



West Heath Community Association

Lone Worker Policy

West Heath Community Association is a registered charity (no: 1124993)
and has limited liability being a company limited by guarantee
registered in England & Wales (no: 06570815)

Lone Worker Policy

This policy will be reviewed on an ongoing basis or annually. West Heath Community Association will amend this policy, following consultations with the Community Centre Manager where appropriate.

Date of last review:

<i>Date</i>	<i>Change</i>
<i>January 2026</i>	<i>New document created.</i>
<i>April 2026</i>	<i>Approved by Board</i>

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1. Policy Statement

We are committed to ensuring the health, safety, and wellbeing of all staff who work alone. Lone workers must be protected from foreseeable risks, and appropriate measures will be taken to ensure they can carry out their duties safely and confidently. This policy aligns with the Health and Safety at Work etc. Act 1974 and HSE guidance on lone working.

2. Purpose

This policy aims to:

- Identify risks associated with lone working
- Set out responsibilities for managers and staff
- Establish procedures to minimise risks
- Ensure compliance with UK health and safety legislation and HSE best practice

3. Scope

This policy applies to all employees, volunteers, contractors, and temporary staff who work alone at any time, whether:

- On-site in any of our buildings
- Off-site in the community
- Working from home
- Travelling for work

A lone worker is defined as anyone who works without close or direct supervision or without colleagues present.

4. Legal Framework

This policy is informed by:

- **Health and Safety at Work etc. Act 1974** – duty to protect employees' health, safety, and welfare
- **Management of Health and Safety at Work Regulations 1999** – requirement to assess and manage risks
- **Corporate Manslaughter and Corporate Homicide Act 2007**
- **HSE Lone Working Guidance** – employer responsibilities for risk assessment, training, supervision, and monitoring

5. Responsibilities

5.1 Trustees

The Board of Trustees of West Heath Community Association will:

- Provide safe systems of work and appropriate training
- Ensure staff have suitable equipment (e.g., phones, alarms)
- Maintain procedures for communication, monitoring, and emergency response
- Ensure staff are medically and professionally capable of working alone

5.2 Centre Manager

The Centre Manager must:

- Identify lone working roles and associated risks
- Ensure staff understand procedures and receive training
- Monitor lone workers' wellbeing and workload
- Ensure incident reporting and follow-up actions are completed
- Review risk assessments annually or after incidents

5.3 Lone Workers

Lone workers must:

- Follow all safety procedures
- Report hazards, incidents, or concerns immediately
- Maintain regular communication as required
- Not undertake tasks that present unacceptable risk when alone
- Use provided equipment appropriately

6. Risk Assessment

Risk assessments will consider:

- The environment (building, location, time of day)
- The task (manual handling, cash handling, working at height, dealing with the public)
- Individual factors (health, experience, training)
- Communication and emergency arrangements
- Travel risks

7. Procedures for Lone Working

7.1 Before Lone Working

- Ensure risk assessment is completed and up to date
- Confirm communication method (phone, check-in system)

- Agree check-in intervals with manager
- Ensure the worker has access to emergency contacts and first aid

7.2 During Lone Working

- Maintain agreed communication schedule
- Keep mobile phone charged and accessible
- Avoid high-risk tasks unless specifically authorised
- Be aware of surroundings and exit routes
- Report any concerns immediately

7.3 After Lone Working

- Confirm safe completion of shift
- Report any incidents, near misses, or concerns
- Participate in debrief if required

8. Home Working

Home workers are considered lone workers under HSE guidance.
We will:

- Assess risks related to workstation setup, isolation, and wellbeing
- Maintain regular contact
- Provide guidance on safe home working practices

9. Violence, Aggression & Public-Facing Roles

Where lone workers interact with the public, additional controls may include:

- Conflict management training
- Personal alarms
- Avoiding visits after dark
- Pre-visit risk checks
- Withdrawal from unsafe situations without penalty

10. Equipment & Technology

Depending on role, lone workers may be provided with:

- Mobile phones
- Access control systems

Equipment must be used in line with training and maintained in working order.

11. Emergency Procedures

Lone workers must know how to:

- Contact emergency services
- Report incidents
- Activate alarms or alert systems
- Follow building evacuation procedures

Managers must ensure emergency arrangements are suitable for lone working.

12. Incident Reporting

All incidents, near misses, or concerns must be reported immediately.

Managers will:

- Investigate incidents
- Update risk assessments
- Implement corrective actions
- Provide support to affected staff

13. Training

All lone workers will receive training on:

- Risk awareness
- Communication procedures
- Conflict management (where relevant)
- Emergency response
- Safe working practices

14. Monitoring & Review

This policy and associated risk assessments will be reviewed:

- Annually
- After any incident involving a lone worker
- When work practices or environments change

15. Related Documents

- Health & Safety Policy
- Risk Assessment Procedures
- Incident Reporting Policy
- Safeguarding Policy (if applicable)