



LONE WORKING POLICY

PHILOSOPHY

Pillar Kincardine believes that the safety of its staff is of paramount importance, and is committed to ensuring their personal security when working alone either visiting members or in an office or activity setting.

POLICY

Where the conditions of service delivery or its associated tasks require staff to work alone, both the individual staff member and Service Manager have a duty to assess and reduce the risks which lone working presents. Individual staff members have a responsibility not to undertake any action which could compromise their personal safety. The following procedures are designed to minimise any risk to staff acting on Pillar Kincardine's behalf and must be adhered to at all times.

PROCEDURES

Scope of the Procedures

These procedures are to be applied to all employees irrespective of the nature of their contract. They will also apply to other individuals who perform work for Pillar Kincardine or who undertake placements within Pillar Kincardine.

Member Sessions

Where sessions are run by just one member of staff, appropriate arrangements should be made for back-up support should that become necessary. Where one member of staff is closing a group alone, the Safety Buddy should be contacted once the group is closed.

Lone Office Working

Workers must ensure that if they are working in an office alone all necessary procedures are taken to ensure their safety, e.g. inform office building users of appointment with member and lock the front door to the building once other building users have left for the day.

Working from Home

Staff working from their own homes should take every reasonable precaution to ensure that their address and telephone number remain confidential. There should be regular contact with the Service Manager or other designated person if working at home for extended periods, and an appropriate reporting-in system should be used if making visits from home.

Reporting of an Incident

Should an incident occur, the reporting and de-briefing should follow as soon as possible with the Service Manager. In the absence of the Service Manager, the Team Leader should debrief in the first instance; the Service Manager should be informed as soon as practicable, and continue the process.