

Lone Working Policy

Introduction

The John Holford Charity recognises its duty of care to its Trustees, volunteers and clients. We are committed to ensuring their safety. The John Holford Charity encourages its Trustees to take care of themselves and others. The John Holford Charity also take responsibility for carrying out risk assessments and providing clear guidance where possible. Whilst the John Holford Charity discourage lone working, very occasionally the John Holford Charity's work may involve lone visits by its Trustees to houses or to meetings with one other person at a variety of locations. Therefore, it is important that they are well supported.

Policy Summary

The John Holford Charity encourages Trustees, employees and volunteers not to work alone unless absolutely necessary. The John Holford Charity is committed to equipping lone-working Trustees appropriately so that they will be able to do all that they can to avoid endangering themselves, or those with whom they come into contact.

Policy Objectives

The objectives of the Lone Working Policy are to:

- ensure the safety of clients and contacts by reducing the opportunities for Trustees to take advantage of them
- protect Trustees from any malicious suggestion of impropriety
- ensure that all Trustees who have occasion to work alone, either on home visits, or visits to other organisations, are aware of basic safety procedures in order to minimise personal risk.
- ensure a consistent approach amongst the Board of Trustees.
- explain how any emergency or occasions of poor practice will be handled.
- ensure regular review of the procedure

The Policy

The purpose of this lone worker policy is to ensure that all Trustees are aware of the specific risk in working alone and to set out the respective responsibilities of the Charity and each individual to minimise such risks. The John Holford Charity commit to carrying out their responsibilities in a thorough and disciplined way. It is expected that all Trustees will abide by this policy.

The Risks

This list is not exhaustive but identifies some of the risks faced.

- Physical accident
- Sudden illness
- Physical violence or threat of abuse in any form
- Sexual behaviour or advances deemed to be inappropriate or threatening
- Accusations of inappropriate behaviour by Trustees when there are no witnesses
- Stress caused by abusive calls or digital media responses.

If making a visit alone always carry out a risk assessment first.

The Board of Trustees will identify “reasonably foreseeable risks” with appropriate action taken to minimise them.

The Board of Trustees will ensure that every Trustee feels that the Board of Trustees has taken all reasonable steps to ensure their safety.

Individual Trustees also need to ensure that they don’t put themselves in unnecessary danger.

If possible visit in pairs. Do not agree to meet anyone in an isolated place. Consider carrying a personal alarm. Be alert to possible dangers and minimise them

When working alone (or visiting someone in their home) make sure someone else knows where you are, and what time you are due home. Get them to check on you if you are not home when expected and if they can’t contact you, to raise the alarm.

Carry a charged mobile phone with you, to use in case of emergency

Complaints

In the event of a complaint against a Trustee either verbally or in writing the Chair of Trustees will immediately suspend the Trustee and carry out an investigation as quickly as possible into the complaint. If the complaint is towards a child or vulnerable adult refer to the action required under the appropriate policy. If the matter alleges a criminal offence, then it should be referred to the police immediately and a serious incident report should be logged with the Charity Commission. Complaints should be made to the Chair of the Board of Trustees.

Change Record

Date of Change:	Changed By:	Comments:
		Policy approved by the Trustees