



LONE WORKING

POLICY & PROCEDURES

POLICY STATEMENT

Refugees Welcome recognizes the responsibility it has to its trustees, advisors, contractors and volunteers under the Health and Safety at Work Act 1974 and the provisions of the Management of Health and Safety at Work Regulations 1999 to provide policy and procedures for Lone Working.

This policy applies to all trustees and volunteers.

Policy Date: 18 November 2018
By: Rev Helen Byrne, Co-Chair of Trustees
Status: Approved 1.12.18

Lone Working Policy and Guidance

It is the policy of Refugees Welcome to care for and respect the Health and Safety of all our trustees, advisors, contractors and volunteers, as set out in our Health and Safety policy.

This includes Lone Working.

We will help to ensure the safety of lone working by guidance set out below, and carrying out a risk assessment for lone working roles as part of the Health and Safety Risk Assessments we carry out for all our trustees and volunteers using the agreed risk assessment template.

A risk assessment should be undertaken of:

- the working practices for lone working.
- the working environment provided by Refugees Welcome

Working Practices for Lone Working

Lone working includes those who:

- work away from an office base (e.g. volunteers supporting families in and outside their homes);
- work outside normal working hours (e.g. volunteers supporting families);
- are the only person on the premises (e.g. trustee, administrator);
- work in the same building as colleagues but in a space on their own (e.g. volunteers working with families)

At times, Refugee Welcome volunteers will be in situations where they are 'lone working'.

The recommendations below try to be realistic about what can and cannot be put in place. Whilst it must be recognized that Refugees Welcome does not have the structure associated with a large business, it aims to be a good manager of its trustees, advisors, contractors and volunteers and is concerned about the safety of all involved in Refugees Welcome.

Some volunteers offer their time on a part-time basis and so it is equally important to have a system in place to account for their safety too.

The Responsibility for implementing this policy lies with the Refugees Welcome Trustee Board and for day-to-day management of Volunteers with the Volunteer Support worker

Responsibilities of the organization:

To assess the 'reasonably foreseeable risks' (e.g. obstacles, dangerous items, situations where there may be deemed personal risk potential – i.e. visiting, tasks such as house moves and gardening etc)

- To ensure that a system is in place for calling for help if there is a problem on and off the premises.

REFUGEES WELCOME

Westminster Road, Macclesfield SK10 1BX

- To keep on file volunteer preferred contact in an emergency contact phone usually through the information held by the H&S Competent Person (Estelle Worthington Volunteer Support worker CVSCE – estelle.worthingto@cvsce.org.uk)
- To keep records of any health issues that may affect the trustees, advisors, contractors or volunteers whilst working alone;
- To ensure that a system is in place so that the organization knows that their people are safe when working on their own with families. (E.g. via phone calls and location visits);
- To provide all volunteers making home visits, a mobile phone or reimbursement of costs incurred for RW-related calls made if requested.
- To ensure that the trustees, advisors, contractors or volunteers receive a Health and Safety briefing as part of Induction and that the Certificate of Employers Liability is displayed in the head office of Refugees Welcome.
- Check that insurance cover adequately covers the work to be undertaken and ensure an accident book is kept up to date.

In relation to a lone working risk assessment, consideration should also be given, via a Risk Assessment undertaken by the Competent Person, to:

- The remoteness of the places volunteers visit
- Potential communication problems.
- Potential for verbal and physical abuse.
- Vulnerability of lone workers to feelings of isolation, stress and depression.
- Whether or not all the plant, equipment, materials etc can be handled safely by one person.
- Whether or not the person is medically fit and able to work alone.
- How the lone working will be supervised:
- How the person engaged in lone working will obtain help in an emergency such as assault, vehicle breakdown, accident or fire.

REFUGEES WELCOME

Westminster Road, Macclesfield SK10 1BX

Responsibilities of the trustees, advisors, contractors or volunteers

- To take reasonable care for your own safety
- To report any incidents of violence or aggressive behaviour
- To arrange to meet unknown individuals in a public place and preferably with another person present
- If making a home visit, to make sure that someone knows where you are going and that you have a mobile phone with you turned on
- If practical, on leaving your base tell someone where you are going and when you hope to be back
- If practical, leave a note stating who and where you are visiting and how you will get there
- To consider a 'buddy system' when you let a colleague or friend know that you have arrived at a visit/premises and when leaving a visit/ premises
- To consider carrying a Personal Shriek Alarm (to be provided if requested)
- To always be 'streetwise' and vigilant, taking note of what is going on around you

Review

This policy will be reviewed annually for currency and accuracy by the Chair of Trustees or individuals delegated by him/her. This does not prevent any changes taking place to this policy at any other time due to changes in practice or legislation.

Reviewed: January 2026

SIGNED BY: Nicky Campbell

DATE: 15.1.26

[Trustee/Chair of Trustees]

POSITION in REFUGEES WELCOME: Chair of Trustees

Review Date: January 2027