



# *Lane Worker Policy*



**The Lone Worker Policy aims to protect staff and volunteers from the risk associated with working alone when they are on duty at and away from Evergreen Care Bexley (ECB) premises including travelling alone on work/volunteering duties.**

**To ensure that staff/volunteers understand that ECB, as an employer, does not expect staff/volunteers to expose themselves to unnecessary risks in the course of their work duties and that ECB will support a member of staff or volunteer if they leave a situation in which they feel at risk.**

**The Lone Worker procedure identifies key ways to implement the policy.**

The procedure identifies key ways to ensure the safety of staff and volunteers when working on their own.

**The following are basic principles**

1. ECB must have details of each member of staff and volunteers telephone numbers (including mobile numbers).
2. ECB must have contact details of someone to be contacted in an emergency.
3. The following advice relates to lone workers when meeting with someone or some people when on their own:
  - A Risk Assessment should be undertaken when lone working is being considered.
  - Member of staff or volunteer to ensure someone responsible knows the times they are visiting a client.
  - Planning travel routes is important.
  - If a lone worker arrives at the premises of an appointment and they are not comfortable with going ahead with the appointment then they should leave and report the situation to their line manager. Trusting instincts is key.
  - When in a meeting with a client it is important for a lone worker to ensure they are situated between the client and the door.

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The Suzy Lamplugh Trust recommends that an individual plans their movements whether at work or in daily life. The Trust has produced the following, although it is not all relevant for Evergreen Care Bexley staff and volunteers. However it is included as a guide for staff and volunteers.

## **P\*L\*A\*N**

**For being safe out and about**

**Prepare yourself for the journey**

**Look confident**

**Avoid risk**

**Never assume**

### **Prepare yourself for your journey**

- Know exactly where you are going and how you are going to get there
- Ensure that you have informed the office (by way of diary) or your line manager where you are going.
- Assess any risks there may be in doing the journey you are about to undertake.
- Ensure you have your personal belongings (e.g. keys, travel card) in your pocket and other items in a bag which sits close to your body with fastening innermost.

### **Look confident**

- Stand tall and look as if you know what you are doing and where you are going.
- Be alert to what is going on around you.
- Do not wear a personal stereo.
- Carry a personal alarm.
- Ensure you have a working mobile phone with you.

### **Avoid risk**

- Do not take short cuts unless they are as safe as the longer route.
- Do not change plans at the last minute.

### **Never Assume**

- It won't happen to me.
- Do not ignore your instincts.

**REMEMBER NEVER PUT YOURSELF AT RISK – TRUST YOUR INSTINCTS!**

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