LW.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 7 of 16



If you are working alone in the Centre and you feel unwell, inform the Head of Practice, lock up and go home immediately.

If you feel your safety is compromised or you are in danger ring the police immediately or ring the Head of Centre and use the code word 'Red File'

If lone working staff have not returned home within 15 minutes of their expected time and there is no response from their mobile phone or centre telephone, inform the Head of Practice immediately. A decision will then be made to:

- Contact the police
- Key holder to check the Centre

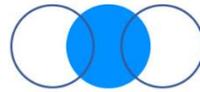
All incidents must be reported to the Head of Centre and logged in the incident file.

The Lone worker on the premises and mobile lone worker risk assessment is in the Appendix.

These procedures will be reviewed annually and will form part of the induction process for all members of staff and mediators.



Lone Worker Policy	LW.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 8 of 16

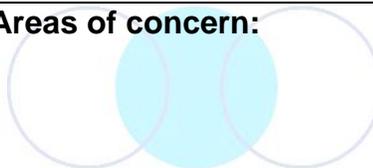


**Example Lone Workers Checklist (Appendix 1)**

<b>Family Name</b>	<b>Address</b>	<b>Contact Details</b>

Date completed:	By Whom:
-----------------	----------

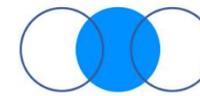
Have you received the MIAM form?	Yes	No
Do you understand what is in your remit and what is not?	Yes	No
Are all the relevant people involved aware of times, contact details etc?	Yes	No
Are you confident all safety measures are in place?	Yes	No
Are there any areas of concern?	Yes	No
Have you explained confidentiality?	Yes	No
Have you discussed the smoking policy?	Yes	No

<b>Areas of concern:</b>	 DIRECT MEDIATION SERVICES
--------------------------	---

<b>What more could be done? And by whom?</b>

<b>Date</b>	<b>Manager's signature</b>	<b>Mediator's signature</b>	<b>Other agency</b>

<b>Any other information</b>
<b>Date of review</b>



**RISK ASSESSMENT FORM**

**Appendix 2.**

**PART A. ASSESSMENT DETAILS:**

**Area/task/activity: Lone worker**

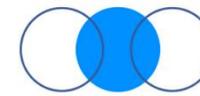
**Location of activity: Outreach visits and lone working within the building**

Business name: Address & Contact details:		Name of Person(s) undertaking Assessment :	
		Signature(s):	
Head of Practice:		Date of Assessment:	
Signature:		Planned Review Date: Spring 2019 (Minimum 12 months)	
How communicated to staff:	Lone Worker Policy / Staff meetings / Induction	Date communicated to staff:	

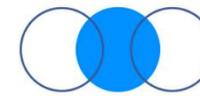
**PART B. HAZARD IDENTIFICATION AND CONTROL MEASURES:**

Step 1 Identify significant hazards	Step 2 Identify who might be harmed and how		Step 3 identify precautionary measures already in place	
List of significant hazards (something with the potential to cause harm) (1)	Who might be harmed? (2)	Type of harm (3)	Existing controls (4) (Actions already taken to control the risk - Include procedure for the task/activity where these are specified)	Further action / controls required (transfer to action plan at Part C below) (5)
Traveling to and from outreach centres, work bases etc.	Personal injury, stress from potentially aggressive situations	MED	1. Lone worker policy and risk assessments in place. Staff/mediator responsible for making sure they are aware of its contents and for following procedure. 2. Advice and guidance on general safety distributed to team 3. Mobile phones to be made available for outreach visits	1. Staff/mediators to be made aware of the policy, which is available in the staff handbook. 2. All new staff/mediators be made aware of the policy at induction 3. Obtain suitable number of phones for staff/mediators use at outreach centres

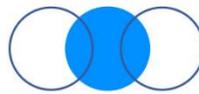
Lone Worker Policy	LW.001	Version 1.0
Prepared by: Stuart Hanson	Approved by: Andrew Buckingham	Page 10 of 16



Home visits	Personal injury to staff, being held against one's will, stress from potentially aggressive situations	MED to HIGH	<ol style="list-style-type: none"> <li>1. Lone workers policy in place</li> <li>2. Staff/mediators made aware of outreach centre visiting and lone worker policy for guidance e.g. need to be back at office by 4.30pm if conducting home visits and the worker is responsible for following this guidance</li> <li>4. Staff/mediators aware of referrals policy which contains the safe procedure for making contact with a service user and the worker is responsible for following it.</li> <li>5. Staff/mediators issued with mobile phones to use in emergencies.</li> <li>6. Where risks are identified or reasonably suspected, workers/mediators to inform their Head of Practice who will conduct a client risk assessment.</li> <li>7. Staff/mediators can access training on personal safety.</li> </ol>	<ol style="list-style-type: none"> <li>1. All staff/mediators to be made aware and to read the lone worker policy, held in the staff handbook.</li> <li>2. If unsure of safety issues within the home, the Head of Practice or worker to contact the relevant referrer and clarify details of the service users.</li> <li>3. If unsure of the safety in a first visit of unknown service users, two members of staff to visit.</li> <li>4. Obtain more mobile phones.</li> <li>5. Manual handling training for all staff/mediators.</li> </ol>
Using public transport	Personal injury, stress from potentially aggressive situations	MED	<ol style="list-style-type: none"> <li>1. Ensure that reputable public transport is used only</li> </ol>	
Walking to and from home visits	Personal injury, stress from potentially aggressive situations	MED	<ol style="list-style-type: none"> <li>1. Ensure that the route is planned</li> <li>2. Keep to main roads/streets</li> <li>3. Do use short cuts e.g. walking through parks etc</li> <li>4. Use the highway code</li> </ol>	
Working alone in the building	Personal injury, stress from potentially aggressive situations	MED	<ol style="list-style-type: none"> <li>1. Lone worker policy and risk assessments in place. Staff/mediators responsible for making sure they are aware of its contents and for following procedure.</li> <li>2. Advice and guidance on general safety distributed to team</li> <li>3. Portable phones to be made available</li> </ol>	<ol style="list-style-type: none"> <li>1. Staff/mediators to be made aware of the policy, which is available in the staff handbook and all new staff/mediators be made aware of the policy at induction</li> <li>2. Obtain suitable number of phones for staff to use</li> </ol>



PART C: ACTION PLAN						
No.	Action required	Person(s) to undertake action?	Priority	Projected time scale	Notes / comments	Date Completed
1	All staff/mediators to be made aware and to read the lone worker policy, held in the staff handbook.	All staff			All new staff to read the staff handbook in the induction period	
2	If unsure of safety issues within the outreach centre, the mediator is to contact the Head of Practice to clarify any issues.	All staff		continuous	This is a continuous process	
3	If unsure of the safety in a first mediation session, two members of staff to visit.	All staff		continuous	This is a continuous process	



## Lone Workers Checklist (Appendix 3)

### Outreach Centre Visits

Staff/mediator exposed to the risk i.e. group and number:

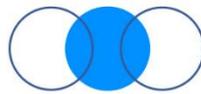
Checklist completed by:

Date completed:

Review Date:

<b>Main Issues of Concern</b>	<b>Yes</b>	<b>No</b>
Do staff/mediators carry out mediations in high risk locations (i.e. areas with high crime rates)?		
Do staff/mediators carry out visits in isolated rural areas?		
Do staff/mediators use public transport?		
Do staff/mediators leave their car details when they are lone working?		
Do staff/mediators visit outreach centres?		
Do staff /mediators visit a high risk or unstable or unpredictable service users?		
Do staff/mediators carry out visits during unsocial hours?		
Do staff/mediators carry valuables or equipment?		
<b>Control Measures for consideration</b>	<b>Yes</b>	<b>No</b>
Do you provide accompanied visits when there are concerns about safety?		
Do you include potential or known risk factors in referral documents and records?		
Do you share risk information with other professional and agencies?		
Are there systems for monitoring staff/mediators whereabouts and regularly reporting to base?		
Have you issued mobile phones?		
Do staff/mediators have information and training on basic personal safety?		
Are staff/mediators trained in strategies for preventing and managing violence?		
Do staff/mediators have access to forms for reporting incidents or near misses and appreciate the need for this procedure?		
Are your existing control measures adequate?		
If No what modifications or additional actions are necessary? 1.  2.  3.		

Note: If you have identified a risk associated with this work activity please complete a Risk Assessment Form



## Lone Workers Checklist (Appendix 4)

### Working Alone in Buildings

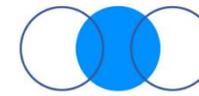
Staff exposed to the risk i.e. group and number:

Checklist completed by:

Date completed:      Review Date:

<b>Main Issues of Concern</b>	<b>Yes</b>	<b>No</b>
Do staff/mediators work alone?		
Do staff/mediators work outside normal office hours?		
Do staff/mediators meet clients in isolated locations?		
Is there enough security provision?		
Is there poor access to the building?		
Do staff/mediator activities involve working in confined spaces?		
<b>Control Measures for consideration</b>	<b>Yes</b>	<b>No</b>
Do you carry out regular supervisor or colleague checks during activities?		
Do you use entrance security systems (i.e. digital locks or swipe cards)?		
Is there security lighting around access points and parking areas?		
Have you installed panic buttons linked to manned locations?		
Do you use reporting checking-in systems?		
Do staff/mediators have access to a telephone or communication system?		
Do staff/mediators have information and training on basic personal safety?		
Are staff/mediators trained in strategies for preventing and managing violence?		
Do staff/mediators have access to forms for reporting incidents or near misses and appreciate the need for this procedure?		
If No what modifications or additional actions are necessary? 1.  2.  3.		

Note: If you have identified a risk associated with this work activity please complete a Risk Assessment Form.



**RISK ASSESSMENT FORM**

**Appendix 5**

**PART A. ASSESSMENT DETAILS:**

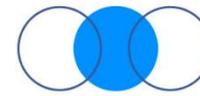
**Area/task/activity:**

**Location of activity:**

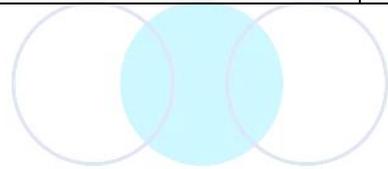
<b>Business name: Address &amp; Contact details:</b>		<b>Name of Person(s) undertaking Assessment :</b>	
		<b>Signature(s):</b>	
<b>Head of Practice:</b>		<b>Date of Assessment:</b>	
<b>Signature:</b>		<b>Planned Review Date:</b>	Spring 2019
<b>How communicated to staff:</b>	Lone worker policy/ Staff Briefing / Induction	<b>Date communicated to staff:</b>	

**PART B. HAZARD IDENTIFICATION AND CONTROL MEASURES:**

<b>Step 1 Identify significant hazards</b>	<b>Step 2 Identify who might be harmed and how</b>		<b>Step 3 identify precautionary measures already in place</b>	
<b>List of significant hazards</b> (something with the potential to cause harm) <b>(1)</b>	<b>Who might be harmed? (2)</b>	<b>Type of harm (3)</b>	<b>Existing controls (4)</b> (Actions already taken to control the risk - Include procedure for the task/activity where these are specified)	<b>Further action / controls required</b> (transfer to action plan at Part C below) <b>(5)</b>



PART C: ACTION PLAN						
No.	Action required	Person(s) to undertake action?	Priority	Projected time scale	Notes / comments	Date Completed



DIRECT MEDIATION  
SERVICES