



ANCHOREACH C.I.C.

Lone Working Policy and Procedures

Policy Owner: Anchoreach C.I.C.
Approved by: Board of Directors
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Version: 1.0

1. Policy Statement

Anchoreach C.I.C. recognises that some staff, directors, volunteers, contractors and sessional workers may occasionally be required to work alone.

Lone working can present additional risks, particularly where an individual is working outside normal hours, working in an isolated location, visiting someone alone, or carrying out activities without immediate assistance.

Anchoreach C.I.C. is committed to reducing the risks associated with lone working and will take reasonably practicable steps to protect the health, safety and welfare of anyone working alone on behalf of the organisation.

No work activity should be undertaken alone where the risks cannot be adequately controlled.

2. Purpose

This policy and procedure aims to:

- Identify and manage risks associated with lone working.
 - Protect staff, volunteers, directors, contractors and sessional workers.
 - Provide clear arrangements for communicating with lone workers.
 - Reduce the risk of accidents, violence, illness and other harm.
 - Establish procedures for responding to emergencies.
 - Ensure lone workers know when they should not work alone.
 - Ensure lone-working arrangements are appropriately risk assessed.
 - Provide a clear process for reporting concerns and incidents.
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3. Scope

This policy applies to anyone undertaking work or volunteering on behalf of Anchoreach C.I.C., including:

- Employees.
- Directors.
- Volunteers.
- Tutors.
- Sessional workers.
- Contractors.
- Freelancers.
- Community workers.
- Staff carrying out visits or outreach work.

Lone working may occur:

- At Anchoreach C.I.C. premises.
 - Outside normal opening hours.
 - During early morning or evening activities.
 - When opening or closing premises.
 - During community outreach.
 - During home or community visits.
 - During travel.
 - At external venues.
 - During events or activities.
 - When working in a separate part of a building from other people.
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4. Definition of Lone Working

A lone worker is someone who works without direct supervision or without another person immediately available to provide assistance if something goes wrong.

Examples include someone:

- Working alone in a building.
 - Opening or closing the premises.
 - Conducting an individual appointment or meeting.
 - Carrying out a community visit alone.
 - Working outside normal hours.
 - Travelling alone for work.
 - Working in an isolated area.
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5. Responsibilities

5.1 Board of Directors

The Board is responsible for ensuring appropriate arrangements are in place for lone working.

The Board will:

- Ensure significant lone-working risks are assessed.
- Provide reasonable resources for managing risks.
- Review serious incidents.
- Ensure appropriate policies and procedures are maintained.
- Monitor compliance with this policy.

5.2 Lone Working Lead

Lone Working Lead: Paul Marriner

The Lone Working Lead will:

- Coordinate lone-working arrangements.
- Maintain relevant risk assessments.
- Ensure staff understand procedures.
- Monitor incidents and concerns.
- Review lone-working arrangements.
- Ensure appropriate actions are taken following incidents.

5.3 Managers and Session Leaders

Managers will:

- Determine whether lone working is appropriate.
- Complete or review relevant risk assessments.
- Ensure staff know the check-in procedure.
- Consider whether additional controls are necessary.
- Ensure incidents are reported.

5.4 Lone Workers

Anyone working alone must:

- Follow this policy and relevant risk assessments.
- Take reasonable care of their own safety.
- Follow agreed check-in arrangements.

- Keep their phone or agreed communication method available.
 - Report hazards and incidents.
 - Avoid unnecessary risks.
 - Stop work if they believe the situation is unsafe.
 - Contact their manager or emergency services when necessary.
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6. Lone Working Risk Assessment

Before regular lone working begins, a suitable risk assessment should be undertaken.

The assessment should consider:

- Location.
- Time of day.
- Duration of lone working.
- Nature of the work.
- Access and exit arrangements.
- Potential for violence or aggression.
- Participant or visitor behaviour.
- Medical considerations.
- Working with children or adults requiring additional support.
- Manual handling.
- Use of equipment.
- Hazardous substances.
- Fire and emergency arrangements.
- Communication arrangements.
- Mobile phone coverage.
- Travel.
- Weather and environmental conditions.
- Previous incidents or concerns.

The risk assessment should identify appropriate control measures.

7. When Lone Working Should Not Take Place

Lone working should not take place where the risks cannot reasonably be controlled.

Examples may include:

- Activities involving significant physical danger.
- Certain maintenance or repair work.
- Work at height where assistance is required.
- Work involving dangerous machinery.
- Situations where there is a significant risk of violence.
- Activities requiring more than one person for safe evacuation.
- Situations where a participant presents a known unmanaged risk.
- Any activity prohibited by the relevant risk assessment.

Where two or more people are required for safety, lone working must not be used as an alternative.

8. Before Lone Working

Before starting lone work, the worker should:

- Confirm that lone working has been authorised where required.
 - Review the relevant risk assessment.
 - Check that their mobile phone is charged.
 - Ensure emergency contact information is available.
 - Check that the working environment is safe.
 - Ensure doors and access arrangements are appropriate.
 - Consider weather and travel conditions where relevant.
 - Inform the nominated contact of their expected working period where required.
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9. Lone Working Check-In Procedure

Where a check-in system is required, the lone worker must:

Before starting

Contact the nominated person and confirm:

- Their name.
- Location.
- Purpose of the work.
- Expected finishing time.
- Any relevant concerns.

During the work

The worker should maintain communication as required by the risk assessment.

On completion

The worker must confirm that they have finished safely and have left the location where appropriate.

10. Check-In Contact

A nominated person should be identified for relevant lone-working activities.

Primary Contact: Paul Marriner

Telephone: 07950520815

Alternative Contact: Joanne Horner

Telephone: 07894241870

The nominated person should understand what action to take if a worker fails to make contact.

11. Missed Check-In Procedure

If a lone worker fails to make an agreed check-in:

First missed check-in

The nominated contact should attempt to contact the worker by telephone or agreed communication method.

If there is no response

The nominated contact should:

1. Attempt to contact the worker again.
2. Contact the manager or responsible person.
3. Review the expected location and activity.
4. Consider whether there is any known reason for the delay.

If there is a genuine concern for the worker's safety

The organisation should consider contacting emergency services or another appropriate person to undertake a welfare check.

The response should be proportionate to the known risk.

12. Emergency Procedure

If a lone worker is involved in an emergency:

1. Move to a safe location if possible.
2. Contact emergency services where necessary.
3. Call **999** if there is an immediate threat to life, serious injury, fire or another emergency.
4. Provide the exact location.
5. Follow instructions from emergency services.
6. Contact the nominated person or manager when it is safe to do so.
7. Report the incident as soon as practicable.

The worker's safety takes priority over protecting property or completing work.

13. Violence, Aggression or Threatening Behaviour

Lone workers must not place themselves at unnecessary risk.

If a person becomes threatening or aggressive:

- Remain calm where possible.
- Maintain a safe distance.
- Avoid confrontation.
- Do not attempt to physically restrain someone unless specifically trained and authorised under relevant procedures.
- Leave the area if it is safe to do so.
- Contact emergency services if there is an immediate threat.
- Inform a manager.
- Record the incident.

Any serious incident involving violence or threats should be reviewed.

14. Home and Community Visits

Where staff undertake visits away from Anchoreach C.I.C. premises, additional precautions may be required.

Before a visit, staff should consider:

- Purpose of the visit.
- Known risks.
- Location.
- Travel arrangements.
- Time of day.
- Contact arrangements.
- Known behavioural or safeguarding concerns.
- Access and exit arrangements.
- Mobile phone coverage.

Where a visit is assessed as unsuitable for lone working, another worker should attend or an alternative arrangement should be made.

15. Meetings with Participants

Where a staff member or volunteer is meeting an individual alone, consideration should be given to:

- The nature of the meeting.
- The individual's needs.
- Any known risks.
- The location.
- Visibility and accessibility.
- Emergency arrangements.
- Whether another person should be present.

Where possible, meetings should take place in an appropriate professional environment rather than an isolated location.

16. Working with Children and Young People

Lone working with children and young people must be carefully considered.

Anchoreach C.I.C. will follow its safeguarding procedures in addition to this policy.

Where a role or activity requires another adult to be present, the lone worker must not undertake the activity alone.

Professional boundaries must always be maintained.

Any safeguarding concern must be reported immediately in accordance with the organisation's Safeguarding Policy.

17. Working with Adults Requiring Additional Support

Where activities involve adults who may require additional support, lone-working risks should be assessed individually where appropriate.

Consideration should be given to:

- Communication needs.
- Mobility.
- Medical needs.
- Behavioural risks.
- Safeguarding.
- Emergency evacuation.
- The individual's ability to summon help.

Additional staff support should be arranged where the risk assessment indicates it is necessary.

18. Opening and Closing Premises

Where staff open or close Anchoreach C.I.C. premises alone, additional precautions should be taken.

The worker should:

- Check the immediate environment before entering where appropriate.
- Ensure access points are secure.
- Avoid allowing unknown individuals into the premises.
- Keep a telephone available.
- Follow agreed opening and closing procedures.
- Report suspicious or concerning behaviour.

- Contact emergency services if they believe they are in immediate danger.

Where the risk assessment requires two people, premises must not be opened or closed alone.

19. Lone Working Outside Normal Hours

Working outside normal hours may increase risks because fewer people are available to provide assistance.

Before working outside normal hours, the worker should consider:

- Whether the work is necessary.
 - Whether another person should attend.
 - Building security.
 - Lighting.
 - Travel arrangements.
 - Emergency contacts.
 - Communication.
 - Known local risks.
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20. Travel and Transport

Where staff travel alone for work, they should:

- Plan their journey.
- Carry a charged phone.
- Inform the relevant person of their expected arrival where appropriate.
- Follow safe driving practices.
- Take reasonable account of weather conditions.
- Avoid unnecessary travel to locations assessed as unsafe.
- Report delays or significant changes where required.

Staff must not use a mobile phone while driving except through lawful hands-free arrangements.

21. Personal Safety

Lone workers should:

- Keep personal belongings secure.
- Avoid carrying unnecessary valuables.
- Maintain awareness of their surroundings.
- Avoid unnecessary confrontations.
- Trust their judgement if a situation feels unsafe.
- Leave an unsafe situation where possible.
- Report concerns.

Staff are not expected to place themselves at risk to protect property.

22. Personal Safety Devices

Where a risk assessment identifies a need, Anchoreach C.I.C. may consider appropriate personal safety or communication equipment.

Any device must be suitable for the role and used in accordance with organisational procedures.

23. First Aid and Medical Emergencies

Lone workers should know:

- Where first-aid equipment is located.
- How to summon emergency assistance.
- The address or location of the premises.
- How to contact their nominated person.

If a lone worker becomes seriously unwell:

1. Call emergency services.
 2. Provide their location.
 3. Follow medical instructions.
 4. Contact the nominated person when safe to do so.
 5. Record the incident afterwards.
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24. Fire and Emergency Evacuation

Lone workers must be familiar with fire and emergency procedures.

If the alarm sounds:

1. Leave the building using the nearest safe exit.
2. Do not delay to collect belongings.
3. Contact emergency services where appropriate.
4. Go to the designated assembly point.
5. Do not re-enter until authorised.

Any individual who may require assistance to evacuate should have their needs considered within relevant risk assessments.

25. Lone Working and Health Conditions

Where a worker has a health condition or disability that may affect lone working, appropriate risk assessments and reasonable adjustments will be considered.

Personal information will be handled confidentially in accordance with the organisation's GDPR and Data Protection Policy.

26. Accidents, Incidents and Near Misses

All accidents, incidents, threats, injuries and near misses involving lone workers must be reported.

This includes:

- Falls.
- Injuries.
- Violence.
- Threatening behaviour.
- Safeguarding concerns.
- Security incidents.
- Equipment failures.
- Medical emergencies.
- Failure of communication systems.

Reports will be reviewed to determine whether further action is required.

27. Safeguarding

Lone working arrangements must comply with Anchoreach C.I.C.'s safeguarding procedures.

Where a lone worker identifies a safeguarding concern:

1. Ensure immediate safety where possible.
2. Do not promise confidentiality.
3. Record the concern accurately.
4. Report it to the Safeguarding Lead.
5. Follow safeguarding procedures.
6. Contact emergency services where there is an immediate danger.

Safeguarding Lead: Pauk Marriner

28. Lone Working Risk Controls

Depending on the activity, controls may include:

- Regular check-ins.
 - Telephone contact.
 - Working during staffed hours.
 - Working in visible areas.
 - Two-person working.
 - Restricting access to premises.
 - Avoiding high-risk activities.
 - Additional training.
 - Personal safety equipment.
 - Clear emergency procedures.
 - Increased supervision.
 - Changing the location or time of work.
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29. Training

Staff and volunteers who undertake lone working will receive appropriate information or training.

This may include:

- Lone-working risks.
 - Personal safety.
 - Emergency procedures.
 - De-escalation.
 - Safeguarding.
 - Incident reporting.
 - Communication procedures.
 - First aid awareness.
 - Fire safety.
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30. Monitoring and Review

The Lone Working Lead will monitor:

- Lone-working incidents.
- Missed check-ins.
- Accidents and near misses.
- Violence or threatening behaviour.
- Safeguarding concerns.
- Risk assessments.
- Feedback from lone workers.

The Board will review significant concerns and ensure appropriate improvements are made.

31. Lone Working Quick Checklist

Before working alone

- ☐ Lone working has been authorised where required.
- ☐ Risk assessment has been reviewed.
- ☐ Mobile phone is charged.
- ☐ Emergency contact details are available.
- ☐ Location and expected finish time have been communicated.
- ☐ Working environment is safe.
- ☐ Any known risks have been considered.

During lone working

- ☐ Follow agreed check-in arrangements.
- ☐ Keep communication equipment available.
- ☐ Avoid unnecessary risks.
- ☐ Leave unsafe situations.
- ☐ Report concerns immediately.

When finished

- ☐ Confirm completion with the nominated contact where required.
 - ☐ Confirm safe departure where appropriate.
 - ☐ Report any incidents or concerns.
 - ☐ Record accidents or near misses.
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32. Missed Check-In Flowchart

Lone worker fails to check in

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Attempt telephone contact

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No response?

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Contact manager/responsible person

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Review known location, activity and risk

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Concern for worker's safety?

→ **No:** Continue reasonable attempts to contact and document.

→ **Yes:** Consider welfare check/emergency services.

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Incident identified?

→ **Yes:** Report, record and investigate.

→ **No:** Record the missed check-in and review arrangements if necessary.

33. Records

Anchoreach C.I.C. may maintain:

- Lone-working risk assessments.
- Check-in records where appropriate.
- Accident reports.
- Incident reports.
- Near-miss reports.
- Training records.
- Review records.

Personal information will be stored securely and managed in accordance with the organisation's GDPR and Data Protection Policy.

34. Non-Compliance

Failure to follow lone-working procedures may place individuals at risk.

Where a worker repeatedly fails to follow agreed procedures, Anchoreach C.I.C. may provide additional training, supervision or take other appropriate action.

No person will be expected to continue working alone where they reasonably believe that doing so presents a serious and uncontrolled risk.

35. Policy Review

This policy and procedure will be reviewed at least annually or sooner where:

- A serious incident occurs.
 - A new risk is identified.
 - Working arrangements change.
 - New activities are introduced.
 - There are significant changes to legislation or guidance.
 - Staff or volunteer feedback identifies a need for change.
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36. Approval

Organisation: Anchoreach C.I.C.

Policy: Lone Working Policy and Procedures

Version: 1.0

Approved by: Board of Directors

Signature: P Marriner

Name: Paul Marrnier

Position: Managing Director

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