



Issue 3: 1 February 2017

Lone Working Policy

Introduction

This policy aims to alert **Enterprise England's** staff to the potential risks presented by lone working, to identify the responsibilities each person has in this situation, and to help minimise any associated risks. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations.

Enterprise England is committed to the safety of its staff in their work environment. If risks cannot be mitigated sufficiently, then the individual should not work alone and the activities should be reorganised/ planned to enable them to be conducted safely, which may mean that a second member of staff needs to be available.

Scope

The policy applies to all employees directly employed by **Enterprise England**, and to workers employed via agencies, contractors and Trustees.

Context

Enterprise England has one enterprise centre located in Maidstone, Kent with further plans to open centres across the UK in the future. Currently there are no permanent Enterprise England staff managing the centres.

Enterprise England staff employed in the centres, are a mixture of full and part time staff and often there is 24 hour access to our centres, the result of which is that there will be occasions when members of staff are required to work alone.

Definition

For the purposes of this policy, 'lone working' refers to situations where **Enterprise England** staff in the course of their duties work alone, usually as the only staff member present in an office or workshop. In this situation, **Enterprise England** employees will be physically isolated from colleagues, and without access to immediate assistance. There may potentially be other people present in the building, including **Enterprise England** beneficiaries and their visitors.



Responsibilities

Security of buildings

Enterprise England are responsible for ensuring that necessary steps have been taken to safeguard the following or escalating accordingly:

- Ensuring that all appropriate steps are in place to control access to the building, and/ or **Enterprise England** areas, as appropriate.
- Ensuring that emergency exits are accessible, and any alarm systems are tested regularly. This may be in conjunction with building or facilities management organisations.
- Key codes for access should be changed from time to time, and as a matter of course if a breach of security is suspected.

Enterprise England staff working alone must ensure they are familiar with the exits and alarms.

There must be access to a telephone and first aid equipment for staff working alone.

If there is any indication that a building has been broken into, **Enterprise England** staff member must not enter alone, but must wait for the authorities or back-up.

In buildings where staff may be working with people in relative isolation, there should be an agreed system in place to alert colleagues in an emergency, documented in a site specific risk assessment, see Appendix A for a template.

Personal safety

Enterprise England staff must not assume that having a mobile phone and a back-up plan is a sufficient safeguard in itself. The first priority is to plan for a reduction of risk.

Enterprise England staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.

Before working alone, an assessment of the risks involved should be made in conjunction with the line manager.

Enterprise England staff must inform their line manager or other identified person when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person when the task or activity is completed.

Enterprise England must ensure that there is a robust system in place for signing in and out of the **Enterprise England** area of the building, and that staff use it.

Assessment of Risk

Enterprise England should ensure that a specific risk assessment is conducted for each of the **Enterprise England** centres or separate areas of, as appropriate in each case, utilising the template in Appendix A.

In preparing and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:

- the environment – location, security, access
- the context – nature of the task, any special circumstance
- the individuals concerned – indicators of potential or actual risk history – any previous incidents in similar situations
- any other special circumstances

Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second member of staff or making other arrangements to complete the task. Safety of staff is the prime concern of **Enterprise England**.

Review

This document is subject to an annual review unless there are any major changes in the workplace or legislation requiring more urgent consideration/ action.

Risk assessments should also be reviewed when there are any significant changes in the workplace or on a quarterly basis as a minimum.



Chairman's Signature:

Date: 1 February 2017



Appendix A

Lone Working Risk Assessment

Centre: _____

Date of assessment: _____

Review Date: _____

Potential Hazards	Degree of Risk High/ Medium/ Low		Additional Action	Degree of Risk High/ Medium/ Low
	With Existing Control Measures	Existing Control Measures	Required/Comment	With Additional Control Measures



Appendix A

Lone Working Risk Assessment