



A new view on an old problem

**DAYBREAK**

Family Group Conferences

# Lone Working Policy

This policy **must** be followed by all Daybreak staff and Volunteers and is **guidance** to our independent coordinators to keep everyone safe.

Many people find themselves alone in their workplace for some or all of their working day. It is important that these people make adequate arrangements to ensure they are safe at all times.

The most important aspect of safety for people working alone is to ensure that they let other people know whom they are meeting, when and where, so that someone is looking after their welfare.

## Aim of Policy

1. Daybreak FGC is committed to ensuring that the risks associated with lone working are identified and action is taken to remove or minimise those risks.

## Principles

- 2.1 We recognise that lone workers can experience potentially hazardous situations.
- 2.2 Daybreak FGC has undertaken risk assessments on all lone worker positions and is committed to minimising risks.
- 2.3 We provide training on assessing, controlling and minimising the risks of lone working.

## Detail

It is the responsibility of the worker to:

- 3.1 Ensure that they do not take unnecessary risks.
- 3.2 Seek and follow advice from managers.
- 3.3 Follow all health and safety policies and procedures.
- 3.4 Comply with requests for information on whereabouts from managers
- 3.5 Ensure that you let other people know whom you are meeting, when and where, so that someone is looking after your welfare. Be aware of the buddy system - see appendix in lone working guidelines and procedures.

- 3.6 . Know that you have options, including:
  - a) taking a colleague with you to a meeting. This should be in exceptional circumstances, but if you feel that this is helpful because of the level of risk, discuss with your manager, including the clear role of the accompanying person
  - b) meet in a public place
- 3.7 Report any incidents, including threats and potentially dangerous situations to your line manager.
- 3.8 Check all recorded information on family members held by referrer prior to undertaking a home visit, particularly in respect to any safety issues.
- 3.9 Ensure any vehicle used for work purposes is well maintained with breakdown cover.
- 3.10 Treat everyone with respect.
- 3.11 Trust your instincts - if something does not seem right make sure you take precautions to keep yourself safe.
- 3.12 Outside what is required for the FGC meeting, do not buy things for any family member out of your own pocket.
- 3.13 Do not accept money from any family member and only accept gifts if appropriate.
- 3.14 Ensure that all family members realise that the support you are providing is part of your job and there is no need for tokens of gratitude.
- 3.15 Try to prevent disclosing personal details about yourself

It is the responsibility of management to:

- 4.1 Ensure that local operational procedures, training and guidance are put in place to minimise general risk. Check the Health and Safety information on the Referral form. Do not assume that the referral form will always include the potential risks. Ask the referrer at the first meeting if there are any risks associated with this referral.
- 4.2 Support staff in realistic assessment of risk.
- 4.3 Take action to eliminate, minimise or transfer risk. Discuss with the manager any risks that have been identified.
- 4.4 Support requests for equipment and other resources deemed necessary following risk assessment.

## **Review**

Daybreak FGC will review the operation of the policy, with adequate consultation of staff on a regular basis and report the outcomes of the review to the Board of Trustees.