





First **Star** Scholars **UK**

Lone Working Policy

Date of Last Review	25/09/2024
Review Cycle	Annually
Date (Month/Year) of Next Review	09/2025
Date Policy was Ratified	25/09/2024
Named Lead for Writing/Review	Emily Hollis MBE
Signed: CEO  FSSUK Board of Trustees – Chair 	Date 25/09/24

Scope

Lone working can present significant risks to workers' health and safety, and it is essential for First Star Scholars UK (the charity) to manage these risks effectively. This requires a comprehensive policy that includes a risk assessment, training and supervision, incident response procedures, and reporting and review mechanisms.

Purpose

This policy sets out the measures that the charity will take to manage the risks of lone working. We are committed to protecting the health, safety, and wellbeing of our staff and volunteers who work alone.

Applicability

This policy applies to all trustees, employees, volunteers, contractors, and third-party representatives of the charity. Its requirements should be reflected in other policies and procedures, agreements, and contracts, as necessary.

Risks to Consider

Lone workers face a range of risks that could harm their health and safety, including:

- Violence in the workplace
- Stress and mental health or wellbeing concerns
- A person's medical suitability to work alone
- The workplace itself, for example, if it's in a rural or isolated area
- High-risk work requires at least one other person

Working from Home

We have the same health and safety responsibilities for homeworkers as for any other workers. We must provide supervision, education, and training, as well as implement sufficient control measures to protect homeworkers.

Managing the Risks

Under the Management of Health and Safety at Work Regulations 1999, we must manage the risks to lone workers. Therefore, we will:

- Train, supervise, and monitor lone workers through regular diarised meetings which assess ongoing risks.
- Complete lone working risk assessments and regularly review them.
- Keep in touch with them and respond to any incident.
- Provide mobile phone contact.

When a lone worker will be at someone else's workplace, we will ask that employer about any risks and control measures to ensure they are protected.

Violence

Although lone working does not always mean a higher risk of violence, it does make workers more vulnerable. We will define violence as any incident in which a person is abused, threatened, or assaulted in circumstances relating to their work, including verbal threats.

To reduce the risk of violence, we will:

- Put measures in place to support any worker who has experienced violence.
- Encourage workers to identify and report incidents.
- If appropriate, provide training in personal safety or violence prevention.

Stress and Other Health Factors

Lone working can cause work-related stress and affect people's mental health. To prevent or manage stress, we will:

- Put procedures in place that enable direct contact with the lone worker so their line manager can recognise signs of stress as early as possible.
- Provide support to workers who feel disconnected, isolated, or abandoned.
- Ensure that lone workers receive adequate support from colleagues and trustees.

Working Alone with a Medical Condition

If we are unsure whether someone's health condition means they are safe to work alone, we will get medical advice. We will also think about both routine work and possible emergencies that may put additional physical and mental burdens on the lone worker.

Residential Vulnerabilities

It is recognised that any lone worker who has responsibility for setting up/closing down of any venue for our services faces additional vulnerabilities. We will try to ensure that there is always more than one person, wherever possible. In the event that a person holds this responsibility alone, any such employee / volunteer will be provided with direct phone numbers of the CEO and Chair of the Board of Trustees. In emergencies, 999 should be called.

Employees will make best endeavours to organise activities and staffing to reduce the number of occasions in which there is a lone worker.

First Aid and Emergencies

We will put emergency procedures in place and train lone workers in how to use them. We will also:

- Provide first aid equipment if necessary.
- Provide first aid training, including how to use first aid on themselves.
- Ensure access to adequate first aid facilities.

- Provide guidance on how and when lone workers should contact their employer, including details of any emergency contact numbers.

Monitoring, Supervision, and Training

We will provide sufficient training, supervision, and monitoring to ensure that lone workers are:

- Competent to deal with the requirements of the job.
- Trained in using any technical solutions.
- Able to recognise when they should get advice.

We will base our levels of supervision on our risk assessment and the worker's ability to identify and handle health and safety issues. We will also:

- Monitor lone workers and keep in touch with them.
- Ensure they understand any monitoring system and procedures we use, including pre-agreed intervals of regular contact, using phones.

Incident response

We will make sure lone workers know what to do in case of an incident or emergency, and that they have the necessary resources to respond appropriately. This may include providing them with an emergency contact number and training them on how to handle different types of incidents, such as medical emergencies, violent incidents, or natural disasters.

Reporting incidents

We will ensure that lone workers know how to report incidents, near-misses, or hazardous situations and encourage them to report any concerns they have about their safety or health, and to cooperate with investigations and reviews of incidents.

Consult with workers

We will consult with lone workers when developing and reviewing our lone working policy.

Lone worker responsibilities

Like any other worker, you must take care of your own health and safety and that of others who may be harmed by your actions at work.

You must cooperate to help everyone meet their duties under the law. You must ensure you are aware of our home working procedures and comply with these, which include, but are not restricted to undertaking any training required, carrying and using any equipment properly, reporting any concerns and maintaining contact with your line manager.

If you're concerned about health and safety risks to you as a lone worker, talk to:

- The health and safety lead (CEO – Diarmuid Molloy)

- Your line manager
- The CEO
- The Chair of the Board of Trustees

Version Control - Approval and Review

Version No.	Approved by	Approval Date	Main Change	Review Period
1.0	Diarmuid Molloy	25 September 2024	New policy format approved	Annually

Appendix One – Lone Working Agreement



First **Star** Scholars **UK** Lone Working Agreement

I confirm that I have read, understood, and agree to follow FSSUK's:

- Lone working policy
- All associated policies and procedures
- Lone working risk assessment

Signed: _____

Name: _____

Date: _____